



Australian Government

SIHHCCS304A Plan services for special events

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 consult with clients to plan for the provision of a complete hair and beauty service for special events.

Application of the Unit

This unit applies to hairdressers who apply communication, research and design skills to develop a comprehensive approach to the promotion, planning and provision of a series of services culminating in finished hair designs for individuals or groups for special events. These services may occur in or outside the salon environment.

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. Consult with clients.

- 1.1. Obtain ***event*** information, including dress styles and colours from participants.
- 1.2. Convey appropriate information regarding workplace specialised services and pricing structure to ***clients***.
- 1.3. ***Review*** and discuss alternative ***finished hair designs***.
- 1.4. Confirm hair style concepts appropriate to the event that complement facial features, bone structure and meet client requirements.
- 1.5. Arrange trialling and adjustment of hair designs where required.

2. Advise on additional services.

- 2.1. Promote ***additional available services*** and ***after service maintenance products*** and confirm with clients.
- 2.2. Coordinate referrals to other professionals for ***services unavailable*** in the salon.
- 2.3. Schedule agreed services leading up to events.

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - develop a rapport with clients
 - interact with and engage clients in discussion regarding the event
 - use open-ended questions to establish client needs
 - listen and interpret verbal clues from clients regarding their hair, including:
 - objectives
 - problems
 - challenges
 - suggest services and products from the salon range
 - offer referrals to other professionals
- numeracy skills to:
 - predict timeframes for services
 - calculate service and product costs for clients
- research skills to source a network of referral contacts for services unavailable in the salon
- technical skills to:
 - analyse client's hair design, colour and condition
 - recognise, recommend and plan the provision of suitable hair designs and other services from the salon range

Required knowledge

- elements and principles of design
- all available salon services
- salon professional products range
- salon home care products range
- current and classic hair colour and design looks
- the price structure for the planned services
- a network of contacts for services that may be referred to other professionals

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:

- engaging with clients and establishing relevant event details and service requirements
- applying research, planning and design skills to identify colour and design outcomes that meet client needs and are appropriate to particular events
- developing, confirming and scheduling a service plan leading up to special events
- co-ordinating referral for services offered by other professionals.

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
 - workstations suitable for the conduct of client consultation
- access to a broad range of hairdressing services, including:
 - hair design
 - haircutting
 - hair colouring
 - hair lightening
 - chemical reformation
 - chemical relaxation
 - hair and scalp treatments
- a retail product range
- relevant documentation, such as:
 - hair magazines
 - fashion magazines
 - a photographic portfolio
 - product colour charts
- clients seeking services for a variety of special events.

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:
 - consulting with clients
 - reviewing and recommending finished hair designs
 - recommending and scheduling services
- written or verbal questions appropriate to the language and literacy level of the learner to test knowledge which may include:
 - the range of services offered by the salon
 - the range of products offered by the salon
- 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 prerequisite to another— they are related skills.

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

- SIHHCCS302A Perform a full client consultation
- SIHHIND303A Coordinate clients and services

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.

Event may include:

- weddings
- debutante balls
- fancy dress balls
- parties
- other formal events.

Clients may include:

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

Finished hair designs may be reviewed by:

- discussion
- hair and fashion magazines
- photographic portfolios.

Additional available services may include:

- haircutting
- hair colouring
- hair lightening
- chemical reformation
- chemical relaxation
- hair treatments
- scalp treatments
- make-up design and application
- manicure services
- fitting hair pieces.

After service maintenance products may include:

- sprays
- waxes
- pins.

Services unavailable in the salon may include:

- facials
- hair removal
- spray tanning
- make-up design and application
- manicure services.

Unit Sector(s)

Hairdressing

Competency Field

Client Service