



Australian Government

Department of Education, Employment and Workplace Relations

WRHWP302A Operate effectively as a hairdresser in a salon work team

Revision Number: 1

WRHWP302A Operate effectively as a hairdresser in a salon work team

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required to effectively integrate and perform a full range of tasks and hairdressing services when working as part of a team in a hairdressing workplace environment.

Application of the Unit

Application of the Unit

This unit involves integrating and independently performing a full range of hairdressing services on a variety of clients in an operating hairdressing salon situation within industry-accepted timeframes. It involves the ability to consistently manage multiple services within the salon range, operate as an effective team-member, and deal effectively with the contingencies that arise when performing multiple services in a salon team that includes salon assistants, apprentices, senior hairdressers, receptionists, supervisors and managers. Knowledge and consistent application of relevant legislation and workplace practices, particularly in regard to workplace safety and hygiene and waste minimisation, are also required.

This unit is equivalent to the on the job component of the apprenticeship mode, but it mandates industry expectations for institutionally based training delivery. 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 Promote products and services. | <p>1.1 Opportunities are taken to build business by developing relationships with new and prospective <i>clients</i>.</p> <p>1.2 Salon products and services are promoted and <i>new and additional products and services</i> are suggested where beneficial to clients.</p> <p>1.3 Personal hairdressing services and retail sales turnover targets are consistently achieved to meet workplace requirements.</p> |
| 2 Perform multiple hairdressing services within established workplace timeframes. | <p>2.1 Multiple hairdressing <i>services</i> are performed within established workplace timeframes and to required standards.</p> <p>2.2 Client comfort, safety and hygiene are maintained throughout services according to <i>relevant legislation</i> and <i>workplace policies and procedures</i>.</p> <p>2.3 Tasks are planned and timed to allow the servicing of <i>multiple clients simultaneously</i> on a regular basis and according to workplace policies and procedures.</p> <p>2.4 Technical and service-related contingencies are addressed and</p> |

ELEMENT	PERFORMANCE CRITERIA
	resolved according to workplace policies and procedures.
	2.5 Clients are regularly re-booked after each service for future services.
3 Manage multiple team tasks.	3.1 Junior/assisting operators are given clear guidance and direction.
	3.2 Opportunities to assist busy colleagues are noted and proactively pursued where time permits.
4 Integrate team salon maintenance and reception duties.	4.1 <i>Team salon cleaning and maintenance tasks</i> are integrated with client services and performed according to workplace policies and procedures.
	4.2 <i>Reception duties</i> are performed according to workplace policies and procedures.

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:

- conducting pre-service client consultation that includes:
 - communication
 - hair and scalp analysis
 - analysis of client hair and facial characteristics to assist in creating the design
- communication skills that take into account the culture, background and abilities of clients, while demonstrating a knowledge of communication techniques, including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
- haircutting skills
- hair design
- colour correction
- colouring and lightening
- full and partial highlighting
- chemical curling and volumising
- chemical straightening
- using and safely applying a wide range of hairdressing tools and equipment
- time management skills
- contingency-planning skills
- salon maintenance skills
- language, literacy and numeracy skills relevant to the role and workplace requirements.

REQUIRED SKILLS AND KNOWLEDGE

Knowledge may include:

- the natural distribution and growth patterns of hair
- the relationship between the quality of the hair and the finished result
- techniques for a range of haircutting effects
- the workplace product range
- the chemical and physical action of products from the workplace product range on the hair and skin structure
- the retail price of products and services from the workplace range and any workplace policies regarding special offers or discounts
- the provisions of relevant health and hygiene legislation and regulations
- the provisions of relevant skin penetration legislation and regulations
- the provisions of relevant occupational health and safety legislation and regulations
- relevant workplace policies and procedures to ensure the comfort and safety of client and operator during hair services.

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

This unit describes holistic practice as an effective hairdresser. It recognises that competency is attained through substantial practised application of hairdressing skills and knowledge in a workplace context, and should be validated through the collection of evidence of workplace competence.

EVIDENCE GUIDE

For this reason WRHWP302A is a co-requisite for core technical skills from the Certificate III in Hairdressing. Where a learner is undertaking a new apprenticeship pathway, substantial practised workplace application of units is achieved through the employment part of the contract of training.

NOTE:

For those students undertaking a full-time institutional pathway, this skills integration unit of competency must be undertaken at key stages concurrently with all other hairdressing units throughout the duration of the course.

This will occur in a work placement in:

- a commercially run salon with paying clients whilst complying with relevant work placement legislation

or

- a simulated salon within a registered training organisation with paying clients, before a learner may be deemed competent to operate effectively as a hairdresser.

A person who demonstrates competency in this unit of competency will be able to perform a full range of hairdressing services in a busy salon team environment, effectively providing services to multiple clients and general salon maintenance requirements simultaneously. She/he will work as an effective team member providing clear direction to assisting operators and also proactively provide physical and technical support to other team members. She/he will demonstrate effective customer service and problem solving skills; the safe use and application of a wide variety of hairdressing tools and equipment; and the application of relevant legislation and workplace practices, particularly in regard to workplace safety and hygiene.

Specific evidence requirements

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

- pre-service analysis for a variety of services on a broad range of clients
- demonstrated ability to consistently plan for and combine simultaneous client services on two or more clients over an extended period
- consistent and safe use and application of a broad range of hairdressing tools, products and equipment
- consistent application of local health regulations, relevant occupational health and safety, and other regulations according to workplace procedures
- demonstrated ability to consistently satisfy client

EVIDENCE GUIDE

requirements

- demonstrated ability to consistently advise clients in order to successfully promote new or additional services and to book or re-book business
- ability to complete hairdressing services to the client's satisfaction, within designated workplace timeframes and to required standards
- demonstrated ability to consistently integrate salon and equipment maintenance and cleaning duties with the provision of multiple salon services.

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.

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

EVIDENCE GUIDE

- 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.

Specific resources for assessment

Competency for this unit should be assessed through access to:

- a fully equipped salon or simulated salon environment
- hairdressing products, tools and equipment
- multiple clients with a variety of hairdressing services' requirements.

EVIDENCE GUIDE

Relationship to other units

This unit requires an assessment outcome that includes evidence of the ability to perform a wide variety of hairdressing tasks and services simultaneously under workplace conditions.

Co-requisite units:

- WRHCL303B Design and perform full and partial highlighting techniques
- WRHCL304A Perform colour correction
- WRHCR302B Perform chemical curling and volumising services
- WRHCR303B Perform chemical straightening and relaxing services
- WRHHS302A Consult with clients and treat hair and scalp conditions

and either

- WRHHC306B Combine haircut structures on women

or

- WRHHC307B Combine haircut structures for traditional and classic designs on men.

EVIDENCE GUIDE

Method of assessment

The following assessment method is suggested.

- Observation of the learner performing a range of tasks in an actual or simulated salon environment, over sufficient time to demonstrate his/her handling of a range of contingencies. Tasks may include:
 - conducting pre-service analysis
 - recommending, selecting and using a broad range of products from a workplace product range
 - planning and safely applying multiple haircut, design and chemical services on multiple clients accessing a diverse range of services, regularly and simultaneously over an extended period, to client satisfaction
 - working as an effective member of a salon team, giving instructions and receiving instructions from other operators
 - providing technical and problem solving advice to other team members
 - handling and resolving customer hairdressing problems and complaints
 - promoting products and services and booking or re-booking clients for new or repeat services.

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.

EVIDENCE GUIDE

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.

Clients may include:

- new or existing clients
- women
- men
- children
- people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.

New and additional products and services must include:

- products from the salon professional range
- products from the salon retail range
- services from the salon range not usually purchased by the client.

RANGE STATEMENT

- Services*** must include:
- all of the following services with a minimum of two or more clients serviced simultaneously, regularly and over an extended period:
 - client consultation
 - diagnosing hair and scalp conditions
 - haircutting services
 - hair design services for a range of types and lengths
 - colour correction
 - colouring and lightening
 - full and partial highlighting
 - chemical curling and volumising
 - chemical straightening.
- Relevant legislation*** may include:
- federal, state and local health
 - occupational health and safety
 - skin penetration.
- Workplace policies and procedures*** may include:
- workplace health and safety
 - client service
 - cleaning
 - reception
 - stock control
 - dealing with complaints
 - price of services and products
 - health regulations.
- Multiple clients simultaneously*** must include:
- multiple clients accessing a diverse range of services simultaneously, regularly and over an extended period.
- Team salon cleaning and maintenance tasks*** may include:
- cleaning of surfaces
 - laundry
 - tool and equipment maintenance
 - stock control, including professional product range and/or retail product range.

RANGE STATEMENT

- Reception duties* may include:
- greeting and farewelling clients
 - telephone
 - booking appointments
 - retail sales
 - handling cash and credit financial transactions
 - dealing with complaints.

Unit Sector(s)

Not applicable.

Competency field

Not applicable.