



Australian Government

Department of Education, Employment and Workplace Relations

WRHCS201A Prepare clients for salon services

Revision Number: 1

WRHCS201A Prepare clients for salon services

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required to prepare clients for a range of salon services. This unit of competency may apply to a range of roles in the workplace.

Application of the Unit

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This unit requires the application of communication and observation skills to verify the nature of the service to be provided and prepare clients for specific services. It also requires the ability to recognise normal and abnormal hair and scalp conditions, tactfully refer to a senior operator to confirm observations, and seek advice on further action.

Knowledge and application of the salon approach to shampoo and treatment services is required, along with attention to health regulations, and client safety, comfort and relaxation.

Where this unit is used for assessment only or for training delivery and assessment, co-requisite or prerequisite units of competency that relate to this unit are identified in the evidence guide of this unit.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the level of performance required to demonstrate achievement of the element. The variables for the ***bold italicised*** text are outlined in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Gown and protect clients.	<p>1.1 <i>Service</i> to be provided is verified with the <i>client</i> and/or <i>other operators</i> where relevant.</p> <p>1.2 Clean gown/wrap and towels of suitable size for client are selected and applied according to the planned service, <i>workplace policies and procedures</i> and <i>relevant legislation</i>.</p>
2 Prepare hair for shampoo service.	<p>2.1 Hair is brushed or combed through, according to workplace practice.</p> <p>2.2 Hair and scalp condition are observed by visual examination.</p> <p>2.3 <i>Condition of hair</i> is noted and unusual hair and <i>scalp conditions</i> are identified and tactfully referred to a senior operator.</p> <p>2.4 Service to follow shampoo is verified with a senior operator.</p>
3 Shampoo hair.	<p>3.1 Type and quantity of shampoo is applied and removed according to hair type and condition, manufacturer's and/or senior operator's instructions.</p> <p>3.2 Client safety and comfort are ensured during process.</p> <p>3.3 Water temperature and flow are controlled during process.</p>

ELEMENT**PERFORMANCE CRITERIA**

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| 4 | Apply and remove treatment products. | 3.4 | Hair and all of scalp area are massaged using <i>appropriate massage techniques</i> . |
| 4 | Apply and remove treatment products. | 4.1 | <i>Treatment products</i> are applied, processed and removed according to manufacturer's instructions when selected by a senior operator. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Skills may include:

- communication skills that take into account the culture, background and abilities of the client, while demonstrating a knowledge of communication techniques, including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
- applying wraps and towels for a range of services
- measuring and applying shampoo and conditioning products according to workplace practice and manufacturer's instructions, and to minimise waste
- applying massage movements, including effleurage and petrissage
- applying workplace infection-control procedures
- language, literacy and numeracy skills relevant to the role and workplace requirements.

REQUIRED SKILLS AND KNOWLEDGE

- Knowledge may include:**
- the provisions of relevant occupational health and safety legislation and regulations
 - the provisions of relevant health and hygiene legislation and regulations
 - workplace policies and procedures in regard to the performance of client preparation for a range of services
 - workplace policies and procedures in regard to the performance of shampoo services
 - the workplace product range.

Evidence Guide

EVIDENCE GUIDE

The evidence guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the performance criteria, the range statement and the assessment guidelines of the relevant Training Package.

Overview of assessment

A person who demonstrates competency in this unit of competency must be able to confirm client needs and prepare the client for a range of salon services. This involves appropriate gowning of clients, and the safe application of a range of appropriate shampoo and hair and scalp treatments under the direction of a senior operator. It requires knowledge and consistent application of safe work practices in regard to the provision of services and the safe use of product. The evidence provided must also demonstrate knowledge and skill in the application of relevant health regulations and workplace practices to prevent the transmission of contagious disorders of the hair and scalp.

Specific evidence requirements

- Critical aspects for assessment and evidence required to demonstrate competency in this unit**
- ability to consistently use effective questioning and active listening techniques to confirm service with the client and/or senior operators
 - ability to consistently use effective questioning and active listening techniques to negotiate appropriately with clients, to take into account any cultural or physical requirements, and to ensure client comfort and safety throughout the

EVIDENCE GUIDE

services required

- ability to accurately interpret and follow verbal instructions from other operators
- reading, accurately interpreting and consistently applying manufacturer's instructions for the application of products
- knowledge and consistent application of workplace policies, procedures and safe work practices in regard to gowning clients and performing shampoo services, including hair and scalp treatments
- knowledge and consistent application of federal, state and local health and hygiene legislation and regulations applicable to the workplace
- knowledge of the transmission routes of infectious conditions and skills in the application of standard infection-control precautions
- knowledge and skill in the application of scalp massage movements, including effleurage and petrissage.

Context of assessment

For valid and reliable assessment of this unit, competency should be consistently demonstrated over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor. The technical expert may include the hairdresser and/or an experienced person at the workplace.

Competency should be demonstrated in the workplace or a simulated workplace environment in a range of situations that may include client interruptions and involvement in other related activities normally expected in the workplace. For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Evidence should be collected with reasonable adjustment as determined by the needs of the client.

EVIDENCE GUIDE

Specific resources for assessment

Competency for this unit should be assessed through access to:

- relevant documentation, such as workplace policy and procedures manuals and occupational health and safety legislation and health regulations
- a range of clients with different requirements
- a range of products and equipment appropriate to the hairdressing workplace
- product labels and other sources of product information.

Relationship to other units

In the context of an assessment-only and/or a training delivery and assessment pathway, this unit requires an assessment outcome that includes evidence of the application of communication skills and knowledge, as specifically identified in the required skills and knowledge for this unit.

Prerequisite units:

- none.

Co-requisite units:

- SIRXCOM001A Communicate in the workplace
- WRHWP201A Assist colleagues providing multiple salon services as a team member.

Method of assessment

The following assessment methods are suggested.

- Observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate his/her handling of a range of contingencies. Tasks may include consultation with clients and other operators to confirm the following services:
 - wrapping and gowning for colour and lightening services
 - preparing for and performing shampoo services prior to scalp treatments
 - preparing for and performing shampoo services prior to design, chemical reformation, hair straightening/relaxation and/or haircutting services
 - applying, processing and removing hair and scalp treatments under the direction of a senior operator.
- Written questions regarding relevant occupational health and safety legislation and health regulations.

EVIDENCE GUIDE

Evidence required for demonstration of consistent performance

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables 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. ***Bold italicised*** text from the performance criteria is detailed here.

Service may include:

- hair and scalp treatments
- haircutting
- hair design
- hair colouring
- hair lightening
- chemical reformation services
- chemical straightening and relaxing.

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.

RANGE STATEMENT

- Other operators*** may include:
- experienced hairdressers
 - hairdressers in training.
- Workplace policies and procedures*** may include:
- client comfort and safety
 - operator safety
 - health and hygiene.
- Relevant legislation*** may include:
- federal, state and local health and hygiene
 - occupational health and safety.
- Condition of hair*** may include:
- dry
 - normal
 - oily.
- Scalp conditions*** may include:
- scalp:
 - dry, scaly areas
 - oily crust
 - sores and lesions
 - swelling
 - scabs.
- Appropriate massage techniques*** may include:
- effleurage
 - petrissage.
- Treatment products*** may include treatments for:
- dry hair and scalp
 - oily hair and scalp
 - chemically damaged hair
 - abnormal skin conditions, including dry and oily dandruff, psoriasis and seborrhea.

Unit Sector(s)

Not applicable.

Competency field

Competency Field Hairdressing