



Australian Government

Department of Education, Employment and Workplace Relations

WRHCL304A Perform colour correction

Revision Number: 1

WRHCL304A Perform colour correction

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required to select and apply techniques to change unwanted hair colour and tones to achieve the desired base colour and tone.

This unit of competency will apply to a range of hairdressing services and roles in the workplace.

Application of the Unit

Application of the Unit

This unit requires the operator to communicate with clients regarding unwanted hair colour and tone and their desired base colour and tone. It involves analysis of unwanted tones and the selection and application of colour products to neutralise and/or change unwanted tones. Knowledge of the colour wheel, the workplace colour product range, relevant local health regulations and the workplace approach to colour services is required.

In the context of an assessment-only and/or a training delivery and assessment pathway, units of competency that relate to this unit are identified in the evidence guide of this unit.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the level of performance required to demonstrate achievement of the element. The variables for the ***bold italicised*** text are outlined in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | | |
|---|--|--|
| 1 | Consult with client. | 1.1 <i>Client characteristics</i> are analysed through physical and visual examination. |
| | | 1.2 <i>Client history</i> is referred to and previous colour and products used are discussed with <i>client</i> where applicable. |
| | | 1.3 <i>Client</i> satisfaction or dissatisfaction with current hair colour and tone and client expectations are established through questioning and active listening. |
| | | 1.4 <i>Contraindications</i> to proceeding with colour correction services are identified and explained to client where identified. |
| 2 | Analyse unwanted colour and tones and desired colour finish. | 2.1 <i>Unwanted colour and tones</i> are analysed through visual examination. |
| | | 2.2 Target base colour and tone are confirmed with client through discussion and reference to manufacturer's colour charts. |
| | | 2.3 A strand test is applied where indicated by client analysis. |

ELEMENT	PERFORMANCE CRITERIA
3 Select and apply products.	3.1 <i>Colour correction products</i> are selected to neutralise unwanted colour and tones and achieve desired base colour and tone. 3.2 Product application, processing and removal are selected and implemented according to manufacturer's instructions to achieve desired colour result. 3.3 <i>Client and operator comfort and safety</i> are ensured at all stages of the service according to <i>relevant legislation</i>, manufacturer's product safety data sheets, and <i>workplace policies and procedures</i>.
4 Provide after care advice.	4.1 Advice on appropriate colour protective shampoos and conditioners is provided to client. 4.2 Sun protection strategies are suggested to client.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Skills may include:

- pre-colour service analysis
- communication techniques, including:
 - using open and closed questions
 - speaking clearly and concisely
 - using appropriate language
 - non-verbal communication
- client consultation
- using manufacturer's colour charts
- colour product selection
- colour product application within defined workplace timeframes
- residual colour removal
- language, literacy and numeracy skills relevant to the role

REQUIRED SKILLS AND KNOWLEDGE

and workplace requirements.

Knowledge may include:

- the composition of colour and high lift tints
- the effects of hydrogen peroxide on the hair and hair colour
- the chemical and physical effects of tint and high lift tint colour products on hair structure
- the colour wheel and its application in colour selection
- manufacturer's colour chart systems
- processing and developing times for a defined workplace product range
- the provisions of relevant health and hygiene legislation and regulations
- the provisions of relevant occupational health and safety legislation and regulations.

Evidence Guide

EVIDENCE GUIDE

The evidence guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the performance criteria, the range statement and the assessment guidelines of the relevant Training Package.

Overview of assessment

A person who demonstrates competency in this unit of competency must be able to apply knowledge of the use and application of a defined workplace range of tint and high lift tint products for a range of colour outcomes on different clients. Knowledge and skill with regard to relevant legislation and workplace procedures that ensure client and operator comfort, health and safety must also be demonstrated.

Specific evidence requirements

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

- knowledge and consistent application of workplace policies, procedures and safe work practices in relation to colour services
- consistently applying effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service
- recognising and managing contraindications
- reading, accurately interpreting and consistently applying manufacturer's colour charts and product instructions
- consistently safe selection, preparation, application, processing and removal of colour products according to manufacturer's instructions and workplace procedures
- consistently applying client and operator safety precautions.

EVIDENCE GUIDE

Context of assessment

For valid and reliable assessment of this unit, competency should be consistently demonstrated over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor. The technical expert may include the hairdresser and/or an experienced person at the workplace.

Competency should be demonstrated in the workplace or a simulated workplace environment in a range of situations which may include client interruptions and involvement in other related activities normally expected in the workplace. For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Specific resources for assessment

Competency for this unit should be assessed through access to:

- relevant documentation including occupational health and safety legislation and regulations, workplace policy and procedures manuals and manufacturer's product safety data sheets
- a salon or simulated salon environment
- a workplace colouring range along with manufacturer's colour charts and product instructions
- clients with a variety of colour correction requirements.

EVIDENCE GUIDE

Relationship to other units

This unit requires an assessment outcome that includes evidence of client consultation, knowledge of the chemical and physical effects of hair colour and lightening colour products on the hair and their safe application. In a workplace environment colour correction is usually integrated with general colour or lightening services.

Prerequisite units

- WRHCS201A Prepare clients for salon services
- WRHCS205A Follow personal health and safety routines at work
- SIRXOHS001A Apply safe working practices.

Co-requisite units

- WRHCL302B Colour and lighten hair
- WRHCL303B Design and perform full and partial highlighting techniques
- WRHHS301A Apply the principles of hairdressing science
- WRHWP302A Operate effectively as a hairdresser in a salon work team.

Method of assessment

The following assessment methods are suggested.

- Observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate his/her handling of a range of contingencies. Tasks may include:
 - the completion of workplace documentation relevant to analysis of client characteristics prior to colour correction services
 - demonstrated client consultation and corrective colour selection prior to service
 - demonstrated safe application and processing of corrective colour products and techniques on a variety of clients with different needs.
- Third-party reports from experienced hairdressers.

EVIDENCE GUIDE

Evidence required for demonstration of consistent performance

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables 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. ***Bold italicised*** text from the performance criteria is detailed here.

Client characteristics may include:

- natural hair type, texture, porosity, density and elasticity
- natural and/or artificial base colour
- hair colour tone
- percentage of white hair
- presence of lightening agents or artificial hair colour treatments on hair
- other existing chemical services, including metallic based products
- skin tone.

RANGE STATEMENT

- Client history*** must include:
- contraindications
 - previous pre-service analysis
 - previous services' brand and colour/s selection
 - previous services' application techniques and processing times
 - recommended after care products.
- Clients*** may include:
- women
 - men
 - 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.
- Contraindications*** may include:
- an allergic reaction to a skin test
 - excessive hair damage
 - existing metallic-based colour on hair.
- Unwanted colour and tones*** may include:
- natural hair colour and tones
 - artificial hair colour and tones.
- Colour correction products*** must include:
- porosity equalisers
 - temporary colour
 - semi-permanent colour
 - permanent colour
 - colour fillers
 - a range of manufacturers' products for the removal of artificial colour.

RANGE STATEMENT

Client and operator comfort and safety must include:

- application of gown and towels to protect client clothes
- application of barrier creams to face or neckline areas
- application of anti skin stain product
- application of colour stain removal product
- avoiding contact with client or operator's eyes
- avoiding inhalation of fumes whilst mixing product
- wearing operator protective gloves during product application.

Relevant legislation may include:

- federal, state and local health and hygiene legislation and regulations
- occupational health and safety legislation and regulations.

Workplace policies and procedures may include:

- client comfort and safety
- operator safety
- health and hygiene.

Unit Sector(s)

Not applicable.

Competency field

Competency Field Hairdressing