



Australian Government

SHBHCLS006 Solve complex colour problems

Release: 1

SHBHCLS006 Solve complex colour problems

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to design and deliver individually tailored corrective colour treatments to resolve complex hair colour problems. It involves developing a plan and using a broad range of products and techniques over a series of client services.

This unit applies to senior hairdressers and barbers who work in salons. They work independently, have considerable specialist skills and knowledge and provide technical leadership, training and support to team members.

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. Develop advanced product knowledge and application techniques.
2. Develop a corrective colour treatment plan in consultation with client.

PERFORMANCE CRITERIA

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

- 1.1. Develop, maintain and share colour correction product knowledge with other staff members.
- 1.2. Research, develop and provide technical solutions to colour problems.
- 2.1. Access and review any existing client hair colour history or create for new clients.
- 2.2. Determine, through discussion and questioning, nature of client dissatisfaction with current hair colour, and

- recent colour treatment outcomes.
- 2.3. Discuss client colour preferences, and expectations of desired finished result using colour charts to assist.
 - 2.4. Engage client in discussion about lifestyle and self-care factors that may impact on success of colour correction treatment.
 - 2.5. Visually examine and analyse client skin and hair characteristics, existing hair colour and condition.
 - 2.6. Discuss risks, time and costs of treatment and recommend corrective colour treatment plan appropriate for the client.
 - 2.7. Obtain client agreement to proceed with recommended colouring services.
3. Determine contraindications to corrective colour treatment.
 - 3.1. Evaluate client reaction to colour chemicals through discussion, assessment of history, where available, and completion of a pre-service skin test, as required.
 - 3.2. Complete a strand test where hair analysis indicates risk to hair structure and condition.
 - 3.3. Identify contraindications to proceeding with colour treatment and explain any present to client.
 4. Select products and prepare for service.
 - 4.1. Use knowledge of hair biology and cosmetic chemistry, as it applies to hair colour correction, to ensure effective and safe use of chemicals.
 - 4.2. Select corrective colour and colour products according to the stage of planned program.
 - 4.3. Select and prepare equipment according to product instructions and application methods to be used.
 - 4.4. Take personal precautions to prevent own skin stain and allergic reactions to colour chemicals throughout preparation and colour service.
 - 4.5. Measure and prepare products, according to product instructions and corrective colour plan and ensure minimal wastage.
 - 4.6. Apply wraps, towels and skin barrier cream to ensure client protection and safety.
 5. Remove unwanted colour deposits.
 - 5.1. Maintain client and operator comfort and safety throughout colour service according to organisational procedures.
 - 5.2. Apply colour deposit lifting products and remove, according to product instructions and corrective colour plan.
 6. Colour hair.
 - 6.1. Apply colour products using methods and following stages shown in product instructions.

- 6.2.Ensure even coverage, cross check and complete without re-growth overlap, stain or damage to client scalp or hairline.
 - 6.3.Time processing of colour products to achieve target result, according to product instructions, and monitor through observation.
 - 6.4.Remove residual product at end of processing time, according to product instructions, and apply after-treatment toning products, as required.
 - 6.5.Achieve a colour result consistent with the stage of predetermined plan.
 - 6.6.Use energy and water resources efficiently during service and safely dispose of hazardous and other waste according to organisational procedures.
7. Review colour correction outcomes and provide home hair care advice.
 - 7.1.Review colour service outcomes against client expectations and confirm client satisfaction with colour result.
 - 7.2.Propose remedial action in response to any client concerns and post service analysis of hair condition and colour appearance.
 - 7.3.Reach agreement with client on proposed solutions through positive and open communication.
 - 7.4.Recommend and confirm future colour correction appointments to meet requirements of plan.
 - 7.5.Advise on and recommend between service home colour care products and sun protection strategies.
 - 7.6.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 complex documents about colour correction trends, techniques and products - interpret sometimes unfamiliar and detailed documents including organisational procedures, product instructions and safety data sheets.
Writing skills to:	record detailed corrective colour treatment plans.

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| Oral communication skills to: | <ul style="list-style-type: none">• ask open and closed probe questions and actively listen to effectively interact with client and meet their needs. |
| Numeracy skills to: | <ul style="list-style-type: none">• calculate timeframes, stages and client costs for a series of corrective colour treatments• 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: | <ul style="list-style-type: none">• produce and use cohesive corrective colour treatment plans to guide staged client treatments• 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 SHBHCLS006 Solve complex colour problems

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:

- complete a research project, using information from at least three different sources, to identify, explore and complete a written report on:
 - current colour correction products and their use in complex problems
 - new and emerging products and their use in complex problems
 - new and emerging techniques for complex colour problems
- analyse the complex colour correction needs of at least eight different clients and develop an individually tailored corrective colour treatment plan for each
- cover the following client characteristics to recommend appropriate colour correction treatments within the plan for each client:
 - 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
- complete a staged series of colour correction treatments, in line with a plan, for at least four clients which consistently achieve target colour and tone results to client satisfaction
- use these colour deposit lifting products cumulatively across the suite of treatments:
 - bleaches
 - hydrogen peroxide
 - powder lighteners
 - stripping products
- use these colour products cumulatively across the suite of treatments:
 - pre-pigmenting products
 - permanent colour
- 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
- 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 corrective colour treatments
- basic concepts of cosmetic chemistry, as they apply to effective and safe use of colour and lightening 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:
 - hair colouring and lightening products
 - pre-pigmenting products
 - sunlight
 - heated hairdressing equipment
- contraindications to using hair colouring and lightening 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 colour and lightening 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
- action of peroxide with bleaches and powder lighteners in colour deposit removal
- levels of peroxide and their applications in colour correction
- 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 treatment 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 complex 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
- activities that require the individual to work with commercial speed, timing and productivity to 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 deposit lifting products:
 - bleaches
 - hydrogen peroxide
 - powder lighteners
 - stripping products
 - a diverse professional range of permanent colour and pigmenting products
- 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
 - liquid measure
 - 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

- template corrective colour treatment plans
- organisational procedures for:
 - client comfort and safety
 - work health and safety for applying hair colour and 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 IV qualification 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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