



Australian Government

SHBHREF002 Straighten and relax hair with chemical treatments

Release: 1

SHBHREF002 Straighten and relax 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 reduce curl or wave in the hair. Treatments can be for untreated naturally curly or wavy hair or for chemically treated 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

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 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 wave.
- 1.3. Discuss client preferences, and expectations of desired degree of relaxation of curl or wave 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 straightening treatments appropriate for the client.
 - 1.8. Obtain client agreement to proceed with recommended straightening 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 straightening chemicals.
 - 2.2. Select chemical straightening, relaxing and matching neutralising products according to hair analysis to achieve desired degree of relaxation of curl or wave.
 - 2.3. Select and prepare equipment according to product instructions and relaxation 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 straightening and relaxing products.
 - 3.1. Maintain client and operator comfort and safety throughout reformation service according to organisational procedures.
 - 3.2. Apply pre-process fillers according to product instructions, where consistent with hair analysis.
 - 3.3. Apply chemical straightening product evenly in a predetermined pattern and gently comb hair without stretch.
 - 3.4. Time processing of reformation products, according to product instructions, check at regular intervals and judge when desired degree of relaxation is achieved.
 - 3.5. Prior to final development, gently smooth hair in a predetermined pattern using recommended smoothing technique indicated in product instructions.
 4. Rinse, neutralise and condition hair.
 - 4.1. Rinse hair thoroughly and evenly using tepid water to remove residual reformation chemicals.
 - 4.2. Complete the rebonding process using recommended smoothing technique indicated in product instructions.
 - 4.3. Measure, apply and process neutralising products, according

- to product instructions.
- 4.4. Rinse hair thoroughly to remove residual neutralising chemicals after specified product instruction processing time.
- 4.5. Apply conditioning products, according to product instructions.
- 4.6. 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 relaxation of curl or wave.
- 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.

Skills	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 SHBHREF002 Straighten and relax 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 straightening needs, and cumulatively complete these treatments which consistently achieve the planned degree of hair straightening or relaxation and without hair breakage:
 - chemical treatments on untreated natural curly or wavy hair
 - chemical treatments on chemically treated hair
 - chemical treatments on strong or resistant natural curls
- for each client, complete a pre-treatment hair analysis covering the following characteristics to recommend appropriate chemical straightening treatments:
 - hair and scalp condition
 - hair texture
 - hair density
 - hair porosity
 - degree of curl or wave
 - length of hair
 - effects on hair of previous chemical services
- record the following details of the chemical straightening service in the history for each client serviced:
 - pre-service hair analysis
 - contraindications
 - desired degree of relaxation
 - products, strengths and processing times used
 - straightening methods used
 - degree of relaxation 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 hair straightening and relaxation 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 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
- physical effects of chemical products and treatments on the skin
- main structure, functions and role of the skin and glands:
 - skin surface anatomy
 - major epidermal appendages and dermal structures
 - major cells of the epidermis
 - role of vascular, connective and nervous tissue in the dermis
 - distribution and development of skin glands
 - production, composition and functions of sebum
 - production, composition and functions of eccrine and apocrine sweat fluids
- basic concepts of cosmetic chemistry, as they apply to effective and safe use of chemical straightening 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
 - chemical straightening and relaxing products
 - post-process conditioners
 - neutralisers
 - application of heat
- key factors that influence degree of relaxation achieved:
 - hair porosity
 - hair condition
 - degree of initial curl or wave
 - product type and strength
 - processing time
 - environmental humidity
 - smoothing and re-bonding methods
- contraindications to using chemical hair straightening 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 straightening 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
 - avoiding hair breakage by application 1cm from hair root
 - monitoring client scalp comfort and condition
 - work health and safety for providing chemical hair straightening 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 straightening 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 straightening 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 straightening products of various strengths to include:
 - pre-process fillers
 - curl relaxers for chemically treated hair

- hair straighteners for untreated naturally curly or wavy hair
 - hair straighteners for strong or resistant natural curls
 - neutralisers
- a hairdressing or barbering services workstation with this equipment and consumables:
 - one mirror per workstation
 - one adjustable client services chair per workstation
 - one blow dryer per workstation
 - clean client gowns or wraps
 - clean client towels
- one operator trolley per workstation stocked with:
 - applicator brushes
 - cotton wool
 - medium-toothed combs with even edges
 - plastic bowls
 - straightening boards
 - 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 straightening 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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