



Australian Government

Department of Education, Employment and Workplace Relations

WRHCL305B Perform on scalp full head and re-touch bleach services

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required to select products and perform on scalp and re-touch bleach services.

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 their desired hair colour finish. It involves analysis of the characteristics of hair including natural base colour, the selection and application of bleach products to lighten the colour of the hair, along with knowledge of the action of bleach products and peroxide levels and their effects on the bleach level. Knowledge of relevant local health regulations and the workplace approach to colour services, with particular emphasis on client and operator safety, is also 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 and prepare for service.	<p>1.1 <i>Client characteristics</i> are analysed through physical and visual examination.</p> <p>1.2 <i>Contraindications</i> to proceeding with colour correction services are identified and explained to <i>clients</i> where necessary.</p> <p>1.3 <i>Client history</i> is referred to and previous colour is discussed with client where applicable.</p> <p>1.4 Client history is established for new colour clients.</p> <p>1.5 Client satisfaction or dissatisfaction with current hair colour is established through questioning and active listening.</p> <p>1.6 Desired level of lift and tone result are confirmed with client through discussion and reference to manufacturer's colour charts.</p> <p>1.7 Wraps and towels are applied to ensure client protection and safety according to workplace procedures.</p>
2 Select and use bleach products.	<p>2.1 <i>Bleach products</i> are selected and prepared according to manufacturer's instructions and workplace procedures.</p> <p>2.2 <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>.</p>

ELEMENT	PERFORMANCE CRITERIA
	<p>2.3 Stages and methods of product application are quick, even and without overlap, and application is crosschecked for agreed coverage.</p> <p>2.4 Product processing is timed through observation to achieve desired lift according to manufacturer's instructions.</p> <p>2.5 Heat acceleration is applied to assist processing where lift is slow and when indicated by manufacturer's product instructions.</p> <p>2.6 Residual product is gently removed at the end of processing time according to manufacturer's instructions.</p> <p>2.7 After bleach toning products are applied where selected according to manufacturer's instructions.</p>
3 Provide after care advice.	<p>3.1 Clients are advised on appropriate bleached hair shampoos and conditioners.</p> <p>3.2 Sun protection strategies are suggested to clients.</p> <p>3.3 Outcomes of service are reviewed against agreed client expectations and client satisfaction is confirmed.</p> <p>3.4 Client history is updated to include lightening product selection, technique, outcome of service and home care products purchased.</p>

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-bleach 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
- bleach product selection
- bleach product application methods within defined workplace timeframes
- residual product removal
- language, literacy and numeracy skills relevant to the role and workplace requirements.

Knowledge may include:

- the composition of bleach products and their chemical and physical effects on hair structure
- the effects of hydrogen peroxide on the hair and hair colour
- the reasons for selecting particular application methods
- the stages of bleaching
- the colour wheel and its application in toner selection
- manufacturer's colour chart systems from the workplace range
- processing and developing methods for a defined workplace product range
- manufacturer's product safety data for preparing and applying bleach products
- 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 bleach and toner 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 bleach services
- knowledge of manufacturer's product safety data
- 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 product safety data, and product use and application instructions
- consistently safe selection, preparation, application, processing and removal of colour according to manufacturer's instructions and workplace procedures
- consistently achieving the desired degree of lift and performing natural hair and regrowth bleach services with even colour results and minimum hair damage
- 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 defined bleaching and toning workplace product range along with manufacturer's colour charts and product instructions
- clients with a variety of bleaching requirements.

EVIDENCE GUIDE

Relationship to other units

This unit requires an assessment outcome that includes evidence of knowledge of the chemical and physical effects of bleaching products on the hair and their safe application.

Prerequisite units:

- WRHCL302B Colour and lighten hair
- WRHHS301A Apply the principles of hairdressing science.

Co-requisite unit:

- WRHCL303B Design and perform full and partial highlighting techniques.

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:
 - completion of workplace documentation relevant to analysis of client characteristics prior to bleach treatment
 - demonstrated client consultation and colour selection prior to service
 - demonstrated safe application and processing of full head and re-touch bleach services on a variety of clients with different needs.
- Third-party reports from experienced hairdressers in the workplace.

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
- tone
- percentage of white hair
- presence of lightening agents or artificial hair colour treatments on hair
- other existing chemical services
- skin tone
- length of hair
- scalp condition.

Contraindications may include:

- condition of hair
- existing metallic-based colour on hair.

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.

RANGE STATEMENT

Client history may include:

- contraindications
- previous pre-service analysis
- previous colour or bleach services' product selection
- previous bleach services' application techniques and processing times
- colour result
- recommended care products.

Bleach products must include:

- products from the workplace bleach range
- peroxides of varying percentage volumes.

Client and operator comfort and safety must include:

- following workplace procedures
- wearing protective gloves when applying bleach and toner products
- avoiding skin and eye contact for client and operator
- following manufacturer's product safety data sheet in the event of an accident and seeking medical advice
- using barrier creams on client's face and neckline
- appropriate gowning of client
- operator wearing protective clothing when mixing and applying products
- monitoring client scalp comfort and condition at all stages of the service.

Relevant legislation may include:

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

Workplace policies and procedures may include:

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

RANGE STATEMENT

Stages and methods of product application must include:

- natural untreated hair
- regrowth
- roots and then ends
- roots, mid lengths and finally ends
- ends and then roots.

Product processing must include:

- following manufacturer's instructions
- exercising judgement based on previous timing of bleach services on the particular client
- monitoring and observing product development.

Heat acceleration may include:

- heat lamps
- steamers.

After bleach toning products may include:

- suitable products from the workplace colour range.

Unit Sector(s)

Not applicable.

Competency field

Competency Field Hairdressing