



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **WRHCS207A Develop hairdressing industry knowledge**

**Revision Number: 1**

## **WRHCS207A Develop hairdressing industry knowledge**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit Descriptor**

This unit describes the skills and knowledge required to access information on the hairdressing industry and relevant industry legislation. The unit may apply to a range of roles in the workplace.

### **Application of the Unit**

**Application of the Unit** This unit requires the operator to identify and source information on the hairdressing industry and apply this information to improve day-to-day work performance. Knowledge of legal and ethical issues that affect the industry is also required.

In the context of an assessment-only and/or a training delivery and assessment pathway, 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 | Source information on the hairdressing industry.  | <p>1.1 <b><i>Sources of information</i></b> on the hairdressing industry are identified and accessed.</p> <p>1.2 <b><i>Information</i></b> is obtained to assist effective work performance within the industry.</p> <p>1.3 Information on <b><i>related industries</i></b> is sourced.</p> <p>1.4 Knowledge of the hairdressing industry is applied in the correct context to enhance <b><i>quality of work performance</i></b>.</p> |
| 2 | Source and apply information on legal and ethical issues for the hairdressing industry. | <p>2.1 Information on <b><i>legal and ethical issues</i></b> is obtained to assist effective work performance.</p> <p>2.2 Day-to-day <b><i>hairdressing industry activities</i></b> are conducted according to legal obligations and ethical industry practices.</p>  |
| 3 | Update hairdressing industry knowledge.   | <p>3.1 A range of opportunities to update general knowledge of the hairdressing industry is identified and used.</p> <p>3.2 Current <b><i>issues of concern</i></b> to the industry are monitored.</p> <p>3.3 Updated knowledge is shared with clients and colleagues as appropriate and incorporated into day-to-day work activities.</p>  |

## 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:**

- basic research techniques, including:
  - identification of relevant information
  - questioning techniques to obtain information
  - sorting, summarising and presenting information
- communication techniques that take into account the culture, background and physical abilities of colleagues and clients while demonstrating knowledge of the following communication techniques:
  - using open and closed questions
  - speaking clearly and concisely
  - using appropriate language
  - non-verbal communication
- applying relevant information to industry activities
- language, literacy and numeracy skills relevant to the role and workplace requirements.

**Knowledge may include:**

- industry information sources
- federal and state legislation, regulations and guidelines that apply to the industry in the following areas (main objectives, requirements and impact on individual staff):
  - health and safety
  - hygiene
  - workplace relations
  - workers' compensation
  - consumer protection and trade practices
  - duty of care
  - equal employment opportunity
  - anti-discrimination
- the role of trade unions and employer groups in the industry

## REQUIRED SKILLS AND KNOWLEDGE

- environmental responsibilities of the industry, including waste minimisation and recycling
- industry associations
- overview of current and emerging technology used across the hairdressing industry.

## 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 identify and access sources of information on the hairdressing industry and on related industries. The application of relevant information in the hairdressing work environment must be demonstrated. The evidence provided must also demonstrate knowledge and skill in the identification and application of relevant legislation, including privacy, health and hygiene, and duty of care.

### Specific evidence requirements

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

- sourcing industry information
- identifying and sourcing related industries
- knowledge and application of legislative and ethical issues that impact on the industry
- 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.

## EVIDENCE GUIDE

### 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 which 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.

### Specific resources for assessment

Competency for this unit should be assessed through access to:

- the Internet
- a work team
- a qualified workplace assessor or assessment team.

### Relationship to other units

In the context of an assessment-only and/or a training delivery and assessment pathway, all units that relate to a job function can be integrated for assessment purposes.

#### Prerequisite units:

- none.

#### Co-requisite units:

- none.

## EVIDENCE GUIDE

### 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:
  - identifying sources of industry information
  - accessing sources of industry information
  - applying information to work activities.
- Written and/or oral 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.
- Completing workplace documentation relevant to developing techniques to update hairdressing industry knowledge.
- Third-party reports from experienced hairdressing professionals in the workplace.
- Completion of self-paced learning materials, including personal reflection and feedback from trainer/coach/supervisor.

### 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.

***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.



## RANGE STATEMENT

*Related industries* may include:

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

*Quality of work performance* may include:

- client service
- service to colleagues
- 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.

*Hairdressing industry activities* may include:

- housekeeping
- client service
- treatments and services.

*Issues of concern* may include:

- government initiatives
- emerging markets
- new products
- new services and procedures
- environmental and social issues
- labour issues
- industry expansion or retraction.

## **Unit Sector(s)**

Not applicable.

## **Competency field**

**Competency Field**      Hairdressing