
Overview

This standard is about combining, adapting and personalising a range of colouring and lightening techniques to achieve a variety of fashion effects. The use of weaving and colouring techniques based on slicing and block colouring is required, as is the ability to carry out a full head and regrowth application of lightener. The ability to restore depth and tone of colour, neutralise colour tone and to colour resistant hair is also 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 services
- 3 creatively colour and lighten hair
- 4 resolve basic colouring problems

**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 client's 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 services

- 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 base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the effect required
- P18 inform your client of the likely cost, duration and expected outcome of the service
- P19 choose **products**, tools and equipment based on the results of necessary **tests**, consultation with your client and relevant **factors** influencing the service
- P20 prepare materials to meet the application requirements, when necessary
- P21 prepare **products** to meet manufacturers' instructions
- P22 prepare your client's hair and protect their skin, where necessary, prior to service.

Creatively colour and lighten hair

- You must be able to:
- P23 explore the variety of looks possible with your client using relevant visual aids
 - P24 base your recommendations on an evaluation of your client's hair and its potential to achieve the effects required
 - P25 use **colouring and lightening effects** in an innovative way to achieve the required look
 - P26 use **lightening application techniques** suitable for achieving the desired look and following manufacturer's instructions
 - P27 adapt your techniques taking account of the **factors** which will influence the achievement of the required effect
 - P28 combine and place **products** in a way that complements the hair style
 - P29 use techniques that minimise the risk of **products** being spread to your client's skin, clothes and surrounding areas
 - P30 apply lightener
 - P31 constantly monitor:
 - P31.1 colouring and lightener development
 - P31.2 condition of the hair
 - P31.3 scalp sensitivity
 - P31.4 condition of the lightener
 - P32 take strand and elasticity **tests** at frequent and regular intervals
 - P33 resolve any problems occurring during the colouring and lightening process

- using the relevant corrective action
- P34 ensure the application of toners to lightened hair achieves the desired effect, when used
 - P35 achieve the desired **colouring or lightening effects** which is to the satisfaction of your client
 - P36 remove colour and or lightener from the hair to minimise discomfort to your client and damage to the hair and scalp
 - P37 ensure the application of toners to lightened hair achieves the desired effect, when required
 - P38 give your client **advice and recommendations** on the service provided

Resolve basic colouring problems

- You must be able to:
- P39 use methods to:
 - P39.1 assess the condition of the hair
 - P39.2 identify the colouring problem
 - P39.3 identify suitable **colour correction products**
 - P39.4 identify suitable **colour correction techniques**
 - P40 explain to your client the options available for resolving their colour problem
 - P41 refer your client for specialist colour correction work, if necessary
 - P42 use **colour correction techniques** effectively to achieve the required colour

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 why it is important to use personal protective equipment
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to keep your work area clean and tidy
- K7 how to minimise the waste of products
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 the different methods of cleaning, disinfecting and 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 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K13 what contact dermatitis is, and how to avoid developing it whilst carrying out colouring services
- K14 suppliers and manufacturers instructions for the safe use of equipment, materials and products which you must follow
- K15 the correct methods of waste disposal
- K16 your salon's expected service times for creative colouring and lightening services
- K17 which colouring and lightening services should not be carried out on minors under 16 years of age

Prepare for colouring and lightening services

You need to know
and understand:

- K18 the legal significance of client questioning and the recording of client's responses to questioning
- K19 the importance of recognising any **contra-indications** to colouring and lightening services
- K20 the types and purposes of tests
- K21 the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests
- K22 when and how tests should be carried out and the importance of recording test results
- K23 how the results of tests can influence the colouring and lightening services
- K24 the courses of action to take in the event of adverse reactions to tests
- K25 the importance of informing your client of the likely cost, duration and expected outcome of the service
- K26 the principles of colour selection, including the International Colour Chart (ICC)
- K27 how the natural pigmentation of hair affects the colouring and lightening process
- K28 the effects of light and artificial lighting on the appearance of hair colour
- K29 the effects on the hair of different colouring products and lighteners
- K30 what is meant by the term 'oxidation'
- K31 how the type and distribution of melanin creates natural hair colour
- K32 how the different strengths of hydrogen peroxide affect the colouring and lightening of the hair
- K33 effects of temperature on the application and development of colouring products and lighteners
- K34 how different **factors** may impact on your colouring and lightening service
- K35 the importance of constantly monitoring the development of lightening products
- K36 the importance of measuring and mixing colours and lighteners following manufacturers' instructions
- K37 the reasons for pre-lightening
- K38 the pH values of different colouring products and lighteners
- K40 the types of colouring, lightening and toning products available, including temporary colours

- K41 the importance of preparing your client's hair and protect their skin, where necessary, prior to service.

Creatively colour and lighten hair

**You need to know
and understand:**

- K42 sources of creative information and inspiration such as historical, cultural and fashion
- K43 the importance of basing your recommendations on an evaluation of your client's hair
- K44 the colouring and lightening effects that can be achieved using slicing, block colour and weaving techniques
- K45 how to use **lightening application techniques** suitable for achieving the desired look
- K46 how to place colour in a way to complement a hair style
- K47 how to carry out a full head and regrowth application using lighteners
- K48 how and why to adapt the sequence of application to take account of the relevant **factors**
- K49 the importance of sectioning hair accurately when colouring and lightening
- K50 methods of applying and removing colouring products and lighteners
- K51 the importance of using products economically.
- K52 the importance of using techniques that minimise the risk of **products** being spread to your client's skin, clothes and surrounding areas
- K53 the importance of applying lightener quickly and accurately taking into account relevant **factors** influencing the service
- K54 the importance of constantly monitoring colouring and lightening process
- K55 how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage
- K56 the importance of restoring the hair's pH balance after the colouring or lightening process
- K57 why it is important to avoid disturbing areas still processing when removing products from developed areas
- K58 why toners are used after lightening products
- K59 how and why to restore depth and tone of colour
- K60 how and why to neutralise colour tone

K61 the importance of providing **advice and recommendations** on the products and services provided in the salon

Resolve basic colouring problems

You need to know
and understand:

- K62 the types and causes of colouring and lightening problems and how to rectify them
- K63 the reasons for pre-softening and pre-pigmenting hair
- K64 methods of pre-softening and pre-pigmenting hair

Additional information

Scope/range related to performance criteria	1	Products
	1.1	permanent
	1.2	quasi-permanent
	1.3	lighteners
	1.4	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 effects	
4.1	slicing	
4.2	block colour	
4.3	weaving	
5	Lightening application techniques	

-
- 5.1 full head
 - 5.2 regrowth application
 - 5.3 block lightening on a partial head
- 6 **Colour correction products**
- 6.1 semi-permanent colour
 - 6.2 quasi permanent colour
 - 6.3 permanent colour.
- 7 **Colour correction techniques**
- 7.1 restoring depth and tone
 - 7.2 neutralising colour tone
 - 7.3 colouring resistant hair.
- 8 **Advice and recommendations**
- 8.1 how to maintain their colour
 - 8.2 time interval between services
 - 8.3 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

Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAGH17
Relevant occupations	Hairdressing and barbering
Suite	Hairdressing
Key words	Hairdressing, colouring hair, lighten hair
