



Australian Government

SHBHREF003 Straighten and relax hair with protein treatments

Release: 1

SHBHREF003 Straighten and relax hair with protein 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 protein 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 straightening 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 protein straightening

- treatment.
- 1.5. Visually and physically examine and analyse client hair characteristics and condition.
 - 1.6. Identify contraindications to proceeding with protein straightening 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. Advise achievable degree of straightening, time period it will last and 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 protein straightening products.
 - 2.2. Select protein straightening and relaxing 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 protein products throughout preparation and service.
 - 2.5. Measure and prepare straightening and relaxing products, 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, process and set protein straightening products.
 - 3.1. Maintain client and operator comfort and safety throughout straightening service according to organisational procedures.
 - 3.2. Section hair and apply product evenly in a sequence from roots to ends using recommended smoothing technique indicated in product instructions.
 - 3.3. Time processing of straightening products, according to product instructions, check at regular intervals and judge when desired degree of relaxation is achieved.
 - 3.4. Dry the hair thoroughly and flat iron to complete straightening process.
 - 3.5. Dispose of hazardous and other waste safely according to organisational procedures.
 4. Review service and provide home care advice.
 - 4.1. Review service outcomes against client expectations and confirm client satisfaction with degree of relaxation of curl or wave.
 - 4.2. Propose remedial action in response to any client concerns and post service analysis of hair condition and appearance.
 - 4.3. Reach agreement with client on proposed solutions through

positive and open communication.

4.4. Advise on after service maintenance and recommend home care products.

4.5. Update client history to include full details of straightening 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:	- measure and apply correct amounts of protein straightening products - 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 SHBHREF003 Straighten and relax hair with protein 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:
 - protein treatments on untreated natural curly or wavy hair
 - protein treatments on chemically treated hair
 - protein treatments on strong or resistant natural curls
- for each client, complete a pre-treatment hair analysis covering the following characteristics to recommend appropriate protein 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 protein straightening service in the history for each client serviced:
 - pre-service hair analysis
 - contraindications
 - desired degree of relaxation
 - products 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
- at an elementary level of understanding, the physical effects on hair structure and bonds, texture and curl or wave of:
 - protein straightening and relaxing products
 - post-process conditioners
 - booster sprays
 - application of heat
- key factors that influence degree of relaxation achieved:
 - hair porosity
 - hair condition
 - degree of initial curl or wave
 - product type
 - processing time
 - environmental humidity
 - smoothing methods
- contraindications to using protein hair straightening products
- organisation's protein hair straightening products range:
 - 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 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 protein hair straightening treatments, with particular emphasis on:
 - avoiding product contact with operator eyes and skin
 - 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 protein straightening products
 - waste disposal with particular emphasis on environmentally sound disposal methods.

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 product preparation area with:
 - preparation benches
 - product storage areas
 - 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 protein straightening products to include:
 - protein smoothing treatments
 - booster sprays
- a hairdressing or barbering services workstation with:
 - one mirror per workstation
 - one adjustable client services chair per workstation
 - one blow dryer per workstation
 - one thermal straightening tool 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
 - sectioning clips
 - straightening boards
 - tail comb
 - paddle or vent brush
 - personal protective equipment:
 - apron
 - rubber or disposable gloves
 - skin barrier cream
- 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 protein straightening treatments
- 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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