



Australian Government

SIHHIND303A Co-ordinate clients and services

Release 2

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Modification History

The release details of this endorsed unit of competency are set out in the table below. The latest information is at the top.

Release	Comments
2	Editorial corrections. Competency field added.
1	Initial release.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to manage service timing to ensure the provision of a range of hairdressing services across multiple clients.

Application of the Unit

This unit applies to hairdressers in salon environments who provide a broad range of hairdressing services, whilst meeting salon service standards and timeframes. Hairdressers regularly manage a personal client list that requires simultaneous service provision to two or more clients who may have been prebooked, and others who casually present for service, along with the integration of recurring salon team and maintenance duties.

A person undertaking this role applies discretion and judgement and accepts responsibility own work outcomes.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Element

Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Co-ordinate own client bookings.

- 1.1. Check own forward bookings regularly.
- 1.2. Ensure *services* are blocked in the booking system to allow parallel provision according to salon service times.
- 1.3. Advise *relevant personnel* where adjustments or support may be required.
- 1.4. Review daily bookings and structure the day to meet daily targets and *client* needs within salon client service times.

2. Provide simultaneous service to multiple clients.

- 2.1. Provide junior or assisting operators with clear guidance and direction.
- 2.2. Adjust service times and organise service support to address *contingencies*.
- 2.3. Time *service provision* to accommodate two or more clients simultaneously as required.
- 2.4. Introduce junior or assisting operators to clients and indicate how they will support service provision.
- 2.5. Engage in regular communication with clients and ensure their comfort and safety at all stages of service provision.
- 2.6. Complete own individual client services within salon time frames.

3. Integrate salon team tasks with service provision.

- 3.1. Respond to requests for assistance and support from other operators and integrate with own service provision.
- 3.2. Perform *reception duties* where required according to salon booking procedures.
- 3.3. Integrate ongoing team salon cleaning and maintenance with client services, according to *salon procedures*.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - engage with colleagues to plan a personal booking list
 - guide and direct junior staff
 - offer and seek support from other operators
 - interact with clients
- contingency management skills to respond to unforeseen technical and service-related issues that impact on the management of service provision
- literacy skills to:
 - interpret and follow salon service standards
 - interpret and follow salon procedures
- numeracy skills to:
 - plan and coordinate the timing of service stages across simultaneous clients
 - meet overall salon service timeframes for individual services
 - integrate the allocation of time to salon team tasks
 - determine cost of client services and products

Required knowledge

- salon booking procedures
- service standards
- service timeframes and costs
- salon product knowledge
- salon procedures which may include:
 - housekeeping
 - personal hygiene
 - use and storage of cleaning chemicals
 - compliance with state or territory and local government health regulations relevant to the service
 - occupational health and safety procedures
 - environmental protection practices, such as:
 - waste minimisation
 - recycling
 - reuse
 - energy efficiency, e.g. electricity saving devices and practices
 - waste disposal, including hazardous waste
 - resource management
 - water efficiency

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- planning and providing hairdressing services on two or more clients over an extended period
- regularly meeting salon service standards and timeframes
- integrating salon team support, equipment maintenance and cleaning duties with the provision of multiple services.

Context of and specific resources for assessment

Assessment must ensure access to:

- a salon or a simulated salon environment that includes a range of work situations such as client interruptions and involvement in other related activities normally expected in the salon
- a fully equipped salon which includes as a minimum:
 - a fully functional client reception area with:
 - telephone
 - client booking system
 - retail products range
 - a basin services area
 - equipment and work stations suitable for services including:
 - client consultation
 - hair and scalp treatments
 - haircutting
 - hair design
 - hair colouring
 - hair lightening
 - reformation
 - a supply of clean towels
 - a supply of clean client gowns or wraps
- hairdressing products and equipment
- cleaning products and equipment
- relevant documentation, such as:
 - salon service standards
 - salon procedures
- sufficient client traffic to allow the learner to plan for and deal with multiple tasks simultaneously

For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Method of assessment A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate:
 - coordinating and providing multiple salon services
 - integrating team support and other salon duties with service provision.
- written or verbal questions appropriate to the language and literacy level of the learner to test knowledge which may include:
 - salon booking procedures
 - salon service standards
- review of portfolios of evidence and third-party reports of on-the-job performance.

Guidance information for assessment A unit of competency describes an individual skill but people rarely perform one skill at a time. Many skills are combined on a day-to-day basis in the workplace as part of work processes. This does not mean that each skill described by a unit of competency is prerequisite to another—they are related skills.

Holistic assessment with other units relevant to the industry sector, salon and job role is recommended, for example:

- SIHHIND304A Develop and expand a client base

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Services may include:

- hair and scalp treatments
- haircutting
- hair design
- hair colouring
- hair lightening
- reformation services
- straightening and relaxing services.

Relevant personnel may include:

- salon manager
- dedicated receptionist
- colleagues who enter bookings.

Clients may include:

- women
- men
- children
- people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.

Contingencies may include:

- early and late clients
- casual clients to be integrated into time management
- cancellations
- unforeseen technical problems during a service
- unplanned add on services
- staff absences
- providing support to another operator.

Service provision may include:

- client consultation
- hairdressing services from the salon range
- home hair care and retail products advice
- confirming future services.

Reception duties may include:

- greeting and farewelling clients
- offering hospitality
- organising preservice consultation by a senior operator
- organising client preparation for different salon services.
- telephone
- booking appointments
- retail sales
- handling financial transactions
- dealing with complaints.

Salon procedures may include:

- housekeeping
- personal hygiene
- use and storage of cleaning chemicals
- compliance with state or territory and local government health regulations relevant to the service
- occupational health and safety procedures
- environmental protection practices, such as:
 - waste minimisation
 - recycling
 - re-use
 - energy efficiency, e.g. electricity saving devices and practices
 - waste disposal including hazardous waste
 - resource management
- water efficiency.

Unit Sector(s)

Hairdressing

Competency Field

Industry