

Title	Perform a full-head highlighting and toning service		
Level	4	Credits	8

Purpose	People credited with this unit standard can: <ul style="list-style-type: none"> • complete an in-depth consultation for a highlighting and toning service, • prepare to highlight and tone a full head of hair, • highlight a full head of hair, • tone a full head of highlights, and • complete the service experience.
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Classification	Beauty Services > Hairdressing
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Available grade	Achieved
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Prerequisites	Unit 28849, <i>Demonstrate knowledge of the hair lightening and toning process</i> , or demonstrate equivalent knowledge and skills.
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Guidance Information

- Definitions**
 A *commercially acceptable timeframe* varies for different hairdressing services. Times reflect performance required to support a commercial salon's profitability.
Legislative requirements refer to the obligations of the employer and/or employee under the Health and Safety at Work Act 2015 and Health (Hairdressers) Regulations 1980.
Workplace requirements mean the practices prescribed by management as being the quality standards for client contact and work organisation for a particular salon.
- In this unit standard all work must comply with legislative requirements and must ensure optimum hair condition and maximum client comfort at all times.
- Range**
 A full head of highlights using lightening and toning products must be completed to commercially acceptable standards. Techniques and materials may include – use of mesh, foils, weaving, balayage, free hand.
- The use of toning for this unit standard may either enhance or correct the colour tone.
- Other essential underpinning skills and knowledge for this standard are covered by Unit 33222, *Demonstrate knowledge of foundation hair colouring services*, and Unit 33224, *Demonstrate knowledge of colour correction and additive removal for hair*.

Outcomes and performance criteria

Outcome 1

Complete an in-depth consultation for a highlighting and toning service.

Performance criteria

- 1.1 Client service outcome is identified and confirmed in consultation with the client.
- 1.2 Evidence is obtained of a preliminary strand test and an allergy test having been previously carried out in accordance with manufacturer's instructions.
- 1.3 Hair type and scalp condition is identified in terms of requirements of proposed service outcome.

Range porosity, elasticity, texture, density, length, colour depth, reflect, percentage of white, movement, growth patterns, previous chemical treatments, conditions including contagious and non-contagious, external factors that can affect the hair and skin.

Outcome 2

Prepare to highlight and tone a full head of hair.

Performance criteria

- 2.1 The techniques and products to be used are selected in accordance with hair and scalp analysis and confirmed service outcome.
- 2.2 The client is protected for the required service in accordance with manufacturer's instructions and the expectations of the salon environment.
- 2.3 An allergy test is carried out in accordance with manufacturer's instructions.
- 2.4 Hair is prepared for highlighting in accordance with manufacturer's instructions, technique to be used, and confirmed service outcome, and necessary equipment is assembled.

Outcome 3

Highlight a full head of hair.

Performance criteria

- 3.1 Highlighting products are measured and mixed in accordance with manufacturer's instructions.

- 3.2 Highlighting materials and products are applied to the hair to produce confirmed service outcome and cause minimum discomfort to the client.
- Range includes – safe handling of highlighting aids.
- 3.3 Developer strength is selected to ensure even processing of the highlights.
- 3.4 Hair is highlighted using selected techniques.
- 3.5 Highlighting application is completed within a commercially acceptable timeframe.
- Range the completion of performance criteria 3.2 and 3.3 is included within the timeframe.
- 3.6 Highlighting products are monitored and processed in accordance with manufacturer's instructions and confirmed service outcome.
- 3.7 The highlighting materials and product are removed from the hair in accordance with manufacturer's instructions.

Outcome 4

Tone a full head of highlights.

Performance criteria

- 4.1 Toner is selected according to the undertone achieved and confirmed service outcome.
- 4.2 Hair is prepared ensuring maximum hair and scalp protection and in accordance with manufacturer's instructions.
- Range includes – allergy test.
- 4.3 Toner is mixed and measured in accordance with manufacturer's instructions.
- 4.4 Toner is applied and processed in accordance with manufacturer's instructions and confirmed service outcome.
- 4.5 Hair is toned from roots to ends.
- 4.6 Toner is removed in accordance with manufacturer's instructions.
- 4.7 Colour result is confirmed as meeting consultation service outcome.

Outcome 5

Complete the service experience.

Performance criteria

- 5.1 Hair is prepared for the following finishing service in accordance with manufacturer's instructions.
- Range may include but is not limited to – blow dry.
- 5.2 Home haircare advice is given, including a selection of products from a professional range, and key ingredients, features and benefits, and application method are explained.
- Range must include but is not limited to – shampoo, conditioner, treatment, styling and finishing products; hair maintenance advice relevant to the service outcome, opportunity to rebook.
- 5.3 Client history is updated in accordance with workplace requirements.
- 5.4 Tools and equipment are sanitised and maintained in accordance with workplace requirements, and manufacturer's instructions.
- 5.5 The work areas are cleaned and tidied in accordance with workplace requirements.

Replacement information	This unit standard replaced unit standard 12313.
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Planned review date	31 December 2028
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	29 June 2023	N/A

Consent and Moderation Requirements (CMR) reference	0099
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Toi Mai Workforce Development Council qualifications@toimai.nz if you wish to suggest changes to the content of this unit standard.