



Australian Government

**Assessment Requirements for
SHBXIND002 Communicate as part of a
salon team**

Release: 1

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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:

- effectively communicate with team members and contribute to team outcomes while participating in at least three day-to-day sales and services activities
- participate in one team meeting to discuss a sales and service problem and actively contribute towards a resolution.

Knowledge Evidence

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

- conventions and use of a range of communication methods:
 - verbal communication
 - non-verbal communication
- communication techniques and use in a team context:
 - open and closed questioning
 - paraphrasing
 - effective listening
 - voice tonality and volume
- effective communication techniques with team members of diverse backgrounds:
 - cultural diversity
 - special needs
- team work principles and the role of teamwork in the achievement of workplace goals
- role of feedback in the achievement of team goals
- problem-solving strategies for use in the achievement of team goals
- techniques for supporting team members in the achievement of required workplace outcomes
- standards expected of personal services industry employees in relation to team work:
 - attitudes
 - ethics.

Assessment Conditions

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

- an industry workplace or
- a simulated retail store or beauty, hairdressing or barbering workplace, set up for the purpose of skills assessment.

Assessment must ensure use of:

- team members with whom the individual can interact; these can be:
 - team members in an industry workplace, or
 - people who participate in role plays or simulated activities within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisation's 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>