



Australian Government

SHBHTLS001 Provide technical leadership to hairdressing teams

Release: 1

SHBHTLS001 Provide technical leadership to hairdressing teams

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide technical direction to team members providing a range of client services. It also involves improving own technical skills via professional development activities.

This unit applies to senior hairdressers and barbers who work in salons, or as session stylists, or technical advisors to product companies. They work independently, have considerable specialist skills and knowledge and provide technical leadership, training and support to team members.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Technical Leadership

Unit Sector

Hairdressing

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Model high standards of professional competence.
2. Provide technical direction to manage client services.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Work with professional technical and service proficiency according to organisational service values.
- 1.2. Act as a positive role model for others through professional performance.
- 2.1. Assist team members to assess client needs and characteristics to determine optimum recommendations for client service.
- 2.2. Encourage and value all contributions towards planning the

- client service.
- 2.3. Monitor provision of client services, provide technical advice and assist team members with technical questions.
- 2.4. Examine and assess referred technical problems professionally and positively.
- 2.5. Determine technical resolution and communicate to team members unambiguously and concisely.
- 2.6. Review client service outcomes and provide feedback to team members.
- 2.7. Contribute to technical skills development of team members through ongoing demonstration of techniques, coaching and supervision.
3. Enhance own technical proficiency.
- 3.1. Seek and consider constructive criticism to improve own professional competence and technical skills.
- 3.2. Engage in a range of professional development activities, industry networks and events to improve own professional technical competence.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skill	Description
Oral communication skills to:	- ask open and closed probe questions and actively listen to clarify ambiguities and understand technical problems - resolve technical problems in a professional and constructive manner.
Planning and organising skills to:	manage own timing and productivity to effectively monitor the provision of multiple client services.

Unit Mapping Information

SIHHTLS401A Provide technical leadership within the hairdressing context.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>