



Australian Government

SHBHCLS006 Solve complex colour problems

Release: 1

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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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Develop advanced product knowledge and application techniques.	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. Develop a corrective colour treatment plan in consultation with client.	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>