

UHB171M

Colour and lighten hair

Unit reference number: J/615/0804

Level: 2

Guided Learning (GL) hours: 90

Overview

This unit is about developing the foundational knowledge and skills to prepare for and provide colouring and lightening hair services. Learners will develop knowledge of product types, selecting the appropriate methods of application and tools to achieve the desired outcome.

Learners will be able to consider influencing factors and contra-indications whilst maintaining health, safety and hygiene procedures throughout the colouring and lightening services offered. Learners will demonstrate effective communication skills, equality and diversity and understand how client lifestyle can influence the colouring and lightening desired outcome.

Learning outcomes

On completion of this unit, learners will:

LO1 Know the salon procedures for colouring and lightening hair services

LO2 Understand the factors which influence the colouring and lightening services

LO3 Know the products, tools and equipment required for colouring and lightening services

LO4 Be able to prepare for colouring and lightening hair services

LO5 Be able to provide colouring and lightening hair services

Assessment requirements

Learners must complete **all** four assessment requirements related to this unit:

1. Service portfolio
2. Graded practical assessment
3. External examination
4. Graded synoptic assessment

1. Service portfolio

Learners must produce a service portfolio. The service portfolio must contain evidence that learners have:

- Demonstrated the application of all of the following colouring or lightening products
 - Temporary
 - Semi-permanent
 - Quasi-permanent
 - Permanent
 - Lighteners
 - Toners
- Demonstrated all of the following colouring and lightening techniques
 - Full head/partial application of temporary colour
 - Full head application of semi-permanent colour
 - Full head application of quasi-permanent colour
 - Regrowth application of permanent colour
 - Full head application of permanent colour
 - Woven highlights and/or lowlights using a lightener
 - Highlights and/or lowlights using various other equipment
 - Application of a toner
- Used all tools
 - Selection of combs
 - Sectioning clips
 - Plastic bowl
 - Application brushes
 - Measuring jugs
- Used all equipment
 - PPE – learner and client
 - Foil
 - Tint brush
 - Tint bowl
 - Colour chart(s)
 - Timer
 - Electrical accelerator (if used)
 - Steamer (if applicable)

- Perform all the required tests
 - Skin test
 - Incompatibility test
 - Porosity test
 - Development test
 - Elasticity test
 - Test cutting
- Consider all factors and influences
 - Hair classifications
 - Hair characteristics
 - Temperature
 - Existing colour of hair
 - Percentage of white hair
 - Test results
 - Strength of hydrogen peroxide
 - Hair length
 - Hair density
 - Skin tone
 - Previous/other hair services
 - Client lifestyle
 - Client requirements
- Provided all aftercare advice and recommendations
 - How to maintain the colour or lightening service between appointments
 - Time interval between colouring and lightening services
 - Use of aftercare products
 - Additional services to enhance colouring or lightening service

The service portfolio must be completed prior to learners undertaking the graded practical skills test. Whilst service portfolios will not be graded, they may be sampled by the VTCT External Quality Assurer (EQA).

Evidence from the graded practical assessment must also be presented in the service portfolio.

2. Graded practical assessment

Learners must carry out a complete permanent colouring or lightening service on one new client which will be observed, marked and graded by centre assessors. The grade achieved in the graded practical assessment will be the grade awarded for the unit.

The graded practical assessment must take place in a real or realistic working environment on a real client. At a minimum the graded practical assessment for this unit must cover:

- Service – colour and/or lightening – performed on one new client using a colouring or lightening product that demonstrates appropriate selection of product choice and its suitability for the client. This must include a base shade change with an addition or alteration of tone, taking into consideration test results, influencing factors/contraindications, healthy and safe procedures and compliance with salon procedure
- Products, tools and equipment – appropriate selection of combs, brushes, sectioning methods and tools chosen, heat equipment (if applicable), sectioning clips, bowls, brushes, PPE equipment
- Undertake correct procedures relating to products, tests conducted, factors, techniques used, with consideration to advice and recommendations

Recorded professional discussion can also be used as an assessment method attached to the graded practical assessment and is particularly useful for gathering evidence for criteria related to evaluation and reflection. Professional discussions should be planned and recorded.

3. External examination

Whilst the theory content of LO1, LO2 and LO3 may be naturally assessed in the graded practical assessment, they will be tested by an external examination towards the end of the period of learning.

External examinations will test knowledge and understanding from across the whole vocational area (mandatory units). Learners should use the unit content section of this unit to aid revision since exam questions will test the full breadth of this section.

External examinations will be set and marked by VTCT and will contribute to the overall qualification grade.

4. Graded synoptic assessment

In the last term or final third of their qualification, learners will be required to undertake a graded synoptic assessment. This will require learners to carry out a range of services from across the whole vocational area (mandatory units). Assessment coverage will vary year on year, although all services will be covered over time.

VTCT will set a brief for centres which will detail the services to be covered in the graded synoptic assessment. Grading descriptors for the synoptic assessment will also be provided by VTCT.

The graded synoptic assessment will be marked and graded by centre staff and externally verified by VTCT.

The graded synoptic assessment will contribute to the overall qualification grade.

Unit content

LO1 Know the salon procedures for colouring and lightening hair services

Learners must know the personal responsibilities for health and safety when providing colour or lightening services:

- Personal presentation is important in creating an overall good impression and promotes client satisfaction, repeat/new business and a positive reputation for the salon
- Positive image and attitude with good posture throughout the service
- Learners must ensure salon uniform requirements are adhered to, i.e. learners should strictly follow individual salon's agreed professional dress code (as appropriate). As a health and safety requirement, closed-in low-heel shoes are advised. Clothing should be modest, clean, pressed and in good condition. Other examples may include a set uniform, colour choice or T-shirt with or without salon logo
- Presentable and good personal hygiene including clean clothes, clean teeth and fresh breath
- Learners must ensure they avoid a strong smell of tobacco, heavy perfume or aftershave

Learners must know how to implement health and safety procedures effectively when preparing the work area:

- It is important that learners understand the salon procedures associated with all colouring and lightening processes. Learners must
 - Maintain a clean, hygienic and tidy work area to create an overall good impression to clients and prevent cross infection
 - Have knowledge of the health and safety legislation covering their specific service role, and also ensure correct application of cleaning, disinfecting and sterilising of their own working area
 - Follow correct salon policy and procedure for work area and client preparation

Learners must know how to recognise relevant hazards and risks for colouring and lightening hair services:

- Within the salon environment when colouring or lightening hair, healthy practices and working safely is of paramount importance and all learners must know how to recognise potential harm or injury that may occur in the salon environment, which include
 - Knowledge of the relevant legislation associated with colouring and lightening services
 - Hazards – anything that has the potential to cause harm to self, client or others, e.g. product irritating the skin
 - Risks – a chance, high or low that a hazard may cause harm to self, client or others, e.g. appropriate test not carried out
 - Learners must follow suggested guidelines regarding contact dermatitis to avoid developing the disorder whilst working in the salon, e.g. wear gloves whenever removing colouring and lightening products
 - Ensuring they use various methods to promote and ensure environmental and sustainable working practices whilst colouring and lightening hair
 - Ensuring they follow manufacturer's instructions for equipment, materials and product usage and correct methods of disposal, to minimise wastage and hazards
 - Awareness of the current legal requirements and guidance relating to age restrictions, e.g. restrictions regarding colouring and lightening hair services for under 16's

Learners must know the different types of working methods that promote environmental and sustainable working practices:

- Environmental and sustainable working practices require the cooperation of all staff, these may include
 - Reducing waste and managing waste (recycle, reuse, safe disposal), e.g. measure products where applicable and do not use excessive amounts of products
 - Reducing energy usage (energy efficient hairdryers, low energy lighting, utilising solar panels)
 - Reducing water usage, e.g. turn tap off whilst applying shampoo or conditioner
 - Using reusable items (e.g. easy dry towels)
 - Using recycled, eco-friendly furniture
 - Using low-chemical paint
 - Using organic and allergy-free hair products
 - Using environmentally-friendly product packaging
 - Choosing responsibly sourced domestic products, e.g. Fairtrade tea and coffee

Learners must understand the importance of accurate record keeping:

- Record and maintenance cards/electronic files are an effective resource within a salon and provide accurate information regarding client services, history of the client, the products used and any tests carried out with dates. Learners must understand the importance of record keeping, ensuring future services can be tracked. This is specifically important when colouring or lightening the hair so that future services or amendments can be tracked. Maintenance of electrical equipment record cards/files will verify equipment testing, faults and general repairs for specific items. Learners must ensure
 - The client record cards are maintained and show current information
 - Electrical records are updated if equipment becomes faulty during the service
 - Latest equipment testing date records are checked

LO2 Understand the factors which influence the colouring and lightening services

Learners must understand the hair classifications and characteristics and how these influence a colour and/or lightening service:

Hair classifications table			
	1a Fine/thin	1b Medium	1c Coarse
Type 1: Straight hair	Straight	Straight with volume	Straight difficult hair
	2a Fine/thin	2b Medium	2c Coarse
Type 2: Wavy hair	'S' pattern	Frizzy 'S' pattern	Very frizzy 'S' pattern
	3a Fine/thin	3b Medium	3c Coarse
Type 3: Curly hair	Soft curl	Loose curl	Tight curl
	4a Fine/thin	4b Medium	4c Coarse
Type 4: Very curly hair	Tight coiled curl pattern	'Z' pattern and spring curl	Tight 'Z' pattern

- Learners must know how the extent and degree of the hair classifications and characteristics will influence products, tools and equipment used in the colour and lightening service. As an example a client with hair classification 1c – coarse straight hair may require additional products due to the possible density of the hair

Learners must understand how different hair classifications and characteristics influence colouring and lightening services:

- Learners must take into consideration how hair classification and characteristics of the hair can affect the colouring and lightening services and the impact this can have on achieving optimum results when carrying out hair services
 - Density – this is defined by the numbers of hairs on the scalp and will affect the choice of tools, techniques and product used and the time of service, e.g. applying the colour or lightening product to coarse, tight curly hair will take longer than to thin fine straight hair. This can impact on cost, timings, product usage and outcome of result
 - Texture – this is defined by the feel of each individual hair and whether the hair is fine medium or coarse to touch. This will indicate how strong or weak the hair shaft is, and also how much product the hair might absorb. Additionally coarser hair may require additional product
 - Elasticity – the elasticity defines the internal strength of the hair shaft which will also impact on how the colour and lightening product will be absorbed into the cortex, e.g. a stretch test will indicate internal strength
 - Porosity – the porosity defines the external strength of the hair shaft and what condition the cuticle is in, e.g. running fingers gently up the hair shaft will indicate swollen or flat cuticles
 - Hair condition – the general condition can be decided upon once all the specific tests have been carried out. This can assist in deciding the way forward in planning the colour and/or lightening service and application techniques and methods
 - Growth patterns – the direction of hair growth is unique to its owner and must be considered when deciding the application methods and techniques used, e.g. double crowns are difficult to lay foils/meche/foam, learners will need to consider how to approach the crown in the application method
 - Temperature – this has a considerable effect on the development of colouring and lightening products, heat can speed up the process and coolness can slow it down e.g. weather, salon and client temperature must be considered

- Existing/artificial hair colour – this can impact on the client’s desired result, selection of and application of the product may vary according to the existing hair colour. As an example, an incompatibility test should be carried out prior to the service appointment to establish the presence of metallic salts in the hair
- Percentage of white hair – this can cause a resistance to colour, and become very difficult to cover. For example the more white hair on the head usually the lower the volume or percentage of hydrogen peroxide should be used in order to cover it thoroughly, with the desired base shade added for full coverage. Check manufacturers’ instructions for best results
- Test results – these test results will assist learners in establishing what it is possible to achieve with the planned colour or lightening service
- Strength of hydrogen peroxide – this determines the degree of depth and lightening that is required in the hair
- Hair length – this should be considered when time allocation is given to client
- Skin tone – this should be considered when selecting the desired colour or lightening products for the hair
- Time interval from last chemical service – recorded previously if existing client, questioned to discover the information if new client
- Recent removal of hair extensions/previous services – this should be considered as fallen hair can occur after hair extension removal, and the scalp and hair could be sensitised after this service, e.g. check for small patches of baldness
- Head and face shape and size – this relates to the overall shape and size of the client’s head and includes specific features. This should be considered when planning colour and lightening services as swatches of colour placement could emphasise specific features
- Lifestyle – this is about the client’s everyday activity and working patterns, which may impact in attending appointments for colour maintenance
- Services prior to colouring and lightening – hair condition is an important factor and should be considered prior to service, e.g. if hair is in poor condition then a course of restructuring treatments to improve and even out porosity would be advisable

Learners must understand factors that can prevent or restrict the colouring and lightening service:

There is a range of factors which might contribute to preventing or restricting a colour and lighten hair service. Learners must follow manufacturer’s instructions and ensure all influencing factors are taken into consideration prior to and during the colouring service to ensure that the planned service is achieved

- Non-contagious – may prevent or restrict services due to severity of condition, examples include
 - Sebaceous cyst – lump on top or under scalp
 - Seborrhoea – excessively oily hair and scalp
 - Psoriasis – dry silvery scales of skin
 - Contact dermatitis – dry, red, sore, itchy skin; may possibly be weeping
 - Scalp sensitivity – an inflamed, sore and red scalp may prevent the use of combs close to the scalp
 - Recent scar/tissue or injury
 - Hair loss (alopecia), possible after hair extension removal, medication, stress or trauma
- Other known allergies – existing allergies that clients are aware of, e.g. nuts and oils can be used in conditioners

- Incompatible products – previous colouring services may stem back for years depending on the length of hair. Learners must identify previous products used and if unsure carry out an incompatibility test to establish if metallic salts are present in the hair
- Medical advice or instruction – depending on the severity of the illness/disease, medical approval may need to be acquired
- Evident hair damage – examples could include small, balding areas on the scalp or broken hair along the shaft
- Age restrictions – some salons may not be insured to carry out colouring and lightening services on certain age groups, e.g. under 16
- Legal implications – ensure all service records are up to date
- Standard tests and checks in order to establish overall health of the hair, assist in deciding if factors/contra-indications will influence the way forward with the service

Learners must understand contra-indications to colouring and lightening services:

- Contra-indications can prevent or alter the service, products or techniques used in a colouring and lightening service, e.g. history of previous allergic reaction to colouring and/or lightening products. The learner must identify any contra-indication through consultation and discussion with the client prior to the service. Learners must know the importance of recognising a contra-indication of the hair and/or scalp that can prevent the service
 - Contagious – can be passed person to person may prevent service which will include
 - Bacterial – impetigo, folliculitis, furuncles
 - Viral – warts, herpes
 - Fungal – tinea capitis/ringworm
 - Animal parasites – pediculosis capitis/head lice, scabies
- Hair defects
 - Trichorrhexis nodosa – rough swollen broken shaft

Learners must know how to select the appropriate products, tools and equipment for the service:

Learners must know how the extent and degree of the hair classifications and characteristics will influence product selection, tools and equipment used in the colouring and lightening services. Learners must know

- The condition of the hair structure and how this influences the choice of colour or lightening products
- The colour pigments found in the hair
 - Eumelanin are the black and brown colour pigments produced by melanin, when eumelanin is present only in small amounts hair may be blonde
 - Pheomelanin are the yellow – red/brown colour pigments and is the main pigment found among red-haired clients
- The effects of natural and artificial light on the appearance of hair colour – learners must know that artificial light does not contain the full range of all visible colours that make up natural light and can affect the apparent colour of the hair
- How oxidation affects the mixing of permanent colouring products i.e. the mixing of two chemicals, hydrogen peroxide and a permanent (para) colour which creates a chemical reaction called oxidation. This helps soften the hair allowing the cuticle to open and deposit the colouring product into the cortex. These colour particles swell, forming the final permanent colour

- The principles of colour selection – learners must know the ICC (International Colour Chart) is used to identify the depth and tone of natural and artificial hair colour. Learners must know the different types of melanin to use the colour wheel to assess primary and secondary colours and for tone and neutralisation purposes

Depth base	Name
10	Lightest blonde
9	Very light blonde
8	Light blonde
7	Medium blonde
6	Dark blonde
5	Light brown
4	Medium brown
3	Dark brown
2	Darkest brown
1	Black

- Consultation tests should be carried out according to legal requirements, following salon guidelines, manufacturer's instructions before, during and after service, these should include
 - Skin test – to test for allergic reaction (24-48hrs prior to service)
 - Elasticity test – internal strength of cortex
 - Porosity test – external strength of cuticle
 - Incompatibility test – tests for metallic salts
 - Test cutting – to check suitability of desired outcome
 - Development test – to establish the correct development of colouring or lightening product applied
- Product Type

Colour and Lightening Product Type		
Type	Available	Vol/%
Temporary Colours	Setting lotion, mousse, shampoos, mascaras, sprays, glitters	None
Semi -permanent Colours	Conditioners, lotions, shampoos, gels, moussing agents	None
Quasi/Demi permanent colours	Thickening liquids, cream, gels, moussing agents	1.9%/6 Vol 4.5%/12 Vol
Permanent colours	Liquid gels, cream, lotion	3%/10 Vol 6%/20 Vol 9%/30 Vol 12%/40 Vol
High-lift Colours	Creams, powders, liquid gels	9%/30 Vol 12%/40 Vol
Lightening agents	Oils, creams, powder, liquid gels	6%/20 Vol 9%/30 Vol 12%/40 Vol
Vegetable Colourants	Powders, shampoos	None

- Tools and Equipment – chosen dependent upon the desired outcome, application techniques, methods and test results

Learners must understand the value of questioning prior to the colouring and lightening service:

- Learners must know the importance of communicating and questioning the client prior to, during and after the service, regarding their personal needs
 - How to use questioning to communicate with the client in a way that meets the client's individual needs, to establish cost, duration of service and expected outcome once the service has been agreed
 - The importance of understanding client requirements regarding the colouring and lightening service. This may include use of visual aids, e.g. style books, colour charts, colour swatches and images
 - The importance of the client feeling valued if references are made regarding personal comfort during any the development time of a colour or lightening service
 - The additional service options which may include offering refreshments or magazines to add value and general relaxation to the client experience
 - Good communication and rapport are one of the main reasons clients may return for future services and will help to develop a good reputation and promote stylist/salon

LO3 Know the products, tools and equipment required for colouring and lightening services

Learners must know the products, tools and equipment required and available for colouring and lightening service:

- In all cases learners must ensure they follow the manufacturer's instructions

Product Selection			
Product Type	Effects	Method of Application and Removal	Tests required
Temporary	<ul style="list-style-type: none"> • Good introduction • Refresh fade • Instant fashion effect • Neutralises unwanted tones temporarily • Darken hair • Blends silver tones • No commitment 	<ul style="list-style-type: none"> • Partial head/applied where needed • Shampoo/rinse out in one wash 	<ul style="list-style-type: none"> • Test cutting • Elasticity test • Porosity test
Semi-Permanent Colour	<ul style="list-style-type: none"> • Refresh permanent colours with faded ends • Add shine and improve condition • May be suitable for clients allergic to other colour products • Fashion/fantasy shades • Less commitment than permanent colouring 	<ul style="list-style-type: none"> • Full head/partial head application • Apply to where is needed • Washes away typically between 5 – 12 shampoos depending upon manufacturer's information 	<ul style="list-style-type: none"> • Test cutting • Elasticity test • Porosity test <p>Note: Follow manufacturer's instructions as some products require a skin test</p>
Quasi/Demi Permanent	<ul style="list-style-type: none"> • Gentle on the hair • Tone out silver for longer/gentle fade • Not used to lighten hair only add tone/darken • Tone lightened hair • Low volume/strength peroxides only 	<ul style="list-style-type: none"> • Full head/partial head application • Counteracts unwanted tones more permanently • Fades away over time • Shampoo and condition to remove product completely from hair and scalp • Finish with acidic conditioner to restore pH balance 	<ul style="list-style-type: none"> • Skin test • Test cutting • Incompatibility test • Elasticity test • Porosity test • Development test
Permanent Colours	<ul style="list-style-type: none"> • 100% white hair coverage • Fashion shades • Lighten, tone and darken hair • Various strength/volume hydrogen peroxides 	<ul style="list-style-type: none"> • Full head/partial/weaving/freehand techniques • Grows out, less fade • Shampoo and condition to remove product completely from hair and scalp • Finish with acidic conditioner to restore pH balance 	<ul style="list-style-type: none"> • Skin test • Test cutting • Incompatibility test • Elasticity test • Porosity test • Development test

<p>Lightening Agents (high-lift tint)</p>	<ul style="list-style-type: none"> • Lighten the hair more gently than bleaching agents • Buffers to stop the process after a set period of time • Can lighten some pre-coloured hair • Up to 5 levels of lightening can be achieved • Fashion tones available • Higher levels of hydrogen peroxide can be used 	<ul style="list-style-type: none"> • Full head/partial head/weaving, freehand techniques • Grows out, very little fade • Shampoo and condition to remove product completely from scalp • Finish with acidic conditioner to restore pH balance 	<ul style="list-style-type: none"> • Skin test • Test cutting • Incompatibility test • Elasticity test • Porosity test • Development test
<p>Bleaching products</p>	<ul style="list-style-type: none"> • Lightens the hair using an oxidation process which decolours the melanin/colour pigment in the hair shaft leaving oxymelanin (colourless pigment) • Higher levels of lightening can be achieved • Various shades of blonde, that can then be toned with alternative product • Removes artificial colour pigment for correctional purposes • Low to high levels of peroxide used to achieve varying desired results 	<ul style="list-style-type: none"> • Full Head/Partial Head/Scalp/Weaving/Bathing • Grows out, can be prone to darkening/yellowing in atmospheric conditions • After care is crucial • Shampoo and condition with warm water to remove products completely • Temporary silver shampoos can be used to tone out unwanted yellow tones • Finish with acidic conditioner to restore pH balance 	<ul style="list-style-type: none"> • Test cutting • Incompatibility test • Elasticity test • Porosity test • Development test • Skin test, if permanent or quasi colour application is to following bleaching service
<p>Vegetable colourants/ Henna</p>	<ul style="list-style-type: none"> • Darkens or adds tone to virgin hair • Stain the cuticle and build up in intensity 	<ul style="list-style-type: none"> • Mix with warm/hot water and applied directly to hair, wrapped up with plastic and towel and developed under heat for as long as desired result is achieved • Rinse thoroughly until water runs clear 	<ul style="list-style-type: none"> • Test cutting • Incompatibility test • Elasticity test • Porosity test • Development test

Peroxide strength	Used to achieve
1.9% or 6 Volume	Soft tones, no lightening, refresh existing tones
3 % or 10 Volume	Add more vibrant tone, tone on tone, no lightening, refresh existing tones, same depth or darker
4.5% or 12 Volume	Add more vibrant tone, tone on tone, no lightening, refresh existing tones, same depth or darker
6% or 20 Volume	Up to one level of lift can be achieved, same depth or darker depending on base levels being worked on, vibrancy achieved
9% or 30 Volume	Up to 2 – 3 levels of lift can be achieved, lightening effect depending on base level working on
12% or 40 Volume	Up to 3 – 4 levels of lift can be achieved depending on base working on, high levels of lightening on base 6 or above

- Tools – various tools are available to colour hair, which may include
 - Cutting comb – for use with sectioning
 - Pin tail comb – used for picking up precise lines and sections when colouring, e.g. for weaving or slicing hair
 - Sectioning clips – used to section or divide hair, keeps hair in place prior to colouring or lightening
 - Plastic bowl – to mix product
 - Application brushes – various types – to mix and apply product
 - Measuring jugs – to measure hydrogen peroxide amount, and product mixing
- Equipment
 - Gloves – to protect hands
 - Colour remover lotion/wipes – to remove excess from client hairline
 - Colour key – to ensure all colour is squeezed from working tube
 - Colour rake – freehand technique tool
 - Colour chart – colour selection choice, use as per manufacturer instructions
 - Gowns – to cover clients clothes
 - Plastic cape – provides a plastic layer to avoid seepage occurring and staining
 - Towels – placed on top of gown to protect the client
 - Electrical accelerator (if applicable) – for application of heat to speed the development time
 - Steamer (if applicable) – for application of moist heat to speed the development time
 - Foils/meche/foams – various resources available for various application techniques and end results
 - Highlighting plastics caps, hooks – to pull shorter hair through plastic barriers for specific applications
 - Whisks – to whisk product and hydrogen peroxide together more evenly
 - Timers – to ensure precise timings for service
 - Scales – to correctly measure colouring and lightening products

Learners must have knowledge of the effects of different hair colouring and lightening services on the hair structure:

- Temporary colour – no skin test required, large colour molecules coat the hair's cuticle. Temporary colour will not lighten hair, only deposits colour and tone
- Semi-permanent colour – true semi-permanent colours do not require a skin test. Learners must check manufacturer's instructions. Smaller colour molecules are deposited onto the hair's cuticle and the outer edge of the cortex. They are not designed to cover a large percentage of white hair. Check manufacturer's instructions for application and the lasting duration of colour. Semi-permanent colours require no development activators and will not lighten hair, only deposit depth and tone
- Quasi-permanent colour – skin test required. These are usually mixed with low volume developer/hydrogen peroxide and smaller molecules enter the hair's cortex, and designed to wash out of the hair over a period of time. Quasi-permanent colour will not lighten hair, only deposit colour (depth and tone). Quasi-permanent colours will cover up to 50% of white hair
- Permanent colour – skin test required. Smaller molecules enter the hair's cortex, swell, enlarge and become trapped in the hair's cortex. Permanent colours can lighten hair up to 4 shades (check manufacturer's instructions), can darken hair and add/change/neutralise tone. It will cover 100% white hair and requires developer/hydrogen peroxide
- High lift tint – skin test required. High lift tint will lighten hair 4-5 shades learners must check manufacturer's instructions, lightening products will add/change/neutralise tone. Mixing ratio is usually 1:2
- Lightening products (bleaching products) – no skin test required unless further permanent colouring processes are applied afterwards. Bleaching products lighten artificial and natural colour pigment, known as oxymelanin. Learners must know that oxymelanin is the by-product of the bleaching process that takes place when performing hair colour removal services of any type. The hydrogen peroxide of high-lift developers and lightening mixes is responsible for dispersing the colour molecules of melanin. Bleaching products will lighten hair several shades and requires developer/hydrogen peroxide. Learners must follow manufacturer's instructions for guidance on how many levels of lift may be achieved when using lightening products
- Hydrogen Peroxide (H_2O_2) – when mixed with colouring or lightening product produces a chemical reaction. The various strengths produce different reactions on the hair shaft and cuticle, as an example, the higher the %/volume the wider the cuticle opens for the reaction to occur inside the cortex on the natural melanin, and the lower the %/volume the lesser reaction occurs inside the cortex on the natural melanin

Learners must know the importance of restoring the hair's pH balance after the colouring and lightening process:

- Learners must understand that most colouring products are alkaline and that they open the cuticles of the hair. Therefore it is essential that an anti-oxidant conditioner is applied to the hair following a colouring or lightening process. An anti-oxidant conditioner will
 - Return the hair to its normal pH of 4.5 – 5.5 (slightly acidic)
 - Add moisture to the hair
 - Stop any further oxidation taking place (continuing oxidation will cause unnecessary damage to the hair)
 - Close the cuticles

Learners must understand the types of problems and solutions that may occur when colouring and lightening hair:

Problems	Solution
Contra-indication found	Do not begin the service or, if started, stop service. Encourage client to rebook, provide appropriate advice for treatment or referral for the contra-indication
Uneven result	Spot colour only where the hair is patchy
Scalp irritation	Stop immediately and remove product with lukewarm water
Poor coverage	Usually due to resistant hair or uneven application
Hair breakage	Usually caused by overlapping colour or wrong choice of hydrogen peroxide, remove product and apply a restructuring conditioner
Seepage of product	Weave out patchy areas and apply base colour to match root area, this will break up the patchy areas
Over processed result/deterioration of hair condition	Apply conditioning treatments to the hair

LO4 Be able to prepare for colouring and lightening hair services

Prepare products, tools and equipment prior to the service:

Preparation is an important feature of the colouring and lightening service, not least because it enables learners to work safely and methodically. Preparation by the learner for all aspects of the colour and lightening service is essential to demonstrate a readiness and professionalism which will set client expectations and promote high standards of service. Learners will ensure that the cleanliness and health and safety standards within the salon are maintained to enhance the client's overall satisfaction with the service

- Prepare products
 - Learners must ensure the listed range of products is available. Products should be displayed either at dressing/work area or by a visual chart/marketing manufacturer's directions and information. Learners must ensure that the client has access to the full range of available products that are suitable for the desired outcome. Sufficient products must be available which are fit for purpose and appropriate for all possible colouring and lightening services. Follow manufacturers' instructions at all times, to include selection, mixing, application, technique used, development and safe removal of products with aftercare suggestions
- Prepare tools
 - Learners must ensure clean and sterilised tools are placed in logical order ready for use on a clean towel or disposable paper towel, in order to prevent cross-infection and demonstrate preparation and readiness for working to include
 - Bowls, brushes and measuring/weighing tools or equipment in place on trolley/workstation or mixing area in readiness. Ventilation is sufficient for mixing preparation being mindful of hazards and risks associated with chemicals at all times
 - Combs for sectioning, pin tail comb, detangling brushes, sectioning clips, plastic bowls and brushes, measuring jugs/scales, foils/meche/foams and rubber/plastic caps, angled tint brush, colour rake and colouring gowns, towels, capes and gloves
- Prepare the equipment
 - Learners must ensure equipment is in good working order and fit for purpose and may include
 - Heat accelerator, steamer and highlighting equipment

Prepare themselves and the work area prior to colouring and/or lightening services:

- Preparation of learners – learners must present themselves professionally displaying
 - Clean hygienic appearance
 - Appropriate hair and make-up (as applicable)
 - Readiness for the service
 - A good attitude
 - Personality/persona fitting for the salon
 - Good communication and listening skills
 - Good posture maintenance throughout the colouring and/or lightening service
 - Appropriate PPE (as required)
- Prepare the working area – learners will ensure
 - All products, tools and equipment are organised in advance making provision for the different needs of clients
 - There is adequate room around the work area to allow safe use of all equipment
 - All work areas are free from hair, splashes and products residue, including basin, chair, trolley, work station/dressing unit and floor

- Chairs are moved to eliminate and wipe away product residue, chair feet are checked for cleanliness and seats and back of chair wiped clean or fresh cover applied
- Trolleys are systematically cleaned between services, removing unwanted items and replacing with fresh cleaned/sterilised items
- Towels, capes and client outer gowns are clean and freshly laundered for service and removed after use to ensure that the cleanliness, health and safety standards and policies within the salon environment are maintained to enhance the client's overall satisfaction

Prepare the client for service:

- To prepare the client, learners must
 - Check there are no excess products remaining in the hair to influence the outcome of the service
 - Ensure the client is correctly prepared for the service with appropriate protective equipment in place
 - Remove obstructive jewellery or items that would inhibit the colouring and lightening service
 - Adjust chair height to avoid excessive bending by learners and maximise client comfort
 - Position a foot stand where necessary (or available) for additional client comfort
 - Ensure the client maintains the correct posture to avoid hazard or risk
 - Confirm that the client is comfortable at start of the service

Explain and agree service outcome with the client:

- Learners must carry out visual checks and tests as appropriate
- Identify hair classification
- Discuss recommendations on an accurate evaluation of client's hair
- Identify any influencing factors and discuss these with client including how they may change the desired outcome of colouring and lightening service
- Identify base shade and achievable outcome
- Agree choice of products, likely cost, duration of service with the client
- Agree choice of tools and equipment with the client
- Agree service outcome with the client

Demonstrate effectiveness in the salon:

- Learners must demonstrate how effective they have been in providing a colour and/or lightening service within the salon
 - Overall personal performance in the salon
 - Identifying their own strengths and weaknesses shown before, during and after the colouring and/or lightening service
 - Identifying client requirements
 - Identifying influencing factors
 - Sectioning, application method and controlling the hair
 - Interchanging of tools and techniques used in the service
 - Checking client satisfaction
- Demonstrate a mixture of talent, knowledge and skills. Examples may include
 - Conversing with the client throughout the service
 - Ensuring client comfort throughout the service
 - Discussing further services to enhance the finished result
 - Overall performance in client care

LO5 Be able to provide colouring and lightening hair services

Select products, tools and equipment to colour and/or lighten hair:

- Learners must demonstrate they have identified and used the most suitable colouring and/or lightening products, tools and equipment to achieve the desired colour and/or lighten outcome
- Application, selection of colouring and/or lightening products and use of tools and equipment will be dependent on
 - Following manufacturer's instructions
 - Hair classification
 - Hair characteristics/growth patterns
 - Temperature
 - Existing colour of hair
 - Percentage of white hair
 - Test results
 - Strength of hydrogen peroxide/ratios
 - Time of last chemical/hair services
 - Length of hair
 - Condition of hair
 - Density of hair
 - Texture of hair
 - Porosity of hair
- Products – learners must choose the most appropriate product type to suit the desired colour and/or lightening outcome. Products chosen must be based upon the correct evaluation of the hair type, classification and characteristics to aid the techniques used when colouring and lightening the hair. These include peroxide strength and mixing ratios. Carry out appropriate tests according to factors that influence the desired outcome
- Tools – learners must use the most appropriate items to carry out a colouring or lightening service
- Equipment – use of electrical equipment where appropriate

Use products, tools and equipment to produce the desired colouring and/or lightening service:

- Products
 - Demonstrate use of the correct products appropriate to the client's needs. An example of this would be an application of a quasi/semi-permanent colour to refresh faded hair colour
 - Ensure the correct measurements are used to optimise use of product and minimise waste
 - Apply products evenly and methodically, only on hair that needs application. Learners will use different application methods or techniques for particular products, e.g. bowl and brush ensures even distribution
 - Follow manufacturers' instructions throughout all of colour and/or lightening products application, development (where applicable) and removal processes
 - Remove colouring and lightening products from hair with minimum discomfort to client. Leave hair and scalp free from product after the desired effect is achieved
 - Identify any problems during the service and resolve them within the limits of own authority. Refer to relevant person if necessary
 - Achieve desired outcome for client satisfaction

- Tools – learners must ensure all tools used are fit for purpose and tools are used correctly, e.g. brushes used for application are in good condition
- Equipment – if applicable, learners must use electrical equipment correctly, e.g. electrical appliances used should be monitored at all times to ensure client comfort

Use safe and hygienic working methods throughout the service:

- Products – ensure methods of application and product development times do not cause harm or present a risk, ensuring client comfort at all times. Safe use of products, in application, removal, storage and according to manufacturer's instructions
- Demonstrate good processes of application of products, e.g. barrier products used where necessary, carefully applying mixture to avoid damaging the skin, ears or eyes. Carry out the service without causing danger or damage to self, client or work areas either intentionally or by accident, e.g. flicking or dripping product onto the clients clothing or face
- Identify potential risks and hazards – clean up spillages immediately, ensuring there is no product around client/work station. Check product development regularly with the client to prevent possible scalp burn/irritation. Avoid inhaling products i.e. self, client and others, especially when using bleaching and lightening agents. Ensure all waste products are disposed of correctly
- Tools – demonstrate they have clean and sterilised tools and that visual checks are carried out on equipment prior to use
- Equipment – use electrical equipment safely, remain in control of the equipment

Use a combination of techniques to achieve the desired outcome considering influencing factors:

- Display a variety of methods and application techniques, using products effectively to achieve the desired outcome, demonstrating skills to manipulate and apply product to the hair with appropriate tools. Learners will apply product to the hair with these techniques without disturbing previous applications
- Methods used in colouring and lightening are dependent upon the desired outcome. Learners must ensure hair is clean, dry and free from debris, prior to a deep cleansing shampoo if this is necessary prior to product application and product build-up at the start of the service. Use the correct products for hair classification/type. Apply products in logical sequence and appropriate to the desired outcome. Use tools that are appropriate for the method and application decided upon. Use correct amount of product/peroxide ratios. Use additional equipment if/when required. Ensure hair is developed according to manufacturer's instructions. Be time and cost effective
- Techniques – learners will use and adapt methods and techniques appropriately to achieve the desired outcome taking into consideration all influencing factors. Learners must ensure the hair is not over-processed and maintain optimum condition
- Demonstrate control in management of all selected tools, equipment and product choice. Testing (where appropriate) should occur in order to identify that the selected shade has been achieved

Provide in-service checks with the client:

- Learners will use appropriate communication and questioning techniques to check on client comfort, scalp irritation and general wellbeing throughout the service
- Learners must check with the client to clarify agreement of desired outcome and development of product throughout the service
- Learners must demonstrate that decisions and selections made enhance and embrace influencing factors and that creative ability and attention to detail are applied, e.g. product tone matched with overall skin tone and desired outcome

Provide advice and recommendations to the client:

- Learners will ensure promotional benefits of the service and provide homecare advice and recommendations for the client to maintain the colour vibrancy. For example, the client would be advised not to spend a week in the hot sun after having a vibrant red full head colour as the pigment will fade quickly due to cuticle being swollen in the heat. Advise clients on suitable shampoo and conditioning products to maintain colour freshness

Conduct post-service maintenance of work area ready to meet the next client:

- Learners must demonstrate maintenance of the work area following health and safety procedures within the salon carrying out post-service maintenance. Identify potential risks and hazards, clean up spillages immediately, ensure there are no dirty tools or equipment around, unused products are returned to the dispensary for further use, and electrical equipment is monitored and replaced to its usual home. Check and update service equipment files and records. Maintain cleanliness of work area/station by cleaning and replacing all consumable items. Maintain cleanliness of products and tools by wiping, sterilising or replacing as appropriate. Waste products are disposed of according to manufacturer's instructions and salon policy

Maintain accurate client records:

Learners must maintain accurate records by reporting and keeping client service and equipment files up to date. A full history of the service must be recorded for future reference to include any products used or tests taken. Where appropriate, maintenance of electrical equipment record card/files will verify equipment testing, faults and general repairs for specific items. Learners must

- Complete the record card/electronic file with history of service
- Ensure amendments/adaptations to service are recorded
- Ensure notes for future recommendations are recorded
- Record changes in client's personal details
- Record results of tests
- Record factors limiting or affecting the service
- Record techniques used for the service, in detail
- Record products, tools and equipment used for technical services and development times
- Record the outcome of the service – success of the service, client satisfaction with the service, suggestions for the next service
- Use precise and accurate language and ensure the record is completed in full
- Use legible handwriting if the record is handwritten

Skin cancer awareness

Please note this information will not be assessed for the achievement of this unit.

Public awareness of skin cancer has never been higher, and yet skin cancer remains the fastest growing cancer in the UK, especially amongst young people. The chances of a positive outcome can be dramatically increased with early identification and diagnosis.

Professionals in hair, beauty, sports massage and health and wellbeing industries work closely with clients and in many cases have sight of areas of skin which may not be easily visible to the client. An informed awareness of the signs, symptoms and changes of appearance to be aware of when checking for early signs of cancer is a crucial tool for the conscientious practitioner in order to provide the most thorough service and in some cases, possibly lifesaving information signposting.

Signs to look for when checking moles include utilising the ABCDE guide:

A - Asymmetry – the two halves of the area/mole may differ in their shape and not match.

B - Border – the edges of the mole area may be irregular or blurred and sometimes show notches or look 'ragged'.

C - Colour – this may be uneven and patchy. Different shades of black, brown and pink may be seen.

D - Diameter – most but not all melanomas are at least 6mm in diameter. If any mole gets bigger or changes see your doctor.

E - Elevation/evolving – elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape or colour. Anyone can get a suspicious mole or patch of skin checked out for free by the NHS by visiting their doctor, who may then refer to a dermatologist (an expert in diagnosing skin cancer).

If you require any additional NHS information please refer to <https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer>

If your learners are interested in learning more about skin cancer awareness alongside this qualification, VTCT runs the following qualification: VTCT Level 2 Award in Skin Cancer Awareness for Non-Healthcare Professionals.

This qualification has been specifically designed for those working in the sports massage, health and wellbeing, beauty, hairdressing and barbering sectors. It will enable learners to identify any changes to their client's skin and to highlight those changes to the client using appropriate language and communication skills. It will enable the learner to raise awareness of skin cancer and signpost their clients to public information about skin cancer.

This qualification will enable hair, beauty and wellbeing professionals to gain the appropriate knowledge and communication skills required to provide non-diagnostic, professional advice and information to clients in a discrete, empathetic and confidential manner.

For more information please refer to the Record of Assessment book:

<https://qualifications.vtct.org.uk/finder/qualfinder/1Record%20of%20Assessment%20Book/AG20529.pdf>

Assessment criteria

Assessment criteria will be applied to the graded practical assessment. In order to pass this unit, learners must at a minimum achieve all pass criteria. The pass criteria relate to the proficient demonstration of skills and knowledge. All criteria within a given grade must be achieved to be awarded that grade.

Learning outcome The learner must:	Pass The learner can:	Merit To achieve a merit grade, in addition to achievement of the pass criteria, the learner can:	Distinction To achieve a distinction grade, in addition to achievement of the pass and merit criteria, the learner can:
LO4 Be able to prepare for colouring and lightening hair services	<p>P1 Prepare products, tools and equipment prior to the service</p> <p>P2 Prepare themselves and the work area prior to the colouring and/or lightening service</p> <p>P3 Prepare the client for service</p> <p>P4 Explain and agree service outcome with the client</p> <p>P5 Demonstrate effectiveness in the salon</p>	<p>M1 Adjust communication techniques to meet individual client needs</p> <p>M2 Provide advice and recommendations for products and additional services</p> <p>M3 Use a variety of techniques to provide a colouring and/or lightening service</p>	<p>D1 Explain the choice of products, tools, equipment and techniques used throughout the service</p> <p>D2 The finished colour reflects a commercially skilled technique</p>
LO5 Be able to provide colouring and lightening hair services	<p>P6 Select products, tools and equipment to colour and/or lighten hair</p> <p>P7 Use products, tools and equipment to produce the desired colouring and/or lightening service</p> <p>P8 Use safe and hygienic working methods throughout the service</p> <p>P9 Use a combination of techniques to achieve the desired outcome considering influencing factors</p> <p>P10 Provide in-service checks with the client</p> <p>P11 Provide advice and recommendations to the client</p> <p>P12 Conduct post-service maintenance of work area ready to meet the next client</p> <p>P13 Maintain accurate client records</p>		

Assessment guidance

Assessors must use the amplified assessment guidance in this section to judge whether assessment criteria have been achieved in the graded practical assessment.

P1 Prepare products, tools and equipment prior to the service

Learners must demonstrate they have set up the work area for the client, selecting appropriate products, tools and equipment to provide a colouring and lightening service. The work trolley is located on the lead hand side of learners, e.g. if learners are left handed the trolley would be on left. The equipment is visually checked along with product availability. Product choice is appropriate and ready for use. Fresh protective clothing must be acquired; the product display area and all tools must be wiped clean/sterilised as applicable.

P2 Prepare themselves and the work area prior to the colouring and/or lightening service

Learners must show that they have taken time to prepare themselves and be ready with a clean, fresh and hygienic personal appearance. Hair and make-up (as appropriate) must give a suitable professional impression.

Learners must demonstrate readiness to greet clients with a positive and welcoming attitude. Learners must present themselves, showing commercial readiness, preparation and professionalism in line with client expectations, promotion of high standards of service, following salon policy and procedures at all times e.g. health and safety legislation for using chemicals.

P3 Prepare the client for service

Learners must demonstrate that they have prepared the client for colouring and lightening services in a work station/area that is clean and tidy. Learners must select clean protective garments, towels and capes, ensuring that the client is comfortable, sufficiently covered and the chair height is correct. They must ensure all tests have been carried out prior to the service and the relevant results have been recorded and are available.

P4 Explain and agree service outcome with the client

Learners must demonstrate they have agreed the desired outcome with, and explained the service procedure to the client. Learners must conduct a visual and manual check of the hair and scalp to check for contra-indications. Learners must check hair growth patterns and identify and discuss any influencing factors with client. Learners must agree with the client the choice of products, tools and equipment to create the desired outcome, using questioning and visual aids, as appropriate.

P5 Demonstrate effectiveness in the salon

Learners must demonstrate they have effectively carried out a colour and/or lightening service showing efficient use of their time and behaved in a professional manner throughout the service.

Learners must be able to consider client expectations and how any influencing factors may impact on the result of the service. Learners must be able to combine products, tools, equipment and techniques effectively to enhance the end result and show acceptable standards of dexterity, skill and knowledge at this level, i.e. professional and commercially viable.

Learners must show they have been cost effective, not wasteful, and are able to use products according to manufacturers' instructions.

Learners must be able to identify and reflect on any areas of weakness and in what ways they aim to improve personal performance, set targets and develop themselves as junior stylists. Learners must identify other colleagues to find out additional specialist information.

Learners must show overall consideration of the team and be helpful and responsive to other work colleagues' needs.

P6 Select products, tools and equipment to colour and/or lighten hair

Learners must select products, tools and equipment appropriate to the client's needs to facilitate the coloured and/or lightened desired outcome. Learners are required to identify the most appropriate items, considering adaptations that may be necessary due to hair classification and characteristics. As an example, visual aids may be used at the work area/station for a joint final outcome decision to be achieved. As an example, temporary silver colour shampoos or lotions can be chosen to eliminate yellow tones prior to a more permanent colour service.

P7 Use products, tools and equipment to produce the desired colouring and/or lightening service

Learners must use all products, tools and equipment appropriately to ensure choices are suitable and appropriate to produce the agreed colouring and lightening service and complement the desired outcome.

For example, bleached highlights have been weaved into the front sections of the hair prior to colouring the remaining hair with a darker quasi colour. The choices have been discussed to complement a planned cutting restyle service. Learners must ensure that all the hair has been coloured or lightened and placement of the weaves has been decided prior to starting the colouring and lightening service to enhance the desired outcome.

Products and tool choice and usage must be used appropriately to wrap the weaves using either foam, foil or meche to ensure no bleeding occurs and the remaining hair must be fully covered with the application of the quasi colour.

P8 Use safe and hygienic working methods throughout the service

Learners must use all products, tools and equipment safely and ensure their choices are suitable to produce the desired service outcome. Learners must demonstrate they can recognise hazards and risks when using chemicals. Learners must ensure that the working area is safe and consider others who may be working in close proximity. Fumes from mixing chemicals may cause a risk to clients and colleagues in the surrounding areas, therefore learners must ensure they mix chemicals in a well ventilated room.

When mixing products with small particles and strong odours, learners must ensure they are at a safe distance and where necessary protection is offered to the client's face and eyes. Products are used without harm to self/client/others. As an example, learners must ensure they have identified any spillages/leakages and taken the correct course of action to deal with any spills or leaks promptly. Manufacturers' instructions must be followed at all times for safe handling and use of all colouring and lightening products, temperature in the salon and of the client must be safe and comfortable and ongoing checks must be verbally carried out.

Learners must ensure that there are no trip hazards with electrical accelerators. Equipment is stored safely away without possible cause of burning or damage to self/client/others or surrounding work areas.

Where tools or client protection garments are dropped on the floor, they should be replaced with clean and fresh items. Where spillages or drops of products may have occurred learners must wipe the floor prior to the client moving from the chair.

P9 Use a combination of techniques to achieve the desired outcome considering influencing factors

Learners must produce a finish that combines techniques appropriate to client's influencing factors, characteristics and classifications. Learners must demonstrate they have selected the correct products, methods and techniques to be used before, during and after the colouring and lightening service. Learners must demonstrate they can use and combine different methods and techniques in producing a colouring and lightening service. Weaving the hair and combining full head application post weaves, producing a full head application of colour.

Learners must section the hair neatly and methodically to ensure that even coverage is achieved, placement of foils should be applied prior to regrowth/full head or in-fill colours.

Hair must be free of all colouring products and pH balance restored with appropriate products to finish the colouring and lightening service. Learners must verbally confirm client satisfaction and that desired outcome has been achieved.

P10 Provide in-service checks with the client

Learners must demonstrate throughout the service they have checked on client comfort. Learners must demonstrate that they have adapted and tailored the use of products and equipment and checked that tools used are not causing discomfort to the client. Appropriate refreshments are offered if available.

P11 Provide advice and recommendations to the client

Learners must demonstrate that they have provided the client with aftercare advice. Advice must include methods of shampooing and conditioning at home, how to personalise and maintain colour at home using products and recommendations for future services. For example, a client may have had a vibrant colour applied, and therefore require information about purchasing the correct products to encourage the longevity of the vibrancy.

P12 Conduct post-service maintenance of work area ready to meet the next client

Learners will ensure that the work area is cleaned and ready to receive the next service. This will include ensuring any excess products are disposed of correctly and remaining products cleaned and stored in accordance with salon rules. Where electrical items are used for processing these are checked and cleaned, with any excess products cleaned from the equipment. Additionally learners must ensure that the work area is free from product spillage, to ensure another client (or stylist) does not pick up remaining product and accidentally spill onto clothes or self. Towels contaminated with product must be washed in accordance to salon rules to ensure they are not accidentally used by another stylist.

P13 Maintain accurate client records

Learners must show that they have at a minimum recorded the full service, personal details and any tests where applicable for a new client. For existing clients a check on current history and updated information should be recorded. All client records must include current service and products used.

Where there are opportunities, learners must add accumulated loyalty points or similar (if appropriate). For example, some social media sites offer free blow-dry or product, or similar incentives, to one lucky winner monthly/quarterly if clients 'like and share' the home page of the salon. Other salons offer a free service when a number of points are collected; points are usually awarded for every £5 or £10 spent within the salon.

For colouring and lightening, learners must record any specific characteristics of the hair or desired outcome. An example of this may be where a regular client had a change to their health and may now be on medication. This may require a different approach to the product type that is selected. The client may be more sensitised and this may need to be recorded, fresh skin tests and consultation will be required.

M1 Adjust communication techniques to meet individual client needs

Learners must listen to the client's expectations and present other options, especially if the client's hair is physically not suitable for the desired outcome. Learners must respond positively to the client by displaying excellent communication skills when presenting possible alternative solutions to the service. Learners must demonstrate throughout the service that all communication with the client is ethical, respectful, unobtrusive and inoffensive.

As an example, a client with a base 3 requesting lightest blonde highlights using a high lift tint to achieve their desired result. The learner would need to explain the basic lifting stages of hair to the client in order to inform the client of the expected colour result; or explain to the client that the use of a lightening agent to achieve the required finished result.

M2 Provide advice and recommendations for products and additional services

Learners will effectively judge the overall characteristics of the hair with the client, providing detailed information about salon services and suitable salon products that will enhance the client's hair condition or style.

For example, to recommend a blend of different colours to promote a change to a future colouring service, learners use colour hair swatches placed at different parts in the client's hair to demonstrate how a colour change might look.

Learners will provide and record written information on salon records of the recommendations made. Further salon services may include blow-drying, restyling, cutting, or conditioning services.

M3 Use a variety of techniques to provide a colouring and/or lightening service

Learners must demonstrate a variety of techniques when providing a colouring and/or lightening service. These techniques will include skills showing that they can manipulate hair according to the application technique employed.

Examples will include an ability to hold the foil, meche or foam and apply the colouring/lightening product neatly and methodically to the hair. The product does not seep onto other areas that may be developing or not being coloured or lightened.

The hair will have been sectioned neatly and learners will demonstrate that they have worked in a logical order and have control of tools and equipment throughout the colouring and lightening service. For example, learners could demonstrate that sections were created in the hair in order to complete a regrowth application; the sections enabled the learner to apply the colour neatly and only to the regrowth areas without seepage onto the lengths of the hair.

Learners must produce a salon acceptable finish with an even colour or lightening result.

D1 Explain the choice of products, tools, equipment and techniques used throughout the service

Learners must explain their reasons for choosing products, tools, equipment and techniques based on the characteristics, classification, porosity, density, texture and influencing factors discussed with the client at the start of the colouring and/or lightening service.

An example could include using semi-permanent colouring products on the hair as the client has been away on holiday and the colour has faded out and needs to be refreshed for a special occasion.

Another example may be if elasticity or porosity testing has identified a deterioration in the client's hair condition and the learner has correctly advised a specialist treatment to assist in repairing the hair, a further course of suitable hair treatments, homecare products or a restyle to improve the hair's condition before undertaking a colour or lightening service.

D2 The finished colour reflects a commercially skilled technique

The completed colouring and/or lightening result reflects a commercially acceptable finished salon result. The coloured and/or lightened result will be identified once dried and in daylight.

Examples include:

- Coverage is even and the colour or lightening finish follows the characteristics, natural line and balance of the hair
- A full head of weaves on longer hair will be radiant or natural as requested by the client. The application result when dry show that the placement of highlights/lowlights is even on both sides of the hair showing a balanced effect
- Full head vibrant tones are even and bright with no banding or mixture of tones

Highlights/lowlights will have an even colour with no seepage onto root area or other lengths of the hair.

Resources

The special resources required for this unit are access to a real or realistic working environment which supports the provision of colouring and lightening services. Learners must be provided with all products, tools and equipment from the range statement. Learners must also have access to health and safety standards, manufacturer's instructions, electrical equipment and full range of products.

Delivery guidance

Teachers are encouraged to use innovative, practical and engaging delivery methods to enhance the learning experience. Learners may benefit from:

- Meaningful employer engagement so they relate what is being learned to the real world of work and understand commercial competency and product, tool and equipment usage
- Work experience within a commercial hair salon so they can practise their skills in a real environment
- Using interactive information and technology systems and hardware to enable learners to gain additional knowledge regarding concepts and theories, research current trends, research product knowledge and produce visual aids

Links with other units

This unit is closely linked with the following units:

UHB172M Cut ladies hair

Colouring and lightening hair complements cutting and creating new shapes in hair. Often restyling and colouring go together for clients to change an image they feel may be tired or old fashioned.

UHB175M Shampoo, condition and treat the hair and scalp

Colouring and lightening hair complements this unit as often the hair and scalp may require specific treatments to prepare, or to treat – pre and post colouring or lightening services. It is essential that learners have knowledge of specific shampoo, conditioning and reconstructant products that will enhance the colouring and lightening service. Good porosity is one of the most important factors when colouring and lightening hair. This unit will enhance your understanding of how to achieve optimum condition, strength and shine with hair.

UHB169M Advise and consult with clients

Colouring and lightening services require specific consultation and advice, due to the complexity of the various product ranges available and specific tests required to carry out these services correctly. This unit will support good communication and knowledge, these are essential for the consultation to be a success, and factors that influence the decisions can be identified at this point.

UCO34M Health, safety and hygiene

Learners must understand the legislation attached to the colouring and lightening services. This unit links all relevant health, safety and hygiene associated in dealing with chemical services and should be taught first in order that learners are fully aware of their, and others responsibilities. The relevant hazards and risks they may come across and how to deal with them effectively.

UHB170M Blow-dry and style the hair

The finish of a colour or lightening service is important to complement the overall finish. Often colour has been added at strategic parts of the clients hair and requires a specific blow-dry and finish to show up the colour or lightening choice.

UHB174M Set and dress hair

As with blow-drying the setting and dressing of the hair can show the true finish of the colouring or lightening process. Often the true colour change does not become apparent until the hair has been dried as a finished style. This unit will complement the colour and lightening service.

Graded synoptic assessment

At the end of the qualification of which this unit forms part, there will be a graded synoptic assessment which will assess the learner's ability to identify and use effectively in an integrated way an appropriate selection of skills, techniques, concepts, theories, and knowledge from a number of units from within the qualification. It is therefore necessary and important that units are delivered and assessed together and synoptically to prepare learners suitably for their final graded assessment.

Version	Details of amendments	Date
v5	Skin cancer awareness page added	14/06/2017
v6	Amendment made to International Colour Chart on page 10	04/10/2017
v7	Amendment to Colour and Lightening Product Type table on page 10	18/04/2018
v8	Amendment to Peroxide Strength table on page 14	14/05/2018