ginaconway
ACADEMY
centre for educational excellence

Knowledge Study Pack

Colour and Lightner Hair



Student Name:

Colour and lighten hair

Handout 1: Safety considerations when colouring and lightening

Preparation of the client
Colouring and lightening products can easily be absorbed into a client's clothing and then make contact with the skin.

The ingredients in colouring and lightening products can discolour clothing and irritate the skin.

To prevent damage to clothing and skin irritation, the client should be correctly gowned before the service.

This may include the use of:

- gown
- towel
- plastic cape.

Additional client protection, prior to applying the chemicals:

- prior to a quasi-permanent or permanent colour service, make sure a skin test has been carried out in line with the manufactures instructions
- apply barrier cream around the hairline, to help prevent the products staining and irritating the skin
- do not allow the barrier cream to get on to the hair, as this will cause a barrier between the colour/lightener and the hair.

Preparation of the stylist:
When colouring/lightening the hair you must wear PPE. This includes

- non-latex gloves
- apron.

PPE should be worn when:

- mixing colouring and lightening products
- applying colouring and lightening products
- removing colouring and lightening products from the hair
- disposing of colouring and lightening products
- cleaning tools and equipment.



Cleaning, disinfecting and sterilising tools
Before or after use, tools and equipment should be cleaned, disinfected or sterilised using:

- warm soapy water should be used to remove any dirt and products for tools and equipment, prior disinfecting or sterilising
- chemical solutions, used to disinfect
- chemical solutions, ultra-violet light or autoclaves, used to sterilise.

Remember to check the suitability of the sterilising method before use.

Using electrical equipment safely
Before using electrical equipment:

- a visual check should be carried out to make sure the equipment, cable and plug are not damaged
- any equipment identified as faulty should be taken out of use, labeled as faulty and reported to a relevant person.

The positioning of tools and equipment
The work area and colour trolley should be prepared prior to the service to:

- help them work methodically
- save time
- look professional
- prevent fatigue (tiredness).

The correct positioning of the client and stylist when colouring and lightening
The client needs to be:

- sitting straight and comfortably, with their back against the back of the chair, to prevent discomfort and help the stylist complete the services correctly.

The stylist needs to:

- avoid stretching and bending
- stand with feet slightly apart to keep their balance
- distribute their weight evenly to avoid injury and tiredness.



Work in a well-ventilated room
Colouring and lightening products should be mixed and applied in a well-ventilated area. Special care should be taken when using power lighteners, which can cause respiratory conditioners if inhaled.

Handout 2: The Control of Substances Hazardous to Health Regulations

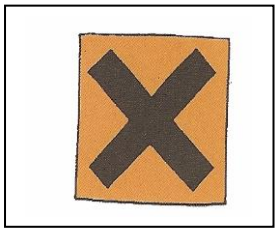
The Control of Substances Hazardous to Health Regulations (COSHH)
These regulations relate to the control of any substances, such as chemicals used in the salon (shampoos, perm solutions, styling lotions, colouring products, cleaning products etc), likely to affect health and safety. It relates to the safe handling, storage and use of the products that could be potentially hazardous or could cause harm to yourself or others. You need to consider the disposal of the products as well.

The employer has to carry out a risk assessment of all the substances used, identifying if the product is a high, medium or low risk.

It is the responsibility of the employer to ensure that all employees receive training in the safe use of products (substances) they may come into contact with while working.

Employee's responsibilities for COSHH

- You must always follow the manufacturer's instructions when using chemicals.
- Store chemicals in a cool dry place, away from direct sunlight or heat.
- Dispose of following manufacturer's instructions and local by-laws.
- Follow your salon policy (and training) for the safe handling of all chemicals.



Handout 3: Data protection

Data Protection Act
The Data Protection Act is in place to protect people's personal information.

The Data Protection Act gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly.

The Act works in two ways. Firstly, it states that anyone who processes personal information must comply with eight principles, which make sure that personal information is:

1. fairly and lawfully processed
2. processed for limited purposes
3. adequate, relevant and not excessive
4. accurate and up to date
5. not kept for longer than is necessary
6. processed in line with your rights
7. secure
8. not transferred to other countries without adequate protection.

The second area covered by the Act provides individuals with important rights, including the right to find out what personal information is held on computer and most paper records.

Should an individual or organisation feel they're being denied access to personal information they are entitled to, or feel their information has not been handled according to the eight principles, they can contact the Information Commissioner's Office for help.

The employee's responsibilities
Your employer/manager will give you training in your responsibilities under this Act. This will cover handling client information on record cards, consultation sheets and electronic records. It also covers information on you, colleagues and the company/business you are employed with.

Outline of your responsibilities

- All information held must be kept in a secure place, whether held on a computer of record card.
- Must not be disclosed to a third party.
- Information held must be accurate.
- Information must be available for the person whom it is about to see at any time if they request to do so.
- The salon must be registered with the Information Commissioner if holding files/records on people.
- Any out of date information no longer required must be disposed of in a secure way (not just thrown into the dust bin).

You must not divulge information about clients, whether that is personal details, services that have been provided or products that have been purchased, to a third party. The consequences of failing to keep client confidentiality would be loss of clients, bad reputation for the salon, client could sue (legal action), you would receive a warning and may even lose your job.

Record keeping
It is important to keep up to-date and accurate records to enable the therapist to continue to give the client the most beneficial treatment. It is normally a requirement for insurance to keep records of treatments. You must check with your own insurance what the exact requirements are. The client information is confidential and must be stored securely.

Question: How does the college salon operate their client records and where are they stored?

Note: The Data Protection Act doesn't guarantee personal privacy at all costs, but aims to strike a balance between the rights of individuals and the sometimes competing interests of those with legitimate reasons for using personal information. It applies to some paper records as well as computer records.

Handout 4: Example questions for colouring services

When you question your client prior to chemical services, you need to keep a copy of the questions you have asked. Here are examples of questions that may be used. Discuss with your tutor the example questions and why it is important to keep a copy. Add more questions that you think are relevant to chemical services.

- **Do you have any chemical products on your hair at the moment?**
- **If not, have you had colour/perm on your hair before?**
- **Have you ever had any problems with colouring services?**
- **Do you suffer from any skin allergies or hair and scalp disorders (ie Eczema, dermatitis, psoriasis) that may be aggravated by chemicals?**
- **Have you ever had a reaction to any colouring products before?**
- **Are you on any medication (this may react with colour chemicals)?**
- **When did you last have a skin test?**

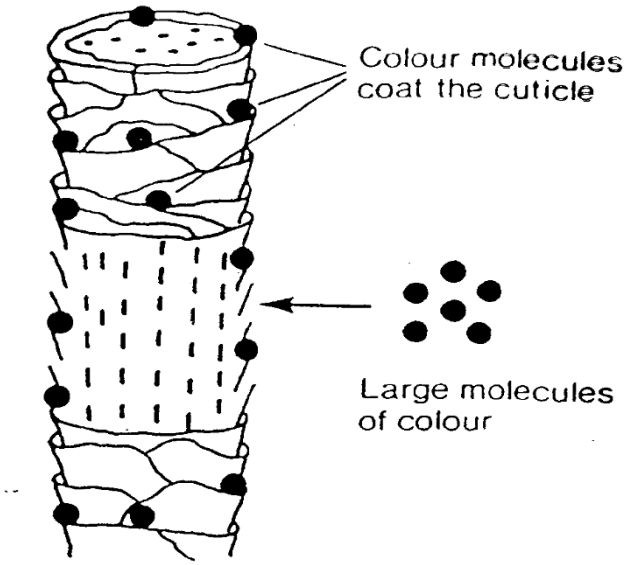
Remember to record client answers accurately.

Handout 5: Temporary hair colour

Effects of temporary hair colour on the hair structure
Temporary colour pigment molecules are too large to enter the hair shaft, so they coat the outside of the hair structure. This is why they are washed away so easily.

If the hair is damaged and porous the cuticle scales are swollen, and open and the large colour molecules can become trapped there and not wash out. Uneven porous hair will give uneven results.

Discuss with your tutor the effects of temporary hair colour on the hair structure.



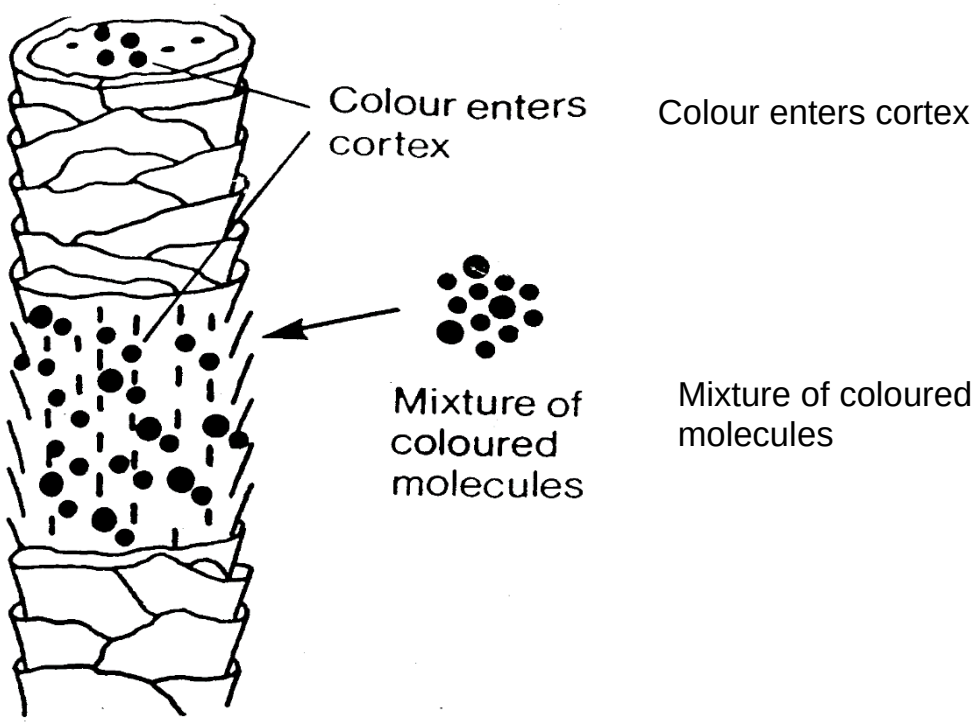
Colour molecules coat the cuticle

Large molecules of colour

Handout 6: Semi-permanent hair colour

Effects of semi-permanent hair colour on the hair structure
Semi-permanent colour molecules are smaller than temporary colour molecules, so they can penetrate a little way into the cortex. Because of this they wash out more slowly and last for a few washes – 4-6 shampoos. They are made up of slightly different sizes of molecules and if the hair is porous the smaller molecules penetrate slightly into the cortex. The non-porous parts of the hair rinse off normally, but the parts that are porous may not wash away as easily, producing patchy results.

Discuss with your tutor the effects of semi-permanent hair colour on the hair structure.



Handout 7: Quasi-permanent hair colour

Discuss with your tutor the effects of quasi-permanent hair colour on the hair structure.

Quasi-permanent colours are mixed with a developer, which contains a low strength hydrogen peroxide. Because of this they do leave a slight regrowth. The molecules slightly penetrate the cortex, due to the low strength of hydrogen peroxide the molecules are attracted to the hair's natural pigmentation molecules, that is stained the artificial colour.

Quasi-permanent colour lasts 14-20 washes, slightly fading each wash when a small amount of colour molecules seep out of the cortex. If the hair is porous the quasi-permanent colour may result in an uneven effect and will leave a slight regrowth. Because of mixing with hydrogen peroxide and because it leaves a slight regrowth, it is classed as a permanent colouring product.

Advantages of quasi-permanent colour

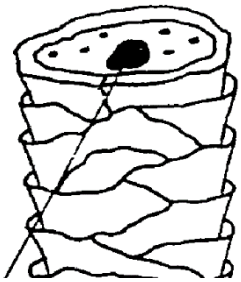
- Last longer than a semi-permanent colour.
- More effective than semi-permanent colour.
- Not harsh on the hair and can improve hair condition.
- Adds shine and depth to hair.
- Can be used for a variety of different colouring uses and by different methods.

Draw how quasi colour affects the hair structure below:

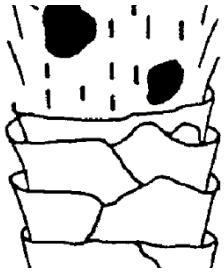
Handout 8: Permanent hair colour

Small molecules of tint enter the cortex. Hydrogen peroxide gives off oxygen (H_2O_2). This causes the tint molecules to swell and become too large to seep out. The tint molecules are attracted to the hair's natural pigment molecules by the oxygen given off from the hydrogen peroxide. The artificial molecules permanently stain or/and lighten the natural pigmentation of the hair.

With porous damaged hair, artificial colour molecules may seep out of the hair causing the colour to fade.



Tint molecules are oxidised and develop their colour as they join together and are trapped in the cortex



Handout 9: Hydrogen peroxide

Discuss with your tutor the different strengths of hydrogen peroxide and when to use them (see table below).

Strength of hydrogen peroxide	Usage and shades of lift
1.5% (5 vols) and 3% (10 vols)	To go darker To mix with quasi (Demi plus)
6% (20 vols)	To change tone. To cover white hair. To lift one shade lighter.
9% (30 vols)	To lift two shades lighter.
12% (40 vols)	To lift three shades lighter. Will lift four shades lighter with high-lift tint. (It is not recommended for scalp application).

Diluting of peroxide to desired strength

Strength of hydrogen peroxide	Ratio of peroxide (parts)		Ratio of water (parts)		Strength of hydrogen peroxide
6% (20 vols)	1	+	1	=	3% (10 vols)
9% (30 vols)	1	+	2	=	3% (10 vols)
9% (30 vols)	2	+	1	=	6% (20 vols)
12% (40 vols)	1	+	3	=	3% (10 vols)
12% (40 vols)	1	+	1	=	6% (20 vols)
12% (40 vols)	3	+	1	=	9% (30 vols)
18% (60 vols)	1	+	5	=	3% (10 vols)
18% (60 vols)	1	+	2	=	6% (20 vols)
18% (60 vols)	1	+	1	=	9% (30 vols)
18% (60 vols)	2	+	1	=	12% (40 vols)

Handout 10: Effects of lighteners on the hair structure

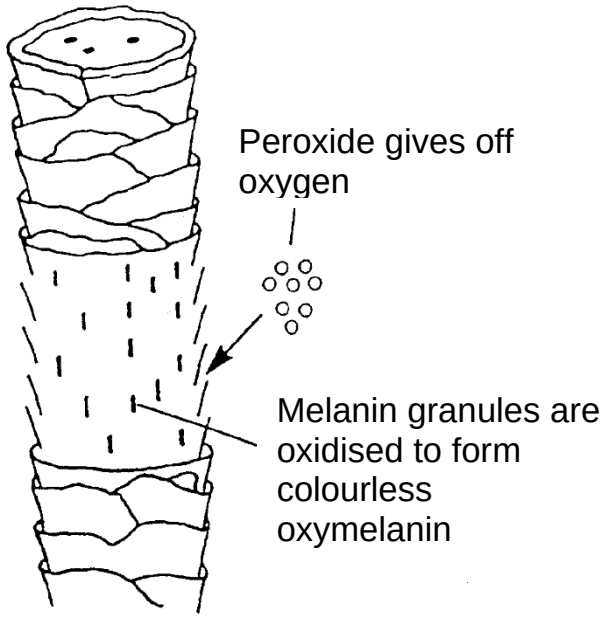
Discuss the effects of lightening products (bleach) on the hair structure with your tutor.

Lightening products when mixed with hydrogen peroxide and applied to the hair, open up the cuticle scales and penetrate into the cortex where the natural pigment is found. The cuticle is colourless, so the lightener does not affect it apart from make the cuticle more porous.

Once inside the cortex the oxygen from the hydrogen peroxide combines with the melanin and pheomelanin (naturally present in the hair) and oxidises it to form colourless oxymelanin.

- **Melanin** is the black and brown pigment found in the hair, the colour molecules are larger in size.
- **Pheomelanin** is the red and yellow pigment found in the hair, the molecules are smaller and numerous, this is way it is more difficult to lift red from the hair.

Lightening products on the hair structure



- Oil bleach (oil based lighteners) is less damaging on the hair and will lift hair 3-4 shades lighter. It can be mixed with 6% - 9% (20 – 30 vols) hydrogen peroxide.
- Cream bleach (lighteners)/emulsion bleach (lighteners) (gel bleach/lighteners) are stronger and sometimes a special booster (activator) may be added to increase the lift; lifts 5-6 shades.
- Powder lighteners (bleach) are strong bleaches and can lift 6-8 shades. Mostly used for highlighting the hair. Can dry out if heat applied.

Handout 11: Aftercare advice

Part of any hairdressing service involves advising clients on how to maintain their hair between salon visits to achieve the best possible effects they can. Otherwise a client may just visit the local supermarket to purchase any shampoo and conditioner. If the colour fades due to the incorrect product, this would reflect poorly on you.

Consider the following, making notes of the correct advice to be given. Discuss with your tutor.

- **Products to maintain their hair colour and condition:**

- **Effects of continual use of heated styling equipment on hair colour:**

- **Recommended time internals for hairdressing services after colouring:**

- **Lifestyle influences with colour maintenance:**

Handout 12: Natural colour pigments

Melanocytes produce the natural colour pigments of the hair and are found in the cortex.

The four natural colour pigments found in the hair are:

- black
- brown
- red
- yellow.

Melanin is the name given to hair colour pigment.

Eumelanin is the black and brown pigment.

Pheomelanin is the red and yellow pigment.

It is the different amounts of each of these pigments that create the different natural hair colours.
E.g. Blondes have more yellow pigment.

When the hair stops producing colour pigment, the hair will be white. White hair is also called **canites.**

Worksheet 1: Disposal of waste materials

When carrying out colouring services there are different types of waste you need to dispose. You need to do this safely, following the manufacturer's instructions and legal requirements. Research the following types of waste and complete the table below:

Type of waste	Method of disposal
Leftover colouring and lightening products	
Foils etc	
Disposable gloves	
Empty product containers	
Product packaging	

Worksheet 2: Colouring consultation

10-minute exercise
During the consultation service for hair colouring, there is a lot of information that needs to be identified and analysed. Consider these and write your findings below:

Information required for colouring hair

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Colour and lighten hair

Worksheet 3: Hair and skin tests

Research the different test that should be carried out when colouring hair and complete the table below.

Test	When should the test be carried out	Why the test should be carried out	How the test is carried out	Possible results	Consequences of not carrying out the test
Porosity test					
Elasticity test					
Incompatibility test					
Skin test					
Strand test					

Colour and lighten hair

Worksheet 4: Temporary colour service – Blue Malva Shampoo

List tools and equipment used:
Products used for this service:
Hair preparation for the service:
Make notes of the application technique:
Make notes on the colour removal procedures (including types of shampoo and conditioner and reason for use):

Colour and lighten hair

Worksheet 5: Semi-permanent colour service – Vibrants

List tools and equipment used:
Products used for this service:
Hair preparation for the service:
Make notes of the application technique:
Make notes on the colour removal procedures (including types of shampoo and conditioner and reason for use):

Colour and lighten hair

Worksheet 6: Quasi-permanent colour service – Demi Plus

List tools and equipment used:
Products used for this service:
Hair preparation for the service:
Make notes of the application technique:
Make notes on the colour removal procedures (including types of shampoo and conditioner and reason for use):

Colour and lighten hair

Worksheet 7: Regrowth colour service – Full Spectrum

List tools and equipment used:
Products used for this service:
Hair preparation for the service:
Make notes of the application technique:
Make notes on the colour removal procedures (including types of shampoo and conditioner and reason for use):

Colour and lighten hair

Worksheet 8: Permanent full head colour service - Full Spectrum

List tools and equipment used:
Products used for this service:
Hair preparation for the service:
Make notes of the application technique:
Make notes on the colour removal procedures (including types of shampoo and conditioner and reason for use):

Colour and lighten hair

Worksheet 9: Woven high/lowlight colour service

List tools and equipment used:
Products used for this service:
Hair preparation for the service:
Make notes of the application technique:
Make notes on the colour removal procedures (including types of shampoo and conditioner and reason for use):

Colour and lighten hair

Worksheet 10: Balayage colour service

List tools and equipment used:
Products used for this service:
Hair preparation for the service:
Make notes of the application technique/s:
Make notes on the colour removal procedures (including types of shampoo and conditioner and reason for use):

Colour and lighten hair

Worksheet 11: Colouring star

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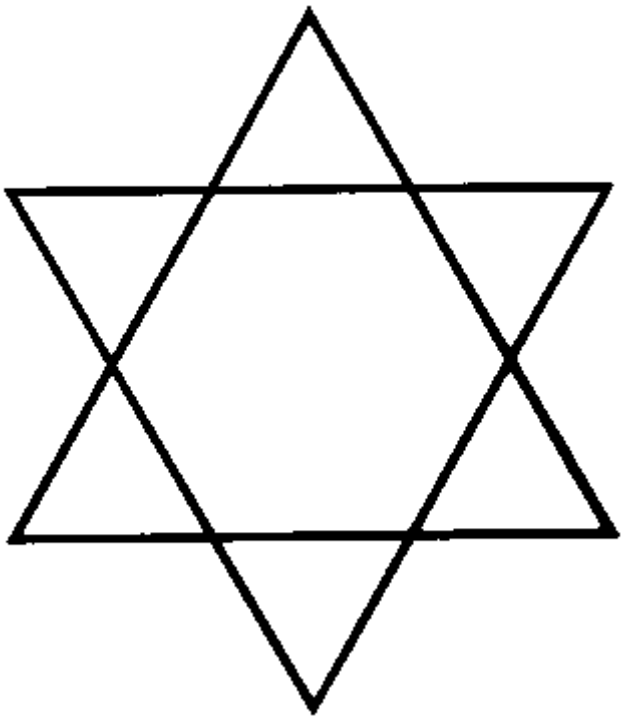
10-minute exercise

Fill in the correct colours on the diagram and complete the following:

- State the primary colours and add to the diagram
- State the secondary colours and add to the diagram secondary colours
- State warm colours and show on the diagram
- State the cool colours and show on the diagram



- What colour do you achieve when opposite colours neutralise one another?

Note: Some manufacturers show colours on a circle, this works in the same way.

Colour and lighten hair

Worksheet 12: Colouring and lightening problems

Complete the table below:

Type of problem	Possible cause	Corrective action
Lightening product highlights result to yellow		
Uneven results from colouring or lightening service		
Insufficient grey coverage		
Staining of the skin		
Scalp irritation		
Colour too dark		
Insufficient lift		

Colour Hair

Colouring case study

Read the following case study and make notes of points for discussion. Discuss these with your group and tutor.

Note: All reference to colour depth is based on the ICC system.

Case study

Mrs Brown is a new client to your salon. She has a permanent colour on her hair and needs her roots touched up. She has the details of her last colour but she is not happy with it.

Mrs Brown's natural colour is a base 6 with 50% white hair. The colour she had before was an 8 ash with equal parts of 9% (30 vols) hydrogen peroxide. Her hair colour has not covered very well and you can see the white hair.

Mrs Brown said that she wanted a warmer tone in her hair and liked a light gold blonde.

Discussion points:

- What is wrong with the colour Mrs Brown has on her hair?
- What would you put on Mrs Brown hair to achieve her target colour?

Things to consider:

- the hydrogen peroxide strength
- manufacturer's instructions with reference to colours to mix when covering white hair
- peroxide strength used for covering white hair
- colour choice for gold tone (not ash)
- is the hair resistant?

Preparation of the client

- Colouring and lightening products can easily be absorbed into a client's clothing and then make contact with the skin.
- The ingredients in colouring and lightening products can discolour clothing and irritate the skin.
- To prevent damage to clothing and skin irritation, the client should be correctly gowned before the service.
- Preparation of the client may include the use of:
  - gown
  - towel
  - plastic cape.

Preparation of the stylist

When colouring/lightening the hair you must wear PPE. This includes

- non-latex gloves
- Apron.

PPE should be worn when:

- mixing colouring and lightening products
- applying colouring and lightening products
- removing colouring and lightening products from the hair
- disposing of colouring and lightening products
- cleaning tools and equipment.



Cleaning, disinfecting and sterilising tools

Before or after use, tools and equipment should be cleaned, disinfected or sterilised using:

- warm soapy water should be used to remove dirt and products for tools and equipment, prior disinfecting or sterilising
- chemical solutions, used to disinfect
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Remember to check the suitability of the sterilising method before use.

Using electrical equipment safely

Before using electrical equipment:

- a visual check should be carried out to make sure the equipment, cable and plug are not damaged

- any equipment identified as faulty should be taken out of use, labeled as faulty and reported to a relevant person

The correct positioning of the client and stylist when colouring and lightening

The client needs to be:

- sitting straight and comfortably, with their back against the back of the chair, to prevent discomfort and help the stylist complete the services correctly.



The stylist needs to:

- avoid stretching and bending
- stand with feet slightly apart to keep their balance and distribute their weight evenly to avoid injury and tiredness.

Additional client protection, prior to applying the chemicals

- Prior to a quasi-permanent or permanent colour service, make sure a skin test has been carried out in line with the manufacturers' instructions.

- Apply barrier cream around the hairline, to help prevent the products staining and irritating the skin.

- Do not allow the barrier cream to get on to the hair, as this will cause a barrier between the colour/lightener and the hair.

Work in a well-ventilated room

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Employee's responsibilities for COSHH

- You must always follow the manufacturer's instructions when using chemicals.
- Store chemicals in a cool dry place, away from direct sunlight or heat.
- Dispose of following manufacturer's instructions and local by-laws.
- Follow your salon policy (and training) for the safe handling of all chemicals.

The positioning of tools and equipment

The work area and colour trolley should be prepared prior to the service to:

- help them work methodically
- save time
- look professional
- prevent fatigue (tiredness).

Natural colour pigments

- **Melanocytes** produce the natural colour pigments of the hair and are found in the cortex.

- The four natural colour pigments found in the hair are:
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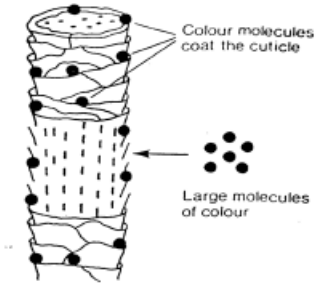
- It is the different amounts of each of these pigments that create the different natural hair colours.
- eg Blondes have more yellow pigment.

- When the hair stops producing colour pigment, the hair will be white. White hair is also called **canites.**

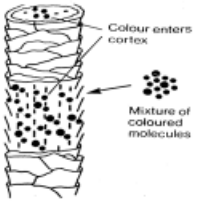
Effects of temporary hair colour on the hair structure

- Temporary colour pigment molecules are too large to enter the hair shaft, so they coat the outside of the hair structure. This is why they are washed away so easily.
- If the hair is damaged and porous the cuticle scales are swollen and open and the large colour molecules can become trapped there and not wash out. Uneven porous hair will give uneven results.



Effects of semi-permanent hair colour on the hair structure

- Semi-permanent colour molecules are smaller than temporary colour molecules, so they can penetrate a little way into the cortex. Because of this they wash out more slowly and last for a few washes 4-6 shampoos. They are made up of slightly different sizes of molecules and if the hair is porous the smaller molecules penetrate slightly into the cortex. The non-porous parts of the hair rinse off normally, but the parts that are porous may not wash away as easily, producing patchy results.



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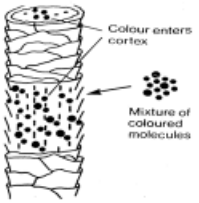

Effects of permanent hair colour on the hair structure

- Small molecules of tint enter the cortex. Hydrogen peroxide gives off oxygen (H2 O2). This causes the tint molecules to swell and become too large to seep out. The tint molecules are attracted to the hair's natural pigment molecules by the oxygen given off from the hydrogen peroxide. The artificial molecules permanently stain or/and lighten the natural pigmentation of the hair.
- With porous damaged hair, artificial colour molecules may seep out of the hair causing the colour to fade.



Tint molecules are oxidised and develop their colour as they join together and are trapped in the cortex

Revision cards

How to use them
The revision cards have been developed to help learners to summarise some of the main points of knowledge and understanding after covering the theory for each unit. The cards can be used prior to the sample questions or after the questions to refresh your memory prior to summative (final assessment).

The cards are also helpful as you progress with the qualification to help maintain the knowledge.

Remember if you do not understand the main points you need to learn more in-depth knowledge.

The revision cards only cover some of the main points and learners are advised to refer to worksheets, handouts and activity assignments and their own notes for more information and use textbooks.

Health and safety when carrying out colouring services
Remember:

- **Control of Substances Hazardous to Health Regulations (COSHH):** Follow salon policy, manufacturers' instructions and local by-laws when storing, handling, using and disposing of chemicals.
- **Electrical equipment**: check prior to use, use only for the purpose equipment intended, remove, label and report faulty equipment.

Consultation requirements for colouring services.
Remember the importance of considering influencing factors:

- skin tone
- previous services
- existing colour
- lifestyle
- hair condition
- results of tests
- client requirements
- temperature
- strength of hydrogen peroxide
- percentage of white and hair length.

Colour conditioning products

Pre-colouring conditioner/treatments

- Shampoo hair prior to colouring services to remove a build-up.
- Apply a pre-chemical restructurant to even out porosity.
- Penetrating conditioning treatment to strengthen the cortex. This may be one treatment or a course of treatments prior to colouring depending on the hair condition.

Post-colouring treatments

- Application of a pH balanced conditioning product.

Retail products

- Shampoo and conditioning products for coloured hair.

You need to understand why to use these products and what effects they have on the hair structure.

Application method for a full head colour

- **Mid-length**
- **Ends**
- **Roots**

Remember the effects of heat from the scalp speeds up the development process on the hair close to the scalp!

Colour selection

The three **primary colours** are: red, _____ and yellow

The three **secondary colours** are: violet, green and _____...(if unsure check your notes)

Can you remember how to use the colour star/wheel to neutralise tone?
Opposites neutralise, so if your hair had a green tone you would use a red tone to neutralise the green correcting the tone back to a brown.

The International Colour Chart (ICC system)
The chart is for you to use during colour selection process. It helps you identify the client's natural depth and tone and select a target colour for the client and the products to be used. Can you remember what the first number represents _____. The second number or letter is the tone; the third number or letter is the secondary tone.

Refer to your notes and textbook for more information.

Temporary colour
The effects on the hair structure, large colour molecules coat the hair structure.
Can you remember the application methods and how long the colour lasts?

Semi-permanent hair colour
Different sizes of smaller to medium molecules enter under the cuticle and lie on the outer edge of the cortex.
Can you remember the application methods and how long the colour will last?

Quasi-permanent colour
Different sizes of molecules enter the cortex, due to the addition of hydrogen peroxide (quasi activator/developer) the quasi molecules are oxidised and trapped in the cortex. Each time the hair is shampooed some of the smaller molecules seep out and the colour gradually fades. Can you remember how long the quasi colour lasts?

Permanent colour
Small colour molecules enter the cortex, where the oxidation process takes place, created from the hydrogen peroxide that gives off oxygen. The colour molecules swell and become locked into the cortex. Can you remember how long the colour lasts?

Lightening products
Oil bleach, cream bleach and emulsion bleach are for use on the scalp. Powder bleach is for use when weaving or pulling through highlight effects.
Can you remember the effects on the hair structure during the bleaching process?

Revisit your:

- colour problem and corrections table
- hair and skin test tables.

Colour and lighten hair

Sample questions

There are 10 multiple-choice questions of which only one answer of the four listed for each is correct.

You should attempt all questions.

1. Which of the following is **not** a primary colour?

a. Red.
b. Blue.
c. Yellow.
d. Orange.

2. Which one of the following tests is carried out during colour development?

a. Strand test.
b. Patch test.
c. Test cutting.
d. Porosity test.

3. Which one of the following **best** describers why it is important to communicate effectively during the consultation service?

a. To ensure that accurate information is given and received.
b. To ensure the client purchases additional products.
c. To maintain the professionalism of the salon.
d. To carry out a quick service and cover more clients.

4. Which one of the following identifies the PPE that should be worn during colouring services?

a. Disposable gloves, gown.
b. Non-latex gloves, apron.
c. Uniform, goggles.
d. Face mask, overall.

5. A pre-chemical conditioner is used prior to colouring services to

a. open the cuticle scales
b. boost the hydrogen peroxide strength
c. even out the hair's porosity
d. soften resistant hair.

6. **Statement 1**
It is important to confirm an understanding of what has been said during the consultation service to avoid any mistakes which could lead to legal action.

Statement 2
Client satisfaction will **not** be affected if there is a misunderstanding over the depth and tone of the hair colour change.

Which one of the following is correct for the above statements?

	Statement 1	**Statement 2**
a.	True	True
b.	True	False
c.	False	True
d.	False	False

7. Which one of the following is the correct ratio for diluting hydrogen peroxide with water from 12% to 3%?

a. 1:1.
b. 2:1.
c. 3:1.
d. 1:2.

8. Which one of the following tests checks the condition of the cortex?

a. Elasticity test.
b. Porosity test.
c. Incompatibility test.
d. Colour test.

9. Which one of the following could be the cause of skin staining?

a. Product too strong.
b. Incorrect application.
c. Insufficient development time.
d. Incorrect selection of hydrogen peroxide.

10. Which one of the following **best** describes the effects of lighteners on the hair structure?

a. Enters under the cuticle scales, where the lightener becomes trapped.
b. Enters the cortex, where oxidisation takes place to form colourless oxymelanin.
c. Enters the medulla and attaches to the disulphide bridges.
d. Enters the cortex and hardens the natural pigmentation of the hair.