

UHB51

Hair colour correction services

The aim of this unit is to develop your knowledge, understanding and the 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.

Throughout 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.

National Occupational
Standards (NOS)

CH11

Level

4

Credit value

15

GLH

137

Observations

4

External paper(s)

2



Hair colour correction services

Learning outcomes

On completion of this unit you will:

1. Be able to carry out hair colour correction services
2. Understand how health and safety policies and procedures affect hair colour correction services
3. Understand the factors that influence hair colour correction services
4. Understand the science of hair colour correction services
5. Understand the products and techniques used in hair colour correction services

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
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 under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes and 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. The criteria that make up this paper can be found in the 'Exam requirements' section of this unit. **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 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 oral questioning.

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

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.



Observations

Learning outcome 1

Be able to carry out hair colour correction services

You can:

- a. Prepare for hair colour correction services
- b. Apply safe and hygienic methods of working throughout services
- c. Analyse and evaluate hair colour problems
- d. Consult with clients about services and outcomes of tests
- e. Confirm with clients the desired effect
- f. Evaluate the suitability of products, tools and equipment for hair colour correction services
- g. Carry out the hair colour correction services
- h. Provide clients with advice and recommendations on the service(s) available

** May be assessed by supplementary evidence.*

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

Range



You must practically demonstrate that you have:

Carried out a minimum of 4 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 minimum of 4 products	Portfolio reference
Semi-permanent	
Quasi-permanent	
Permanent	
Lighteners	
Colour removers for artificial colour	
Carried out all 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, additional **observed** evidence may be produced to demonstrate competence.



You must practically demonstrate that you have:

Considered all 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 all 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, additional **observed** 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.

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements covered in the external exam have been presented separately to assist you with your revision and are listed in the Exam Requirements section of this book. The NOS statements listed in both the Exam Requirements and Knowledge Requirements sections of this book, must be evidenced in a portfolio.

Achieving the external paper

The external paper will test your knowledge of the criteria detailed in the 'Exam requirements' section. **A pass mark of 70% must be achieved.**

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

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Learning outcome 2

Understand how health and safety policies and procedures affect hair colour correction services

You can:	NOS CH11 reference	Portfolio reference
a. Explain responsibilities for health and safety in own role	K1, K3, K4, K12, K13	
b. Describe the potential hazards and possible risks that may occur in the workplace and affect services	K9	
c. Describe safe and hygienic working methods and practices that must be followed throughout the services	K2, K5, K10, K11, K16, K50	
d. Describe contact dermatitis and how it can be prevented	K14	
e. Explain the importance of questioning clients prior to and during services	K18, K19, K20, K41	
f. Explain the importance of preventing cross-infection and cross-infestation	K6, K7, K8	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 3

Understand the factors that influence hair colour correction services

You can:	NOS CH11 reference	Portfolio reference
a. Explain the factors that may influence the services	K17, K32	
b. Describe ways of dealing with any influencing factors		

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 4

Understand the science of hair colour correction services

You can:	NOS CH11 reference	Portfolio reference
a. Describe how to recognise contra-indications and how they affect colouring and lightening services	K21	
b. Explain why it is important to test the hair and scalp prior to and during colouring and lightening	K23	
c. Describe when and how colouring and lightening tests are carried out	K22, K24	
d. Explain how test results influence the correction service	K25, K26	
e. Explain the principles of colour selection and colour correction	K34, K35, K36	
f. Explain the effects on the hair structure of colour correction products	K37, K38, K39, K47, K60	
g. Explain the effects on the hair structure when pre-softening and pre-pigmenting hair	K48	
h. Describe the effects of natural and artificial light on the appearance of hair colour	K30	
i. Explain the effects that temperature has on the colouring and lightening process	K49	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 5

Understand the products and techniques used in hair colour correction services

You can:	NOS CH11 reference	Portfolio reference
a. Identify the tools, equipment and products available and the effects they achieve	K27, K40, K42, K43	
b. Explain methods and techniques used for colour correction	K44, K46, K51, K52, K53, K54, K55, K56, K57, K58, K63	
c. Explain the importance of following salon and manufacturers' instructions during colour correction services	K15, K45	
d. Explain the types and causes of colour correction problems	K31, K61, K54, K56, K57	
e. Describe ways of dealing with colour correction problems	K62	
f. Outline the importance of using products cost effectively	K59	
g. Explain the importance of providing clients with advice and recommendations on products and services provided in the salon	K28, K29, K33, K64	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH11	NOS statements to be included in a portfolio of evidence
K1	Your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	Your salon's requirements for client preparation
K3	The range of protective clothing and products that should be available to yourself and clients
K4	Why it is important to use personal protective equipment
K5	How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
K6	Why it is important to keep your work area clean and tidy
K7	Why it is important methods of cleaning, disinfecting and or sterilisation are used in salons
K8	Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
K9	The hazards and risks which exist in your workplace and the safe working practices which you must follow
K10	The different types of working methods that promote environmental and sustainable working practices
K11	The safety considerations which must be taken into account when colour correcting hair
K12	The current legal requirements and guidance relating to age restrictions for colour correction services
K13	The importance of personal hygiene and presentation in maintaining health and safety in your workplace
K14	What is contact dermatitis and how to avoid developing it whilst carrying out colouring services



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH11	NOS statements to be included in a portfolio of evidence
K15	Suppliers and manufacturers instructions for the safe use of equipment, materials and products which you must follow
K16	The correct methods of waste disposal
K17	Your salon's expected service times for colour correction services
K18	The importance of determining the nature and extent of the colouring problem
K19	The legal significance of client questioning and the recording of client's responses to questioning
K20	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
K21	The importance of recognising any contra-indications and why the contra-indications can affect the delivery of the colour correction service
K22	The types and purposes of tests
K23	The importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests
K24	When and how tests should be carried out and the importance of recording test results
K25	How the results of tests can influence the colour correction services
K26	The courses of action to take in the event of adverse reactions to tests
K27	The range available, service options and products for resolving client's colouring and or lightening problem(s)
K28	Methods of presenting options for a course of action based on your analysis in a way the client will understand
K29	The importance of explaining the likelihood of achieving and maintaining the colour change to the client
K30	The effects of light and artificial lighting on the appearance of hair colour



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH11	NOS statements to be included in a portfolio of evidence
K31	The potential problems of using colour correction products on previously chemically treated hair
K32	How different factors may impact on colour correction services
K33	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
K34	The principles of colour selection, including the International Colour Chart (ICC)
K35	The principles of colour correction
K36	How the type and distribution of melanin creates natural hair colour
K37	The effects on the hair of different colour correction products
K38	What is meant by the term 'oxidation'
K39	How oxidation agents affect the natural and artificial colour pigments
K40	The pH values of differing colouring products and lighteners
K41	The importance of gaining and recording your client's agreement to the service, products and anticipated outcome
K42	The types of tools, materials and equipment used for colour correction and how and when to use them
K43	The different types of colour correction products available and when to use them
K44	Methods of applying and removing colour correction products
K45	The importance of following manufacturers' instructions when measuring and mixing colour correction products
K46	How and why pre and post treatments should be used when carrying out colour correction services
K47	How the different strengths of hydrogen peroxide affect colouring and lightening



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH11	NOS statements to be included in a portfolio of evidence
K48	The reasons for pre-softening and pre-pigmenting hair
K49	Effects of temperature on the application and development of colour correction products
K50	The importance of using application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas
K51	Why it is important to avoid disturbing areas still processing when removing products from developed areas
K52	The importance of sectioning hair accurately for the colour correction service
K53	Methods of pre-softening and pre-pigmenting hair
K54	How to remove artificial colour
K55	How to remove bands of colour
K56	How to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour
K57	How to recolour hair that has had artificial colour removed
K58	How the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage
K59	The importance of using products economically
K60	The importance of restoring the hair's pH balance after the colour correction service
K61	The types and causes of colour correction problems that may occur during processing and how to rectify them
K62	How to correct highlights and lowlights whilst retaining a highlight and lowlight effect
K63	Why it is important to leave the hair and scalp free of colour correction products
K64	The importance of providing advice and recommendations on the products and services provided in the salon

Exam requirements



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CH11	NOS statements included in the exam
K4	Why it is important to use personal protective equipment
K12	The current legal requirements and guidance relating to age restrictions for colour correction services
K18	The importance of determining the nature and extent of the colouring problem
K19	The legal significance of client questioning and the recording of client's responses to questioning
K20	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
K21	The importance of recognising any contra-indications and why the contra-indications can affect the delivery of the colour correction service
K22	The types and purposes of tests
K23	The importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests
K24	When and how tests should be carried out and the importance of recording test results
K25	How the results of tests can influence the colour correction services
K26	The courses of action to take in the event of adverse reactions to tests
K29	The importance of explaining the likelihood of achieving and maintaining the colour change to the client
K30	The effects of light and artificial lighting on the appearance of hair colour
K31	The potential problems of using colour correction products on previously chemically treated hair
K32	How different factors may impact on colour correction services



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CH11	NOS statements included in the exam
K33	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
K34	The principles of colour selection, including the International Colour Chart (ICC)
K35	The principles of colour correction
K36	How the type and distribution of melanin creates natural hair colour
K37	The effects on the hair of different colour correction products
K38	What is meant by the term 'oxidation'
K39	How oxidation agents affect the natural and artificial colour pigments
K40	The pH values of differing colouring products and lighteners
K41	The importance of gaining and recording your client's agreement to the service, products and anticipated outcome
K45	The importance of following manufacturers' instructions when measuring and mixing colour correction products
K46	How and why pre and post treatments should be used when carrying out colour correction services
K47	How the different strengths of hydrogen peroxide affect colouring and lightening
K48	The reasons for pre-softening and pre-pigmenting hair
K49	Effects of temperature on the application and development of colour correction products
K50	The importance of using application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas
K51	Why it is important to avoid disturbing areas still processing when removing products from developed areas



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CH11	NOS statements included in the exam
K53	Methods of pre-softening and pre-pigmenting hair
K54	How to remove artificial colour
K55	How to remove bands of colour
K56	How to re-colour hair previously treated with lighteners using pre-pigmentation and permanent colour
K57	How to re-colour hair that has had artificial colour removed
K58	How the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage
K60	The importance of restoring the hair's pH balance after the colour correction service
K61	The types and causes of colour correction problems that may occur during processing and how to rectify them
K62	How to correct highlights and lowlights whilst retaining a highlight and lowlight effect
K63	Why it is important to leave the hair and scalp free of colour correction products

Notes

Use this area for notes and diagrams


