



Australian Government

Department of Education, Employment and Workplace Relations

WRHWP201A Assist colleagues providing multiple salon services as a team member

Revision Number: 1

WRHWP201A Assist colleagues providing multiple salon services as a team member

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required to assist colleagues who are involved in the provision of multiple services in a hairdressing services environment.

Application of the Unit

Application of the Unit

This unit requires the application of observation and communication skills to anticipate the nature of tasks to be undertaken and provide service and support to other team members, including salon assistants, apprentices, senior hairdressers, receptionists, supervisors and managers, who are managing multiple hairdressing services or tasks for a variety of clients and/or to maintain the salon environment. Knowledge and application of the salon approach to internal customer service and teamwork is required; along with attention to health regulations; client and operator safety and comfort; and preparation of tools, equipment and work areas.

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 | Communicate with hairdressing work team colleagues. | <p>1.1 Communication with <i>colleagues</i> is conducted in a polite, professional and friendly manner.</p> <p>1.2 Language and tone appropriate to a given situation are used in spoken communication.</p> <p>1.3 Appropriate <i>non-verbal communication</i> is demonstrated in all workplace situations.</p> <p>1.4 Verbal and non-verbal communication of colleagues are observed and taken into consideration.</p> <p>1.5 Questioning and active listening are used to ensure effective two-way communication.</p> <p>1.6 <i>Workplace communication standards and procedures</i> are followed at all times.</p> |
| 2 | Provide service to colleagues. | <p>2.1 Other operator's needs and expectations are anticipated and service/support is offered wherever possible to ensure designated work tasks are completed.</p> <p>2.2 All reasonable requests from colleagues for assistance are met within acceptable workplace timeframes.</p> <p>2.3 All opportunities are taken to enhance the level of assistance offered to colleagues.</p> |

ELEMENT**PERFORMANCE CRITERIA**

- 3 Work in a team.
- 3.1 Trust, support and respect are demonstrated towards team members in day-to-day work activities.
 - 3.2 *Cultural and social differences* within the team are recognised and accommodated.
 - 3.3 Work-team goals are identified jointly with colleagues.
 - 3.4 Individual tasks are identified, prioritised and completed within workplace designated timeframes.
 - 3.5 Assistance is sought from other team members, supervisors and/or managers when required.
 - 3.6 Feedback and information from colleagues are acknowledged and responded to.
 - 3.7 Feedback regarding deficiencies in personal performance is accepted and remedial action is taken to improve own performance.

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 colleagues, while demonstrating a knowledge of communication techniques, including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
- team skills that demonstrate the provision of consistent proactive support and service to colleagues
- the ability to coordinate and perform multiple tasks in busy periods
- language, literacy and numeracy skills relevant to the role and workplace requirements.

Knowledge may include:

- workplace policies and procedures with regard to team communication and internal customer service
- teamwork principles.

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 anticipate service requirements, undertake a range of tasks to prepare and maintain work areas and equipment, and assist colleagues in the provision of optimum hairdressing services. Knowledge and skill in the application of workplace policies and procedures relating to internal customer service and teamwork must also be demonstrated.

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 requirements with other operators
- ability to accurately interpret and follow verbal instructions from other operators
- ability to read, accurately interpret and consistently apply manufacturer's instructions when applying products
- knowledge and consistent application of workplace policies and procedures with regard to internal customer service
- knowledge and consistent application of federal, state and local health and hygiene regulations applicable to the workplace.

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.

EVIDENCE GUIDE

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. In deciding whether a simulation or an assessment environment has been adequately set up, the following criteria must be applied:

- provide access to the full range of up-to-date equipment and software that would generally be available in a modern working hairdressing salon
- stock a comprehensive salon product range that will support the development and demonstration of the full range of skills and knowledge described in WRH06 Hairdressing Training Package units of competency
- operate a fully functional reception area with a client booking and records system where candidates are able to make new and repeat appointments with clients through telephone or face-to-face contact, establish and update client records, maintain a retail display area and promote and sell retail home hair-care products that are available for purchase
- provide sufficient client traffic that accurately reflects the complexity of the role and allows learners/candidates to deal with multiple salon tasks simultaneously
- require that learners/candidates provide services within timeframes that reflect accepted industry service times
- involve learners/candidates in prioritising competing tasks
- allow learners/candidates to deal with customers, including difficult ones
- require learners/candidates to work with others in a team, which would typically include salon assistants, apprentices, senior hairdressers, receptionists, supervisors and managers
- provide all the skills of hairdressing to the public as defined in WRH06 Hairdressing Training Package.

For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

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 other workplace operators with a range of requirements
- a range of products and equipment appropriate to the hairdressing workplace.

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:

- WRHCS201A Prepare clients for salon services
- WRHCS204A Maintain and organise work areas
- WRHCS205A Follow personal health and safety routines at work
- WRHHD201A Dry hair to shape.

Method of assessment

The following assessment methods are suggested.

- Observation of the learner performing a range of work tasks involving dealing with other colleagues in an actual or simulated work environment over sufficient time to demonstrate his/her handling of multiple simultaneous tasks and a range of contingencies. Tasks may include:
 - communication with other operators to confirm required service and support
 - providing simultaneous service and support to multiple operators.
- Written questions regarding teamwork principles and workplace procedures.

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.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

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.

Colleagues may include:

- salon assistants
- apprentices
- senior hairdressers
- receptionists
- supervisors and managers.

RANGE STATEMENT

Non-verbal communication
may include:

- body language, including gestures and mannerisms
- dress and accessories
- voice tonality and volume
- use of space
- culturally specific communication, customs and practices.

Workplace communication standards and procedures
may include:

- modes of greeting and farewelling
- addressing colleagues by name
- responding in an appropriate manner and timeframe.

Cultural and social differences
may include:

- modes of greeting, farewelling and talking
- body language and use of body gestures
- formality of language.

Unit Sector(s)

Not applicable.

Competency field

Competency Field Hairdressing