



Australian Government

SIHHTLS401A Provide technical leadership within the hairdressing context

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 provide technical leadership within a hairdressing environment.

Application of the Unit

This unit applies to senior hairdressers in salon and session styling environments, who take on a leadership role.

It applies to the manner in which hairdressing practitioners conduct themselves, the initiative they take in influencing, assisting and guiding others, and to the way they manage their own role and responsibilities, including improving their own professional practice.

A person undertaking this role applies discretion and judgement, accepts responsibility for outcomes of own work and provides technical leadership in hairdressing teams.

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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| 1. Model high standards of professional competence. | 1.1. Develop and maintain standards of <i>professional performance</i> that are consistent with <i>organisational requirements</i> .
1.2. Provide a positive role model for others through professional performance.
1.3. Seek and apply constructive criticism from others to improve own professional competence and technical skills. |
| 2. Provide direction to team in managing the client service. | 2.1. Collaborate with team members who will contribute to the client service.
2.2. Encourage and value team efforts and contributions to determine client service plan.
2.3. Determine preferred course of action for client service after options are examined and assessed.
2.4. Communicate decisions to team members regarding a course action in a clear, unambiguous and concise manner.
2.5. Plan and monitor the implementation of client service.
2.6. Provide leadership and support team members in taking responsibilities for their own work.
2.7. Handle conflict issues and problems in a professional and empathic way, according to organisational policy and procedures.
2.8. Review the client service and provide feedback to team members. |
| 3. Enhance own professional practice. | 3.1. Engage in a range of <i>professional development activities</i> to improve self performance and professional competency.
3.2. Participate regularly in industry and other professional networks and events.
3.3. Contribute to the professional development of other team members through a mentoring or supervisory role. |

Required Skills and Knowledge

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

Required skills

- communication and teamwork skills to:
 - provide technical leadership to encourage and develop team members effectively
 - display personal and professional integrity in business and client relationships
 - work constructively with individual differences
 - interact clearly and concisely with the salon team
- interpersonal skills to establish rapport and to build relationships with clients, team members and stakeholders
- technical skills to use new skills and technology to improve business processes and client service delivery
- planning and organisational skills to:
 - clarify roles for client service
 - work within established timeframes to achieve planned outcomes
 - plan professional development to improve own technical ability
- literacy skills to document and record finished hair designs for future client services
- problem-solving skills to:
 - determine client needs and client service plan
 - deal with technical and service contingencies that may arise during the client service
- research skills to source professional development opportunities to improve own personal and technical skills

Required knowledge

- salon policies and procedures in regard to client service
- the organisation's standards, values, goals and objectives
- continuous improvement techniques and processes
- theories of leadership and motivation

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:

- demonstrating professional competence, according to organisational requirements and professional standards, and which contributes to the development of other team members
- effectively managing the client service when collaborating with team members, guiding and supporting team members in carrying out their work
- constantly reviewing own professional competence and technical skills and seeking professional development opportunities to improve performance.

Context of and specific resources for assessment

Assessment must ensure access to:

- a fully stocked and operational salon or 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
- session styling settings, such as events, film sets, photographic studios or platform work
- library, internet and film-media research sources
- a range of hairdressing products, equipment, hair accessories, props and audiovisual resources
- relevant occupational health and safety regulations.

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 in the salon or session styling environments, over sufficient time to demonstrate their handling of a range of contingencies.
Tasks may include:
 - providing excellent client service managing the client service in collaboration with other team members
 - communicating and clarifying the requirements of the client service with other team members
 - interacting with team members to give technical

explanations of work in progress or completed, and responding to their questions

- designing and applying finished looks, incorporating colour, chemical reformation and haircutting or design services, according to an agreed plan
- case studies that involve researching and sourcing professional development opportunities to improve technical skills and personal competence
- 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:

- SIHHCLS406A Solve complex colour problems
- SIHHCLS407A Apply creative colouring and lightening techniques to enhance hair designs
- SIHHHCS410A Design and perform creative haircuts
- SIHHHRS405A Apply chemical reformation techniques to enhance hair designs

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.

Professional performance must include:

- hairdressing technical skills that meet organisation's level of client service
- expertise in application of hairdressing equipment and tools
- expertise of client consultation and service procedures
- the way one manages personal performance and behaviour through:
 - body language
 - conduct
 - dress standards
 - language
 - punctuality
 - the way one influences the performance and behaviours of team members.

Organisational requirements may include:

- goals, values, objectives, processes and appropriate practices
- ethical standards of industry, employer, client or audience
- compliance with regulatory and legislative requirements
- current Copyright Act and amendments
- client service charter.

Professional development activities may include:

- product manufacturer courses and seminars
- accredited training
- short courses
- industry events.

Unit Sector(s)

Hairdressing

Competency Field

Technical Leadership