



Australian Government

SIHHCLS406A Solve complex colour problems

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 design and perform colour applications that resolve complex colour problems.

Application of the Unit

This unit applies to senior hairdressers who work in salon and session styling environments. They design and apply individual corrective colour treatment programs using a broad range of products and techniques over a series of services.

A person undertaking this role applies discretion and judgement, accepts responsibility for outcomes of own work and provides technical leadership in the salon team.

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. 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 demonstrate <i>technical solutions</i> to colour problems. |
| 2. Manage colour correction services. | 2.1. Use physical and visual examination to analyse <i>existing hair colour</i> and <i>hair condition</i> .
2.2. Discuss recent colour treatment outcomes with <i>client</i> , referring to <i>client history</i> where available.
2.3. Create a client history for new clients.
2.4. Establish nature of client dissatisfaction with current hair colour.
2.5. Discuss and confirm a desired finished result and <i>corrective colour treatment plan</i> , including risks, time and costs with client.
2.6. Select and prepare products, according to the planned program.
2.7. Ensure <i>client and operator comfort and safety</i> at each stage of the service, according to product safety data sheets and <i>salon procedures</i> .
2.8. Safely dispose of product waste, especially hazardous substances, to minimise negative environmental impacts. |
| 3. Remove unwanted colour deposits. | 3.1. Apply a strand test where hair analysis indicates risk to hair structure and condition, before proceeding with a full treatment.
3.2. Apply <i>colour deposit lifting products</i> and remove, according to product instructions and as indicated by the colour correction plan. |
| 4. Colour hair. | 4.1. Select and prepare <i>colour products</i> , according to the corrective colour program.
4.2. Follow planned <i>stages and methods of product application</i> without damage to the hair or scalp. |

- 4.3. Monitor processing through regular observation.
 - 4.4. Achieve a final colour result consistent with the predetermined corrective colour plan.
5. Review colour correction outcomes and provide home hair care advice.
- 5.1. Review service outcomes against established client expectations and confirm client satisfaction with the colour result.
 - 5.2. Recommend and confirm future colour correction appointments.
 - 5.3. Advise clients on ***between service colour care***.
 - 5.4. Update client history to include colour problem analysis product selection, application techniques, processing methods and timing, colour and hair condition results and recommended and purchased home hair care products.

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - interact with clients
 - consult with clients during corrective colour service analysis
 - explain the risks associated with particular services
 - confirm corrective colour programs with clients
 - check client comfort during corrective colour treatments
 - confirm client satisfaction with colour results
 - document pre-service analysis and client histories
 - provide advice or demonstrate corrective colour techniques to other operators
- technical skills to:
 - conduct pre-service hair analysis
 - predict and manage the risks associated with each service
 - recognise contraindications
 - select products to be used for colour correction from across major manufacturer product ranges
 - select from and apply technical solutions, including:
 - working with different peroxide levels
 - colour deposit removal using a range of products
 - bleaching
 - pre-pigmenting hair from light to dark
 - selection of cool and warm tones
 - neutralising unwanted tones
 - use a range of application methods
 - remove residual product without damaging hair
- literacy skills to:
 - interpret product information, instructions and safety data sheets
 - interpret relevant salon procedures
- numeracy skills to:
 - measure, mix and apply colour and lightening products in correct proportions
 - minimise product waste
 - manage application and processing times effectively
 - cost and quote on individual corrective colour service prices within salon guidelines

Required knowledge

- action of peroxide with bleaches and powder lighteners in colour deposit removal
- relationship between porosity, texture, condition and the success of corrective colour

services

- levels of peroxide and their applications in colour correction
- chemical and physical effects of pre-pigmenting products
- colour wheel and its application in colour selection to achieve warm and cool tones
- the salon colour and lightening products range and colour chart system
- salon procedures relating to:
 - client comfort and safety
 - operator safety
 - health and hygiene
 - waste minimisation
 - waste disposal
 - water efficiency
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances

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:

- strategies for developing and sharing advanced product knowledge with other staff
- applying specialist product knowledge and techniques to assist other staff solve complex colour problems
- providing sound information and advice to clients, based on the consideration of time, cost and risk factors associated with possible corrective services
- planning and managing corrective colour services
- performing a range of colour deposit lifting techniques whilst maintaining the integrity of the hair structure
- recolouring hair to achieve target shade and tone to client satisfaction.

Context of and specific resources for assessment

Assessment must ensure that competency is:

- consistently demonstrated over a period of time and observed by the assessor or the technical expert working in partnership with the assessor as described in the Assessment Guidelines
- demonstrated in the salon or a simulated salon environment in a range of real work situations which may include client interruptions and involvement in other related activities normally expected in the salon.
- 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 workstation which includes as minimum:
 - an adjustable client chair
 - clean client gown or wrap
 - a plentiful supply of clean towels
 - a trolley stocked with:
 - rubber gloves
 - stain prevention products
 - plastic bowls
 - sponges
 - tint brushes

- applicator bottles
 - cap or plastic film wrap
- a professional range of colour deposit lifting products, including:
 - stripping products
 - bleaches
 - powder lighteners
 - hydrogen peroxides
- product colour charts, information and safety data sheets
- salon procedures relating to:
 - client comfort and safety
 - operator safety
 - health and hygiene
 - waste minimisation
 - waste disposal
 - water efficiency
- a range of clients with different colour correction requirements.

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:

- observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate his or her handling of a range of contingencies. Tasks include:
 - communicating and demonstrating colour correction techniques to other staff
 - planning and implementing technical solutions to complex colour problems
 - confirming client satisfaction with colour results
 - advising on between service colour care and recommending products
- written or verbal questions appropriate to the language and literacy level of the learner to test knowledge, such as:
 - action of peroxide with bleaches and powder lighteners in colour deposit removal
 - relationship between porosity, texture, condition and the success of corrective colour services
 - levels of peroxide and their applications in colour

correction

- chemical and physical effects of pre-pigmenting products
- colour wheel and its application in colour selection to achieve warm and cool tones
- the salon colour and lightening products range and colour chart system
- correct and environmentally sound disposal methods for all types of product waste and in particular for hazardous substances
- 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:

- SIHHCLS407A Apply creative colouring and lightening techniques to enhance hair designs

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.

Technical solutions must include:

- working with different peroxide levels
- stripping
- bleaching
- prepigmenting hair
- neutralising unwanted tones
- a range of application techniques.

Existing hair colour may include:

- natural base
- artificial base or bases
- bleach base.

Hair condition must include:

- dry, oily or normal
- porosity
- texture.

Client may include:

- men, women and children
- people who present with virgin hair or a range of pre-existing colour treatments on the hair
- people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.

Client history must include:

- client reaction to skin tests
- contraindications
- colour outcomes
- recommended after care products.
- if existing client, also:
 - previous pre-service analysis
 - previous service brand and colour selection
 - previous service application techniques and processing times.

Corrective colour treatment plan may include:

- multiple treatments
- removing unwanted colour deposits
- identifying raw pigment undertone before adding prepigments
- prepigmenting hair from light to dark to develop a desired undertone
- selecting warm and cool colours
- products to equalise porosity

- selecting and applying tint products
 - refresher colours
 - between service colour care shampoo and conditioning products.
- Client and operator comfort and safety*** must include:
- following workplace procedures
 - following product safety instructions and safety data sheets regarding the preparation and application of corrective colour products
 - following product safety data in the event of an accident and seeking medical advice
 - appropriate gowning of client
 - application of anti skin stain product
 - application of colour stain removal product
 - wearing operator protective clothing and equipment when mixing and applying products
 - monitoring client scalp comfort and condition at all stages of the service.
- Salon procedures*** must include:
- gowning clients for colour and lightening services
 - rules relating to the application of heat acceleration during processing
 - compliance with state or territory and local government health regulations relevant to the service
 - occupational health and safety procedures
 - environmental protection practices, such as:
 - waste minimisation
 - waste disposal
 - water efficiency.
- Colour deposit lifting products*** must include:
- stripping products
 - bleaches
 - powder lighteners
 - hydrogen peroxides.
- Colour products*** must include:
- prepigmenting products
 - tints
 - peroxides of varying percentage volumes.
- Stages and methods of product application*** may include:
- applying products to equalise porosity
 - prepigmenting hair from light to dark to develop a desired undertone
 - selecting and applying tint products to:
 - roots and then ends
 - roots, mid lengths and finally ends
 - ends and then roots.
- Between service colour care***
- shampoos

may include:

- conditioners
- sun-protection strategies.

Unit Sector(s)

Hairdressing

Competency Field

Colour and Lightening