



**Australian Government**

# **SIHHCCS303A Respond to service related and technical problems**

**Release 2**

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## Modification History

The release details of this endorsed unit of competency are set out in the table below. The latest information is at the top.

Release	Comments
2	Editorial corrections. Competency field added.
1	Initial release.

## Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to respond to service-related problems and client technical service dissatisfaction.

## Application of the Unit

This unit applies to hairdressers in hairdressing salons, who deal directly with clients to provide personal and technical services.

Hairdressers in this context operate within a salon service framework where they are required to follow prescribed procedures to respond to client service-related problems or solve individual client dissatisfaction regarding the outcomes of a technical service, provided by self or others. This may involve recommending remedial technical service, referring back to the initial operator, or to a technical leader in the team. A person undertaking this role applies discretion and judgement and accepts responsibility for outcomes of own work.

## 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**

Not applicable.

## 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. Respond to conflicts and client complaints.

- 1.1. Identify potential and existing conflicts and seek solutions in conjunction with ***parties involved***.
- 1.2. Recognise ***client*** dissatisfaction promptly and take action to resolve the situation according to individual level of responsibility and ***salon procedures***.
- 1.3. Respond to ***complaints*** positively, sensitively and politely in consultation with the client.
- 1.4. Refer escalated complaints to the appropriate person according to individual level of responsibility and salon policy and procedures.
- 1.5. Maintain a positive and cooperative manner at all times.

2. Propose remedial action to solve client technical dissatisfaction.

- 2.1. Use open-ended questions to establish client level of dissatisfaction with current or ***recent service outcomes***.
- 2.2. Paraphrase feedback and repeat back to confirm client concerns.
- 2.3. Examine and feel hair to analyse current ***appearance*** and ***condition*** of the hair.
- 2.4. Propose ***solutions*** and reach agreement with the client, according to salon procedures.
- 2.5. Proceed with or refer to the appropriate person and pre-book the client for remedial service.
- 2.6. Follow up with clients to confirm satisfaction with outcomes of remedial service, according to salon procedures.

## **Required Skills and Knowledge**

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

### **Required skills**

- communication skills to:
  - develop rapport with clients
  - interact with and engage clients in discussion regarding their concerns
  - use open-ended questions to establish areas of dissatisfaction
  - suggest remedial service strategies and products from the salon range
  - explain home hair-maintenance techniques and products
- technical skills to:
  - recommend and plan the provision of suitable remedial services from the salon range
  - recommend remedial home care products from the salon range

### **Required knowledge**

- salon service standards and procedures
- salon service times
- salon prices
- technical service outcomes
- standards for a range of salon services
- salon procedures for dealing with service and technical complaints
- the salon home care product range

## 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.

### Overview of assessment

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

Evidence of the following is essential:

- anticipating potential conflicts and problems and taking preventative action
- taking action to solve client service difficulties and complaints according to salon service procedures
- assessing technical problems and working with clients to promote and plan remedial action
- client follow-up to assess satisfaction with the outcomes of remedial procedures.

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

Assessment must ensure access to:

- a salon or a simulated salon environment that includes a range of work situations such as client interruptions and involvement in other related activities normally expected in the salon
- a fully equipped salon which includes as a minimum:
  - a fully functional client reception area
  - a basin services area
  - fully equipped work stations suitable for services, including:
    - hair and scalp treatments
    - haircutting
    - hair design
    - hair colouring
    - hair lightening
    - reformation
    - straightening and relaxing services
  - a supply of clean towels
  - a supply of clean client gowns or wraps
- relevant documentation, such as salon health and safety procedures
- a range of clients with a variety of service and technical problems.

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

**Method 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 the candidate solving technical and service related problems
- written or verbal questions appropriate to the language and literacy level of the learner to test knowledge which may include:
  - salon service standards and procedures
  - salon service times
  - salon prices
  - salon procedures for dealing with service and technical complaints
- review of portfolios of evidence and third-party reports of on-the-job performance.

**Guidance information for assessment** A unit of competency describes an individual skill but people rarely perform one skill at a time. Many skills are combined on a day-to-day basis in the workplace as part of work processes. This does not mean that each skill described by a unit of competency is pre-requisite to another— they are related skills.

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

- SIHHIND303A Coordinate clients and services
- SIRXCOM001A Communicate in the workplace

## 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.

- Parties involved*** may include:
- self
  - another operator who has performed the service
  - a client or their agent.
- Client*** may include:
- women
  - men
  - children
  - people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.
- Salon procedures*** may include:
- refund of product or service costs
  - complimentary products
  - complimentary services or vouchers
  - remedial technical services
  - referring technical complaints to a designated person for back-up support
  - client follow up.
- Complaints*** may include:
- service times
  - price
  - service offered
  - client comfort and safety
  - technical service outcomes
  - product performance
  - communication barriers or misunderstandings.
- Recent service outcomes*** may include:
- hair and scalp treatments
  - haircutting
  - hair design
  - hair colouring
  - hair lightening
  - reformation services
  - straightening and relaxing services
  - hair extensions.
- Appearance and condition of the hair*** may include:
- colour and tone
  - haircut design
  - design finish
  - degree of chemical curl or volume



*Solutions* may include remedial:

- degree of chemical relaxation
- condition
- porosity
- damage to hair structure.
- hair colour services
- haircut services
- chemical reformation
- hair or scalp treatments
- hair design finishes
- home care products.

## **Unit Sector(s)**

Hairdressing

## **Competency Field**

Client Service