
Unit Specification

iUHB313 – Provide hair colour correction services

Unit reference number: A/617/8096

Level: 4

Guided Learning (GL) hours: 137

Overview

The aim of this unit is to develop learner's knowledge, understanding and advanced skills necessary to determine and correct more complex colouring problems.

To achieve this unit the learner 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.

Learners will need to maintain a high level of health, safety and hygiene throughout the unit.

Additionally, learners must reflect the hairdressing industry in their personal appearance and demonstrate effective communication skills.

Learning outcomes

On completion of this unit, learners will:

LO1 Be able to carry out hair colour correction services

LO2 Understand how health and safety policies and procedures affect hair colour correction services

LO3 Understand the factors that may influence hair colour correction services

LO4 Understand the science of hair colour correction services

LO5 Understand the tools, equipment, products and techniques used in hair colour correction services

Unit content

LO1 Be able to carry out hair colour correction services

Prepare for hair colour correction services

Taught content to include

- Preparation of learners should include:
 - Personal image, ensuring industry standards of dress
 - Clean and hygienic appearance e.g. avoidance of overpowering odours – tobacco, heavy perfume/aftershave
 - Good communication and listening skills
 - Correct posture with weight evenly balanced
 - Correct personal protective equipment worn
- Preparation of the working area to include:
 - Chair and work area to be clean before the client arrives
 - Chair positioned correctly, including height
 - Adequate work area to allow safe use of electrical equipment, e.g. if using accelerator for processing the colour
 - Products on display to be clean of dust and hair
 - Tools and equipment to be clean and sterilised
 - Disposing of waste hygienically and appropriately
 - Electrical equipment to be visually checked before use, e.g. for centres within the United Kingdom portable appliance testing (PAT) may be required when using electrical equipment
 - All tools and equipment to be positioned for ease of use
- Preparation of the client to include:
 - Clean protective garments for the client
 - Visual checks of client's scalp for signs of cuts, sores, abrasions or infections; check the hair for infestations and suitability of service
 - Remove obstructive jewellery
 - Check the client record card (where appropriate) for previous services and client history
 - Check all appropriate tests have been undertaken prior to and during the colour correction service

Apply safe and hygienic methods of working throughout services

Taught content to include

- Ensure there is sufficient stock, which is used appropriately to minimise the wastage of products
- Ensure products, tools and equipment are correctly handled, stored, clean, readily available and all hygienic precautions are followed to minimise the risk of damage or cross-infection
- Cleanse/sterilise tools and equipment
- Work safely throughout the service to minimise risk, harm or injury to self or others
- Ensure stylist maintains good posture throughout the service
- Ensure the client maintains the correct posture and is comfortable throughout the service to avoid a hazard or a risk, e.g. when applying a lightening product to the front of the hair the client may be required to tilt the head backwards
- Safely mix, apply and follow manufacturers' instructions when using products
- Ensure relevant tests are conducted where appropriate
- Ensure correct own personal protection equipment (PPE) garments are used
- Ensure client has correct personal protective garments
- Minimise the risk of damage to tools and equipment
- Ensure that waste is disposed of hygienically and appropriately
- Ensure any drips and/or spillages that fall onto the client's skin are immediately cleaned up
- Minimise the risk of harm or injury to self and others when using products and electrical equipment
- Ensure hygienic working practices throughout the service including own personal hygiene, e.g. eliminating offensive body odour or strong smell of tobacco
- Make effective use of working time, e.g. ensuring the processing time is correctly adhered to according to manufacturers' instructions

Consult with clients about services and outcomes of tests

Taught content to include

- Undertaking appropriate tests and recording outcomes to include:
 - Skin/sensitivity test
 - Elasticity test
 - Porosity test
 - Density test
 - Incompatibility test
 - Test Cutting/colour test
 - Development test
- Assess the hair conditions for contra-indications and suitability for colour correction services to include:
 - Hair classification
 - Hair characteristics
 - Hair elasticity, porosity, texture, condition, growth patterns and hair length
- Assess the scalp condition to assess for contra-indications and the suitability of the colour correction service to include:
 - Cuts, sores and abrasions
- Consult and confirm with the client before styling commences to agree the chosen style and desired before the colour correction technique is applied
- Explain each stage of the colour correction service to the client
- Agree products, process and possible equipment to be used
- Check throughout the service to meet the client's needs
- Use visual aids where appropriate, e.g. colour swatches placed in the hair to show the client the possible effect

Confirm with clients the desired effect

Taught content to include

- Discussing client's needs and requirements, e.g. if the colour correction target colour is achievable
- Discussing limitations or adaptations that may be required, e.g. a cutting/restyle service to enhance the colour correction
- The importance of informing the client of the likely cost, duration and expected outcome of the service, e.g. expectations of any possible remedial colouring

Carry out a suitable questioning process to the client for the service

Taught content to include

- Understand the client's requirements and expectations of the chosen colour correction service
- The costs related to maintenance of colour correction (if appropriate, multiple visits may be needed)
- Ensure the client understands the process
- Provide the client with the opportunity to ask questions (where necessary)
- Ensure the client is comfortable
- Gain information on how they maintain their hair, lifestyle and commitment to the colour correction
- Ensure and confirm that the client's expectations are met for the colour correction finish
- The legal significance of client questioning and the recording of client's responses to questioning
- The importance of informing the client of the likely cost, duration and expected outcome of the service
- The importance of confirming client's satisfaction

Select suitable products, tools and equipment for hair colour correction services

Taught content to include

- Products
 - Preparing products in advance (where applicable), e.g. colouring and/or lightening products and hydrogen peroxide
 - Preparing materials required e.g. foils, meche, wraps
 - Barrier cream (where required)
- Tools
 - Personal protective equipment (PPE) to include protective garments, e.g. tinting cape and towel for client, gloves and apron for learner
 - Combs, sectioning clips, tint bowl, sponge (if required) and tint brush
 - Meche, foils (as required)
 - Spatula (where required)
- Equipment
 - Weighing scales or measuring jug/cup
 - Timer
 - Electrical equipment (if used), e.g. accelerator

Carry out the hair colour correction services

Taught content to include

- Neutralising unwanted tones
 - The International Colour Chart is used to neutralise opposite colours. Unwanted tones in their hair such as yellow or green, e.g. red tones in the hair – use green matt tone to neutralise
- Restoring depth and tone
 - Refresh the colour to restore depth and tone, following manufacturers' instructions for guidance of colouring products used to restore depth and tone on the hair e.g. The client may have exposed their hair to the sun
 - The hair may be very porous and not able to hold onto the colour resulting in colour fade
- Removing bands of colour
 - Bands of colour appear as a result of poor colour application, uneven hair porosity or incorrect choice of colour when selecting or matching the existing hair colour. Bands of colour may be either darker or lighter than the rest of the hair
- Removing artificial colour on a full head
 - Artificial colour is usually removed from the hair because the hair colour is too dark. As permanent tint will not lighten hair that already has tint on it, the tint must be removed first. Artificial colour may be removed from the hair either by reduction or by using a lightener. Examples of this: Removing artificial colour by reduction – the process of removing permanent hair colour requires the colour reducer to penetrate the cortex and break down the large molecules into smaller molecules which can then be passed through the hair cuticles and rinsed away. The removal of artificial colour by reduction will remove the artificial colour and will not affect the natural hair colour. Follow manufacturers' instructions for guidance of reduction products used to remove artificial colour
- Removing artificial colour by oxidation
 - Apply a lightener to the client's hair. The darkest and most resistant areas are treated first. The removal of artificial colour by oxidation will lighten both the artificial colour and the natural hair colour. The re-growth area on the hair should be avoided. Follow manufacturers' instructions for guidance of lightening products used to remove artificial colour
- Re-colouring a full head of hair that has had artificial colour removed
 - Following the removal of colour, the hair may be porous and the hair cuticles will be open and receptive to colour. Consider the condition of the hair and select the correct colouring products. As the hair may be porous the final colour result may be darker than expected, therefore it is wise to select a lighter shade to ensure client satisfaction. Follow manufacturers' instructions for guidance of recolouring hair following this service
- Recolouring hair treated with lightener using pre-pigmentation and colour
 - Select the correct colouring product (temporary, semi or quasi-permanent) for pre-pigmentation. Colouring products are used to replace missing pheomelanin (yellow/red pigments) from the hair to ensure that the final target shade can be achieved without ashen 'green tones' being present. Red tone applied for target base 5 or under, copper tone used for target base of 5-7 and gold tone used for target base of 8 and above. Apply tone required, dry into hair and apply target colour

- Correcting highlights or lowlights
 - Select the correct colour and application technique to correct highlight or lowlight problems, e.g. highlights may have lost all definition on the hair. This technique will correct the light-dark balance problem while redefining the two colours. Select the correct colour and application technique to correct this problem

Problems, causes and solutions that may occur when colour correcting hair

Taught content to include

Problem	Causes	Solution
Contra-indication found	• Not undertaking thorough consultation, e.g. not checking scalp and/or hair thoroughly prior to service	• Do not begin the service or, if started, stop service and remove the colour/lightening product. Provide appropriate advice for treatment or referral for the contra-indication and encourage client to rebook for further consultation
Colour result patchy or uneven	• Insufficient coverage by colour • Poor application • Poor mixing of chemicals, e.g. not measured correctly • Sectioning too large • Overlapping of colour causing colour build-up • Under-processing (colouring not processed for full development time)	• Spot colour the patchy areas with target shade (if hair condition allows) or • Use a semi-permanent colour as alternative
Colour too light	• Incorrect product selection • Peroxide strength too high • Over processed	• Re-colour using a darker shade if hair condition allows or • Use a semi-permanent colour as alternative
Colour too dark	• Incorrect colour shade or product selection • Over-processing • Hair in poor condition	• Lighten if hair condition allows
Colour fade	• Effects of swimming or over exposure to the sun • Hair in poor condition • Harsh treatment – over-drying, straighteners, heated styling equipment • Hair in poor condition • Under processing	• Use a reconstructing conditioner or offer conditioning treatment before re-applying colour
Colour too warm	• Incorrect colour selection • Peroxide strength too high revealing undertone	• Apply matt/green tones

	• Hair not lightened enough/under processing	
Colour appears too yellow	• Under lightened • Base too dark before lifting • Incorrect toner used • Incorrect lightener used • Under processed •	• Re-lighten where condition allows • Apply a neutralising shade, e.g. gold tones counteracted by using violet
Discolouration	• Hair in poor condition • Undiluted colour repeatedly combed through • Incompatibilities present	• Use colour wheel to correct unwanted tones
White hair not covered	• Resistance to peroxide or colour • Lack of base shade when mixing	• Pre-soften with liquid peroxide, dry into the hair then re-colour with correct amount of base shade
Hair resistant to colouring	• Cuticle too tightly packed • Under-processed • Incorrect colour selection • Poor mixing of products • Poor application	• Pre-soften with liquid peroxide, dry into the hair, apply target shade
Poor coverage	• Uneven application	• Spot colour if applicable over area or use alternative colour product to correct
Hair breakage	• Lightening or highlighting hair with previous chemical treatments • Peroxide strength too strong	• Apply restructuring conditioner to strengthen weakened hair
Banding	• Overlapping of colouring products • Shade chosen too dark • Colour build up, e.g. colour taken through to ends too often	• Apply either pre-lightener, colour removers/colour reducers to banding. Recolour with correct shade
Scalp irritation	• Possible allergic reaction • Peroxide strength too high • Not checking scalp thoroughly prior to service	• Stop immediately and remove with lukewarm water
Seepage of product	• Incorrect application • Incorrect masking of area not to be coloured or lightened • Incorrect use of foils or meche • Incorrect mixing of product (too runny)	• Weave out patchy areas and spot colour base shade to match root area, to break up the patchy areas
Over processed result/deterioration of hair condition	• Incorrect use of products and hydrogen peroxide • Insufficient hair analysis • Incorrect application	• Apply conditioning treatments to the hair • Cut off problem area

Provide clients with advice and recommendations on the service(s) provided

Taught content to include

- Provide aftercare advice regarding the service including potential costs of further colour correction services or products
- The needs and requirements of the client for future services, e.g. guidance timing of when to return to the salon for upkeep of new target colour(s)
- Avoidance of excessive sun exposure, i.e. UV light rays will lighten the hair and using protection, e.g. a hat, will help to maintain the tone and depth of the new target colour
- Avoidance of excessive heated styling equipment, e.g. using straightening irons continuously will affect the overall condition of the hair and may affect future colouring and/or lightening services after the colour correction service
- The need to protect the hair for clients when swimming, e.g. continual swimming without hair protection may affect the hair condition and the ability of the hair to retain the freshness of some hair colours, e.g. red hair colours may lose depth and tone

Provide clients with advice and recommendations on the service(s) undertaken and products available

Taught content to include

- The products that may be used by clients including the benefits and effects to maintain the new target corrected colour, e.g. specific shampoos and conditioners to maintain the colour and/or condition of the hair
- Other services, offers or promotions, for example discount incentives tailored to colouring and/or lightening services when using a salon loyalty card
- Ensure the client feels valued and that the colour correction service was specifically tailored to their individual needs, e.g. using a specific salon range of colour correction products
- Ensure the client expectations can be met and where applicable offering other services, e.g. advising the client how a conditioning service could enhance the overall condition of their hair
- Advise on home care products to help the longevity of the hair colour correction service, e.g. the use of salon retail shampoo and conditioning products for clients to maintain their hair condition
- The reasons for using specific products at home
- Reputation and walking advertisement for the salon

LO2 Understand how health and safety policies and procedures affect hair colour correction services

The responsibilities for health and safety in own role

Taught content to include

- Relevant legislation for consultation, client care, confidentiality and consumer/retail, for the country the qualification is taken, which includes: General Data Protection Regulation (GDPR), consumer rights, health and safety, equality. Health and safety regulations for the country where the qualification is taken, examples within the United Kingdom would include:
 - The Health and Safety at Work Act
 - The Management of Health and Safety at Work Regulations
 - Provision and Use of Work Equipment Regulations
 - Personal Protective Equipment at Work Regulations
 - Electricity at Work Regulations
 - Reporting Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 - The Consumer Protection Act
 - The Trade Descriptions Act
 - Control of Substances Hazardous to Health Regulations (COSHH)
 - Salon insurance requirements, employers liability, public liability, professional indemnity
- Responsibilities for health and safety to include:
 - The reasons why all staff working in the salon have a responsibility for the health and safety of themselves and others
 - The salon safety regulations to ensure their actions do not put others at risk, which includes all staff, clients and visitors
- Additional factors will include:
 - The reasons why it is important to describe accurately the features and benefits of products and services
 - The reasons and importance for gaining client consent
 - The maintenance of the salon environment including:
 - The comfort of the salon
 - Cleanliness of the salon to prevent cross-infections via direct or indirect contact
 - Provisions and use of workplace equipment – using only products, tools and equipment that are fit for purpose
 - Reasons for personal protective equipment (PPE), e.g. using protective gloves to prevent contact dermatitis when using certain products when colour correcting the hair
 - Making visual checks on all electrical equipment and reporting faults/isolating power
 - Ensuring manufacturers' instructions are always followed when using products and equipment
 - Responsibilities of reporting certain work-related incidents or accidents, diseases and dangerous occurrences to a senior staff member

- Ensuring the public are protected from the manufacture of supplied unsafe goods or misleading price indications
- Prevent a false trade description of any goods that are supplied or offered, prevent supplying any goods for which a false trade description has been applied, or false statement about the provision of any service
- Ensure that all personal client data records remain safe and confidential
- Update client records following service
- Hazards associated when performing colour correction services
- Risks associated with colour correction services
- Safety when using associated products, tools and equipment
- Reasons to undertake appropriate tests both on the client and the hair
- Recognising contra-indications to colour correction services
- The legalities of providing a chemical colouring and/or lightening service to under 16s - this applies to permanent colour products that may cause allergic reactions or cause sensitising of the skin. Check manufacturers' instructions and for labels stating: 'this product is not intended for use on persons under the age of 16'

The potential hazards and possible risks that may occur in the workplace and affect services

Taught content to include

- The importance of ensuring that all chemicals related to colour correction services are stored, handled and used in accordance to salon policy, local bylaws and manufacturers' instructions
- The potential hazards and risks associated with not completing appropriate tests on the client and the hair
- Hazards – anything that has the potential to cause harm, e.g. spillage of product on the floor
- Risks – a chance, high or low, that harm caused by the hazard may occur, e.g. potential for self, client or others to slip on the spillage
- Working safely throughout the service, an example may include ensuring there is adequate room around the client with no obstructions
- Ensuring use and maintenance of any equipment is monitored and visual checks are conducted, e.g. checking for loose wires and temperature settings on heat accelerators
- Ensuring the client is comfortable and free from harm throughout the service, e.g. removing jewellery that may obstruct colour correction service application
- Disposing of waste appropriately to minimise risk of cross-infection and ensure there is no unnecessary risk to the environment, e.g. ensure clean protective garments are freshly laundered for every client
- The Control of Substances Hazardous to Health (COSHH), including handling and storage of all products, tools and equipment
- The importance of ensuring a thorough visual check of the hair and scalp is performed prior to the service to prevent cross-infection, e.g. ensuring there are no cuts, sores or abrasions on the scalp
- Risk of electric shock when using electrical equipment to enhance the service to include potential hazards of trailing wires
- Fire – the salon's policy in the outcome of a fire and where the assembly point is

- The importance of ensuring personal protective equipment (PPE) requirements are followed for both client and stylist, e.g. the use of gloves when applying colour corrective products to the hair

The safe and hygienic working methods and practices that must be followed throughout the services

Taught content to include

- Use of clean towels, gowns and protective garments for all clients
- The importance of providing personal protective equipment (PPE) for both client and stylist, e.g. prevention of damage to client's clothing
- Use of clean and sterile tools equipment for all clients
- Barrier cream for client hairline where required
- Sectioning hair appropriately for the colour correction service, e.g. to prevent overlap of product or product touching the clients skin
- Apply appropriate techniques for the colour correction service, e.g. colour removal application techniques on areas of banding
- Control of accelerator/electrical equipment (if used), e.g. ensure the temperature is set according to the hair classification type
- Organisation of working area to allow safe use of products and equipment
- Avoid trailing wires and spillages from products on the floor, e.g. colour on floor may cause potential slippage
- The precautions that must be taken when using powder and other lightening products

Contact dermatitis and how it can be prevented

Taught content to include

- Recognising contact dermatitis symptoms
- Contact dermatitis – is a rash caused by the skin reacting to a substance it has come into contact with chemicals for example. Symptoms can be varied and include:
 - Skin redness
 - Extreme itching
 - Oozing or blisters, may make skin swell
 - Skin that appears darkened or hard/leathery to touch that may become dry or flaky
 - Sensitive to products and sunlight
- How to avoid contracting and preventing measures which may include:
 - Wearing gloves (recommended) when shampooing hair prior to colour correction hair services
 - Rinsing and drying hands thoroughly
 - Use of moisturisers or barrier creams
- Following Control of Substances Hazardous to Health (COSHH) regulations when using and storing colour and/or lightening products:
 - Following and adhering to manufacturers' instructions when using products for colour correction hair services

LO3 Understand the factors that may influence hair colour correction services

The factors that may influence services provided

Taught content to include

- Hair classification

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

- The factors that must be taken into account to judge where the application of colour correction products are required, to include:
 - Density – this is defined as the number of hairs on the scalp and will affect the tools, techniques and products used and the time of the service
 - Texture – the circumference of an individual strand of hair. Hair can be fine, medium or coarse. Coarse hair has the largest circumference, and fine hair the smallest – when colouring and/or lightening the amount of product mixed will need to be considered
 - Porosity – this relates to the condition of the cuticle. Porosity levels are caused by both chemical and physical damage. Cuticles which are raised and feel rough may tangle easily and careful consideration must be given to the hair's overall condition when colour correction services are undertaken
 - Elasticity – this relates to the condition of the cortex layer of the hair. Elasticity levels are affected by how the hair is treated and the condition it is in. Hair should stretch and return to its normal size, this indicates the hair is in good condition with no damage to the cortex. If hair stretches and snaps or does not return to its original length this indicates internal damage to the cortex. Clients whose hair has poor elasticity may not be suitable for some colour correction services
 - Growth patterns – this relates to the direction the hair grows from the scalp. Selecting the correct method of application may be required for some hair growth patterns
 - Head and face shape and size – this relates to the overall shape and size of the client's head and includes any specific features
 - Lifestyle – this is about the client's everyday activities and working patterns. e.g. for colour correction it is important the target colour is achievable as choice of some fashion colours may not be suitable for some clients due to their hobbies which involve long spells outside - the colour may fade too quick
 - Hair length – this will affect the general condition of the hair
 - The current style hair or haircut, e.g. adaptations may be required to achieve the client expectations

- Skin tone – needs to be considered when choosing the correct target colouring products
- Temperature and humidity of salon – will affect the hair's ability to process and the development time
- 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
- Percentage of white hair – this can cause a resistance to colour, and become difficult to cover especially when the new colour correction target shade has a high percentage of red tones
- Test results – these impinge on the planning and way forward when colour correcting hair, these test results will establish what is possible to achieve with the planned service
- Strength of hydrogen peroxide – this determines the degree of depth of colour and/or lightening that is required
- Time interval from last chemical service – already recorded 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 and may not be suitable for a colour correction service, e.g. check for small patches of baldness
- Use of electrical equipment/accelerators – these can speed up the development of colour correction products

The ways of dealing with any influencing factors

Taught content to include

- How these may influence the colour correction service to include:
 - Density – coarse, tight curly hair will require more product and longer processing time
 - Texture – may affect the porosity of the hair and the amount of product required
 - Porosity – porous hair will absorb products more easily, e.g. over-porous requires a considered application to ensure an even result
 - Elasticity – poor elasticity may limit the colour correction service, requiring advice on improving the condition of the hair
 - Growth patterns – may influence the application techniques used for colour correction services
 - Head and face shape and size – colour and/or lightening products choice and placement may be influenced by face shape
 - Lifestyle – the need to ensure the client is advised regarding return visits and costs required for maintenance
 - Hair length – the length of hair may affect the duration of the service and the amount of product required when undertaking a colour correction service
 - The current style hair or haircut, e.g. adaptations may be required to achieve the client expectations

- Skin tone – colour correction products choice and placement may be influenced by skin tone, e.g. with a young client with warm yellow skin tone, orange-brown melanin is dominant and the client usually has light coloured eyebrows and lashes, a target colour of warm blonde would be complimentary
- Temperature and humidity of salon – if the salon is cold then it may require a longer time for colour and/or lightener to develop when correcting the hair
- Existing/artificial hair colour – as an example, an incompatibility test should be carried out prior to service appointment to establish what the existing hair colour is where there is doubt
- Percentage of white hair – as an example the more white hair on the head usually the lower the volume or percentage of peroxide should be used in order to cover it thoroughly, with the desired base shade added for absolute coverage. Check manufacturers' instruction for best results
- Test results – these should be recorded and are available whenever colour correction services are undertaken
- Strength of hydrogen peroxide – the use of correct strength hydrogen peroxide in accordance with manufacturers' instructions
- Time interval from last chemical service – other chemical services may have an impact on colour correction services, or influence the product used, e.g. use of semi-permanent colour to refresh a faded permanent colour
- Recent removal of hair extensions/previous services – the application of permanent colour and/or lightening products may not be suitable for a sensitised scalp
- Use of electrical equipment/accelerators – use only according to manufacturers' instructions

Contra-indications and how they affect colour correction services

Taught content to include

- Contra-indications to colouring and/or lightening services to include, bacterial, viral or fungal infections. Contagious conditions to include:
 - Bacterial infection examples include:
 - Impetigo – begins as blisters that itch, then fill with a yellowish-brown fluid, that once rupture becomes a flat crust
 - Folliculitis – infection of the hair follicle, causes bumps with pus. May be painful, itchy, sore or swollen
 - Viral infection examples include:
 - Herpes simplex, a raised red blister full of fluid. It will usually be painful and tender to the touch
 - Warts, small, fleshy, grainy bumps, usually flesh-coloured, white, pink or tan. Rough to the touch and can be sprinkled with black pinpoints, which are small, clotted blood vessels
 - Fungal infection examples include:
 - Ringworm – depends where it appears but may be red, itchy, scaly, or raised patches that develop blisters or begin to ooze. Patches that may be redder on the outside edges creating a 'ring' effect
 - Infestation/parasites examples include:

- Head lice – are tiny grey/brown insects. Head lice cling to hairs but stay close to the scalp which they feed off. Head lice lay eggs which hatch after 7 to 10 days. It takes about 7 to 10 days for a newly hatched louse to grow into an adult and start to lay eggs known as nits. Nits are the empty yellow-white eggshells which are left when the lice hatch. Nits look like dandruff but stick strongly to hair
 - Scabies – itchy skin condition causing a rash which may cause tiny blisters or sores where mites have burrowed into the skin
- Hair defects, contra-indication examples include:
 - Trichorrhexis nodosa – hair which breaks easily. Symptoms can include patches of hair loss or extremely short hair that appears not to grow. The hair shaft has thickened or thinned areas or has excessively split ends with discolouration. If a hair defect is suspected the client should be referred for medical attention or advice and a colouring and/or lightening service should not be performed
- History of previous allergic reaction
- Conditions which may be contra-indicated, prevent or restrict the colour and/or lightening service:
 - Scalp sensitivity – an inflamed, sore and red scalp may prevent direct heat, permanent colours or bleaches being placed on scalp and care should be taken when undertaking and colour correction service
 - Sebaceous cyst – lump on top or under scalp/head
 - Psoriasis – dry silvery scales of skin, can become inflamed when chemicals are applied to the scalp area
 - Contact dermatitis – dry, red, sore, itchy and may be weeping, colour correction is not advised
 - Recent scar/tissue injury, may be tender when using combs to apply colour correction products or when using brushes or heat to dry the hair
 - Hair loss, possible after hair extension removal, medication, stress or trauma (alopecia), use tools and equipment carefully to avoid damage to hair or skin
- The course of action to be taken if contra-indications are suspected to include:
 - Not to offer diagnosis
 - Which conditions need reporting and when
 - Who to report to and where to record the findings
 - Referral for medical attention or advice

The importance of preventing cross-infection and cross-infestation

Taught content to include

- How to avoid cross-contamination, cross-infection or infestation – use of correct sterilising and disinfecting methods for all tools and equipment
- Ensuring the client's scalp and hair are checked prior to the colour correction service
- Avoidance of cross-contamination, e.g. using unclean tools or protective garments from one client could contaminate the next client's hair or scalp
- Ensure the professional salon image is maintained

The importance of tests to the hair and scalp prior to and during colour correction services

Taught content to include

- The reasons why tests are carried out, e.g. the consequences of not undertaking a porosity test resulting in uneven colour/lightening result and deterioration of hair
- The importance of following manufacturers' instructions for skin/sensitivity tests and the potential consequences of failing to carry out these tests
- To ensure that all tests are collated, dated and are stored and recorded for future reference
- To ensure there is a full history of all test results
- To ensure that the records have full and accurate information including additional comments relating to the tests
- To prevent possible legal action
- To ensure the colour correction service target colour results are as expected
- To ensure the colour correction service finished results meet the client requirements

When and how colour correction tests are carried out

Taught content to include

- Skin/sensitivity test – a positive reaction would prevent the colour correction service. Refer always to the manufacturers' instructions for skin/sensitivity testing requirements, as an example guide
 - Clean a small area of skin behind the ear
 - Refer always to manufacturers' instructions, as an example
 - Mix together a small amount of dark tint with a few drop of hydrogen peroxide
 - Apply a small amount of tint on cleaned area behind the ear and allow to dry
 - Advise client to leave on for 24-48 hours unless there is irritation, in which case the client should wash it off immediately. Symptoms of a positive reaction would be redness, itching, soreness, swelling or inflammation
- Elasticity test – may prevent or restrict application of colour correction products if the hair is stretched and does not go back to its original state:
 - On wet hair, take individuals strand of hair from 3-4 areas of the head – if hair is dry then dampen thoroughly
 - Hold one single hair securely and pull it – if the hair stretches and return to its original length without breaking – it has normal elasticity. If hair breaks or fails to return to its original length it has low or no elasticity
- Porosity test – the hair's ability to retain moisture. Where hair is porous it may prevent or restrict the colour correction service. Porous hair tends to process chemical reactions quickly and can therefore over-process easily. Additional advice to client may include hair treatments, restyle or cut:
 - To determine the external strength of cuticle – take a few strands of hair slide down towards the scalp using one finger and one thumb
 - The more resistance felt, the more porous the hair

- Density test – Take a square inch sized area to assess how tightly packed the follicles and strands of hairs are. When testing the density of the hair, 3-4 different areas of the hair on the scalp should be assessed.
 - Low density hair will be spaced out allowing the scalp to be seen (if more than 60% of the scalp can be seen then the hair has low density)
 - High density hair will be tightly packed with minimal scalp to be seen (if less than 20% of the scalp can be seen then the hair has high density)
- Incompatibility test – to check for the presence of metallic salts in the hair. If present, it will result in the hair becoming discoloured or dissolving and result in a positive reaction. This will prevent the colour correction services:
 - Take a cutting from the hair, secure with cotton or adhesive tape. Pour 20mls of liquid 6 percent hydrogen peroxide into a non-metallic bowl. Add 5 drops of ammonium hydroxide. Leave for up to 30 minutes. If there are no compatible substances on the hair there should be no reaction in the bowl. Where metallic salts are present the liquid will react with the hair and it may change colour or disintegrate
- Test Cutting/colour test – undertaken prior to service to check if desired colour or lightening depth is achievable:
 - Take a few cuttings from various parts of the head. Secure with cotton or adhesive tape. Mix a small amount of the desired colour(s) with the correct strength of hydrogen peroxide and place the cuttings into the colour
 - Process as per manufacturers' instructions
 - Rinse and remove the colour and assess the results
- Development strand test – during the colour service
 - Follow manufacturers' instructions and during development time – wipe off the colour or lightening product from a few strands of hair to see if the colour result has been achieved

How test results influence colour correction services

Taught content to include

- The importance of ensuring that test results are recorded and stored accurately so that a history of results can be reviewed, e.g. test cuttings undertaken to establish different depths of colour for future use
- Skin/sensitivity test – positive and negative reactions e.g. a negative reaction means the service can continue
- Elasticity test – influences the product choice, application and final required result e.g. a poor elasticity outcome may require the application of a semi-permanent or temporary colour with advice on further treatment services to improve the overall condition of the hair
- Porosity test – may restrict or prevent the colour correction service – application techniques and product choice need to take into account the differences in hair structure and may affect final may result in unevenness of colour and/or lightening finished effect
- Density test – may affect the amount of colour or lightening products required and potentially the cost of the service e.g. thick dense long hair may require double the amount of products
- Incompatibility test – prevents chemical service. There is a presence of metallic salts in the hair and if chemicals are added it may result in the hair destruction. Alternative colouring services may be permitted – undertake a test cutting to establish suitability

- Test cutting/colour test – to check if target colour is achievable e.g. how the natural pigment within hair affects the colour choice and colouring products and the possible need to pre-lighten
- Development strand test – to check the processing and timing of the service. If not undertaken this may result in under or over processing of the service. Follow manufacturers' instructions for development times

LO4 Understand the science of hair colour correction services

The effects on the hair structure when colour correcting hair

Taught content to include

Colour and Lightening Product Type			
Type	Available	%/Vol	Effects on hair structure and duration
Temporary colours	Setting lotion, mousse, shampoos, mascaras, sprays, glitters	None	• Larger molecules coat the hair's cuticle • Only deposits colour and tone • Last for one wash
Semi-permanent colours	Conditioners, lotions, shampoos, gels, moussing agents	None	• Smaller molecules are deposited into the hairs cuticle and outer edge of the cortex • Only deposits depth and tone • Lasts 5-12 shampoos depending on manufacturers' instructions
Quasi/demi permanent colours	Thickening liquids, cream, gels, moussing agents	1.9%/6 Vol 3%/10 Vol 4%/13 Vol	• Mixture of smaller and larger molecules • These molecules sit within the hair's structure • Different sized molecules enter the hair's cortex • Only deposits depth and tone, will not lighten the hair • Lasts usually from 10 shampoos upwards depending on manufacturers' instructions
Permanent colours	Liquid gels, cream, lotion	3%/10 Vol 6%/20 Vol 9%/30 Vol 12%/40 Vol	• Smaller molecules enter the hairs cortex becoming trapped as they swell and enlarge • Can lighten hair up to 4 shades • Can darken and add/change and neutralise tone • Permanent – grows out
High-lift colours	Creams, powders, liquid gels	9%/30 Vol 12%/40 Vol	• Penetrate the cortex layer • Can lighten up to 5 shades • Can also add, change and neutralise tone • Permanent – grows out

Bleaching Agents	Oils, creams, powder, liquid gels	3%/10 Vol 6%/20 Vol 9%/30 Vol 12%/40 Vol	• Lighten artificial and natural colour pigment, open the cuticle and enter the cortex, where they change melanin (natural pigment) to oxymelanin (colourless pigment) • Permanent – grows out
Hydrogen peroxide	Liquid or liquid cream	3%/10 Vol 6%/20 Vol 9%/30 Vol 12%/40 Vol	• When mixed with colouring or lightening product produces a chemical reaction
Colour removers/reducers	Creams, powders, gels	6%/20 Vol 9%/30 Vol 12%/40 Vol	• Seek out and remove artificial colour pigments by dissolving them, these are then washed away

The effects on the hair structure when pre-softening, pre-lightening and pre-pigmenting hair

Taught content to include

- Colour correction techniques, to include:
 - Pre-softening hair
 - Opens the cuticles in preparation for the colouring process, apply hydrogen peroxide to resistant hair, dry into the hair and apply permanent tint as normal. Follow manufacturers' instructions for guidance on which strength of hydrogen peroxide to use for pre-softening
 - Pre-lightener
 - The pre-lightener reacts with the melanin in hair, removing the melanin in an irreversible chemical reaction. The pre-lightener oxidises the melanin molecule. The melanin is still present, but the oxidised molecule is colourless. However, bleached hair tends to have a pale-yellow tint. The yellow colour is the natural colour of keratin, the structural protein in hair. Also, pre-lightener reacts more readily with the dark eumelanin pigment than with the pheomelanin, so some gold or red residual colour may remain after lightening. Hydrogen peroxide is mixed with the pre-lightener. The peroxide is used in an alkaline solution, which opens the hair shaft to allow the peroxide to react with the melanin
 - Pre-pigmenting hair
 - Colouring products (temporary, semi or quasi-permanent) are used to replace lost pigments in the hair. Red tone is applied for target base 5 or under, copper tone used for target base of 5-7 and gold tone used for target base of 8 and above. Apply tone required, dry into hair and apply permanent colour in target shade

The effects of natural and artificial light on the appearance of hair colour

Taught content to include

- Salon's lighting is important to enable the client to see their colour result accurately
- Natural light is referred to as white light – ideal way to show the hair's true colour
- 'Soft' yellow tone electric bulbs can make the hair look warmer in appearance and neutralise blue or ash tones
- Fluorescent tubes can make the hair appear more ash in tone as they give off a bluish tinge and remove the warmth from the hair

The principles of colour selection

Taught content to include

- Primary colours used in colouring and/or lightening are:
 - Red
 - Yellow
 - Blue
- Secondary colours used in colouring and/or lightening are:
 - Orange
 - Green
 - Violet
- Mixing two primary colours together will produce a secondary colour, e.g. yellow and blue makes green
- The effects of natural and artificial light, e.g. 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
- The cortex contains all the colour pigments found in the hair
- Pigments are called melanin
- The colour pigments found in the cortex of the hair:
 - Eumelanin are the black and brown colour pigments
 - Pheomelanin are the yellow – red/brown colour pigments
- The depth of colour refers to how light or dark a colour is, e.g. medium brown
- The tone of colour refers to the colour shade or hue, e.g. medium red brown (mahogany)
- The principles of colour selection:
 - ICC (International Colour Chart) is used to identify the depth and tone of natural and artificial hair colour
 - Use of a colour wheel to assess primary and secondary colours and for tone and neutralisation purposes
- The ICC is represented by a numbering system that most manufacturers follow:
 - Depths range from black to lightest blonde

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

- When hair is lightened it loses its colour pigments in a certain order – red, orange and then yellow. Each stage of lightening corresponds to a depth of colour. When pre-pigmenting the hair choose the tone to the corresponding target depth e.g. the target depth is a 6/0 Pre-Pigment with an orange

Depth base	Name	Underlying tones when lightened
10	Lightest blonde	Very pale yellow
9	Very light blonde	Pale yellow
8	Light blonde	Yellow
7	Medium blonde	Orange/yellow
6	Dark blonde	Orange
5	Light brown	Orange/red
4	Medium brown	Red
3	Dark brown	
2	Darkest brown	
1	Black	

The effects that temperature has on the colouring and lightening process

Taught content to include

- Temperature – the temperature of the salon can have an effect on the development time, e.g. a warm salon may speed up development times
- Application of heat (if used) – may speed up developing time
- Temperature of the head – the heat from the head affects possible development and outcome of colour and/or lightening services, e.g. a client that is hot and perspiring profusely at the scalp area may deposit moisture that works against the mixed products, or speeds up the processing time
- The importance of constantly monitoring the development time, e.g.
 - Over-development or the risk of breaking and damaging the hair
 - Under-development may result in uneven result

LO5 Understand the tools, equipment, products and techniques used in hair colour correction services

The tools, equipment and products available and the effects they achieve

Taught content to include

- Tools
 - 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/sponge applicators – various types – to mix and apply product
- Equipment
 - Gloves and apron – to protect hands and clothing
 - 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 manufacturers' instructions
 - Gowns – to cover client's 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 used) – for application of heat to speed the development time
 - Steamer (if used) – 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
 - Whisks – to whisk product and peroxide together more evenly
 - Timers – to ensure precise timings for service
 - Scales – to correctly measure colouring and lightening products
 - Measuring jugs – to measure peroxide amount, and product mixing
- Products – to include application, effects and removal methods
 - Barrier cream to prevent unnecessary staining around the hairline and ears
 - The importance of following manufacturers' instructions for product selection and application methods
 - The different strengths of hydrogen peroxide and how they influence colouring and lightening services
 - The importance of applying products in a way that minimises the risk of the product being spread to the client's skin, clothes and surrounding area
 - The different strengths of hydrogen peroxide and how they influence colouring and lightening services

- The factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look
- The importance of sectioning hair accurately when colouring and lightening
- The importance of applying products in a way that minimises the risk of the product being spread to the client's skin, clothes and surrounding area
- The potential risks of using colour and lightening products on previously chemically treated hair; will cause overlapping and potentially damage and breakage to the hair – offer other types of services
- The precautions that must be taken when using bleach powder and other lighteners
- The different types of lighteners and toners available and their uses
- The importance of emulsifying colour prior to removal to prevent staining and maintain customer satisfaction
- The importance of ensuring all colour and/or lightening products once processed are removed from the hair
- The importance to avoid disturbing areas from developed areas to allow all the hair to achieve the desired colour result
- The importance of ensuring the hair is restored to its natural pH balance after a colouring and/or lightening service by applying a pH balanced conditioner. This will include:
 - Return the hair back to normal 4.5 - 5.5 pH state
 - Add moisture to the hair
 - Stop any further oxidation of the product taking place
 - Close the cuticles
- pH values of products (to note – check with manufacturers as some may vary)
 - Pre-lightener pH 9.0
 - Permanent colour pH 8.0 - 9.0
 - Quasi colour pH 7.0 - 8.0
 - Semi colour pH 6.5

Product type	Effects	Method of application and removal
Temporary	• Good introduction • Refresh fade • Instant fashion effect • Neutralises unwanted tones temporarily • Darken hair • Blends silver tones • No commitment	• Partial head/applied where needed • Shampoo/rinse out completed by client at home
Semi-Permanent Colour	• 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	• Full head/partial head application • Use applicator, sponge and bowl • Apply to where is required • Washes away typically between 5–10 shampoos depending upon manufacturer's information

Quasi/Demi Permanent	• Gentle on the hair • Tone out silver for longer/gentle fade • Not used to lighten only add tone/darken • Tone lightened hair • Low volume/strength peroxides only	• Full head/partial head application • Counteracts unwanted tones more permanently • Fades away over time • Massage to emulsify the colour • Rinse until water runs clear • Shampoo to remove product completely from hair and scalp • Finish with acidic conditioner to restore pH balance
Permanent Colours	• 100% white hair coverage • Fashion shades • Lighten, tone and darken hair • Various strength/volume peroxides	• Full head/partial/weaving/freehand techniques • Grows out, very little fade • Massage to emulsify the colour • Rinse until water runs clear • Shampoo to remove product completely from hair and scalp • Finish with acidic conditioner to restore pH balance
Lightening Agents (high-lift tint)	• 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	• 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
Bleaching products	• Lightens the hair using an oxidation process which de-colours the melanin/colour pigment in the hair shaft • Higher levels of lightening can be achieved • Various shades of blonde, that can then be toned with alternative product	• Full head/partial head/scalp/weaving/bathing • Grows out, can be prone to darkening/yellowing in atmospheric conditions • Shampoo and condition with warm water to completely remove products • Finish with acidic conditioner to restore pH balance

	- Removes artificial colour pigment for correctional purposes - Low to high levels of peroxide used to achieve and map speed with results	
Colour removers/reducers	Removes artificial colour from the hair preparing it for colour change	- Mix with water and or peroxide depending if removing tone/depth - Apply using a sponge at the basin avoiding the natural hair - Keep the hair warm by using hands to smooth product deep into the cuticle - Visual checks for development - Rinse with warm water and apply acidic conditioner to restore pH balance
Vegetable colourants/Henna	- Darkens or adds tone to virgin hair - Stain the cuticle and build up in intensity	- 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

The importance of following salon and manufacturers' instructions during colour correction services

Taught content to include

- To ensure the target colour and/or lightening result is achieved
- The importance of ensuring there is adequate ventilation when mixing powders and bleaches to minimise unnecessary inhalation of product
- To prevent hazards, e.g. ensuring spillages are wiped up if dropped onto the client's skin when applying the product
- To minimise risks, e.g. the risk of an allergic reaction to the product irritating the client's skin
- To produce satisfactory results, e.g. incorrect mixing of products could result in wrong or patchy target colour and/or lightening results being achieved
- To avoid problems or mistakes, e.g. the correct mix of hydrogen peroxide (if used) with the colour and/or lightening product is adhered to
- To avoid legal action, e.g. failure to undertake the appropriate tests before colouring and/or lightening service

The importance of using products cost effectively

Taught content to include

- Applying products in a logical sequence
- Applying products evenly to minimise wastage, e.g. sectioning of the hair and using a bowl and brush to ensure even distribution of a colour or lightener may be required to produce an even result and prevent waste
- The effect on the hair and/or scalp if excessive products are used, e.g. saturating fine hair could result in hair breakage or the scalp become irritated by the product
- Following manufacturer's instructions to ensure correct ratios are used when mixing and using colours and/or lightening products and prevent wastage
- Effects on the environment to include:
 - The mixing of products in a well ventilated area – away from others
 - The safe disposing of unwanted colouring and/or lightening materials
- Following salon and organisation policy when using products to colour correct the hair
- Calculate costs of the colour correction service, include any retail products sold, e.g. colour - safe shampoo and conditioner

Assessment requirements

Learners must complete all assessment requirements related to this unit:

1. Service portfolio
2. Theory examination

1. Service portfolio

Learners must produce a service portfolio which is required to be completed under supervision of a lecturer who must monitor the quality of the services performed throughout the learners' training

The performance of learning outcome 1 must be demonstrated as part of all technical observations and will be recorded on **at least 3 occasions**. This should be conducted on a range of new and existing clients.

The service portfolio must be completed and marked prior to the learner completing the theory examination.

2. Theory examination

Learners must complete a theory examination for this unit. This will consist of a multiple choice question paper.

The theory examination will test knowledge and understanding from across learning outcomes 2, 3, 4 and 5. Learners should use the unit content sections of this unit to aid revision.

Document History

Version	Issue Date	Changes	Role
v1.0	02/09/2019	First published	Head of Qualifications and Processing
v2.0	05/03/2020	Clarified content on Density Test	Product and Regulation Manager
v3.0	23/06/2026	Rebranding	Development Administrator