



Australian Government

SIHHBAS201A Perform shampoo and basin services

Release 2

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Modification History

The release details of this endorsed unit of competency are set out in the table below. The latest information is at the top.

Release	Comments
2	Editorial corrections. Competency field added.
1	Initial release.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to perform a range of shampoo and basin services.

Application of the Unit

This unit applies to salon assistants and hairdressers in training, who work at the basin area, preparing clients for hairdressers in the salon team. They perform pre-service shampoo treatments and post-treatment removal of colour and lightening treatment products from the hair.

A person undertaking this role works under supervision and guidance from others.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Element

Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

- | | |
|---|--|
| 1. Gown and protect clients. | 1.1. Confirm <i>service</i> to be provided with the <i>client</i> or <i>supervising hairdresser</i> , according to <i>salon procedures</i> .
1.2. Select and apply clean gown or wrap and <i>towels</i> to suit the planned service, salon procedures and <i>relevant health regulations</i> . |
| 2. Prepare for pre-service shampoos and treatments. | 2.1. Brush or comb through hair and visually examine hair and scalp condition.
2.2. Note hair <i>condition</i> and length and check for <i>enhancements</i> .
2.3. Observe scalp and tactfully seek direction from supervising hairdresser where <i>unusual scalp conditions</i> are present.
2.4. Select <i>shampoo and treatment products</i> , according to hair and scalp type and condition, product information, and as directed by supervising hairdresser. |
| 3. Perform pre-service shampoos and treatments. | 3.1. Position client's neck and head to ensure operator access to the hair, scalp, forehead and nape area, whilst ensuring client comfort and safety.
3.2. Adapt water temperature, flow and direction to suit the client's hair and the stage in the service.
3.3. Follow salon procedures to minimise water and product waste and negative environmental impacts throughout the service.
3.4. Ensure <i>massage techniques</i> achieve an even distribution of shampoo over the hair and scalp.
3.5. Rinse thoroughly to leave client's hair free of shampoo and squeeze out excess water.
3.6. Apply, process and remove treatment products as directed by supervising hairdresser and product instructions.
3.7. Apply towels to absorb excess water and gently untangle hair from underneath and from ends to roots using a large wide-tooth comb. |
| 4. Remove processed colour products | 4.1. Position client's neck and head to ensure access to <i>processed product</i> on the hair, scalp, forehead and nape of hairline. |

- from hair.
- 4.2.Ensure client comfort and protection throughout product removal and follow salon procedures to minimise water and product waste.
 - 4.3.Apply tepid water and emulsify processed product over the entire hair, scalp, forehead and nape hairline applying massage techniques as directed by supervising hairdresser and product instructions.
 - 4.4.Rinse excess product thoroughly from hair and scalp, applying and rinsing off a second shampoo where directed by supervising hairdresser and product instructions.
 - 4.5.Apply and remove post-treatment products according to product or supervising hairdresser or product instructions.
 - 4.6.Gently absorb excess water using a towel and apply salon products and procedures to remove forehead, nape or hairline colour stain when required.
 - 4.7.Gently detangle hair from underneath and from ends to root using a large wide-tooth comb.
5. Remove processed foils from hair.
- 5.1.Confirm the order and method of foils removal with supervising hairdresser.
 - 5.2.Position client to ensure access to product and foils on the hair, scalp, forehead and nape hairline, ensuring client comfort and protection throughout product removal.
 - 5.3.Follow salon procedures to minimise water and product waste.
 - 5.4.Apply tepid water and gently emulsify and rinse coloured hair not placed in foil with minimal disturbance to position of foils, all over hair, scalp, forehead and nape of hairline.
 - 5.5.Loosen foils, or plastic cap, and gently rinse and remove product in foil using tepid running water and avoiding stretch or damage to the hair.
 - 5.6.Apply and remove post-treatment products, according to product or supervising hairdresser or product instructions.
 - 5.7.Gently absorb excess water using a towel and apply salon products and procedures to remove forehead, nape or hairline colour stain when required.
 - 5.8.Gently detangle hair from underneath and from ends to root using a large wide-toothed comb.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - liaise with other team members
 - seek direction and act on verbal advice from supervising hairdressers
 - interact with clients throughout the service
- technical skills to:
 - apply wraps and towels for a range of services
 - perform a range of hair and scalp massage movements
 - apply salon hygiene and infection-control procedures
 - apply salon safety procedures at the basin
 - remove processed colour and bleach products from hair
 - remove processed foils from hair
- literacy skills to:
 - interpret product information and manufacturer instructions
 - interpret relevant health regulations and associated salon procedures
- numeracy skills to:
 - measure and apply shampoo and conditioning products to minimise waste
 - manage service time effectively

Required knowledge

- relevant health regulations regarding hygiene and infection control at the basin area
- salon health and hygiene procedures
- the appearance of normal and abnormal hair and scalp conditions
- salon environmental controls relating to:
 - waste minimisation
 - water efficiency
 - recycling
 - energy efficiency, e.g. gas or electricity saving practices
- salon policies and procedures regarding shampoo services
- salon basin products and treatments range

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- interacting with clients, to take into account any cultural or physical requirements, and to ensure client comfort and safety throughout the services required
- interpreting and following verbal instructions from supervising hairdressers
- interpreting and consistently applying product instructions for the application of shampoo and treatment products
- applying salon procedures and safe work practices regarding gowning clients and performing:
 - pre-service shampoo services and treatments
 - removing processed tint from hair
- consistently applying a range of shampoo and scalp massage movements, including petrissage and rotary movements to the satisfaction of clients.

Context of and specific resources for assessment

Assessment must ensure access to:

- a salon or a simulated salon environment that includes a range of work situations such as client interruptions and involvement in other related activities normally expected in the salon
- a fully equipped basin services area which includes as a minimum:
 - shampoo basins
 - client shampoo chairs
 - adjustable water temperature and shampoo spray attachments
 - a professional shampoo range
 - a professional hair and scalp treatments range
 - a plentiful supply of clean towels
 - clean client gowns
- documented salon procedures, such as:
 - methods for gowning clients for shampoo services
 - procedures that ensure client comfort and safety at the basin
 - operator comfort and safety
 - procedures that respond to state or territory and local

government health regulations relevant to providing services at the basin

- environmental protection practices, such as:
 - waste minimisation
 - resource management
 - recycling
 - energy efficiency, e.g. gas or electricity saving practices
 - water efficiency
- a range of clients with different shampoo services and after shampoo treatments requirements
- product labels and other sources of product information and product safety data.

For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the learner providing a range of shampoo and conditioning services
- written or verbal questions appropriate to the language and literacy level of the learner to test knowledge which may include:
 - relevant health regulations
 - salon procedures
- review of portfolios of evidence and third-party reports of on-the-job performance.

Guidance information for assessment

A unit of competency describes an individual skill but people rarely perform one skill at a time. Many skills are combined on a day-to-day basis in the workplace as part of work processes. This does not mean that each skill described by a unit of competency is pre-requisite to another— they are related skills.

Holistic assessment with other units relevant to the industry sector, salon and job role is recommended, for example:

- SIHHOHS201A Apply salon safety procedures
- SIRXCOM001A Communicate in the workplace

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Service may include:

- pre-service shampoo and conditioning
- colour product removal
- bleach product removal
- removing foils.

Clients may include:

- women
- men
- children
- people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.

Supervising hairdresser may include:

- qualified hairdresser
- more experienced apprentice or trainee.

Salon procedures may include:

- methods for gowning clients for shampoo services
- ensuring client comfort and safety at the basin
- operator comfort and safety
- complying with state or territory and local government health regulations relevant to providing services at the basin
- environmental protection practices, such as:
 - waste minimisation
 - resource management
 - recycling
 - energy efficiency, e.g. gas or electricity saving practices
 - water efficiency.

Towels may include:

- washable
- disposable.

Relevant health regulations may include:

- state or territory health regulations
- local council health regulations.

Condition of hair may include:

- dry
- normal
- oily
- coloured or lightened
- chemically reformed
- chemically treated.

- Enhancements*** may include:
- hair extensions
 - hair ornaments.
- Unusual scalp conditions*** may include:
- dry, scaly areas
 - oily crust
 - sores and lesions
 - swelling
 - scabs.
- Shampoo and treatment products*** may include:
- shampoo products for:
 - dry hair and scalp
 - oily hair and scalp
 - chemically treated hair
 - conditioning products for:
 - dry hair and scalp
 - oily hair and scalp
 - chemically damaged hair
 - post-colour service treatments
 - abnormal skin conditions, including:
 - dry and oily dandruff
 - psoriasis
 - seborrhoea.
- Massage techniques*** may include:
- petrissage
 - rotary
 - scrubbing.
- Processed products*** may include:
- tint
 - bleach.

Unit Sector(s)

Hairdressing

Competency Field

Basin Services