



Australian Government

SHBHCLS003 Provide full and partial head highlighting treatments

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to consult with clients, analyse existing hair colour and condition and provide full and partial head highlighting treatments using foil techniques. It requires the ability to use single or combined colour, high lift tint or bleach products to create highlights, lightened sections of the head or multiple colours in the hair.

This unit applies to hairdressers and barbers with well-developed skills who work in hairdressing salons or barber shops. They use discretion and judgement to manage the client service and take responsibility for the outcomes of their work.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Colour and Lightening

Unit Sector

Hairdressing

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Consult with client and assess hair.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Access and review any existing client hair colour history or create for new clients.
- 1.2. Determine, through discussion and questioning, client satisfaction or dissatisfaction with current hair colour.
- 1.3. Discuss client colour preferences, and expectations of desired lift, colour and tone using colour charts to assist.

- 1.4. Engage client in discussion about lifestyle and self-care factors that may impact on success of colour treatment.
 - 1.5. Visually examine and analyse client skin and hair characteristics, existing hair colour and condition.
 - 1.6. Consider the interplay of the elements and principles of hair design to visualise, communicate and recommend colour treatments appropriate for the client.
 - 1.7. Obtain client agreement to proceed with recommended colouring services.
2. Determine contraindications to colour treatment.
 - 2.1. Evaluate client reaction to colour chemicals through discussion, assessment of history, where available, and completion of a pre-service skin test, as required.
 - 2.2. Complete a strand test where hair analysis indicates risk to hair structure and condition.
 - 2.3. Identify contraindications to proceeding with colour treatment and explain any present to client.
3. Select products and prepare for service.
 - 3.1. Use knowledge of hair biology and cosmetic chemistry, as it applies to colour, high lift and bleach products, to ensure effective and safe use of chemicals.
 - 3.2. Select colour, high lift and bleach products to achieve desired colour outcome.
 - 3.3. Select and prepare highlighting and foiling equipment according to product instructions and application methods to be used.
 - 3.4. Take personal precautions to prevent own skin stain and allergic reactions to colour chemicals throughout preparation and colour service.
 - 3.5. Measure and prepare products, according to product instructions and ensure minimal wastage.
 - 3.6. Apply wraps, towels and skin barrier cream to ensure client protection and safety.
4. Apply colour treatment products.
 - 4.1. Maintain client and operator comfort and safety throughout colour service according to organisational procedures.
 - 4.2. Apply foiling and colour and lightening products to a predetermined pattern using head on scalp methods and following stages shown in product instructions.
 - 4.3. Ensure even coverage without re-growth overlap, cross check and seal to achieve colour effects with no colour bleed.
5. Process and remove product.
 - 5.1. Time processing of products, according to product instructions, monitor through observation and judge when desired lift or colour is achieved.
 - 5.2. Apply heat acceleration, according to product instructions,

- to assist processing.
- 5.3. Loosen foils or plastic caps and gently remove when processed.
- 5.4. Remove residual product using tepid running water to avoid stretch or damage to hair.
- 5.5. Apply and remove after-treatment colour conditioners, according to product instructions.
- 5.6. Use energy and water resources efficiently during service and safely dispose of hazardous and other waste according to organisational procedures.
6. Review service and provide home care advice.
- 6.1. Review colour service outcomes against client expectations and confirm client satisfaction with lift, colour and tone result.
- 6.2. Propose remedial action in response to any client concerns and post service analysis of hair condition and colour appearance.
- 6.3. Reach agreement with client on proposed solutions through positive and open communication.
- 6.4. Advise on and recommend home colour care products and sun protection strategies.
- 6.5. Update client history to include full details of colour service.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skill	Description
Reading skills to:	interpret sometimes unfamiliar and detailed documents including organisational procedures, product instructions and safety data sheets.
Oral communication skills to:	ask open and closed probe questions and actively listen to effectively interact with client and meet their needs.
Numeracy skills to:	- calculate and record ratios, measure, mix and apply colour treatment products in correct proportions - manage application and processing times effectively.
Planning and organising skills to:	manage own timing and productivity to complete colour treatment services within organisational service times.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>

Assessment Requirements for SHBHCLS003 Provide full and partial head highlighting treatments

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- consult with at least eight clients, each with different hair highlighting treatment needs, and complete the treatments detailed below which consistently achieve desired outcome to client satisfaction
- for each client, complete a pre-treatment hair analysis covering the following characteristics to recommend appropriate colouring treatments:
 - 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
 - skin tone
 - length of hair
 - scalp condition
- use at least four of the these types foiling techniques cumulatively across the suite of treatments:
 - coarse, medium or fine woven meshes
 - spliced meshes
 - alternated coloured and lightened woven meshes and unwoven natural hair meshes
 - single or multiple colours and tones
 - bleached meshes
 - whole or partial head effects
- use these types of highlighting techniques cumulatively across the suite of treatments:
 - combing and brushing colour or bleach products onto predetermined areas of the hair
 - colouring and bleaching single strands or meshes
- use these colour treatment products cumulatively across the suite of treatments:
 - bleach products
 - permanent colour
 - high lift tints

- record the following details of the colour service in the history for each client serviced:
 - pre-service hair analysis
 - contraindications
 - reaction to skin tests or products
 - colour, high lift and bleach products selected
 - brand and colour selection, where applicable
 - application techniques, processing methods and times
 - lift, colour, tone and hair condition outcome
 - recommended home care products.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- colour wheel and its use in colour selection to achieve warm and cool tones
- key characteristics and interrelationships of the elements and principles of hair design and their use in achieving hair colouring and lightening effects;
 - elements of hair design:
 - line
 - shape
 - direction
 - size
 - texture
 - colour
 - principles of hair design:
 - balance
 - gradation
 - repetition
 - contrast
 - harmony
 - dominance
 - unity
- hair biology, at an elementary level of understanding:
 - main functions and role of hair
 - main factors contributing to hair colour
 - structure and cellular features of hair and hair follicles
 - process of hair growth and the hair growth cycle
 - characteristics of normal and damaged hair
- relationship between hair porosity, texture, condition and the success of hair highlighting treatments

- basic concepts of cosmetic chemistry, as they apply to effective and safe use of permanent colour, high lift tints and, and bleach products:
 - bonds
 - molecules
 - chemical compounds
 - chemical change
 - neutralisation
 - acids and bases
 - pH
- at an elementary level of understanding, the chemical and physical effects on hair structure, texture and colour of:
 - bleach products
 - hydrogen peroxide
 - permanent colour
 - high lift tints
 - sunlight
 - heated hairdressing equipment
- contraindications to using permanent colour, high lift tints and, and bleach products:
 - hair or scalp damage from previous chemical hair treatments
 - existing metallic based colour on hair
 - hair porosity
 - sunlight or heat affected hair
 - client allergic reactions
- organisation's permanent colour, high lift tint and bleach products range:
 - colour chart system
 - formulation
 - product purpose
 - action on the hair
 - mixing and application instructions
 - processing and developing times
 - role and basic content of Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content
- levels of bleaching
- basic aspects of local government, state or territory health regulations applicable to providing hair colouring services
- industry practices and organisational procedures for:
 - client comfort and safety with particular emphasis on:
 - using gown and towels to protect client clothes
 - application of barrier creams to face and neckline
 - avoiding product contact with eyes

- monitoring client scalp comfort and condition
- work health and safety for providing hair highlighting treatments, with particular emphasis on:
 - avoiding product contact with operator eyes and skin
 - avoiding inhalation of fumes during product mixing
 - using correct posture and adjusting height of client chair to avoid fatigue and injury
- minimising wastage of permanent colour, high lift tints and, and bleach products
- waste disposal with particular emphasis on environmentally sound disposal methods for hazardous and other hairdressing waste.

Assessment Conditions

Skills must be demonstrated in a hairdressing or barbering environment; this can be:

- a hairdressing or barbering industry workplace or
- a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.

Assessment must ensure use of:

- paying clients with different hair highlighting treatment requirements; these can be:
 - clients in a hairdressing or barbering industry workplace, or
 - clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business
- sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence
- activities that require the individual to work with commercial speed, timing and productivity to:
 - deal with multiple tasks simultaneously
 - complete client services within designated timeframes that reflect accepted industry practice
- a ventilated product preparation area with:
 - preparation benches
 - product storage areas including secure storage for hazardous substances
 - washing up sink with hot and cold running water for cleaning equipment
 - operator hand washing facilities:
 - basin with hot and cold running water
 - liquid soap
 - single use towels or hand dryer
 - a diverse professional range of hair colour and lightening products to include:
 - bleach products
 - permanent colour

- high lift tints
- a hairdressing or barbering services workstation with:
 - one mirror per workstation
 - one adjustable client services chair per workstation
 - clean client gowns or wraps
 - clean client towels
- one operator trolley per workstation stocked with:
 - client skin stain prevention products
 - foils
 - liquid measure
 - plastic bowls
 - sectioning clips
 - tail combs
 - tint brushes and combs
 - personal protective equipment:
 - apron
 - disposable safety masks or safety goggles
 - rubber or disposable gloves
 - skin barrier cream
- product:
 - colour charts
 - instructions
 - Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content
- template client history records
- organisational procedures for:
 - client comfort and safety
 - work health and safety for providing hair highlighting treatments
 - waste minimisation
 - disposal of hazardous and other waste.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors; and:

- hold a Certificate III in Hairdressing, or a Certificate III in Barbering, or a Certificate IV in Hairdressing, or be able to demonstrate equivalence of competencies; and
- have at least three years full time employment experience as a hairdresser in a salon environment where they have applied the skills and knowledge covered in this unit of competency to assess this unit as **part of a hairdressing qualification**; this cannot include any indentured traineeship or apprenticeship period; or

- have at least three years full time employment experience as a barber in a shop or salon environment where they have applied the skills and knowledge covered in this unit of competency to assess this unit as **part of a barbering qualification**; this cannot include any indentured traineeship or apprenticeship period.

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