



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIBXPSM501A Lead teams in a personal services environment**

**Revision Number: 2**

## **SIBXPSM501A Lead teams in a personal services environment**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to establish, maintain and improve a personal services team culture and practice. The unit describes the function of ensuring the values and objectives of the organisation are communicated to, and constructively implemented with, workplace team members to improve overall personal services standards.

### **Application of the Unit**

This unit applies to the full range of personal services industry sector environments and may include single or multiple outlet businesses.

Personal services managers may also be small business owners, and are required to apply initiative and judgement, using a range of problem-solving and decision-making strategies.

### **Licensing/Regulatory Information**

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### **Pre-Requisites**

Nil

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1 Plan and organise the work of a personal services team	<p>1.1 Develop and promote organisation's <i>personal services</i> values, goals, objectives and workplace procedures.</p> <p>1.2 Establish and communicate service procedures that reflect the organisation's personal service values, goals, objectives and workplace culture.</p> <p>1.3 Explain the role and importance of personal service within the organisation's strategic and business goals to the <i>workplace team</i>.</p> <p>1.4 Promote the importance of each team member's <i>role, responsibilities and accountabilities</i> in delivering effective personal service.</p> <p>1.5 Apply <i>techniques to engage team members</i> in planning and organising their personal services work.</p> <p>1.6 Allocate work to <i>utilise strengths and attributes</i> of the individuals that make up the team.</p> <p>1.7 Motivate team members to work together to raise their personal service performance.</p>
2 Ensure delivery of quality personal service.	<p>2.1 Give team members support and direction when they need help.</p> <p>2.2 Encourage team members to work together to improve personal service.</p> <p>2.3 Assist team members to overcome difficulty in meeting personal service standards, using leadership, supervision, coaching and mentoring.</p> <p>2.4 Identify and provide <i>information</i>, support and <i>resources</i> required by the team in order to provide quality customer service.</p>
3 Review, adjust and improve personal service practice.	<p>3.1 Develop and use <i>strategies</i> to monitor progress in achieving service targets.</p> <p>3.2 Develop and use strategies to achieve and interpret client feedback and share information with team members.</p> <p>3.3 Check that team members understand what action is required to improve their own approach to personal service and why that is important.</p> <p>3.4 Identify where personal service could be improved through staff</p>

training and development.

3.5 Organise and monitor personal services team development and training activities.

3.6 Develop, procure and use resources effectively to provide quality personal services to clients.

3.7 Manage records, reports and recommendations within the organisation's systems and processes.

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

The following skills must be assessed as part of this unit:

- communication, coaching and mentoring skills to provide direction and support to team members
- literacy skills to:
  - develop and record organisational values, objectives and procedures
  - report on team performance
- resource planning skills to ensure adequate:
  - staff availability
  - products
  - workstations
  - equipment
  - technology
  - time
- contingency planning skills to predict factors that may affect resource availability
- problem-solving skills to address service breakdowns
- planning and organising skills to provide opportunities for staff to develop technical, team and service skills
- record-keeping skills to manage records, reports and recommendations in line with the organisation's systems and processes
- technology skills to use salon business software as a research, planning and evaluation tool.

### Required knowledge

The following knowledge must be assessed as part of this unit:

- how to develop personal service goals, plans and objectives
- organisation's personal service goals, plans and objectives
- methods for building and maintaining a team oriented personal services environment, including:
  - supporting the team to develop mutual concern and camaraderie
  - affirming respect for individual behaviour and differences
  - applying techniques to resolve conflict within the team
  - facilitating team-building activities and behaviours
- methods for assessing the strengths and attributes of individuals, which may include:
  - discussion with the individual or the team to identify individual strengths or attributes

- direct observation of team or individual performance
- performance feedback from clients, colleagues or managers
- assessment of performance against organisational personal service indicators
- techniques for coordinating teams to achieve personal service goals
- techniques for identifying which aspects of the personal service process affect client satisfaction.

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- implementing plans, policies and procedures for delivering quality personal services
- implementing strategies to communicate with team members and facilitate improved personal services team delivery
- maintaining, monitoring and evaluating service delivery
- using strategies for solving team and system problems that lead to poor personal services delivery.

### **Context of and specific resources for assessment**

Assessment must ensure:

- that competency is consistently demonstrated over a period of time, over a range and variety of complex tasks/projects and situations and observed by the assessor or the technical expert working in partnership with the assessor as described in the Assessment Guidelines
- that competency is demonstrated in the workplace or a simulated workplace environment in a range of real work situations which may include client interruptions and involvement in other related activities normally expected in the workplace.

Assessment must ensure access to:

- appropriate documentation and resources normally used in the workplace, such as organisational policies and procedures, and relevant legislation
- appropriate text and online resources
- information regarding relevant business networks and experts
- a personal services workplace team.

For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

### **Methods of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of learners performing a range of tasks in an actual or simulated personal services

environment, over sufficient time to demonstrate handling of a range of contingencies, including observing the person integrating and applying the skills and knowledge described in this unit in the workplace

- portfolio of evidence demonstrating the planning, implementation and evaluation of strategies designed to improve personal services levels, including the collection and analysis of customer feedback
- case studies related to specific personal services scenarios
- third-party reports from technical experts
- written and oral questioning appropriate to the language and literacy level of the learner, to assess the required skills and knowledge of this unit.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIBXPSM502A Manage treatment services and sales delivery.



## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Personal services*** may include:

- interacting with individual clients according to workplace service procedures
- providing beauty treatments or services to the satisfaction of individual clients
- providing hairdressing treatments or services to the satisfaction of individual clients.

***Workplace teams*** may include:

- staff providing treatments and services
- reception staff
- retail sales staff
- managers
- full-time and part-time members
- males and females
- people from a range of social, cultural and ethnic backgrounds.

***Role, responsibilities and accountabilities*** may include:

- obligation to follow relevant workplace personal service procedures applying to:
  - performing client welcome and departure procedures
  - performing face-to-face service interactions
  - handling complaints from clients
  - technical or practical skills, such as providing treatments and services to clients
  - providing hospitality to clients
  - performing telephone interactions
  - making appointments for treatments or services
  - performing e-commerce or email interactions
  - selling or promoting products or services
  - introducing products or services
  - providing information on the organisation's products or services
  - processing payments or transactions
  - accessing and maintaining a customer database
- obligation to assist other team members in the delivery of personal service to clients.

***Techniques to engage team members*** may include:

- team meetings
- email, intranet and other communication devices.

***Utilising strengths and attributes*** may include:

- delegating specific duties
- rostering team members to ensure a spread of competencies.

***Information*** may include:

- product and service information
- customer details
- organisational personal service systems and procedures
- techniques for interacting with clients
- personnel contact details
- changes or innovations in products, services or procedures.

***Resources*** may include:

- staff
- product range and levels
- workstations
- equipment
- technology
- time.

***Strategies*** may include:

- feedback forms and other devices to enable feedback from clients
- electronic feedback mechanisms using the intranet, internet and email
- long-term or short-term plans for monitoring achievement and evaluating effectiveness
- training and development activities.

***Clients*** may include:

- new or regular clients with routine or special needs
- male or female clients
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

## **Unit Sector(s)**

Cross-Sector

## **Competency Field**

Personal Services Management