
Overview

This standard is about changing hair colour using semi-permanent, quasi-permanent, permanent and lightening products. This standard covers the ability to colour a full head, regrowth and the creation of highlight and lowlight effects. The ability to take into account a variety of factors and any contra-indications is required.

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

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when colouring and lightening hair
- 2 prepare for colouring and lightening
- 3 colour and lighten hair

**Performance
criteria**

Maintain effective and safe methods of working when colouring and lightening hair

- 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 clients clothing throughout the service
 - P4 wear personal protective equipment when using colouring and or lightening chemicals
 - P5 position your client to meet the needs of the service without causing them discomfort
 - P6 ensure your own posture and position whilst working minimise 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 others
 - P8.6 promote environmental and sustainable working practices
 - 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 dispose of waste materials
 - P12 complete the service within a commercially viable time

Prepare for colouring and lightening

- You must be able to:
- P13 ask your client relevant questions to identify if they have any contra-indications to colouring and or lightening services
 - P14 record your client's responses to questions
 - P15 conduct all necessary **tests** following manufacturers' instructions and recognised industry procedures

- P16 record the outcomes of **tests** on the client's record card
- P17 seek assistance from the relevant person when contra-indications and or reactions to **tests** cause doubts as to the suitability of the service for your client
- P18 base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the effect required
- P19 inform your client of the likely cost, duration and expected outcome of the service
- P20 choose **products**, tools and equipment based on the results of necessary **tests**, consultation with your client and relevant **factors** influencing the service
- P21 prepare materials to meet the application requirements, when necessary
- P22 prepare **products** to meet manufacturers' instructions
- P23 prepare your client's hair and protect their skin, where necessary, prior to service.

Colour and lighten hair

- You must be able to:
- P24 confirm the desired effect with your client prior to the application of **products**
 - P25 section the hair cleanly and evenly to assist the accurate application of **products**
 - P26 apply **products** taking into account relevant **factors** influencing the service
 - P27 use **colour and lightening techniques** suitable for achieving the desired look and following manufacturers' instructions
 - P28 apply **products** in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
 - P29 time the development of **products** following manufacturers' instructions
 - P30 confirm the required result has been achieved by taking strand tests at suitable times throughout the process
 - P31 massage the hair and scalp to emulsify the colour, as necessary, prior to removal, following manufacturers' instructions
 - P32 remove from the hair **products** that have developed, avoiding disturbance to areas still processing
 - P33 remove colouring or lightening materials from hair with minimum discomfort to your client

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- P34 leave the hair and scalp free of **products** after the desired effect is achieved
 - P35 identify any problems during the services and resolve them within the limits of your own authority
 - P36 refer problems which cannot be resolved to the relevant person
 - P37 achieve the desired effect to the satisfaction of your client
 - P38 give your client **advice and recommendations** on the service provided

Knowledge and understanding

Maintain effective and safe methods of working when colouring and lightening hair

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 The range of protective clothing and products that should be available to yourself and clients
- K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 the current legal requirements and guidance relating to age restrictions for colouring and lightening services.
- K6 why it is important to keep your work area clean and tidy
- K7 how to minimise the wastage of **products**
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 methods of cleaning, disinfecting and or sterilisation used in salons
- K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K11 the different types of working methods that promote **environmental and sustainable working practices**
- K12 why it is important to use personal protective equipment
- K13 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K14 what contact dermatitis is, and how to avoid developing it whilst carrying out colouring services
- K15 your salon's expected service times for basic colouring and lightening work
- K16 suppliers and manufacturers instructions for the safe use of equipment, materials and products which you must follow
- K17 the correct methods of waste disposal
- K18 which colouring and lightening services should not be carried out on minors under 16 years of age

Prepare for colouring and lightening

You need to know
and understand:

- K19 the legal significance of client questioning and the recording of client's responses to questioning
- K20 the importance of recognising any **contra-indications** to colouring and lightening services
- K21 the types and purposes of tests
- K22 the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these test
- K23 when and how tests should be carried out and the importance of recording test results
- K24 how the results of tests can influence the colouring and lightening services
- K25 the courses of action to take in the event of adverse reactions to tests
- K26 the importance of informing your client of the likely cost, duration and expected outcome of the service
- K27 the principles of colour selection, including the International Colour Chart (ICC)
- K28 how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten
- K29 the effect of different colouring and lightening products on the hair structure
- K30 when to use the different types of lighteners and toners available
- K31 how the different strengths of hydrogen peroxide influence colouring and lightening
- K32 how porosity levels can affect the choice and application of products and the final results
- K33 effects of temperatures on the application and development of colouring and lightening products
- K34 the importance of constantly monitoring the development of lightening products
- K35 how and why **contra-indications** can affect the delivery of colouring and lightening services
- K36 the types of colouring, lightening and toning products available, including temporary colours
- K37 the types of tools, materials and equipment used for colouring and lightening
- K38 the different colour, lowlighting and highlighting techniques
- K39 how to prepare materials to meet the application requirements

- K40 the dangers associated with the inhalation of powder lighteners
- K41 the importance of preparing your client's hair and protect their skin prior to service

Colour and lighten hair

You need to know
and understand:

- K42 the importance of confirming the desired effect with your client prior to the application of products
- K43 the importance of sectioning hair accurately when colouring and lightening
- K44 how different **factors** may impact on your colouring and lightening service
- K45 the **factors** that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look
- K46 when and why to carry out colour refreshing techniques on the mid lengths and ends
- K47 the importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products
- K48 the importance of applying products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
- K49 why it is important to emulsify colour prior to removal
- K50 methods of applying and removing colouring and lightening products
- K51 the importance of using products economically
- K52 the importance of restoring the hair's pH balance after the colouring and lightening process
- K53 why it is important to avoid disturbing areas still processing when removing products from developed areas
- K54 the types and causes of colouring and lightening problems that may occur during processing
- K55 ways of resolving simple colouring and lightening problems that may occur during processing
- K56 the potential risks of using lightening products on previously chemically treated hair.
- K57 the precautions that must be taken when using powder and other lighteners
- K58 the limits of your authority for resolving colouring and lightening problems
- K59 the person to whom you should report problems you cannot resolve

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- K60 the importance of confirming the clients satisfaction
 - K61 the importance of providing **advice and recommendations** on the products and services provided in the salon

Additional information

Scope/range related to performance criteria	1	Products
	1.1	semi-permanent
	1.2	quasi-permanent
	1.3	permanent
	1.4	lighteners
	1.5	toners
	2	Tests
	2.1	skin
	2.2	incompatibility
	2.3	porosity
	2.4	elasticity
2.5	colour	
3	Factors	
3.1	hair classifications	
3.2	hair characteristics	
3.3	temperature	
3.4	existing colour of hair	
3.5	percentage of white hair	
3.6	test results	
3.7	strength of hydrogen peroxide	
3.8	hair length	
3.9	skin tone	
3.10	time interval from last perm or relaxer	
3.11	recent removal of hair extensions	
4	Colouring and lightening techniques	
4.1	full head application of quasi-permanent	
4.2	regrowth application of permanent colour	
4.3	full head application of permanent colour	
4.4	woven highlights and or lowlights	

4.5 pulled through highlights and or lowlights

5 Advice and recommendations

5.1 how to maintain their colour

5.2 time interval between services

5.3 present and future products and services

**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

2 Environmental and sustainable working practices

the different types of working methods that **promote environmental and sustainable working practices**

- 2.1 reducing waste and managing waste (recycle, reuse, safe disposal)
- 2.2 reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- 2.3 reducing water usage and other resources
- 2.4 preventing pollution
- 2.5 using disposable items (easy dry towels)
- 2.6 using recycled, eco friendly furniture
- 2.7 using low chemical paint
- 2.8 using organic and allergy free hair products
- 2.9 using ultra-low ammonia hair colourants
- 2.10 using environmentally friendly product packaging
- 2.11 choosing responsible domestic products (Fairtrade tea and coffee)

2.12 encouraging carbon reducing journeys to work

3 **Contra-indications (examples only)**

the importance of recognising any contra-indications to colouring and lightening services

3.1 history of previous allergic reaction to colouring products

3.2 other known allergies

3.3 skin disorders

3.4 incompatible products

3.5 medical advice or instructions

3.6 evident hair damage

3.7 age restrictions

4 **Factors**

the different factors that must be taken into consideration prior to and during colour and lightening and how these impact on the services

4.1 hair classifications

4.2 hair characteristics

4.3 temperature

4.4 existing colour of hair

4.5 percentage of white hair

4.6 test results

4.7 strength of hydrogen peroxide

4.8 hair length

4.9 skin tone

4.10 time interval from last perm or relaxer

4.11 recent removal of hair extensions

5 Advice and Recommendations

- 5.1 additional services
- 5.2 additional products

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 personal and professional ethics
 - 1.10 the ability to self manage
 - 1.11 creativity skills
 - 1.12 excellent verbal and non-verbal communication skills
 - 1.13 the maintenance of effective, hygienic and safe working methods
 - 1.14 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product

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 communicating with the client in a way that makes them feel valued and respected
 - 1.4 identifying and confirming the client's expectations
 - 1.5 treating the client courteously and helpfully at all times
 - 1.6 keeping the client informed and reassured
 - 1.7 adapting the behaviour to respond effectively to different client behaviour
 - 1.8 responding promptly to a client seeking assistance
 - 1.9 selecting the most appropriate way of communicating with the client
 - 1.10 checking with the client that you have fully understood their expectations
 - 1.11 responding promptly and positively to the clients' questions and comments
 - 1.12 allowing the client time to consider the response and give further explanation when appropriate
 - 1.13 quickly locating information that will help the client
 - 1.14 giving the client the information they need about the services or products offered by the salon
 - 1.15 recognising information that the client might find complicated and checking whether they fully understand
 - 1.16 explaining clearly to the clients any reasons why their needs or expectations cannot be met

Glossary

1 **Hair classification** (this is a guideline only)

Type 1 – Straight hair

- 1.1 Fine/Thin – hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl.
- 1.2 Medium – hair has lots of volume and body.
- 1.3 Coarse – hair is normally extremely straight and difficult to curl.

Type 2 – Wavy hair

- 2.1 Fine/Thin – hair has a definite “S” pattern. Normally can accomplish various styles
- 2.2 Medium – hair tends to be frizzy and a little resistant to styling.
- 2.3 Coarse – hair is also resistant to styling and normally very frizzy; tends to have thicker waves.

Type 3 – Curly hair

- 3.1 Loose curls – hair tends to have a combination texture. It can be thick and full with lots of body, with a definite “S” pattern. It also tends to be frizzy.
- 3.2 Tight curls – also tends to have a combination texture, with a medium amount of curl.

Type 4 – Very curly hair

- 4.1 Soft – hair tends to be very fragile, tightly coiled and has a more defined curly pattern.
- 4.2 Wiry – also very fragile and tightly coiled; however with a less defined curly pattern – has more of a “Z” pattern shape.

2 **Hair characteristics** includes the following:

- 2.1 hair density
- 2.2 hair texture
- 2.3 hair elasticity
- 2.4 hair porosity
- 2.5 hair condition

2.6 hair growth patterns

3 Pulled through highlights and or lowlights

Techniques could include

3.1 combs

3.2 spatula

3.3 cap

3.4 foil or film pull-through strips

3.5 cones

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Colour and lighten hair



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