



Australian Government

Department of Education, Employment and Workplace Relations

WRHCR303B Perform chemical straightening and relaxing services

Revision Number: 1

WRHCR303B Perform chemical straightening and relaxing services

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required to design and perform chemical straightening and relaxing services to reform curl or wave in the hair.

This unit of competency will apply to a range of chemical reformation 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 expectations of the finished hair design and the degree of relaxing of curl or wave. It requires knowledge of the action of chemical straightening and relaxing chemicals on the hair's structure and contraindications, as well as pre-service hair analysis. Knowledge of the workplace product range, workplace procedures and relevant local health regulations is required, along with attention to client safety and comfort throughout the service.

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 Assess hair and consult with client.	1.1 Hair assessment is made based on <i>hair type and condition</i>. 1.2 Desired finished design and the degree of relaxation of curl or wave are confirmed with <i>client</i>. 1.3 <i>Contraindications to chemical straightening and relaxing</i> are identified and client is informed according to workplace policy.
2 Select and apply products and equipment.	2.1 <i>Chemical straightening and relaxing products</i> are selected to match hair analysis and predetermined result. 2.2 <i>Chemical straightening tools and methods</i> are selected according to manufacturer's instructions and salon procedures. 2.3 Where consistent with the pre-process analysis, pre-process fillers are applied evenly according to manufacturer's instructions. 2.4 Chemical straightening product is applied evenly to a predetermined pattern and hair is gently combed without stretch, using boards and/or a medium-toothed comb. 2.5 Process is developed and checked for degree of relaxing according to manufacturer's instructions. 2.6 Prior to final development, hair is gently smoothed to a predetermined pattern following <i>product manufacturer's</i>

ELEMENT**PERFORMANCE CRITERIA**

recommended smoothing technique and/or workplace procedure.

2.7 ***Client and operator comfort and safety*** are ensured at all stages of the service according to ***relevant legislation***, manufacturer's product safety data sheets and ***workplace policies and procedures***.

3 Rinse and neutralise hair.

3.1 Straightening product is thoroughly and gently rinsed from the hair using lukewarm water.

3.2 ***Product manufacturer and/or workplace preferred method of re-bonding*** is performed.

3.3 Neutraliser is processed according to manufacturer's recommended time and then rinsed thoroughly from the hair.

3.4 Post-process conditioning products are applied according to manufacturer's instructions.

3.5 Client and operator comfort and safety are ensured at all stages of the service according to relevant legislation, manufacturer's product safety data sheets and workplace policies and procedures.

4 Provide after service advice.

4.1 After service ***maintenance advice*** is offered to clients.

4.2 Outcomes of service are reviewed against expressed client expectations and client satisfaction is confirmed.

4.3 Home care products are recommended to clients.

4.4 Client history is updated to include product selection, technique, outcome and home hair care products purchased.

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:

- conducting accurate pre-service hair and scalp analysis
- communication techniques, including:
 - using open and/or closed questions
 - speaking clearly and concisely
 - using appropriate language
 - non-verbal communication
- selecting products, equipment and techniques appropriate to desired outcomes and predetermined designs
- applying straightening product evenly to a plan
- assessing the development of degree of curl/wave relaxing
- consistently performing the full rinse and neutralising service
- consistently applying safe work practices and manufacturer's instructions
- language, literacy and numeracy skills relevant to the role and workplace requirements.

Knowledge may include:

- the workplace chemical reformation product range
- the physical and chemical actions of the following products on the structure of the hair:
 - protein fillers
 - chemical straighteners and relaxers
 - neutralisers

REQUIRED SKILLS AND KNOWLEDGE

- the factors that influence achieving planned degree of relaxing
- manufacturer's requirements for the safe use of chemicals for straightening and relaxing hair
- contraindications to proceeding with chemical straightening and relaxing services
- workplace policies and procedures in regard to the performance of a range of chemical straightening and relaxing services
- 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 consistently perform pre-service hair analysis, consult with clients regarding the desired curl/body result, and then perform the full chemical straightening and relaxing service to achieve that outcome to the satisfaction of the client. Client and operator safety must be ensured at all stages during the chemical straightening and relaxing process.

Knowledge and skill in the application of relevant legislation and workplace policies and procedures must also be demonstrated.

Specific evidence requirements

- | | |
|--|---|
| Critical aspects for assessment and evidence required to demonstrate competency in this | <ul style="list-style-type: none">• consistently conducting accurate pre-service hair and scalp analysis• consistently selecting products, equipment and |
|--|---|

EVIDENCE GUIDE

unit

techniques appropriate to desired outcomes and predetermined designs

- consistently applying straightening products and techniques without hair breakage
- consistently and successfully assessing the development of degree of curl/wave relaxing
- consistently performing the full rinse and neutralising service according to manufacturer's instructions and/or workplace procedures
- consistently applying safe work practices and manufacturer's instructions.

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 that 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 range of hair straightening products and equipment
- a variety of clients presenting with a range of hair types and chemical hair straightening or relaxing requirements
- a hairdressing salon or simulated salon area.

EVIDENCE GUIDE

Relationship to other units

This unit requires an assessment outcome that includes evidence of well-developed client communication skills, knowledge of the chemical and physical effects of chemical straightening and relaxing products on the hair, and the ability to apply safe working practices during chemical 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:

- 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:
 - conducting pre-service analysis
 - predetermining with client the finished degree of straightening and relaxing
 - selecting products and equipment
 - completing a number of full services to achieve a predetermined straightening result
 - recommending after service products and hair care routines to clients.
- Written questions on the physical and chemical effects of chemical straightening and relaxing products on the hair's structure.

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.

Hair type and condition may include:

- untreated natural curly hair
- untreated naturally wavy hair
- chemically treated hair
- strong or resistant natural curls
- damaged hair
- a variety of hair types from a range of ethnic backgrounds.

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.

RANGE STATEMENT

Contraindications to chemical straightening and relaxing may include:

- damaged hair
- highly porous hair.

Chemical straightening and relaxing products may include:

- pre-process shampoos
- pre-process softeners
- pre- and post-process fillers and conditioning products
- curl relaxers for chemically treated hair
- hair straighteners for normal naturally wavy or curly hair
- hair straighteners for strong or resistant natural curls
- neutralisers
- post-process care and styling products.

Chemical straightening tools and methods may include:

- medium-toothed combs with even edges
- straightening boards
- fingers
- thermostatically-controlled ceramic flat irons.

Product manufacturer's recommended smoothing technique and/or workplace procedure may include:

- smoothing to a predetermined pattern, combing hair layer by layer and pressing between index and middle fingers
- smoothing to a predetermined pattern, combing hair layer by layer and pressing between index and middle fingers, then laying smoothed hair onto the straightening board and smoothing hair once again against the board using the back of a comb.

Client and operator comfort and safety may include:

- providing protective gowning for client
- applying straightening product 1cm from the hair root to avoid breakage
- avoiding product contact with client/operator skin or eyes
- wearing protective gloves for operator.

Relevant legislation may include:

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

RANGE STATEMENT

Workplace policies and procedures may include:

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

Product manufacturer and/or workplace preferred method of re-bonding may include:

- applying re-bonding product to towel dried hair
- applying re-bonding product to cooled hair that has been blow dried and/or flat ironed.

Maintenance advice may include:

- delaying shampooing hair for 2-4 days after procedure
- shampoos
- conditioners
- intense protein treatments
- anti-frizz products
- hair gloss.

Unit Sector(s)

Not applicable.

Competency field

Competency Field Hairdressing