



Australian Government

SIHHIND202A Develop hairdressing industry knowledge

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 to develop an understanding of the hairdressing industry.

Application of the Unit

This unit applies to salon assistants and apprentice hairdressers who identify and source information on the hairdressing industry and apply this information to improve day-to-day work performance.

A person undertaking this role works under supervision and guidance from others.

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.

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|---|---|
| <p>1. Source information on the hairdressing industry.</p> | <p>1.1. Identify and access <i>sources of information</i> on the hairdressing industry.</p> <p>1.2. Obtain <i>information</i> that assists effective work performance within the industry.</p> <p>1.3. Source information on <i>related industries</i>.</p> <p>1.4. Apply knowledge of the hairdressing industry to enhance <i>quality of work performance</i>.</p> |
| <p>2. Source and apply information on legal and ethical issues for the hairdressing industry.</p> | <p>2.1. Obtain information on <i>legal and ethical issues</i> to assist effective work performance.</p> <p>2.2. Conduct day-to-day <i>hairdressing industry activities</i> according to legal obligations and ethical industry practices</p> |
| <p>3. Update hairdressing industry knowledge.</p> | <p>3.1. Update general knowledge of the hairdressing industry, its structures and potential career path opportunities.</p> <p>3.2. Monitor <i>current industry developments and issues</i>.</p> <p>3.3. Share updated knowledge with clients and colleagues as appropriate.</p> <p>3.4. Incorporate knowledge into day-to-day work activities.</p> |

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - use questioning techniques to obtain information
 - share information
- literacy skills to:
 - apply basic research techniques

- identify relevant information
- sort, summarise and present information
- self-management skills to apply relevant information to own industry activities
- technology skills to undertake web based industry research

Required knowledge

- industry information sources
- role of trade unions, employer groups and professional associations in the industry
- environmental responsibilities of the industry, including waste minimisation and recycling
- services and support provided by industry associations
- legislation, regulations and guidelines that apply to the industry in the following areas:
 - health and safety
 - workplace relations
 - consumer protection and trade practices
- overview of current and emerging environmental practices and technology used in the hairdressing industry

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:

- sourcing industry information
- complying with organisational, regulatory and legislative requirements
- applying knowledge of the hairdressing industry, including main roles, functions and interrelationships of different industries, with a more detailed knowledge of issues that relate to a specific workplace.

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
- media
- reference books
- information regarding employer and employees bodies in the beauty industry
- information services
- industry contacts, mentors and advisors
- the internet
- current hairdressing industry publications
- a hairdressing industry work team.

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 learner performing a range of tasks which may include:
 - identifying sources of industry information
 - accessing sources of industry information
 - applying information to work activities.
- written or verbal questioning to assess knowledge and understanding of developing techniques to update hairdressing

industry knowledge procedures, including methods of accessing industry information. Questions will be asked in a manner appropriate to the language and literacy level of the learner.

- case studies or set assignments requiring the learner to undertake industry research
- 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:

- SIRXCOM001A Communicate in the workplace
- SIRXIND001A Work effectively in a retail environment.

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.

Sources of information may include:

- media
- reference books
- libraries
- unions
- industry associations
- industry journals
- internet sites
- information services
- personal observation and experience
- colleagues, supervisors and managers
- industry contacts, mentors and advisors.

Information may include:

- relationships between the hairdressing industry and other industries
- industry working conditions
- environmental issues and requirements
- industrial relations issues and major organisations
- career opportunities within the industry
- the work ethic required to work in the industry
- industry expectations of staff
- quality assurance
- new products, technology, techniques and services.

Related industries may include:

- beauty
- entertainment
- fashion
- health
- recreation
- retail.

Quality of work performance may include:

- client service
- contribution to the work team
- hygiene.

Legal and ethical issues may include:

- consumer protection
- privacy
- duty of care
- health and hygiene

- equal employment opportunity
- anti-discrimination
- workplace relations
- licensing
- insurance
- training
- advertising
- confidentiality
- overbooking
- pricing
- gifts and services free of charge
- product recommendations.
- housekeeping
- client service
- hairdressing services.
- government initiatives
- emerging markets
- new products
- new services and procedures
- environmental and social issues
- labour issues
- industry expansion or retraction.

Hairdressing industry activities may include:

Current industry developments and issues may include:

Unit Sector(s)

Hairdressing

Competency Field

Industry