



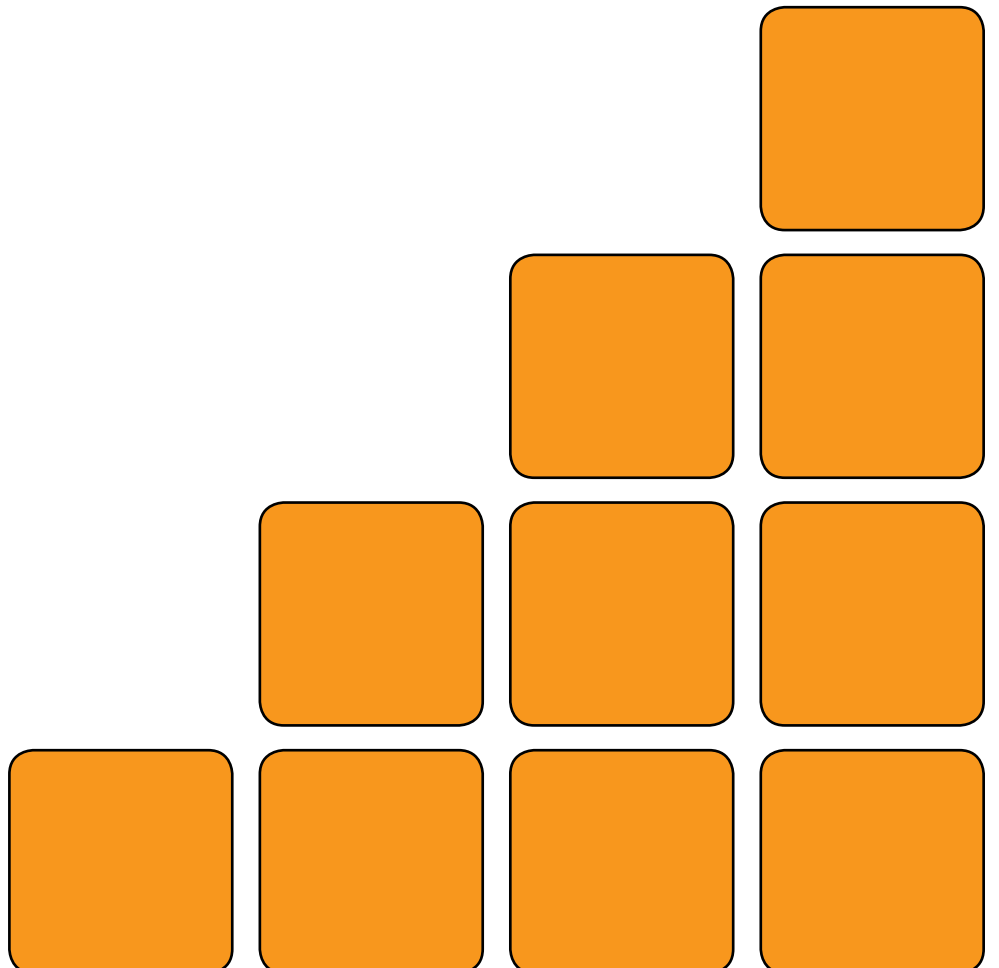
# Hair colour correction services

UHB101

Learner name:

Learner number:

SVQ





# UHB101

## Hair colour correction services

This unit is about the advanced skills necessary to determine and correct more complex colouring problems. To achieve this unit, you must be able to remove artificial colour, remove bands of colour, recolour lightened hair, recolour hair that has had artificial colour removed and correct highlights and lowlights.

To carry out this unit, 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 unit are:

1. Maintain effective and safe methods of working when correcting hair colour
2. Determine the problem
3. Plan and agree a course of action to correct colour
4. Correct colour

NOS

**SKACH11**

SCQF Level

**7**

SCQF Credit Points

**15**

Observation(s)

**4**

External paper(s)

**2**



# Hair colour correction services

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when correcting hair colour
2. Be able to determine the problem
3. Be able to plan and agree a course of action to correct colour
4. Be able to correct colour
5. Know and understand how to maintain effective and safe methods of working when carrying out colour correction
6. Know and understand how to determine the problem
7. Know and understand how to plan and agree a course of action to correct colour
8. Know and understand how to correct colour

## Evidence requirements

1. *Environment*  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of Observation outcomes must be demonstrated on **at least four occasions on different clients**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
Knowledge and understanding in this unit will be assessed by an external paper. **There are two external papers that must be achieved.**

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the Evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

## National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACH11 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for hair colour correction services. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

### Be able to maintain effective and safe methods of working when correcting hair colour

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet the salon's requirements
- c. Protect your client's clothing throughout the service
- d. Wear personal protective equipment when carrying out colour correction services
- e. Position your client to meet the needs of the service without causing them discomfort
- f. Ensure your own posture and position whilst working to minimise fatigue and the risk of injury
- g. Keep your work area clean and tidy throughout the service
- h. Remove waste immediately at the end of the service
- i. Use working methods that:
  - Minimise the wastage of products
  - Minimise the risk of cross-infection
  - Make effective use of your working time
  - Ensure the use of clean resources
  - Minimise the risk of harm or injury to yourself and others
  - Promote environmental and sustainable working practices
- j. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- k. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- l. Dispose of waste materials
- m. Complete the service within a commercially viable time

\* May be assessed by supplementary evidence.

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 2

### Be able to determine the problem

You must be able to:

- a. Use the correct methods to establish:
  - The nature and extent of the colouring problem
  - Any contra-indications to the service
  - The condition of your client's hair, skin and scalp
  - The extent of artificial colour and natural colour on the one head
  - The most suitable colour correction techniques
- b. Identify from your client's previous records, when available, their hair colouring and/or lightening history and how this may affect the colour correction service
- c. Ask your client questions to identify if they have any contra-indications to the colour correction service
- d. Ask your client questions to gather information on their colouring and/or lightening problems and the result they would like to see
- e. Record your client's responses to questioning
- f. Conduct a range of tests on your client's hair and skin following manufacturers' instructions and recognised industry procedures
- g. Take a suitable course of action when contra-indications and/or reactions to tests cause doubts as to the suitability of the service for the client
- h. Record the outcomes of tests on the client's record
- i. Identify the available service options and products for resolving your client's colouring and/or lightening problem(s) based on the results of your analysis

\*May be assessed by supplementary evidence.

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				





### Learning outcome 3

## Be able to plan and agree a course of action to correct colour

You must be able to:

- a. Present suitable options for a course of action in a way your client will understand
- b. Base your recommendations for a suitable course of action on the results of your analysis
- c. Explain the likelihood of achieving and maintaining the colour change to your client
- d. Clearly explain any restrictions your recommendations may place on further hairdressing services
- e. Inform your client of the likely cost, duration and expected outcome of the colour correction service
- f. Gain and record your client's agreement to the service, products and anticipated outcome

*\* May be assessed by supplementary evidence.*

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 4

### Be able to correct colour

You must be able to:

- a. Prepare your client's hair in a way suitable for the:
  - Products to be used
  - Colour correction service required
  - Method of application
- b. Choose products, tools and equipment based on the results of necessary tests, consultation with your client and the factors likely to influence the service
- c. Prepare products to meet the manufacturers' instructions
- d. Apply the type and quantity of product to meet the requirements of your analysis and the required result
- e. Section the hair accurately
- f. Use application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas
- g. Frequently monitor the development of the product, taking strand and elasticity tests as required
- h. Modify and adapt your planned course of action to resolve any unforeseen problems
  - i. Remove the products at the right time in a way that minimises discomfort to your client and damage to the hair and scalp
  - j. Remove products without disturbing hair which is still developing
  - k. Give your client suitable reassurance, when necessary
  - l. Correct highlight and/or lowlight problems whilst retaining highlight and lowlight effects
  - m. Achieve the degree of colour correction anticipated and agreed with your client
  - n. Give your client advice and recommendations on the service provided

\*May be assessed by supplementary evidence.

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



# Observation range

You must practically demonstrate that you have:

Carried out a <b>minimum of 4</b> colour corrections	Portfolio reference
Removing artificial colour	
Removing bands of colour	
Recolouring hair treated with lightener using pre-pigmentation and colour	
Recolouring hair that has had artificial colour removed	
Correcting highlights and lowlights	
Used a <b>minimum of 4</b> products	Portfolio reference
Semi-permanent	
Quasi-permanent	
Permanent	
Lighteners	
Colour removers for artificial colour	
Carried out <b>all</b> tests	Portfolio reference
Skin	
Colour test	
Incompatibility	
Porosity	
Elasticity	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



You must practically demonstrate that you have:

Considered <b>all</b> factors	Portfolio reference
Hair classifications	
Hair characteristics	
Temperature	
Existing colour of hair	
Test results	
Strength of hydrogen peroxide	
Hair length	
Percentage of white hair	
Sequence of application	
Scalp sensitivity	
Given <b>all</b> advice and recommendations	Portfolio reference
How to maintain their colour	
Time interval between services	
Present and future products and services	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below\*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

*\*This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

## Achieving the external paper

The external paper will test your knowledge of all criteria in this section. **A pass mark of 70% must be achieved.**

Your assessor will complete this table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

# Knowledge



## Learning outcome 5

### Know and understand how to maintain effective and safe methods of working when carrying out colour correction

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. Your salon's requirements for client preparation	
c. The range of protective clothing and products that should be available to yourself and clients	
d. Why it is important to use personal protective equipment	
e. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
f. Why it is important to keep your work area clean and tidy	
g. Why it is important methods of cleaning, disinfecting and/or sterilisation are used in salons	
h. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
i. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
j. The different types of working methods that promote environmental and sustainable working practices	
k. The safety considerations which must be taken into account when colour correcting hair	
l. The current legal requirements and guidance relating to age restrictions for colour correction services	
m. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 5 (continued)

### Know and understand how to maintain effective and safe methods of working when carrying out colour correction

You must know and understand:	Portfolio reference
n. What contact dermatitis is and how to avoid developing it whilst carrying out colouring services	
o. Suppliers and manufacturers' instructions which you must follow for the safe use of equipment, materials and products	
p. The correct methods of waste disposal	
q. Your salon's expected service times for colour correction services	

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 6

### Know and understand how to determine the problem

You must know and understand:	Portfolio reference
a. The importance of determining the nature and extent of the colouring problem	
b. The legal significance of client questioning and the recording of client's responses to questioning	
c. The importance of reviewing and updating client's records with their hair colouring and/or lightening history and how this may affect the colour correction service	
d. The importance of recognising any contra-indications and why the contra-indications can affect the delivery of the colour correction service	
e. The types and purposes of tests	
f. The importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests	
g. When and how tests should be carried out and the importance of recording test results	
h. How the results of tests can influence the colour correction services	
i. The courses of action to take in the event of adverse reactions to tests	
j. The range available, service options and products for resolving client's colouring and/or lightening problem(s)	

*Requirements highlighted in white will be assessed in the external paper.*





## Learning outcome 7

### Know and understand how to plan and agree a course of action to correct colour

You must know and understand:	Portfolio reference
a. Methods of presenting options for a course of action based on your analysis in a way the client will understand	
b. The importance of explaining the likelihood of achieving and maintaining the colour change to the client	
c. The effects of light and artificial lighting on the appearance of hair colour	
d. The potential problems of using colour correction products on previously chemically treated hair	
e. How different factors may impact on colour correction services	
f. The importance of informing your client of the likely cost, duration and expected outcome of the colour correction service and any restrictions your recommendations may place on further hairdressing services	
g. The principles of colour selection, including the International Colour Chart (ICC)	
h. The principles of colour correction	
i. How the type and distribution of melanin creates natural hair colour	
j. The effects on the hair of different colour correction products	
k. What is meant by the term 'oxidation'	
l. How oxidation agents affect the natural and artificial colour pigments	
m. The pH values of differing colouring products and lighteners	
n. The importance of gaining and recording your client's agreement to the service, products and anticipated outcome	

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 8

### Know and understand how to correct colour

You must know and understand:	Portfolio reference
a. The types of tools, materials and equipment used for colour correction and how and when to use them	
b. The different types of colour correction products available and when to use them	
c. Methods of applying and removing colour correction products	
d. The importance of following manufacturers' instructions when measuring and mixing colour correction products	
e. How and why pre and post treatments should be used when carrying out colour correction services	
f. How the different strengths of hydrogen peroxide affect colouring and lightening	
g. The reasons for pre-softening and pre-pigmenting hair	
h. Effects of temperature on the application and development of colour correction products	
i. The importance of using application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas	
j. Why it is important to avoid disturbing areas still processing when removing products from developed areas	
k. The importance of sectioning hair accurately for the colour correction service	
l. Methods of pre-softening and pre-pigmenting hair	
m. How to remove artificial colour	
n. How to remove bands of colour	

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 8 (continued)

### Know and understand how to correct colour

You must know and understand:	Portfolio reference
O. How to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour	
p. How to recolour hair that has had artificial colour removed	
q. How the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage	
r. The importance of using products economically	
s. The importance of restoring the hair's pH balance after the colour correction service	
t. The types and causes of colour correction problems that may occur during processing and how to rectify them	
u. How to correct highlights and lowlights whilst retaining a highlight and lowlight effect	
v. Why it is important to leave the hair and scalp free of colour correction products	
w. The importance of providing advice and recommendations on the products and services provided in the salon	

*Requirements highlighted in white will be assessed in the external paper.*



# Knowledge range

You must know and understand:

Health and safety - your responsibilities for health and safety as defined by any specific legislation covering your job role		Portfolio reference
Health and Safety at Work Act		
The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)		
The Health and Safety (First Aid) Regulations		
The Regulatory Reform (Fire Safety) Order		
The Manual Handling Operations Regulations		
The Control of Substances Hazardous to Health Regulations (COSHH)		
The Electricity at Work Regulations		
The Environmental Protection Act		
The Management of Health and Safety at Work Regulations		
The Health and Safety (Information for Employees) Regulations		
Environmental and sustainable working practices - the different types of working methods that promote environmental and sustainable working practices		Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)		
Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)		
Reducing water usage and other resources		
Preventing pollution		
Using disposable items (easy-dry towels)		
Using recycled, eco friendly furniture		
Using low-chemical paint		
Using organic and allergy free hair products		
Using ultra-low ammonia hair colourants		
Using environmentally friendly product packaging		
Choosing responsible domestic products (Fairtrade tea and coffee)		
Encouraging carbon-reducing journeys to work		



**You must know and understand:**

<b>Factors - the different factors that must be taken into consideration prior to and during colour correction and how these impact on the service</b>		<b>Portfolio reference</b>
Hair classifications		
Hair characteristics		
Temperature		
Existing colour of hair		
Percentage of white hair		
Test results		
Strength of hydrogen peroxide		
Hair length		
Sequence of application		
Scalp sensitivity		
<b>Contra-indications (examples only) - the importance of recognising any contra-indications to colour correction services</b>		<b>Portfolio reference</b>
History of previous allergic reaction to colouring products		
Other known allergies		
Skin disorders		
Incompatible products		
Medical advice or instructions		
Evident hair damage		
Age restrictions		
<b>Advice and recommendations</b>		<b>Portfolio reference</b>
Additional services		
Additional products		

# Notes

Use this area for notes and diagrams



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