



**Australian Government**

**Assessment Requirements for  
SHBXIND001 Comply with organisational  
requirements within a personal services  
environment**

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## **Assessment Requirements for SHBXIND001 Comply with organisational requirements within a personal services environment**

### **Modification History**

Not applicable.

### **Performance Evidence**

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

- access and interpret information about employment rights and responsibilities from these sources:
    - employer associations
    - Fair Work Commission
    - Fair Work Ombudsman
    - state and territory government boards and commissions for anti-discrimination and equal employment opportunity (EEO)
    - staff handbooks
    - trade unions
  - source information on this range of employee and employer workplace rights and responsibilities:
    - Fair Work Act 2009: minimum workplace entitlements provided by the National Employment Standards (NES)
    - relevant state or territory anti-discrimination or equal employment opportunity law:
      - harassment provisions: types of discrimination and harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law
      - reprovions: rights of employees and responsibilities of employers to make merit-based employment decisions
      - role of relevant state or territory board or commission in managing complaints
    - industrial awards for hairdressing and beauty employees
  - access and interpret organisational policies and procedures that relate to general work practices:
    - accepting, declining and amending rostered hours
    - personal and carer's leave
    - counselling and discipline
    - grievances
    - equal employment opportunity
    - discrimination and harassment
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- terms and conditions of employment
  - integrate hairdressing or beauty technical skills (SHB service or treatment-related units), and comply with organisation requirements for a minimum of four, three hour work assessment periods that individually or in combination demonstrate:
    - applying workplace dress, hygiene and personal presentation requirements
    - working effectively as a team member
    - planning and organising work activities.

## **Knowledge Evidence**

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

- sources of information on employment rights and responsibilities as specified in Performance Evidence
- basic aspects of employment related laws covering rights and responsibilities of employees and employers as specified in the Performance Evidence
- basic aspects of industrial awards for hairdressing and beauty employees relevant to own job role
- primary functions of trade unions for hairdressing and beauty employees relevant to own job role
- organisational policies and procedures that relate to general work practices as specified in the Performance Evidence
- typical terms and conditions of employment for hairdressing and beauty businesses relevant to own job role
- general role boundaries and responsibilities for key hairdressing and beauty industry staff:
  - beauticians
  - nail technicians
  - make-up artists
  - hairdressers
  - beauty and spa therapists
  - supervisors and managers within hairdressing and beauty businesses.

## **Assessment Conditions**

Skills must be demonstrated in a personal services industry environment:

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

Assessment must ensure use of:

- computers, keyboards and printers
  - the Internet
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- current plain English guidelines issued by regulatory bodies covering:
    - minimum workplace entitlements provided by the National Employment Standards (NES)
    - relevant state or territory anti-discrimination or equal employment opportunity law:
      - harassment provisions: types of discrimination and harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law
      - equal employment opportunity (EEO) provisions; rights of employees and responsibilities of employers to make merit based employment decisions
      - role of relevant state or territory boards in managing complaints
  - plain English information about industrial awards for hairdressing and beauty employees issued by regulatory bodies or unions
  - organisational policies and procedures that relate to general work practices:
    - accepting, declining and amending rostered hours
    - personal and carer's leave
    - counselling and discipline
    - grievances
    - equal employment opportunity
    - discrimination and harassment
  - team members with whom the individual can interact.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors.

## Links

Companion Volume implementation guides are found in VETNet -

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

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