



Australian Government

Assessment Requirements for SHBXCCS009 Greet and prepare clients for salon services

Release: 1

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Modification History

Supersedes and is equivalent to SHBXCCS003 Greet and prepare clients for salon services.

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 organisational procedures for meeting and greeting clients and preparing for them for service over four two hour work periods
- across those work periods, cumulatively prepare clients for at least four different treatments or services and consistently follow senior operator instructions.

Knowledge Evidence

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

- overview of the range of treatments and services offered by the salon to prepare clients for each
- features and functions of the salon booking system to interpret details of client bookings
- organisational procedures for meeting and greeting clients and preparing for service.

Assessment Conditions

Skills must be demonstrated in a personal services environment; this can be:

- a beauty, hairdressing or barbering industry workplace, or
- a simulated beauty, 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:

- a senior operator from whom the individual can take instruction
- paying clients with different service requirements; these can be:
 - clients in a beauty, hairdressing or barbering industry workplace, or
 - clients in a simulated beauty, hairdressing, or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business
- sufficient customer traffic to allow for prioritisation of tasks so that customers are service effectively in a logical sequence
- a client reception area with a reception desk, client booking system and client waiting chairs

- beauty treatment, hairdressing or barbering services workstations with one adjustable client services chair per workstation
- clean client gowns or wraps
- clean client towels
- a range of reading materials for clients
- tea and coffee making facilities and a range of beverage options for clients
- organisational procedures for meeting and greeting clients and preparing for service.

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

- have at least three years full time employment experience in the beauty, hairdressing or barbering industry where they have applied the skills and knowledge covered in this unit of competency; 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>