



Australian Government

SHBHREF001 Curl and volumise hair with chemical treatments

Release: 1

SHBHREF001 Curl and volumise hair with chemical treatments

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to consult with clients, analyse hair characteristics and condition and to complete chemical treatments to add curl or body to short or medium length 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 own work.

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

Pre-requisite Unit

Nil

Competency Field

Hair Reformation

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. Consult with client and assess hair.	1.1.Access and review any existing client hair reformation history or create for new clients. 1.2.Determine, through discussion and questioning, nature of client dissatisfaction with current degree of hair curl or body. 1.3.Discuss client preferences, and expectations of desired degree of curl or body using visual aids to assist. 1.4.Engage client in discussion about lifestyle and self-care factors that may impact on success of chemical reformation treatment. 1.5.Visually and physically examine and analyse client hair

- characteristics and condition.
- 1.6. Identify contraindications to proceeding with chemical reformation treatment and explain any present to client.
 - 1.7. Consider the interplay of the elements and principles of hair design to visualise, communicate and recommend hair reformation treatments appropriate for the client.
 - 1.8. Obtain client agreement to proceed with recommended reformation services.
2. Select products and prepare for service.
 - 2.1. Use knowledge of hair biology and cosmetic chemistry, as it applies to hair reformation treatments, to ensure effective and safe use of curling and volumising chemicals.
 - 2.2. Select rod sizes, chemical reformation and matching neutralising products according to hair analysis to achieve desired degree of curl or body.
 - 2.3. Select and prepare equipment according to product instructions and application methods to be used.
 - 2.4. Take personal precautions to prevent own skin reactions to reformation chemicals throughout preparation and reformation service.
 - 2.5. Measure and prepare reformation chemicals, according to product instructions and ensure minimal wastage.
 - 2.6. Apply wraps, towels and skin barrier cream to ensure client protection and safety.
 3. Apply chemical reformation products.
 - 3.1. Maintain client and operator comfort and safety throughout reformation service according to organisational procedures.
 - 3.2. Apply products evenly at each stage in the process, according to product instructions.
 - 3.3. Section and wind hair cleanly with even tension, in a simple directional pattern, without hooked ends.
 - 3.4. Secure rods to avoid hair breakage, rubber marks or drag.
 - 3.5. Time processing of reformation products, according to product instructions, check at regular intervals and judge when desired degree of curl or body is achieved.
 4. Rinse, neutralise and condition hair.
 - 4.1. Rinse hair thoroughly and evenly using tepid water to remove residual reformation chemicals.
 - 4.2. Blot excess water from hair gently and evenly without disturbing hair on rods.
 - 4.3. Measure, apply and process neutralising products, according to product instructions, without disturbing hair on rods.
 - 4.4. Remove rods gently without undue stretch to newly reformed hair.
 - 4.5. Rinse hair thoroughly to remove residual neutralising chemicals after specified product instruction processing time.

- 4.6. Apply conditioning products, according to product instructions.
- 4.7. Use 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 degree of curl or body.
 - 5.2. Propose remedial action in response to any client concerns and post service analysis of hair condition and appearance.
 - 5.3. Reach agreement with client on proposed solutions through positive and open communication.
 - 5.4. Advise on after service maintenance and recommend home care products.
 - 5.5. Update client history to include full details of reformation 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 strengths, measure and apply correct amounts of reformation chemicals and neutralisers - manage application and processing times effectively.
Planning and organising skills to:	manage own timing and productivity to complete reformation 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 SHBHREF001 Curl and volumise hair with chemical 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 four clients, each with different hair curling and volumising needs, and cumulatively complete these treatments which consistently achieve the planned degree of hair curl or body:
 - chemical treatments on hair with normal porosity
 - chemical treatments on porous hair
- for each client, complete a pre-treatment hair analysis covering the following characteristics to recommend appropriate chemical curling and volumising treatments:
 - hair and scalp condition
 - hair texture
 - hair density
 - hair porosity
 - existing natural movement and curl
 - length of hair
 - effects on hair of previous chemical services
- record the following details of the chemical hair curling or volumising service in the history for each client serviced:
 - pre-service hair analysis
 - contraindications
 - desired degree of curl or volume
 - products, strengths and processing times used
 - rods and winding techniques used
 - degree of curl or volume achieved
 - recommended home care products.

Knowledge Evidence

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

- key characteristics and interrelationships of the elements and principles of hair design and use in achieving curling and volumising effects;
 - elements of hair design:

- line
- shape
- direction
- size
- texture
- colour
- principles of hair design:
 - balance
 - gradation
 - repetition
 - contrast
 - harmony
 - dominance
 - unity
- a range of different winding techniques and how these are used to achieve different effects when curling or volumising hair:
 - fan wind
 - classic wind
 - directional wind
 - spiral wind
- hair biology, at an elementary level of understanding:
 - main functions and role of hair
 - main factors contributing to degree of curl or wave in hair
 - structure and cellular features of hair and hair follicles
 - process of hair growth and the hair growth cycle
 - characteristics of normal and damaged hair
- basic concepts of cosmetic chemistry, as they apply to effective and safe use of chemical hair curling and volumising 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 and bonds, texture and curl or wave of:
 - protein fillers
 - perm solutions
 - neutralisers

- post-process conditioners
- key factors that influence degree of curl or body achieved:
 - hair porosity
 - hair condition
 - rod size
 - product type and strength
 - processing time
 - environmental humidity
- contraindications to using chemical hair curling and volumising products:
 - abnormal scalp conditions, including broken or weeping areas of skin
 - hair or scalp damage from previous chemical hair treatments
 - highly porous hair
 - resistant hair
- organisation's chemical hair curling and volumising products range:
 - strengths and formulation
 - product purpose
 - action on the hair
 - application instructions
 - processing times
 - role and basic content of Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content
- basic aspects of local government, state or territory health regulations applicable to providing chemical hair reformation 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 chemical hair reformation treatments, with particular emphasis on:
 - avoiding product contact with operator eyes and skin
 - avoiding inhalation of fumes during product preparation and application
 - using correct posture and adjusting height of client chair to avoid fatigue and injury
 - using correct techniques to hold, grip and manipulate hair reformation tools to avoid fatigue and injury
 - minimising wastage of chemical reformation products
 - water efficiency
 - 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 curling or volumising 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 chemical hair curling and volumising products of various strengths to include:
 - pre-perm porosity treatments
 - alkaline perms
 - acid perms
 - neutralisers
- 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:
 - applicator brushes

- cotton wool
- plastic bowls
- perm papers
- perm rods of various sizes
- personal protective equipment:
 - apron
 - disposable safety masks or safety goggles
 - rubber or disposable gloves
 - skin barrier cream
- a basin services area with:
 - shampoo back wash basins with hot and cold running water and adjustable temperature controls
 - shampoo hoses or spray attachments
 - client shampoo chairs or couches
 - clean client gowns or wraps
 - clean client towels
 - a diverse professional range of:
 - pre-process shampoos and softeners
 - post-process conditioning products
- product:
 - 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 chemical hair reformation treatments
 - waste minimisation
 - water efficiency
 - 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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