



Australian Government

SHBHCLS004 Neutralise unwanted colours and tones

Release: 1

SHBHCLS004 Neutralise unwanted colours and tones

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge to consult with clients, analyse unwanted natural or artificial hair colour and tone, and to select and apply colour correction products to neutralise or change existing base colour and tone.

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.

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, nature of client dissatisfaction with current hair colour.
- 1.3. Discuss client colour preferences, and expectations of desired base 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 unwanted colour and tones,

- client skin and hair characteristics 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 corrective 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 correction treatment and explain any present to client.
 3. Select colour correction products and prepare for service.
 - 3.1. Use knowledge of hair biology and cosmetic chemistry, as it applies to hair colour correction, to ensure effective and safe use of chemicals.
 - 3.2. Select colour correction products to neutralise unwanted colour and tones and to achieve target base colour and tone.
 - 3.3. Select and prepare 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 colour correction products, according to product instructions and ensure minimal wastage.
 - 3.6. Apply wraps and towels and skin barrier cream to ensure client protection and safety.
 4. Apply colour correction products.
 - 4.1. Maintain client and operator comfort and safety throughout colour service according to organisational procedures.
 - 4.2. Apply colour correction products using methods and following stages shown in product instructions.
 - 4.3. Ensure even coverage, cross check and complete without re-growth overlap, stain or damage to client scalp or hairline.
 - 4.4. Time processing of colour correction products to achieve target result, according to product instructions, and monitor through observation.
 - 4.5. Remove residual product at end of processing time, according to product instructions.
 - 4.6. Use energy and water resources efficiently during service and safely dispose of hazardous and other waste according

to organisational procedures.

5. Review service and provide home care advice.
 - 5.1. Review service outcomes against client expectations and confirm client satisfaction with colour and tone result.
 - 5.2. Propose remedial action in response to any client concerns and post service analysis of hair condition and colour appearance.
 - 5.3. Reach agreement with client on proposed solutions through positive and open communication.
 - 5.4. Advise on and recommend home colour care products and sun protection strategies.
 - 5.5. Update client history to include full details of colour correction 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 correction products in correct proportions - manage application and processing times effectively.
Planning and organising skills to:	manage own timing and productivity to complete colour correction 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 SHBHCLS004 Neutralise unwanted colours and tones

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 six clients, each with different colour correction needs, and complete colour correction treatments which consistently achieve target colour and tone results to client satisfaction using these colour correction products cumulatively across the six services provided:
 - colour fillers
 - permanent colour
 - porosity equalisers
 - semi-permanent colour
 - temporary colour
- 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, including metallic based products
 - skin tone
 - length of hair
 - scalp condition
- record the following details of the colour service in the history for each client serviced:
 - pre-service hair analysis and colour problem
 - contraindications
 - reaction to skin tests or products
 - colour correction products selected
 - brand and colour selection
 - application techniques, processing methods and times
 - colour 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 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 colour treatments
- basic concepts of cosmetic chemistry, as they apply to effective and safe use of colour correction 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:
 - colour fillers

- hydrogen peroxide
- porosity equalisers
- temporary colour
- semi-permanent colour
- permanent colour
- high lift tints
- sunlight
- heated hairdressing equipment
- contraindications to using colour correction products:
 - damaging effects of previous chemical hair treatments
 - hair porosity
 - sunlight or heat affected hair
 - client allergic reactions
- organisation's colour correction products range:
 - colour chart system
 - formulation of colour and high lift tints
 - product purpose
 - action on the hair
 - mixing and application instructions
 - processing and development times
 - role and basic content of Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content
- reasons for selecting different application methods
- 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 applying hair colour correction products, 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 colour correction 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 colour correction 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 colour correction products to include:
 - colour fillers
 - permanent colour
 - porosity equalisers
 - semi-permanent colour
 - temporary colour
- 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

- plastic bowls
- 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 applying hair colour correction products
 - 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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