
Overview

This standard is about the basic skills of removing colouring and lightening products. The work will be carried out under the direction of the stylist.

To carry out this standard, you will need to maintain health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate good communication skills

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when assisting with colouring and lightening services
- 2 remove colouring and lightening products

**Performance
criteria**

**Maintain effective and safe methods of working when assisting with colouring
and lightening services**

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 protect your client's clothing throughout the service
 - P4 wear personal protective equipment when removing **products**
 - P5 position your client to meet the needs of the service without causing them discomfort
 - P6 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P7 keep your work area clean and tidy throughout the service
 - P8 use working methods that:
 - P8.1 minimise the wastage of **products**
 - P8.2 minimise the risk of cross-infection
 - P8.3 make effective use of your working time
 - P8.4 ensure the use of clean resources
 - P8.5 minimise the risk of harm or injury to yourself and clients
 - P9 ensure your personal hygiene protection and appearance meets accepted industry and organisational requirements
 - P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
 - P11 follow stylists' instructions throughout the service
 - P12 dispose of waste materials
 - P13 replenish low levels of resources, when required, to minimise disruption to your own work and to clients

Remove colouring and lightening products

- You must be able to:
- P14 remove **products** and materials in a way which minimises the risk of damage to the hair and follow stylist's instructions
 - P15 ensure your working methods minimise the risk of colour and lightener being spread to the client's skin, clothes and surrounding areas
 - P16 leave the hair and scalp clean and free from **products** and excess moisture
 - P17 refer any problems to the relevant person for action

P18 leave the hair tangle-free without causing damage to hair or scalp

P19 ensure the removal of **products** is to the satisfaction of the stylist and the client

Knowledge and understanding

Maintain effective and safe methods of working when assisting with colouring and lightening services

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 the current legal requirements and guidance relating to age restrictions for colouring and lightening services
- K3 your salon's requirements for client preparation
- K4 the range of protective clothing and products that should be available to yourself and clients
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 what contact dermatitis is, and how to avoid developing it whilst assisting with hair colouring and lightening services
- K7 why it is important to keep your work area clean and tidy
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 why it is important to position your tools, products and materials for ease of use
- K10 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K12 the importance of following your stylist's instructions
- K13 your salon's and legal requirements for disposal of waste materials
- K14 the person to whom you should report low levels of resources
- K15 your own limits of authority for resolving colouring problems

Remove colouring and lightening products

You need to know and understand:

- K16 the importance of removing products and materials in a way that minimises the risk of damage to the hair and scalp
- K17 the importance of using working methods that prevent the spread of colouring products being spread onto the client's skin, clothes and surrounding areas
- K18 the importance of emulsifying permanent colouring products as part of the

removal process

- K19 the types and causes of problems that may occur when removing colouring and lightening products and materials from the hair
- K20 the importance of thoroughly rinsing products and leaving the hair tangle free
- K21 the importance of checking the product removal is to the satisfaction of the stylist and client

Additional information

Scope/range related to performance criteria	1	Products
	1.1	semi-permanent
	1.2	quasi-permanent
	1.3	permanent
	1.4	lightening

**Scope/range related
to knowledge and
understanding**

- | | |
|------|--|
| 1 | Health and safety

your responsibilities for health and safety as defined by any specific legislation covering your job role |
| 1.1 | Health and Safety at Work Act |
| 1.2 | The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) |
| 1.3 | The Health and Safety (First Aid) Regulations |
| 1.4 | The Regulatory Reform (Fire Safety) Order |
| 1.5 | The Manual Handling Operations Regulations |
| 1.6 | The Control of Substances Hazardous to Health Regulations (COSHH) |
| 1.7 | The Electricity at Work Regulations |
| 1.8 | The Environmental Protection Act |
| 1.9 | The Management of Health and Safety at Work Regulations |
| 1.10 | The Health and Safety (Information for Employees) Regulations |

Values

- 1 The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 a professional attitude
 - 1.10 good verbal and non-verbal communication skills
 - 1.11 the maintenance of effective, hygienic and safe working methods
 - 1.12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13 adherence to workplace health, safety and security measures

Behaviours

- 1 The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicate with the client politely and courteously
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding promptly and positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding promptly to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

Glossary

1 **Lightening products**

Products that lighten the natural pigments in the hair without depositing artificial colour, otherwise known as bleach or pre-lighteners

2 **Quasi-permanent colour**

Colouring products which should be treated as permanent colours in terms of testing and future services. These products are mixed with oxidisers such as low strength hydrogen peroxide and are normally expected to last up to 12 shampoos, depending on the porosity of the hair

3 **Semi-permanent colour**

Colour to which no oxidiser is added and which is normally expected to last up to 8 shampoos depending on the porosity of the hair

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