



**Australian Government**

**Assessment Requirements for  
SHBHBAS002 Provide head, neck and  
shoulder massages for relaxation**

**Release: 1**

# Assessment Requirements for SHBHBAS002 Provide head, neck and shoulder massages for relaxation

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- follow health, safety and hygiene procedures to provide head, neck and shoulder massages to four different clients ensuring services consistently meet client expectations
- choose the following massage techniques as appropriate to the head, neck or shoulder area and cumulatively use these techniques across the suite of services:
  - effleurage
  - petrissage
  - tapotement
- use these products cumulatively across the suite of services:
  - scalp treatment products
  - hair treatment products
  - massage oil.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisation's product range of massage oils, scalp and hair treatments:
  - product purpose
  - action on the scalp and hair
  - application instructions
- key features and use of these massage techniques on the head, neck and shoulders:
  - effleurage
  - friction
  - petrissage
  - tapotement
- basic aspects of local government, state or territory health regulations applicable to providing massage services
- industry practices and organisational procedures for:
  - client comfort, safety and hygiene with particular emphasis on:
    - using gown and towels to protect client clothes

- monitoring client comfort
- preventing cross-transmission of infection between customers
- work health, safety and hygiene for providing massages, with particular emphasis on:
  - using correct posture to avoid fatigue and injury
  - preventing cross-transmission of infection during customer contact
- minimising wastage of massage mediums
- waste disposal with particular emphasis on sound disposal methods for contaminated waste.

## Assessment Conditions

Skills must be demonstrated in a hairdressing or barbering environment; this can be:

- a hairdressing or barbering industry workplace or
- a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.

Assessment must ensure use of:

- paying clients with different massage requirements; these can be:
  - clients in a hairdressing or barbering industry workplace, or
  - clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business
- activities that require the individual to work with commercial speed, timing and productivity to complete client services within designated timeframes that reflect accepted industry practice
- a basin services area with:
  - adjustable client chairs or couches
  - clean client gowns or wraps
  - clean client towels
  - a diverse professional range of massage mediums:
    - scalp treatment products
    - hair treatment products
    - massage oil
  - operator hand washing facilities:
    - basin with hot and cold running water
    - liquid soap
    - single use towels or hand dryer
- product instructions
- template client history records
- organisational procedures for:
  - client comfort, safety and hygiene

- work health, safety and hygiene for providing massages
- waste minimisation
- disposal of hazardous and other waste.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors; and:

- hold a Certificate III in Hairdressing, or a Certificate III in Barbering, or a Certificate IV in Hairdressing, or be able to demonstrate equivalence of competencies; and
- have at least three years full time employment experience as a hairdresser in a salon environment where they have applied the skills and knowledge covered in this unit of competency to assess this unit as **part of a hairdressing qualification**; this cannot include any indentured traineeship or apprenticeship period; or
- have at least three years full time employment experience as a barber in a shop or salon environment where they have applied the skills and knowledge covered in this unit of competency to assess this unit as **part of a barbering qualification**; this cannot include any indentured traineeship or apprenticeship period.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>