



Australian Government

SHBXIND002 Communicate as part of a salon team

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work as part of a team in a salon or retail cosmetics environment. It requires the ability to communicate with colleagues and senior staff and actively participate in a team work environment.

This unit applies to individuals working in service environments including retail cosmetic outlets, spas, hairdressing, barber, beauty and nail salons. It applies to personnel working in teams at all levels including frontline, supervising and senior 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

Working in Industry

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Communicate with team members.

PERFORMANCE CRITERIA

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

- 1.1. Communicate effectively with team members considering cultural and other differences.
- 1.2. Use questioning to check understanding and seek clarification to prevent misunderstandings.
- 1.3. Display respect to team members and adherence to workplace expectations.
- 1.4. Maintain open communication with team members to ensure transfer of information.
- 1.5. Share information and ideas with team to enhance work

- outcomes.
2. Actively participate in teams.
 - 2.1. Identify individual responsibilities for contributing to the achievement of team goals.
 - 2.2. Carry out tasks and responsibilities to achieve workplace goals and organisational expectations.
 - 2.3. Work cooperatively with team members to maximise efficiency and quality of daily work outcomes.
 - 2.4. Seek, acknowledge and act upon constructive feedback from others.
 - 2.5. Participate in team problem-solving to improve outcomes.
 - 2.6. Interact with team members to foster a positive team and work environment reflective of the organisational culture.

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 basic written communication documents including hand recorded notes and emails.
Oral communication skills to:	<ul style="list-style-type: none"> • use open questions and paraphrasing to confirm correct understanding • use gestures or simple words to communicate where language barriers exist.
Self-management skills to:	<ul style="list-style-type: none"> • recognise when assistance is required of self or others and seek support.

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>