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## Overview

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

To carry out this standard, you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when correcting hair colour
- 2 determine the problem
- 3 plan and agree a course of action to correct colour
- 4 correct colour

**Performance  
criteria**

**Maintain effective and safe methods of working when correcting hair colour**

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
  - P2 prepare your client to meet salon's requirements
    - protect your client's clothing throughout the service
  - P3 wear personal protective equipment when carrying out **colour correction** services
  - P4 position your client to meet the needs of the service without causing them discomfort
  - P5 ensure your own posture and position whilst working to minimise fatigue and the risk of injury
  - P6 keep your work area clean and tidy throughout the service
  - P7 remove waste immediately at the end of the service
  - P8 use working methods that:
    - 8.1 minimise the wastage of **products**
    - 8.2 minimise the risk of cross-infection
    - 8.3 make effective use of your working time
    - 8.4 ensure the use of clean resources
    - 8.5 minimise the risk of harm or injury to yourself and others
    - 8.6 promote environmental and sustainable working practices
  - P9 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
  - P11 dispose of waste materials
  - P12 complete the service within a commercially viable time

**Determine the problem**

- You must be able to:
- P13 use the correct methods to establish:
    - P13.1 the nature and extent of the colouring problem
    - P13.2 any contraindications to the service
    - P13.3 the condition of your client's hair, skin and scalp

- P13.4 the extent of artificial colour and natural colour on the one head
- P13.5 the most suitable **colour correction** techniques
- P14 identify from your client's previous records, when available, their hair colouring and or lightening history and how this may affect the **colour correction** service
- P15 ask your client questions to identify if they have any contra-indications to the **colour correction** service
- P16 ask your client questions to gather information on their colouring and or lightening problems and the result they would like to see
- P17 record your client's responses to questioning
- P18 conduct a range of **tests** on your client's hair and skin following manufacturer's instructions and recognised industry procedures
- P19 take a suitable course of action when contra-indications and or reactions to **tests** cause doubts as to the suitability of the service for the client
- P20 record the outcomes of **tests** on the client's record
- P21 identify the available service options and **products** for resolving your client's colouring and or lightening problem(s) based on the results of your analysis.

#### **Plan and agree a course of action to correct colour**

- You must be able to:
- P22 present suitable options for a course of action in a way your client will understand
  - P23 base your recommendations for a suitable course of action on the results of your analysis
  - P24 explain the likelihood of achieving and maintaining the colour change to your client
  - P25 clearly explain any restrictions your recommendations may place on further hairdressing services
  - P26 inform your client of the likely cost, duration and expected outcome of the **colour correction** service
  - P27 gain and record your client's agreement to the service, **products** and anticipated outcome.

### Correct colour

- You must be able to:
- P28 prepare your client's hair in a way suitable for the:
    - P28.1 **products** to be used
    - P28.2 **colour correction** service required
    - P28.3 method of application
  - P29 choose **products**, tools and equipment based on the results of necessary **tests**, consultation with your client and the **factors** likely to influence the service
  - P30 prepare **products** to meet the manufacturers' instructions
  - P31 apply the type and quantity of **product** to meet the requirements of your analysis and the required result
  - P32 section the hair accurately
  - P33 use application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas
  - P34 frequently monitor the development of the **product**, taking strand and elasticity **tests** as required
  - P35 modify and adapt your planned course of action to resolve any unforeseen problems
  - P36 remove the **products** at the right time in a way that minimises discomfort to your client, damage to the hair and scalp
  - P37 remove **products** without disturbing hair which is still developing
  - P38 give your client suitable reassurance, when necessary
  - P39 correct highlight and or lowlight problems whilst retaining highlight and lowlight effects
  - P40 achieve the degree of **colour correction** anticipated and agreed with your client.
  - P41 give your client **advice and recommendations** on the service provided

**Knowledge and understanding**

**Maintain effective and safe methods of working when carrying out colour correction**

You need to know and understand:

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

### Determine the problem

You need to know  
and understand:

- K12 the importance of determining the nature and extent of the colouring problem
- K13 the legal significance of client questioning and the recording of client's responses to questioning
- P20 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)

### Plan and agree a course of action to correct colour

You need to know  
and understand:

- 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
- 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

### **Correct colour**

**You need to know  
and understand:**

- 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
- 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

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- 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



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**Additional information**

**Scope/range related  
to performance  
criteria**

**1 Colour correction**

- 1.1 removing artificial colour
- 1.2 removing bands of colour
- 1.3 recolouring hair treated with lightener using pre-pigmentation and colour
- 1.4 recolouring hair that has had artificial colour removed
- 1.5 correcting highlights and lowlights

**2 Products**

- 2.1 semi-permanent
- 2.2 quasi-permanent
- 2.3 permanent
- 2.4 lighteners
- 2.5 colour removers for artificial colour

**3 Tests**

- 3.1 skin
- 3.2 colour test
- 3.3 incompatibility
- 3.4 porosity
- 3.5 elasticity

**4 Factors**

- 4.1 hair classifications
- 4.2 hair characteristics
- 4.3 temperature
- 4.4 existing colour of hair
- 4.5 test results
- 4.6 strength of hydrogen peroxide

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- 4.7 hair length
  - 4.8 percentage of white hair
  - 4.9 sequence of application
  - 4.10 scalp sensitivity

**5 Advice and recommendations**

- 5.1 how to maintain their colour
- 5.2 time interval between services
- 5.3 present and future products and services

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<b>Scope/range related to knowledge and understanding</b>	<b>1</b>	<b>Health and safety</b>
		your responsibilities for health and safety as defined by any specific legislation covering your job role
	1.1	Health and Safety at Work Act
	1.2	The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
	1.3	The Health and Safety (First Aid) Regulations
	1.4	The Regulatory Reform (Fire Safety) Order
	1.5	The Manual Handling Operations Regulations
	1.6	The Control of Substances Hazardous to Health Regulations (COSHH)
	1.7	The Electricity at Work Regulations
	1.8	The Environmental Protection Act
	1.9	The Management of Health and Safety at Work Regulations
	1.10	The Health and Safety (Information for Employees) Regulations
	<b>2</b>	<b>Environmental and sustainable working practices</b>
		the different types of working methods that promote environmental and sustainable working practices
	2.1	reducing waste and managing waste (recycle, reuse, safe disposal)
	2.2	reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
	2.3	reducing water usage and other resources
	2.4	preventing pollution
	2.5	using disposable items (easy dry towels)
	2.6	using recycled, eco friendly furniture
	2.7	using low chemical paint
	2.8	using organic and allergy free hair products
	2.9	using ultra-low ammonia hair colourants
	2.10	using environmentally friendly product packaging
	2.11	choosing responsible domestic products (Fairtrade tea and coffee)

2.12 encouraging carbon reducing journeys to work

### 3 Factors

the different factors that must be taken into consideration prior to and during colour correction and how these impact on the service

- 3.1 hair classifications
- 3.2 hair characteristics
- 3.3 temperature
- 3.4 existing colour of hair
- 3.5 percentage of white hair
- 3.6 test results
- 3.7 strength of hydrogen peroxide
- 3.8 hair length
- 3.9 sequence of application
- 3.10 scalp sensitivity

### 4 Contra-indications (examples only)

the importance of recognising any **contra-indications** to colour correction services

- 4.1 history of previous allergic reaction to colouring products
- 4.2 other known allergies
- 4.3 skin disorders
- 4.4 incompatible products
- 4.5 medical advice or instructions
- 4.6 evident hair damage
- 4.7 age restrictions

### 5 Advice and recommendations

- 5.1 additional services

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5.2 additional products

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**Values**

- 1 The following **Key Values** underpin the delivery of services in the hair and barbering sector:
  - 1.1 a willingness to learn
  - 1.2 the completion of services in a commercially viable time
  - 1.3 meeting both organisational and industry standards of appearance
  - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
  - 1.5 a flexible working attitude
  - 1.6 a team worker
  - 1.7 maintaining customer care
  - 1.8 a positive attitude
  - 1.9 personal and professional ethics
  - 1.10 the ability to self manage
  - 1.11 creativity skills
  - 1.12 excellent verbal and non-verbal communication skills
  - 1.13 the maintenance of effective, hygienic and safe working methods
  - 1.14 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products
  - 1.15 leadership skills

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**Behaviours**

- 1 The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual:
  - 1.1 meeting the salon's standards of behaviour
  - 1.2 greeting the client respectfully and in a friendly manner
  - 1.3 communicating with the client in a way that makes them feel valued and respected
  - 1.4 identifying and confirming the client's expectations
  - 1.5 treating the client courteously and helpfully at all times
  - 1.6 keeping the client informed and reassured
  - 1.7 adapting behaviour to respond effectively to different client behaviour
  - 1.8 responding promptly to a client seeking assistance
  - 1.9 selecting the most appropriate way of communicating with the client
  - 1.10 checking with the client that you have fully understood their expectations
  - 1.11 responding promptly and positively to the client's questions and comments
  - 1.12 allowing the client time to consider the response and give further explanation when appropriate
  - 1.13 quickly locating information that will help the client
  - 1.14 giving the client the information they need about the services or products offered by the salon
  - 1.15 recognising information that the client might find complicated and checking whether they fully understand
  - 1.16 explaining clearly to the client any reasons why their needs or expectations cannot be met

SKACH11 SQA Unit Code H9DA 04  
Hair colour correction services



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<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAGH18
<b>Relevant occupations</b>	Hairdressing and barbering
<b>Suite</b>	Hairdressing
<b>Key words</b>	hairdressing; colouring hair; lightening hair; colour correction

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