



Australian Government

SHBXIND001 Comply with organisational requirements within a personal services environment

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work in a personal services environment by integrating knowledge of workplace rights and responsibilities and organisational policies and procedures, and by using effective team and individual work practices to plan and organise daily work activities.

This unit applies to workers in personal service environments including beauty and hairdressing salons, nail salons and spas. In these environments they make routine service decisions within a defined range in the context of organisational goals, customer service values and standards.

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

Pre-requisite Unit

Nil

Competency Field

Working in Industry

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

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

1. Develop knowledge of employment rights and responsibilities.

- 1.1 Access current information on employee and employer rights and responsibilities.
- 1.2 Obtain and interpret key information on laws for anti-discrimination, harassment and equal employment opportunity.
- 1.3 Access and interpret information on national

- employment standards and specific employment arrangements for current role.
- 1.4 Comply with employment requirements.
2. Work within organisational requirements.
- 2.1 Interpret and comply with organisational requirements and responsibilities.
- 2.2 Seek advice from supervisors and managers to ensure understanding of organisational requirements.
- 2.3 Interpret staff rosters and provide sufficient notice of unavailability for rostered hours according to organisational policy and procedures.
- 2.4 Comply with relevant duty of care and legal responsibilities, and support organisational culture.
- 2.5 Identify roles and responsibilities of colleagues and immediate supervisors for designated lines of communication and reporting lines.
- 2.6 Identify, recognise and follow behaviour that contributes to a safe and sustainable work.
3. Support work team.
- 3.1 Display courteous, helpful and non-discriminatory attitude with clients and other team members.
- 3.2 Take opportunities to enhance level of assistance offered to team members.
- 3.3 Meet all reasonable requests for assistance within acceptable workplace timeframes.
- 3.4 Seek assistance from team members, supervisors and managers when required.
4. Maintain personal presentation.
- 4.1 Observe appropriate dress code and presentation as required by workplace, job role and level of customer contact.
- 4.2 Follow personal hygiene procedures according to organisational requirements.
5. Develop effective work habits.
- 5.1 Plan and organise daily work activities within scope of responsibility.
- 5.2 Act promptly on instructions, information and follow procedures relevant to task.
- 5.3 Seek advice and direction from appropriate staff to clarify workplace instruction and information.
- 5.4 Prioritise and complete competing tasks within designated timeframes.

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
Reading skills to:	<ul style="list-style-type: none">• interpret:<ul style="list-style-type: none">• detailed organisational policies and procedures• unfamiliar plain English documents which describe workplace laws, rights and responsibilities• messages, notes, emails, letters, and online communications of varying complexity.
Oral communication skills to:	<ul style="list-style-type: none">• ask open and closed probe questions and actively listen to clarify workplace instruction, team needs and policies and procedures.
Technology skills to:	<ul style="list-style-type: none">• access credible online publications and internet resources that builds knowledge on employment rights and responsibilities.

Unit Mapping Information

No equivalent unit.

Links

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