

**Service and Creative Skills Australia
SHB Hairdressing and Beauty Services
Training Package**

Companion Volume Implementation Guide
Version 5.0



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ABOUT SERVICE AND CREATIVE SKILLS AUSTRALIA

As the Jobs and Skills Council for the Arts, Personal Services, Retail, Tourism, and Hospitality sectors, Service and Creative Skills Australia (SaCSA) plays a vital role in ensuring Australia's Vocational Education and Training (VET) system delivers the best outcomes for learners and employers.

Jobs and Skills Councils (JSCs) are industry owned and led not-for-profit organisations, that work in a tripartite arrangement with Government, industry and unions to provide leadership in addressing skills and workforce needs, ensuring a collaborative approach to finding solutions to skills gaps and workforce challenges.

Funded by the Australian Government and managed by the [Department of Employment and Workplace Relations](#), ten JSCs have been established to represent and champion a range of in demand sectors.

Jobs and Skills Councils have **four (4) broad roles**:

- **Industry Stewardship** which involves gathering industry intelligence to reliably represent the views and needs of industry back to the VET system and its decision-makers
- **Workforce Planning** which enables industry to identify its workforce development issues and design high-impact solutions, which are then captured in the Committee's national Workforce Plan for the industry
- **Training Product Development** which focusses on improving the quality, speed to market and responsiveness of training products to employer and workforce needs
- **Implementation, promotion and monitoring** which involves supporting training providers, promoting careers and monitoring how well the system is meeting the needs of industry and learners.

Jobs and Skills Councils replace and subsume the work of previous Industry Reference Committees, Skills Service Organisations and Skills Organisations.

OVERVIEW INFORMATION

This Companion Volume Implementation Guide (CVIG) is designed to assist assessors, trainers, Registered Training Organisations (RTOs) and enterprises in delivering the SHB Hairdressing and Beauty Services Training Package. It provides advice about the structure of the Training Package; its key features and useful links to more detailed information on a range of related topics.

COMPANION VOLUME IMPLEMENTATION GUIDE DEVELOPMENT PROCESS

A CVIG is initiated in accordance with the requirements of the Standards for Training Packages.

The steps in the Quality Assurance (QA) process as they apply to the CVIG are:

1. The CVIG is developed by the JSC in accordance with Standards 11 and 12:
 - Standard 11: A quality assured Companion Volume Implementation Guide produced by the Training Package developer is available at the time of endorsement and complies with the Companion Volume Implementation Guide template
 - Standard 12: Training Package developers produce other quality assured companion volumes to meet the needs of their stakeholders as required.
2. Content is validated and amended as part of the validation stage in the implementation of the Standards.
3. The CVIG is submitted for external QA with the Training Package changes, to ensure it is available at the time of endorsement.
4. The CVIG is reviewed by the JSC to ensure mapping tables are updated and any additional information is added as required. Proposed changes are subject to industry validation as part of the endorsement process.
5. Where changes are made to a Training Package and minor amendments are required for the CVIG, the JSC includes amendments as part of the validation phase and incorporates the reference in the version control modification history at the front of the CVIG.

VERSION CONTROL AND MODIFICATION HISTORY

Training Packages are dynamic documents and are amended periodically to reflect the latest industry practices. Training Packages are version controlled and so it is essential that the latest release is always used.

In the version control and modification history table below, the latest information is provided first.

Release	Release Date	Comments
5.0	May 2025	1 updated qualification: • SHB60125 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction. 1 unit of competency deleted: • SHBBINF001 Maintain infection control standards The changes reflect removal of deleted units of competency within the qualifications.
4.1	July 2022	Minor corrections to the following units: • SHBBCOS007 Provide cosmetic tattoo for scalp micropigmentation - Minor correction to the Performance Evidence. • SHBBSKT010 Provide skin needling treatments - Minor correction to the Performance Evidence. • SHBBSKS009 Provide micro-dermabrasion treatments - Minor correction to Assessment Conditions.
4.0	December 2021	Endorsement of the following TP components: Qualifications • Six Qualification reviewed and redeveloped • Two Qualification newly created Units of Competency

		• 44 Units reviewed and redeveloped • 30 Units newly created • Three Units deleted
3.1	March 2021	In response to Skills Reform Ministerial Statement - 9 October 2020, modifications include the removal of unused qualifications and units of competency from the SHB Training Package: Qualifications removed: • SHB80116 Graduate Certificate in Hairdressing Creative Leadership Units removed: • SHBHTLS004 Provide creative leadership to the hairdressing industry
3.0	September 2018	Endorsement and release of the following additional qualification: • SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction Endorsement and release of: • 6 Beauty units of competency and associated assessment requirements.
2.0	March 2016	Endorsement and release of the following additional qualifications: • SHB20116 Certificate II in Retail Cosmetics • SHB20216 Certificate II in Salon Assistant • SHB30416 Certificate III in Hairdressing • SHB30516 Certificate III in Barbering • SHB40216 Certificate IV in Hairdressing • SHB50216 Diploma of Salon Management • SHB80116 Graduate Certificate in Hairdressing Creative Leadership Endorsement and release of: • 52 Hairdressing units of competency and associated assessment requirements • 8 Cross-Sector units of competency and associated assessment requirements
1.0	September 2015	Primary release of SHB Hairdressing and Beauty Services Training Package. Endorsement and release of the following qualifications: • SHB30115 Certificate III Beauty Services • SHB30215 Certificate III in Make-Up • SHB30315 Certificate III in Nail Technology • SHB40115 Certificate IV in Beauty Therapy • SHB50115 Diploma of Beauty Therapy Endorsement and release of: • 38 Beauty units of competency and associated assessment requirements • 4 Cross-Sector units of competency and associated assessment requirements.

TRAINING PACKAGES, THE AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF) AND COMPETENCY STANDARDS

Training Packages

Training packages specify the knowledge and skills required by individuals to perform effectively in the workplace, known as 'competencies' and expressed in units of competency. Training packages also detail how units of competency can be packaged into nationally recognised skill sets and qualifications that align with the AQF.

Training packages prescribe assessment requirements, but they do not prescribe how an individual should be trained.

Training packages are used for a number of purposes, but they are predominantly used:

- by RTOs, to design training curriculum tailored to support individual learner needs, and the needs of employers and industry
- by employers, to assist with workforce design, development and structure.

Training packages consist of the following nationally endorsed training products, which are:

- units of competency, which specify the standard of performance required in the workplace
- assessment requirements (associated with each unit of competency)
- qualifications aligned to the AQF (Certificate I to Advanced Diploma, and Graduate Certificate and Graduate Diploma)
- credit arrangements specifying existing arrangements between training package qualifications and higher education qualifications in accordance with the AQF.

Training packages also consist of the following non-endorsed training product components:

- skill sets
- companion volume implementation guides

Training package products development rules, owned by Skills Ministers, are reviewed regularly to ensure they remain fit for-purpose. These rules, referred to as the Training Package Organising Framework (TPOF), comprise the:

- **Standards for Training Packages ('the Standards')** – setting the overarching design and development requirements of training products for endorsement by Skills Ministers.
- **Training Package Products Policy (TPPP)** – outlining the design rules that must be adhered to when developing or modifying a training product.
- **Training Package Products Development and Endorsement Process Policy (TPPDEPP)** – outlining the process for developing and seeking the endorsement of training products.

Also, of relevance to the design, development and delivery of training packages are the:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- Standards for Vocational Education and Training Regulators 2015
- National Register of Vocational Education and Training
- Australian Qualifications Framework
- Standards for VET Accredited Courses 2021

The above mentioned legislation can be located on the Australian Government ComLaw website.

Australian Qualifications Framework

The Australian Qualifications Framework (AQF) provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia. In the Vocational Education and Training (VET) sector the AQF enables national recognition of qualifications and Statements of Attainment.

Competency Standards

The broad concept of industry competency is the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency standards cover all aspects of workplace performance and involve:

- performing individual tasks
- managing a range of different tasks

- responding to contingencies or breakdowns
- dealing with the responsibilities of the workplace, including working with others.

Workplace competency is the ability to apply relevant skills and knowledge consistently over time and in the required workplace situations and environments.

Competency standards are determined by industry to meet industry skill needs and focus on what is expected of a competent individual in the workplace.

AUSTRALIAN QUALIFICATIONS FRAMEWORK QUALIFICATIONS, SKILL SETS AND UNITS OF COMPETENCY IN THE SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE

Qualifications

The SHB Hairdressing and Beauty Services Training Package provides details of the Units of Competency and their Assessment Requirements that must be achieved to award AQF qualifications.

The rules around which Units of Competency can be combined to make up a valid AQF qualification are referred to as the packaging rules. The packaging rules must be followed to ensure the integrity of nationally recognised qualifications issued.

Codes and titles

There are mandatory conventions specified in the Standards for Training Packages for the titles and codes used in Training Packages and their components.

QUALIFICATION CODE Mandatory Field	The qualification code contains the three alpha characters identifying the Training Package, a numeric character identifying the AQF level, a two numeric character sequence identifier, and two numeric characters identifying the year the qualification was endorsed. It must comply with the length specified in the AVETMIS Standard.
QUALIFICATION TITLE Mandatory Field	A Unique title that reflects the qualification outcome. It must comply with the length specified in the AVETMIS Standard (no more than 100 characters).

Each qualification has an eight-character code where the:

- first three characters identify the Training Package
- first number identifies the AQF qualification level
- second and third numbers identify a qualification's position in the sequence of qualifications at that AQF qualification level
- fourth and fifth numbers identify the year in which the qualification was endorsed.

The title of each endorsed Training Package qualification is unique. Qualification titles use the following sequence:

- first, the qualification is identified as either Certificate I, Certificate II, Certificate III, Certificate IV, Diploma, Advanced Diploma, Graduate Certificate, or Graduate Diploma
- this is followed by the words 'in' for Certificates I to IV and Graduate Certificate, and 'of' for Diploma, Advanced Diploma and Graduate Diploma
- then, the industry descriptor, for example Beauty Services
- then, if applicable, the occupational or functional stream in brackets.

For example: SHB20216 Certificate II in Salon Assistant

Qualifications in the SHB Hairdressing and Beauty Services Training Package

The following AQF qualifications are in the SHB Hairdressing and Beauty Services Training Package:

Code	Qualification Title
AQF 2	
SHB20121	Certificate II in Retail Cosmetics
SHB20216	Certificate II in Salon Assistant
AQF 3	
SHB30121	Certificate III in Beauty Services
SHB30221	Certificate III in Make-Up
SHB30321	Certificate III in Nail Technology
SHB30416	Certificate III in Hairdressing
SHB30516	Certificate III in Barbering
AQF 4	
SHB40121	Certificate IV in Beauty Therapy
SHB40216	Certificate IV in Hairdressing
AQF 5	
SHB50121	Diploma of Beauty Therapy
SHB50216	Diploma of Salon Management
SHB50321	Diploma of Cosmetic Tattooing
AQF 6	
SHB60118	Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction
SHB60221	Advanced Diploma of Skin Therapy

Skill Sets

Codes and titles

Skill Sets are single Units of Competency or combinations of Units of Competency from an endorsed Training Package/s that link to a licensing or regulatory requirement or a defined industry need.

A Skill Set is awarded with the issuing of a Statement of Attainment.

Each Skill Set has a code that is automatically issued by www.training.gov.au (TGA) where the:

- first three characters identify the Training Package
- next two characters indicate that it is a Skill Set
- numbers identify the Skill Set's position in the sequence of Skill Sets.

Skill Sets in the SHB Hairdressing and Beauty Services Training Package

There are no skill sets in the SHB Hairdressing and Beauty Services Training Package.

Units Of Competency

Codes and titles

Units of Competency are nationally agreed statements about the skills and knowledge required for effective performance in the workplace. They outline work outcomes as defined by regulatory requirements and agreed by industry.

As such, they identify the skills and knowledge (as outcomes) that contribute to the whole job function – they do not describe how to perform a particular role.

Each Unit of Competency covers a specific work activity, the range of conditions under which the activity is conducted and the foundation skills essential to performance.

The same Unit of Competency (i.e. specific work activity) can be relevant across a range of AQF qualification levels. It is important to check the packaging rules in qualifications to establish how units can apply.

UNIT CODE Mandatory Field	The unit code contains the three alpha characters identifying the Training Package, followed by alpha and /or a numeric character. It must comply with the length specified in the AVETMIS Standard (no more than 12 characters)
UNIT TITLE Mandatory Field	The title that concisely describes the outcome. It must comply with the length specified in the AVETMIS Standard (no more than 100 characters).

There are mandatory conventions specified in the Standards for Training Packages for the codes and titles used in Training Packages and their components.

The codes are assigned to Units of Competency when the Training Package is endorsed, or when new Units of Competency are added to an existing endorsed Training Package.

Each Unit of Competency has a specific character code where the:

- first three characters identify the Training Package, *for example: SHB*
- next character/s indicates the competency field
- numbers identify a unit's position in the sequence of units in the competency field in the Training Package.

For example: SHBBBOS007 Apply cosmetic tanning products

Assessment Requirements

Each Unit of Competency has its own assessment requirements that identify the:

- Performance evidence
- Knowledge evidence
- Assessment conditions.

TITLE Mandatory Field	Assessment Requirements for [Insert Unit of Competency Code and Title]
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The same code is used for the Unit of Competency and its associated assessment requirements.

Units of Competency in the SHB Hairdressing and Beauty Services Training Package

The following Units of Competency are in the SHB Hairdressing and Beauty Services Training Package.

Code	Unit Title	Usage
B Beauty		
BOS	Body Services	
SHBBBOS007	Apply cosmetic tanning products	Current
SHBBBOS008	Provide body massages	Current
SHBBBOS009	Provide aromatherapy massages	Current
SHBBBOS010	Use reflexology relaxation techniques in beauty treatments	Current
SHBBBOS011	Provide superficial lymph massage treatments	Current
CCS	Client Services	
SHBBCCS004	Demonstrate retail skin care products	Current
SHBBCCS005	Advise on beauty products and services	Current
SHBBCCS006	Prepare personalised aromatic plant oil blends for beauty treatments	Current
SHBBCCS007	Interpret the chemical composition and physical effects of cosmetic products	Current
COS	Cosmetic Tattooing	
SHBBCOS001	Provide cosmetic tattooing consultations	Current
SHBBCOS002	Apply knowledge of colour theory and pigmentology to cosmetic tattooing	Current
SHBBCOS003	Incorporate elements and principles of design in cosmetic tattooing	Current
SHBBCOS004	Provide cosmetic tattoo for eyebrows	Current
SHBBCOS005	Provide cosmetic tattoo for lips	Current
SHBBCOS006	Provide cosmetic tattoo for eyes	Current
SHBBCOS007	Provide cosmetic tattoo for scalp micropigmentation	Current
SHBBCOS008	Provide 3D nipple areola complex tattooing	Current
FAS	Facial Services	
SHBBFAS004	Provide lash and brow services	Current
SHBBFAS005	Provide facial treatments and skin care recommendations	Current
SHBBFAS006	Provide specialised facial treatments	Current
HRS	Hair Reduction Services	
SHBBHRS005	Identify and control safety risks for intense pulsed light and laser hair reduction treatments	Current
SHBBHRS006	Design laser hair reduction treatment programs	Current
SHBBHRS007	Provide laser hair reduction treatments	Current
SHBBHRS008	Design intense pulsed light hair reduction treatment programs	Current
SHBBHRS009	Provide intense pulsed light hair reduction treatments	Current
SHBBHRS010	Provide waxing services	Current
SHBBHRS011	Provide female intimate waxing services	Current
SHBBHRS012	Provide male intimate waxing services	Current
SHBBHRS013	Provide hair reduction treatments using electrical currents	Current
INF	Infection Control	
SHBBINF002	Maintain infection control standards	Current
MUP	Make-Up Services	
SHBBMUP003	Design and apply make-up for photography	Superseded

SHBBMUP008	Apply eyelash extensions	Current
SHBBMUP009	Design and apply make-up	Current
SHBBMUP010	Design and apply make-up for photography	Current
SHBBMUP011	Design and apply remedial camouflage make-up	Current
SHBBMUP012	Apply airbrushed make-up	Current
SHBBMUP013	Design and apply creative make-up	Current
SHBBMUP014	Work collaboratively on make-up productions	Current
SHBBMUP015	Apply volume eyelash extensions	Current
NLS	Nail Services	
SHBBNLS007	Provide manicure and pedicure services	Current
SHBBNLS008	Apply gel and dip powder nail enhancements	Current
SHBBNLS009	Apply acrylic nail enhancements	Current
SHBBNLS010	Apply nail art	Current
SHBBNLS011	Use electric file equipment for nail services	Current
SHBBNLS012	Apply advanced nail art	Current
RES	Research	
SHBBRES002	Investigate developments in cosmetic treatments using light and laser systems	Current
SHBBRES003	Research and apply beauty industry information	Current
SKS	Skin Services	
SHBBSKS006	Pierce ear lobes	Current
SHBBSKS007	Provide diathermy treatments	Current
SHBBSKS008	Provide upper body piercings	Current
SHBBSKS009	Provide micro-dermabrasion treatments	Current
SKT	Skin Therapy	
SHBBSKT001	Provide skin therapy consultations	Current
SHBBSKT002	Provide advice on specialised skin care formulations and ingredients	Current
SHBBSKT003	Identify and control safety risks for light-based skin treatments	Current
SHBBSKT004	Design intense pulsed light skin treatment programs	Current
SHBBSKT005	Provide intense pulsed light skin treatments	Current
SHBBSKT006	Design laser skin treatment programs	Current
SHBBSKT007	Provide laser skin treatments	Current
SHBBSKT008	Design light emitting diode treatment programs	Current
SHBBSKT009	Provide light emitting diode skin treatments	Current
SHBBSKT010	Provide skin needling treatments	Current
SHBBSKT011	Provide superficial peel treatments	Current
SHBBSKT012	Investigate developments in cosmetic treatments for skin rejuvenation	Current
SPA	Spa Services	
SHBBSPA005	Work in a spa therapies framework	Current
SHBBSPA006	Provide spa therapies	Current
SHBBSPA007	Provide stone therapy massages	Current
SHBBSPA008	Provide Indian head massages for relaxation	Current
SSC	Skin Science	
SHBBSSC001	Incorporate knowledge of skin structure and functions into beauty therapy	Current

SHBBSSC002	Incorporate knowledge of body structures and functions into beauty therapy	Current
SHBBSSC003	Research and apply information on skin science in a skin therapy context	Current
SHBBSSC004	Identify the function and structure of skin and hair for cosmetic tattooing	Current
H Hairdressing		
BAS	Basin Services	
SHHBAS001	Provide shampoo and basin services	Current
SHHBAS002	Provide head, neck and shoulder massages for relaxation	Current
CCS	Client Services	
SHBHCCS001	Plan hair services for special events	Current
CLS	Colour and Lightening	
SHBHCLS001	Apply hair colour products	Current
SHBHCLS002	Colour and lighten hair	Current
SHBHCLS003	Provide full and partial head highlighting treatments	Current
SHBHCLS004	Neutralise unwanted colours and tones	Current
SHBHCLS005	Provide on scalp full head and retouch bleach treatments	Current
SHBHCLS006	Solve complex colour problems	Current
SHBHCLS007	Enhance hair designs using creative colouring and lightening techniques	Current
CUT	Haircutting	
SHBHCUT001	Design haircut structures	Current
SHBHCUT002	Create one length or solid haircut structures	Current
SHBHCUT003	Create graduated haircut structures	Current
SHBHCUT004	Create layered haircut structures	Current
SHBHCUT005	Cut hair using over-comb techniques	Current
SHBHCUT006	Create combined haircut structures	Current
SHBHCUT007	Create combined traditional and classic men's haircut structures	Current
SHBHCUT008	Design and perform creative haircuts	Current
SHBHCUT009	Cut hair using freehand clipper techniques	Current
SHBHCUT010	Create haircuts using tracks and carving	Current
SHBHCUT011	Design and maintain beards and moustaches	Current
SHBHCUT012	Shave heads and faces	Current
SHBHCUT013	Provide men's general grooming services	Current
DES	Hair Design	
SHBHDES001	Dry hair to shape	Current
SHBHDES002	Braid hair	Current
SHBHDES003	Create finished hair designs	Current
SHBHDES004	Create classic long hair up-styles	Current
SHBHDES005	Select and apply hair extensions	Current
SHBHDES006	Design and style long hair creatively	Current
SHBHDES007	Apply and maintain wigs and hairpieces	Current
SHBHDES008	Make wigs and hairpieces	Current
IND	Working in Industry Hairdressing	
SHBHIND001	Maintain and organise tools, equipment and work areas	Current
SHBHIND002	Research and use hairdressing industry information	Current

SHBHIND003	Develop and expand a client base	Current
SHBHIND004	Participate in session styling teams	Current
REF	Hair Reformation	
SHBHREF001	Curl and volumise hair with chemical treatments	Current
SHBHREF002	Straighten and relax hair with chemical treatments	Current
SHBHREF003	Straighten and relax hair with protein treatments	Current
SHBHREF004	Enhance hair designs using chemical reformation techniques	Current
SHBHREF005	Rinse and neutralise chemically restructured hair	Current
TLS	Technical Leadership	
SHBHTLS001	Provide technical leadership to hairdressing teams	Current
SHBHTLS002	Research and use hairdressing trends to advance creative work	Current
SHBHTLS003	Work as a session stylist	Current
TRI	Trichology	
SHBHTRI001	Identify and treat hair and scalp conditions	Current
SHBHTRI002	Conduct trichological assessments	Current
SHBHTRI003	Develop and apply scalp treatment therapies	Current
X Cross Sector		
CCS	Client Services	
SHBXCCS001	Conduct salon financial transactions	Superseded
SHBXCCS002	Provide salon services to clients	Superseded
SHBXCCS003	Greet and prepare clients for salon services	Superseded
SHBXCCS004	Recommend products and services	Deleted
SHBXCCS005	Maintain health and wellbeing in a personal services setting	Current
SHBXCCS006	Promote healthy nutritional options in a beauty therapy context	Current
SHBXCCS007	Conduct salon financial transactions	Current
SHBXCCS008	Provide salon services to clients	Current
SHBXCCS009	Greet and prepare clients for salon services	Current
IND	Working in Industry	
SHBXIND001	Comply with organisational requirements within a personal services environment	Superseded
SHBXIND002	Communicate as part of a salon team	Superseded
SHBXIND003	Comply with organisational requirements within a personal services environment	Current
SHBXIND004	Develop skin therapy workplace policies and procedures	Current
SHBXIND005	Communicate as part of a salon team	Current
PSM	Personal Services Management	
SHBXPSM001	Lead teams in a personal services environment	Current
SHBXPSM002	Manage treatment services and sales delivery	Current
SHBXPSM003	Promote a personal services business	Current
SHBXPSM004	Develop a product and service range	Current
WHS	Work Health and Safety	
SHBXWHS001	Apply safe hygiene, health and work practices	Superseded
SHBXWHS002	Provide a safe work environment	Superseded
SHBXWHS003	Apply safe hygiene, health and work practices	Current

Qualification Mapping Information

The qualification mapping information maps the SHB Hairdressing and Beauty Services Training Package qualifications to previous releases. See [Appendix A: Qualification mapping](#)

Unit Of Competency Mapping Information

The unit of competency mapping information maps the SHB Hairdressing and Beauty Services units of competency to previous releases. See [Appendix B: Unit of Competency mapping](#)

Prerequisite Units of Competency

Candidates must be deemed competent in the required prerequisite unit/s of competency prior to the determination of competency in the Units of Competency they appear in.

The following units of competency have prerequisite requirements:

Unit Code and Title	Prerequisite(s)
SHBBBOS008 Provide body massages	SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy SHBXCCS006 Promote healthy nutritional options in a beauty therapy context
SHBBBOS009 Provide aromatherapy massages	SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy SHBXCCS006 Promote healthy nutritional options in a beauty therapy context
SHBBBOS010 Use reflexology relaxation techniques in beauty treatments	SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy SHBXCCS006 Promote healthy nutritional options in a beauty therapy context
SHBBBOS011 Provide superficial lymph massage treatments	SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy SHBXCCS006 Promote healthy nutritional options in a beauty therapy context
SHBBCOS004 Provide cosmetic tattoo for eyebrows	SHBBINF002 Maintain infection control standards Or, HLTINF005 Maintain infection prevention for skin penetration treatments SHBBCOS001 Provide cosmetic tattooing consultations SHBBCOS002 Apply knowledge of colour theory and pigmentology for cosmetic tattooing

	SHBBCOS003 Incorporate elements and principles of design to cosmetic tattooing SHBBSSC004 Identify the function and structure of skin and hair for cosmetic tattooing
SHBBCOS005 Provide cosmetic tattoo for lips	SHBBINF002 Maintain infection control standards Or HLTINF005 Maintain infection prevention for skin penetration treatments SHBBCOS001 Provide cosmetic tattooing consultations SHBBCOS002 Apply knowledge of colour theory and pigmentology for cosmetic tattooing SHBBCOS003 Incorporate elements and principles of design to cosmetic tattooing SHBBSSC004 Identify the function and structure of skin and hair for cosmetic tattooing
SHBBCOS006 Provide cosmetic tattoo for eyes	SHBBINF002 Maintain infection control standards Or HLTINF005 Maintain infection prevention for skin penetration treatments SHBBCOS001 Provide cosmetic tattooing consultations SHBBCOS002 Apply knowledge of colour theory and pigmentology for cosmetic tattooing SHBBCOS003 Incorporate elements and principles of design to cosmetic tattooing SHBBSSC004 Identify the function and structure of skin and hair for cosmetic tattooing
SHBBCOS007 Provide cosmetic tattoo scalp micropigmentation	SHBBINF002 Maintain infection control standards Or HLTINF005 Maintain infection prevention for skin penetration treatments SHBBCOS001 Provide cosmetic tattooing consultations SHBBCOS002 Apply knowledge of colour theory and pigmentology for cosmetic tattooing SHBBCOS003 Incorporate elements and principles of design to cosmetic tattooing SHBBSSC004 Identify the function and structure of skin and hair for cosmetic tattooing
SHBBCOS008 Provide 3D nipple areola complex tattooing	SHBBINF002 Maintain infection control standards Or HLTINF005 Maintain infection prevention for skin penetration treatments SHBBCOS001 Provide cosmetic tattooing consultations

	SHBBCOS002 Apply knowledge of color theory and pigmentology for cosmetic tattooing SHBBCOS003 Incorporate elements and principles of design to cosmetic tattooing SHBBSSC004 Identify the function and structure of skin and hair for cosmetic tattooing
SHBBFAS005 Provide facial treatments and skincare recommendations	SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy
SHBBFAS006 Provide specialised facial treatments	SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy
SHBBHRS006 Design laser hair reduction treatment programs	SHBBHRS005 Identify and control safety risks for intense pulsed light and laser hair reduction treatments
SHBBHRS007 Provide laser hair reduction treatments	SHBBHRS005 Identify and control safety risks for intense pulsed light and laser hair reduction treatments
SHBBHRS008 Design intense pulsed light hair reduction treatment programs	SHBBHRS005 Identify and control safety risks for intense pulsed light and laser hair reduction treatments
SHBBHRS009 Provide intense pulsed light hair reduction treatments	SHBBHRS005 Identify and control safety risks for intense pulsed light and laser hair reduction treatments
SHBBHRS011 Provide female intimate waxing services	SHBBHRS010 Provide waxing services
SHBBHRS012 Provide male intimate waxing services	SHBBHRS010 Provide waxing services
SHBBHRS013 Provide hair reduction treatments using electrical currents	SHBBINF002 Maintain infection control standards
SHBBMUP015 Apply volume eyelash extensions	SHBBMUP008 Apply eyelash extensions
SHBBNLS007 Provide manicure and pedicure services	SHBBNLS011 Use electric file equipment for nail services
SHBBNLS008 Apply gel and dip powder nail enhancements	SHBBNLS011 Use electric file equipment for nail services
SHBBNLS009 Apply acrylic nail enhancements	SHBBNLS011 Use electric file equipment for nail services
SHBBNLS010 Apply nail art	SHBBNLS011 Use electric file equipment for nail services
SHBBNLS012 Apply advanced nail art	SHBBNLS011 Use electric file equipment for nail services
SHBBSKS007 Provide diathermy treatments	SHBBINF002 Maintain infection control standards SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy

SHBBSKS008 Provide upper body piercings	SHBBINF002 Maintain infection control standards
SHBBSKS009 Provide micro-dermabrasion treatments	SHBBINF002 Maintain infection control standards SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy
SHBBSKT004 Design intense pulsed light skin treatment programs	SHBBINF002 Maintain infection control standards Or HLTINF005 Maintain infection prevention for skin penetration treatments SHBBSKT003 Identify and control safety risks for light-based skin treatments
SHBBSKT005 Provide intense pulsed light skin treatments	SHBBINF002 Maintain infection control standards Or HLTINF005 Maintain infection prevention for skin penetration treatments SHBBSKT003 Identify and control safety risks for light-based skin treatments
SHBBSKT006 Design laser skin treatment programs	SHBBINF002 Maintain infection control standards Or HLTINF005 Maintain infection prevention for skin penetration treatments SHBBSKT003 Identify and control safety risks for light-based skin treatments
SHBBSKT007 Provide laser skin treatments	SHBBINF002 Maintain infection control standards Or HLTINF005 Maintain infection prevention for skin penetration treatments SHBBSKT003 Identify and control safety risks for light-based skin treatments
SHBBSKT008 Design light emitting diode skin treatment programs	SHBBSKT003 Identify and control safety risks for light-based skin treatments
SHBBSKT009 Provide light emitting diode skin treatments	SHBBINF002 Maintain infection control standards Or HLTINF005 Maintain infection prevention for skin penetration treatments SHBBSKT003 Identify and control safety risks for light-based skin treatments
SHBBSKT010 Provide skin needling treatments	SHBBINF002 Maintain infection control standards Or HLTINF005 Maintain infection prevention for skin penetration treatments

SHBBSKT011 Provide superficial peel treatments	SHBBINF002 Maintain infection control standards Or HLTINF005 Maintain infection prevention for skin penetration treatments
SHBBSPA007 Provide stone therapy massages	SHBBBOS008 Provide body massage
SHBHCUT002 Create one length or solid haircut structures	SHBHCUT001 Design haircut structures
SHBHCUT003 Create graduated haircut structures	SHBHCUT001 Design haircut structures
SHBHCUT004 Create layered haircut structures	SHBHCUT001 Design haircut structures
SHBHCUT005 Cut hair using over-comb techniques	SHBHCUT001 Design haircut structures
SHBHCUT006 Create combined haircut structures	SHBHCUT002 Create one length or solid haircut structures SHBHCUT003 Create graduated haircut structures SHBHCUT004 Create layered haircut structures
SHBHCUT007 Create combined traditional and classic men's haircut structures	SHBHCUT002 Create one length or solid haircut structures SHBHCUT003 Create graduated haircut structures SHBHCUT004 Create layered haircut structures SHBHCUT005 Cut hair using over-comb techniques
SHBHCUT008 Design and perform creative haircuts	SHBHCUT006 Create combined haircut structures
SHBHCUT009 Cut hair using freehand clipper techniques	SHBHCUT001 Design haircut structures

Imported Units of Competency and Their Prerequisite Units

The SHB Hairdressing and Beauty Services Training Package includes imported Units of Competency from other Training Packages.

Please check the relevant assessment requirements of the source Training Package by accessing the national training website www.training.gov.au (TGA) or a physical copy regarding any special conditions that may apply to the assessment of imported Units of Competency.

For up-to-date releases of the imported units, refer to www.training.gov.au or the respective JSC.

Where any of the Units of Competency listed below are used to form a qualification or Skill Set they do not count as Units of Competency imported under the qualification packaging rules:

- Elective units may be selected from any relevant endorsed Training Package. The elective units must contribute to the vocational outcomes of the qualification

Where imported Units of Competency are selected, care must be taken to ensure that all prerequisite Units of Competency specified are complied with.

Note: *An asterisk after a Unit of Competency code indicates prerequisite requirements for that Unit of Competency.

Code	Unit Title	Usage
Business Services		
BSBESB304	Determine resource requirements for new business ventures	Current
BSBESB401	Research and develop business plans	Current
BSBESB404	Market new business ventures	Current
BSBESB406	Establish operational strategies and procedures for new business ventures	Current
BSBESB407	Manage finances for new business ventures	Current
BSBFRA401	Manage compliance with franchisee obligations and legislative requirements	Superseded
BSBFRA402	Establish a franchise	Superseded
BSBFRA403	Manage relationship with franchisor	Superseded
BSBFRA404	Manage a multiple-site franchise	Superseded
BSBHRM404	Review human resource functions	Superseded
BSBHRM506	Manage recruitment selection and induction processes	Superseded
BSBINN301	Promote innovation in a team environment	Superseded
BSBLED501	Develop a workplace learning environment	Superseded
BSBMGT502	Manage people performance	Superseded
BSBMKG413	Promote products and services	Superseded
BSBPEF501	Manage personal and professional development	Current
BSBSMB402	Plan small business finances	Superseded
BSBSMB403	Market the small business	Superseded
BSBSMB404	Undertake small business planning	Superseded
BSBSMB406	Manage small business finances	Superseded
BSBSMB408	Manage personal, family, cultural and business obligations	Superseded
BSBSMB409	Build and maintain relationships with small business stakeholders	Superseded
BSBSUS201	Participate in environmentally sustainable work practices	Superseded
BSBSUS211	Participate in sustainable work practices	Current
BSBSUS501	Develop workplace policy and procedures for sustainability (superseded)	Superseded
BSBSUS511	Develop workplace policies and procedures for sustainability	Current
BSBWSH201	Contribute to health and safety of self and others (superseded)	Superseded
BSBWOR501	Manage personal work priorities and professional development (superseded)	Superseded
BSBWOR502	Lead and manage team effectiveness (superseded)	Superseded
Health		
HLTINF005	Maintain infection prevention for skin penetration treatments	Current
Retail Services		
SIRRINV001	Receive and handle retail stock	Current
SIRRMER001	Produce visual merchandise displays	Current
SIRXIND003	Organise personal work requirements	Current
SIRXMKT002	Use social media to engage customers	Current
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms	Current
SIRXOSM003*	Use social media and online tools	Current
SIRXSLS001	Sell to the retail customer	Current

SIRRINV001	Receive and handle retail stock	Current
Training and Education		
TAEASS401B	Plan assessment activities and processes	Superseded
TAEASS402B	Assess competence	Superseded
TAEDEL301A	Provide work skill instruction	Superseded
TAEDEL402A	Plan, organise and facilitate learning in the workplace	Superseded

REGULATION AND LICENSING IMPLICATIONS FOR IMPLEMENTATION

Hairdressing and beauty services personnel must comply with general laws, common to all industries and business types, that regulate customer, business and employee interaction.

Wherever knowledge of a general law is required to effectively perform a job task described in the unit of competency, it is covered in the Knowledge Evidence field of the Assessment Requirements. The Assessment Conditions field requires RTOs to provide current regulatory documents to assist the assessment.

For example: SHBXIND003 Comply with organisational requirements within a personal services environment:

General Laws

Knowledge Evidence of Relevant Law:	Assessment Conditions Resource Requirement:
- sources of information on employment rights and responsibilities as specified in the Performance Evidence - basic aspects of employment-related laws covering rights and responsibilities of employees and employers as specified in the Performance Evidence - basic aspects of industrial awards for hairdressing and beauty employees - primary functions of trade unions for hairdressing and beauty employees - organisational policies and procedures for own job role that relate to general work practices as specified in the Performance Evidence - typical terms and conditions of employment for hairdressing and beauty businesses - general role boundaries and responsibilities for key hairdressing and beauty industry staff: - beauticians - nail technicians - hairdressers - make-up artists - hairdressers - beauty and spa therapists - supervisors and managers within hairdressing and beauty - businesses.	- current Plain English guidelines issued by regulatory bodies covering: - minimum workplace entitlements provided by the National Employment Standards (NES) - relevant State or Territory anti-discrimination or equal employment opportunity law: - harassment provisions: types of discrimination and harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law - equal employment opportunity (EEO) provisions; rights of employees and responsibilities of employers to make merit-based employment decisions - role of relevant State or Territory boards in managing complaints - Plain English information about industrial awards for hairdressing and beauty employees issued by regulatory bodies or unions.

Laws that Specifically Apply to the Hairdressing and Beauty Services Industry

There are laws and regulations that have specific relevance to the hairdressing and beauty services industry. Wherever knowledge of a specific law or regulation exists, it is covered in the Knowledge Evidence field of the Assessment Requirements. The Assessment Conditions field requires RTOs to provide current regulatory documents to assist the assessment.

At the time of publication, these laws and regulations include:

State or Territory Health Acts and Regulations - Skin Penetration Provisions.

These are relevant to the provision of many hair reduction and skin services which utilise wax, probes or needles.

For example:

- SHBBCOS001 Provide cosmetic tattooing consultations
- SHBBCOS004 Provide cosmetic tattooing for eyebrows
- SHBBCOS005 Provide cosmetic tattooing for lips
- SHBBCOS006 Provide cosmetic tattooing for eyes
- SHBBCOS007 Provide cosmetic tattoo scalp micropigmentation
- SHBBCOS008 Provide 3D nipple areola complex tattooing
- SHBBSKT003 Identify and control safety risks for light-based skin treatments
- SHBBSKT004 Design intense pulsed light skin treatment programs
- SHBBSKT005 Provide intense pulsed light skin treatments
- SHBBSKT006 Design laser skin treatment programs
- SHBBSKT007 Provide laser skin treatment
- SHBXIND004 Develop skin therapy workplace policies and procedures.

Some States and Territories require businesses that provide skin penetration procedures to be registered with local councils. This will have implications for Registered Training Organisations that provide these services to paying clients during training and assessment.

Those developing training and assessment strategies for any SHB units which cover skin penetration procedures, should consult with the relevant State, Territory or local government to determine compliance requirements.

State or Territory Health Acts and Regulations - Hygiene and Cleanliness of Premises Provisions for Hairdressing, Barbering and Beauty businesses.

These are relevant to the provision of many services and the use of tools that come into direct contact with a client's skin, scalp and hair.

As above, some States and Territories require hairdressing, barbering and beauty businesses to be registered with local councils, and the same implications will impact on Registered Training Organisations.

Intense Pulsed Light (IPL) and Laser Regulation

Some States and Territories regulate who is able to use IPL and Laser. The following States and Territories have regulations:

State	Requirement
Queensland	Technicians using Class 4 laser devices are required to undergo training and be licensed. The businesses they operate out of must also be licensed to deliver the services. Radiation licensing and regulation Queensland Health
Tasmania	anyone who has 'dealings' with (that is, uses, possess, stores, acquires, disposes, sells, services, repairs, installs, transports, manufactures) an intense pulsed light or laser apparatus must be licenced with the Department of Health & Human Services. Radiation protection Tasmanian Department of Health

Western Australia

Nurses and other non-medical practitioners may be able to use lasers for cosmetic procedures with a current exemption from licence. An exemption from licence still requires an application to the Radiological Council for an exemption certificate to be issued. Nurses may be able to use lasers in accordance with their professional registration and scope of practice. For other non-medical practitioners, there are three types of exemptions from licence issued for cosmetic use of lasers. These are for hair removal, superficial cosmetic procedures (pigment and vascular treatments only) and tattoo removal.

[Radiological Council - Licence Prerequisites.](#)

Occupational Certification/Licensing Requirements for the Hairdressing and Beauty Services Industry

In Queensland, individuals must hold a licence in order to use, purchase or possess a Class 4 laser apparatus. To obtain a licence to use laser, the individual must first undertake a minimum 25 hours of hair removal under a trainee licence before proceeding to a full licence.

In Tasmania, a licence must be held in order to interact with a Class 3B laser, Class 4 laser or intense pulsed light apparatus. In addition, the premises in which the laser or IPL apparatus are used must also be registered.

Some Australian States and Territories have a Hairdressing Act which prohibits individuals from providing hairdressing services unless they hold a prescribed qualification. These laws do not require qualified hairdressers to register with any State or Territory government authority. Instead, non-qualified people providing hairdressing services are subject to being fined

IMPLEMENTATION INFORMATION

KEY FEATURES OF THE TRAINING PACKAGE PATHWAYS

Pathways define a sequence of learning or experience that can be followed to attain competency and describe the way in which training, and assessment is undertaken in an education or training program. They are **not mandatory** and may vary depending on the qualification or training program, the needs of the individual and the industry.

The SHB Hairdressing and Beauty Services Training Package is flexible, and many pathways can be constructed to align with individual requirements and business needs. RTOs can work with their clients to apply the flexibility available in the packaging rules to ensure 'fit for purpose outcomes'.

Beauty industry Preferred Delivery Pathways

There is no preferred delivery pathway for the beauty services industry, although the apprenticeship or traineeship pathway provides more opportunity to develop and practise skills in the workplace. The beauty services industry has the expectation that learners in institutional programs are provided with access to workplace experience directly related to the skills contained in the qualification that they are completing.

Hairdressing Industry Preferred Delivery Pathways

The job-readiness of graduates who are fully trained in a college rather than undertaking an apprenticeship continues to be a topic of discussion in the hairdressing industry. Many of those who train via the institutional pathway develop technical proficiency but lack exposure to a fast-paced work environment and struggle to adapt and operate at the required level upon securing employment. Industry is also concerned about an increase in one-year accelerated courses that produce graduates without the confidence to perform anything but the most basic tasks. Ultimately, the hairdressing industry prefers apprenticeship as the most appropriate delivery model.

However, industry reports that it has problems finding suitable apprentices because fewer young people, in particular, are choosing hairdressing as a career. Institutional pathways must therefore provide graduates with skill levels of a comparable quality to those delivered on the job or via an apprenticeship pathway. For this reason, Assessment Requirements for hairdressing units of competency have been strengthened to ensure training and assessment delivered through apprenticeships and institutions is consistent.

INDUSTRY SECTORS AND OCCUPATIONAL OUTCOMES OF QUALIFICATIONS

The hairdressing and beauty services industry is a dynamic industry involved in the provision of personal services for men and women. It includes businesses that provide haircuts, hair colouring and styling, manicures and pedicures, hair removal, skin treatments and tanning, and cosmetic and beauty services.

The hairdressing and beauty services sectors offer a range of career options, including positions as hairdressers, barbers, beauty therapists, beauticians, make-up artists, nail technicians, and salon managers.

Beauty Services

The beauty services sector of the industry in Australia is characterised by a substantial number of small businesses providing unique and complex beauty services to clients on a one-to-one basis.

The sector employs workers who provide services that require high-level skills and knowledge to support treatments offered. It provides a range of services including complex skin therapies and treatments. Specialist enterprises are increasing in the industry and provide particular services as their core business activity. The industry workforce has always been comprised predominantly of female employees and this profile is projected to continue. Employees are mostly full-time, with part-time and casual employment used to offset periods of high demand. Historically, the beauty services sector has focused on females, but as the industry has evolved this has changed, with the growth of services for men.

The beauty services sector is predominantly comprised of small employers, many of whom are self-employed and operate their businesses from salons, destination or day spas, hairdressing salons and retail outlets. Whilst many businesses operate within limited or traditional boundaries, many of the contexts in which beauty professionals work are now increasingly linked to broader health and wellness.

Job roles in the beauty services sector of the industry require multi-skilled individuals with a combination of skills and knowledge encompassing beauty services and treatments, customer service, sales, administration and leadership. The industry is increasingly offering treatments using new technologies requiring a higher level of understanding of the skin and how such technologies interact with it. Leaders and managers in the beauty services sector of the industry fulfil a wide range of roles requiring a variety of skills and knowledge of financial matters, technology, business planning and human resource management.

Hairdressing

The hairdressing sector is predominantly comprised of small businesses, many of which are operated as salons by self-employed hairdressers. Salons may also be part of larger chains, often operating as franchises. The majority of businesses provide a full range of client services. There are, however, some salons that exclusively offer a limited range of services as their core business activity, for example haircutting only.

Historically the hairdressing industry has focused the breadth of its services on females, with male clients opting mainly for haircutting services. Adolescent and adult males have, however, become increasingly active consumers of a broader range of hair care products and services. An increasing number of male clients now regularly have chemical services such as hair colouring and lightening and use hair styling and texture enhancing products on a daily basis.

Barber shops or salons have once more gained popularity, in part to support this increasing engagement of male clients. This incorporates traditional barber shops and more modern types of 'boutique' or concept barber shops, particularly found in metropolitan areas. There is no absolute delineation of male from female clients in choosing hairdressing salons or barber shops. Men and women patronise both.

Hairdressers and barbers require high-level technical skills and knowledge to support the breadth of services provided to clients on a one-to-one basis. Key services include haircutting, hair design, hair colouring and chemical reformation. In addition, hairdressers and barbers require high-level customer service and sales skills.

In the main, qualified hairdressers and barbers work in the salon environment and provide a full range of services. Many operators choose a specialist pathway as colourist or stylist. Others can work as specialist session stylists in diverse settings including fashion parades, hair shows, technical seminars, platform demonstrations, training sessions and fashion shoots, as well as film, television and theatre productions.

Many senior hairdressers follow a career pathway to work as technical specialists with hair product companies, while others become salon managers. Salon managers require business management skills, particularly in financial and human resource management, along with business planning and marketing and promotional skills.

Occupational outcomes of qualifications

Qualification	Outcome
SHB20121 Certificate II in Retail Cosmetics	This qualification reflects the role of retail sales personnel involved in a defined range of tasks to sell and demonstrate beauty or cosmetic products. They follow known routines and procedures and work under direct supervision. This qualification provides a pathway to work as a retail sales consultant in any business that sells beauty or cosmetic products and services. This can include beauty and hairdressing salons, retail outlets and department stores. The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian and New Zealand standards and industry codes of practice. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.
SHB20216 Certificate II in Salon Assistant	This is a preparatory qualification which provides a defined and limited range of basic skills and knowledge used in hairdressing salons by individuals who provide This qualification reflects the role of individuals employed as make-up artists to design and apply make-up for a range of purposes and occasions across the beauty, fashion, media and entertainment industries.

	These individuals possess a range of well-developed technical and consultation skills where discretion and judgement are required and are responsible for their own outputs. This includes working cooperatively with a range of individuals including photographers, fashion stylists and media production staff. Work is typically conducted as part of a team or on a freelance basis in settings such as make-up studios, retail cosmetic counters, fashion and media sets and photography studios. The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian and New Zealand standards and industry codes of practice. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication. Assistance with client services. These routine and repetitive tasks are completed under direct supervision and with guidance from hairdressers who manage the client service. The combined skills and knowledge do not provide for a job outcome as a hairdresser, and this qualification is intended to prepare individuals for further training.
SHB30121 Certificate III in Beauty Services	This qualification reflects the role of individuals employed as beauticians to provide a range of beauty services including nail, waxing, lash and brow, and basic make-up services. These individuals possess a range of well-developed technical and customer service skills where discretion and judgement are required and are responsible for their own outputs. This includes client consultation on beauty products and services. Work is typically conducted in beauty, waxing, brow and nail salons. The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian and New Zealand standards and industry codes of practice. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.
SHB30221 Certificate III in Make-Up	This qualification reflects the role of individuals employed as make-up artists to design and apply make-up for a range of purposes and occasions across the beauty, fashion, media and entertainment industries. These individuals possess a range of well-developed technical and consultation skills where discretion and judgement are required and are responsible for their own outputs. This includes working cooperatively with a range of individuals including photographers, fashion stylists and media production staff. Work is typically conducted as part of a team or on a freelance basis in settings such as make-up studios, retail cosmetic counters, fashion and media sets and photography studios. The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian and New Zealand standards and industry codes of practice. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.
SHB30321 Certificate III in Nail Technology	This qualification reflects the role of individuals employed as nail technicians to provide manicure and pedicure services, including the application of nail art and acrylic and gel nail enhancements. These individuals possess a range of well-developed technical and customer service skills where discretion and judgement are required and are responsible

	for their own outputs. This includes client consultation on nail care products and services. Nail technicians may also be self-employed and responsible for managing their own nail station. Work is typically conducted in nail and beauty salons. The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian and New Zealand standards and industry codes of practice. The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian and New Zealand standards and industry codes of practice. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.
SHB30416 Certificate III in Hairdressing	This qualification reflects the role of hairdressers who use a range of well-developed sales, consultation and technical skills and knowledge to provide a broad range of hairdressing services to clients. They use discretion and judgement to provide client services and take responsibility for the outcomes of their own work. This qualification provides a pathway to work as a hairdresser in any industry environment, usually a salon.
SHB30516 Certificate III in Barbering	This qualification reflects the role of barbers who use a range of well-developed sales, consultation and technical skills and knowledge to provide a broad range of barbering services to clients. They use discretion and judgement to provide client services and take responsibility for the outcomes of their own work. This qualification provides a pathway to work as a barber in any industry environment, usually a barber shop or salon.
SHB40121 Certificate IV in Beauty Therapy	This qualification reflects the role of individuals who work as beauty therapists to provide a range of beauty therapy treatments and services, including lash and brow treatments, nail services, make-up, massage and waxing. They communicate with clients to recommend treatments and services and sell retail skin care and cosmetic products. These individuals undertake work independently, with limited guidance from others, to perform routine and non-routine activities and solve non-routine problems. They apply and adapt technical skills and knowledge and use judgment in the provision of beauty treatments and services. These individuals are responsible for their own outputs and provide limited guidance to others. Work is typically conducted in beauty salons and spas. The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian and New Zealand standards and industry codes of practice. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.
SHB40216 Certificate IV in Hairdressing	This qualification reflects the role of skilled senior hairdressers who use a range of highly developed sales, consultation and technical skills and knowledge to provide a broad range of hairdressing services to clients. These senior hairdressers provide specialist services in one or more areas, including haircutting, design, colouring and complex colour correction, trichology and chemical reformation. They work independently and many hairdressers at this level provide technical leadership, training and support to team members.

	This qualification provides a pathway to work as a senior hairdresser in a salon environment, a freelance session stylist or a technical advisor in product companies.
SHB50121 Diploma of Beauty Therapy	This qualification reflects the role of individuals employed as beauty therapists to provide a broad range of beauty therapy treatments and services including facial treatments, body massage and treatments, hair removal, lash and brow treatments, nail and make-up services. This includes consultation with clients to provide beauty advice, recommend beauty treatments and services, and sell retail skin-care and cosmetic products. These individuals work relatively autonomously and are accountable for personal outputs. Their work involves the self-directed application of knowledge and skills with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques. Work is typically conducted in beauty salons and spas. The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian and New Zealand standards and industry codes of practice. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.
SHB50216 Diploma of Salon Management	This qualification reflects the role of senior managers and small business owners of personal services businesses. They are responsible for coordinating the day-to-day operation of the business and for planning, monitoring and evaluating the work of the team. Salon managers also operate with significant autonomy to make strategic business management decisions. This qualification provides a pathway to work as a salon manager in any type of personal services business including hairdressing or beauty salons, barber shops and spas.
SHB50321 Diploma of Cosmetic Tattooing	This qualification reflects the role of individuals who work as cosmetic tattooists who design and provide cosmetic tattooing services. These individuals work autonomously and are accountable for personal outputs. Their work involves the self-directed application of specialised knowledge and experience to consult, design and manage sequential treatment programs. They possess highly developed communication and technical skills. Practitioners operate within a defined scope of practice and use initiative and judgement to refuse or refer treatments as required. Work is typically conducted in beauty salons and skin clinics. The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian and New Zealand standards and industry codes of practice. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication. Cosmetic Tattooing is subject to Skin Penetration regulation in some states and territories. The supply of topical anaesthetics is restricted in some states and territories.
SHB60125 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction	This qualification reflects the role of individuals who apply substantial specialised knowledge and skills to design and safely apply non-ionising radiation treatments using intense pulsed light and laser technologies to reduce unwanted hair on the face and body. In this role they make complex, independent judgements in consulting with clients and analysing their skin and hair characteristics, designing and evaluating

	intense pulsed light and laser hair reduction treatment programs, selecting and using appropriate technology, and applying it within the context of safe client and operator practices and in compliance with regulatory requirements. Ongoing technological developments in this area of practice require the use of broad knowledge and the identification, analysis and evaluation of information from a variety of sources to build personal capability. Practice may be undertaken in a salon or clinic in the beauty industry or in other settings where cosmetic laser hair reduction services are offered.
SHB60221 Advanced Diploma of Skin Therapy	This qualification reflects the role of individuals employed as skin or beauty therapists who design and provide specialised skin treatments for clients with various skin treatment needs. They are skilled individuals who synthesise specialised knowledge and experience to consult, design and manage sequential treatment programs. They possess highly developed communication skills and specialised technical skills. Practitioners operate within a defined scope of practice and use initiative and judgement to refuse or refer treatments as required. This qualification provides a pathway to work in skin or beauty therapy clinics. Possible job titles include: • beauty therapist • skin therapist. The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian and New Zealand standards and industry codes of practice. The use of laser and Intense Pulsed Light is subject to legislation, regulation and licensing in some Australian States and Territories. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

QUALIFICATION ENTRY REQUIREMENTS

Entry requirements are the knowledge, skills or experience required to enter a qualification. They may be expressed as units of competency, qualifications or vocational outcomes and must be demonstrated prior to commencing the qualification.

SHB Hairdressing and Beauty Services Training Package Qualifications and their Entry Requirements are outlined in the table below.

Qualification	Entry Requirement
SHB40216 Certificate IV in Hairdressing	Entry to this qualification is open to individuals who have: - achieved a Certificate III in Hairdressing (or equivalent); and - at least one year post-qualification full-time employment experience as a hairdresser in a salon environment where they have applied the skills and knowledge covered in the above qualification.
SHB60125 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction	Entry to this qualification is open to individuals who: - have achieved a Diploma of Beauty Therapy; and - have 12 months post-qualification experience as a beauty therapist with a primary focus on providing facial services, skin services and hair reduction services or - are an Enrolled Nurse or Registered Nurse; and - have 12 months post-qualification experience in the application of knowledge in human biology, anatomy and physiology.
SHB60221 Advanced Diploma of Skin Therapy	Entry to this qualification is open to individuals who have achieved the following units of competency: - SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy - SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy - SHBBFAS005 Provide facial treatments and skincare recommendations OR SHBBFAS002 Provide facial treatments and skin care recommendations - SHBBFAS006 Provide specialised facial treatments OR SHBBFAS003 Provide specialised facial treatments - SHBBINF001 Maintain infection control standards OR HLTINF005 Maintain infection prevention for skin penetration or who are able to demonstrate equivalent skills and knowledge to each of the above units of competency.

SHB60125 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction

The SHB60125 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction includes a specific Entry Requirement of 12 months experience after completing a Diploma of Beauty Therapy, with at least a 70% focus on providing facial services, skin services and hair reduction services as a beauty therapist within a beauty salon to meet the requirement of 'primary focus on providing facial services, skin services and hair reduction services'. Learners enrolling into the qualification via the nurse pathway must also have experience after completing the relevant qualification. Work may be part-time or full-time.

The Entry Requirements will ensure that only individuals with the appropriate prior knowledge and experience will be able to enrol into the qualification, given the level of risk involved in operating IPL and laser machinery.

PATHWAYS ADVICE

The following pathway charts show the pathways into and from qualifications that are possible within SHB Hairdressing and Beauty Services Training Package. Individuals can exit each qualification to work in industry at a different level of technical expertise and responsibility. It is not, however, intended to indicate that an individual will gain immediate employment at that level.

Individuals can also complete a qualification designed for one industry sector or job function and complete secondary qualifications for others, e.g. complete a make-up qualification followed by a nail technology qualification, or a hairdressing qualification followed by a beauty qualification. Many skills are transferrable with the ability to gain credit for common units of competency.

Articulation arrangements from Diplomas to higher education qualifications can be made on an individual basis by RTOs, e.g. from a Diploma of Beauty Therapy to dermal therapies.

Beauty Services

Entry Requirements

Entry to this qualification is open to individuals who have achieved the following units of competency:

- SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy
- SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy
- SHBBFAS005 Provide facial treatments and skincare recommendations OR SHBBFAS002 Provide facial treatments and skin care recommendations
- SHBBFAS006 Provide specialised facial treatments OR SHBBFAS003 Provide specialised facial treatments
- SHBBINF001 Maintain infection control standards OR HLTINF005 Maintain infection prevention for skin penetration

or who are able to demonstrate equivalent skills and knowledge to each of the above units of competency.

Advanced Diploma of Skin Therapy

Job roles include:

Skin Therapist | Beauty Therapist

Services include:

Consulting | Designing and managing sequential skin treatment programs

Individuals work:

Within a defined scope of practice and use initiative and judgement to refuse or refer treatments as required.

Typical settings include:

Beauty salons | Skin clinics

DIRECT ENTRY INTO QUALIFICATION

Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction

Job roles include intense pulsed light and/or laser practitioner.

Diploma of Salon Management

Job roles include Senior Manager or Salon Owner. **Responsibilities include** day to day business operation, planning monitoring and evaluating work of the team. **Individuals work** significant autonomy, responsibility for strategic business decisions. **Typical settings include** hairdressing and beauty salons, barber shops and spas.

Diploma of Cosmetic Tattooing

Job roles include cosmetic tattooist. **Services include** consulting, designing and managing treatment programs. **Individuals work** within a defined scope of practice and use initiative and judgement to refuse or refer treatments as required. **Typical settings include** beauty salons and Skin Clinics.

Diploma of Beauty Therapy

Job roles include beauty therapists. **Range of beauty therapy treatments/services include** facial treatments, body massage and treatments, hair removal, lash and brow treatments, nails, make-up services, providing beauty advice, recommending beauty treatments and services, selling retail skincare and cosmetics products. **Individuals work** relatively autonomously, with accountability for personal output, with substantial depth of knowledge in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques. **Typical settings include** beauty salons and spas. Elective units allow specialisation in areas such as electrolysis/diathermy, relaxation massage or spa treatments.

Certificate IV in Beauty Therapy

Job roles include beauty therapist. **Range of beauty therapy treatments/services include** lash and brow, nails, make-up, massage, waxing, recommending beauty treatments and services, selling retail skincare and cosmetics products. **Individuals work** independently, with limited guidance from others, with responsibility for their own outputs, providing limited guidance to others. **Typical settings include** beauty salons and Skin Clinics.

Certificate III in Nail Technology

Job roles include nail technicians. **Services include** application of nail art and acrylic and gel nail enhancements, client consultation on nail care products and services. **Individuals may be** self-employed and responsible for managing their own nail station.

Certificate III in Make-Up Services

Job roles include make-up artists. **Services include** designing and applying make-up for a range of purposes and occasions. **Ranges of industries include** beauty, fashion, media, entertainment. **Individuals may work** as part of a team, on a freelance basis, with a range of individuals including photographers, fashion stylists and media production staff. Individuals are responsible for their own outputs. **Typical settings include** make-up studios, retail cosmetic counters, fashion and media sets, photography studios.

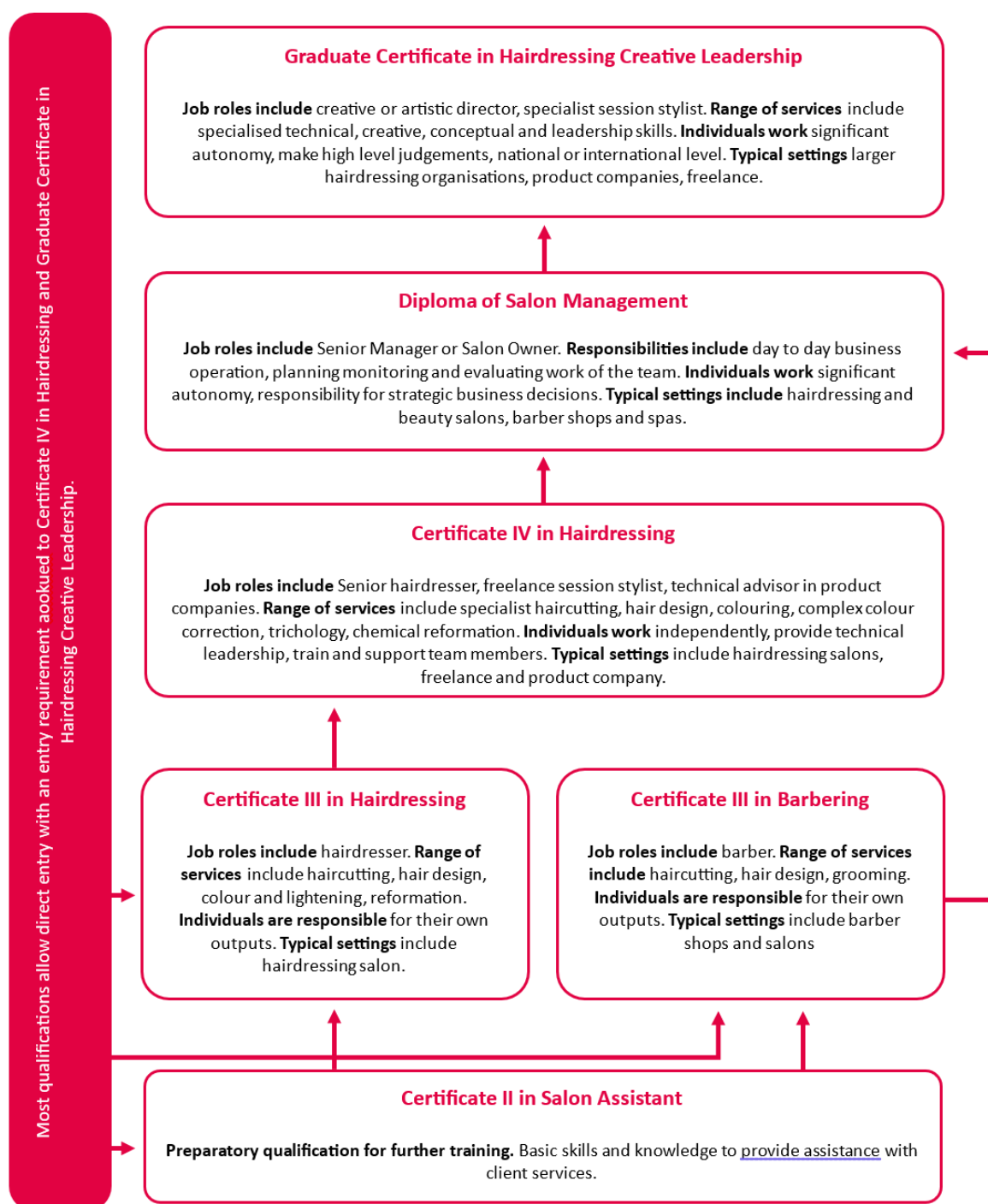
Certificate III in Beauty Therapy

Job roles include beautician. **Range of beauty services include** nails, waxing, lash and brow, basic make-up services. **Individuals** are responsible for their own outputs. **Typical settings include** beauty salons, waxing salons, brow bars and nail salons.

Certificate II in Retail Cosmetics

Job roles include beauty retail sales consultant. **Services include** demonstration and sale of beauty or cosmetic products, basic make-up services. **Individuals** follow routine procedures, work under direct supervision. **Typical settings include** beauty and hairdressing salons, retail outlets and department stores.

Hairdressing Services



VET Delivered to Secondary School Students

SHB qualifications are designed to reflect particular job outcomes at different AQF levels. The majority are not regarded by the beauty and hairdressing industry as 'pathway or preparatory' study for other qualifications. For example, SHB30416 Certificate III in Hairdressing provides for a job outcome as a hairdresser and SHB30321 Certificate III in Nail Technology as a nail technician.

Employers expect graduates with these qualifications, and all SHB qualifications, to be ready to work and to be competent in the required skills. This message needs to be clear to school students and their teachers because vocational training takes a different approach to school studies.

Training package requirements must be adhered to, in order that school students exit qualifications with the required skills to do the job tasks specified within the qualification they achieve.

SHB20216 Certificate II in Salon Assistant is a preparatory qualification that reflects a defined and limited range of basic skills and knowledge used within hairdressing salons by individuals who provide assistance with client services under direction from hairdressers. The skills and knowledge in this qualification do not provide for a job outcome as a hairdresser and this qualification is intended to prepare individuals for further training.

Delivery to secondary school students must comply, in the same way as any other delivery, with the requirements outlined in the Training Package, including those for environments, equipment and assessors.

Wherever a school-based Registered Training Organisation (RTO) cannot provide the mandated resources, delivery must be provided by other RTOs that are sufficiently resourced.

Part-time school-based apprenticeships and traineeships are delivered by RTOs in conjunction with on-the-job training provided by employers. This would be appropriate provided the requirements for SHB qualifications can be met alongside the requirements for completion of the Senior Secondary Certificate of Education, e.g. HSC, VCE, WACE, etc.

The following qualifications in the SHB Hairdressing and Beauty Services Training Package are suitable as VET delivered to secondary school students provided all requirements are met:

- SHB20121 Certificate II in Retail Cosmetics
- SHB20216 Certificate II in Salon Assistant
- SHB30121 Certificate III in Beauty Services
- SHB30221 Certificate III in Make-Up
- SHB30321 Certificate III in Nail Technology
- SHB40121 Certificate IV in Beauty Therapy.

The following qualifications in the SHB Hairdressing and Beauty Services Training Package are not suitable as VET delivered to secondary school students:

- SHB30416 Certificate III in Hairdressing
- SHB30516 Certificate III in Barbering
- SHB40216 Certificate IV in Hairdressing
- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management
- SHB50321 Diploma of Cosmetic Tattooing
- SHB60125 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction
- SHB60221 Advanced Diploma of Skin Therapy

Qualifications Suited to Australian Apprenticeships

The following qualifications in the SHB Hairdressing and Beauty Services Training Package are suitable for an Australian Apprenticeship pathway:

- SHB20121 Certificate II in Retail Cosmetics
- SHB20216 Certificate II in Salon Assistant
- SHB30121 Certificate III in Beauty Services
- SHB30221 Certificate III in Make-Up
- SHB30321 Certificate III in Nail Technology
- SHB30426 Certificate III in Hairdressing
- SHB30525 Certificate III in Barbering
- SHB40121 Certificate IV in Beauty Therapy

- SHB40216 Certificate IV in Hairdressing
- SHB50121 Diploma of Beauty Therapy.

The following qualifications in the SHB Hairdressing and Beauty Services Training Package are not suitable for an Australian Apprenticeship pathway:

- SHB50216 Diploma of Salon Management
- SHB50321 Diploma of Cosmetic Tattooing
- SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction
- SHB60221 Advanced Diploma of Skin Therapy

CREDIT ARRANGEMENTS

Credit transfer arrangements between qualifications in the SHB Hairdressing and Beauty Services and higher education qualifications are encouraged between providers, but no national credit arrangements exist at this time.

ACCESS AND EQUITY

Good vocational education and training, and assessment include making adjustments to meet the learning and assessment needs of individuals. An open mind, common sense and tailoring training and assessment to individual circumstances should ensure individuals achieve the standards employers and RTOs expect.

Adjustments can be made to assist learners to access and participate in vocational education and training. Adjustments are reasonable if they achieve this purpose and take into account factors such as the nature of the learner's ability and disability, the views of the learner, the potential effect of the adjustment on the learner and others, and the costs and benefits of making the adjustment.

Reasonable adjustments need only be that – reasonable. It is about identifying what adjustments might reasonably be made and how they may be put into place.

Assessment processes and techniques should be modified for distance-based learners, be culturally appropriate and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed.

An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment.

FOUNDATION SKILLS

All units of competency in the SHB Hairdressing and Beauty Services Training Package clearly describe the foundation skills that are essential to performance in the elements and performance criteria of the unit.

There is a distinction between 'core skills' and 'foundation skills' in Training Packages, which can be summarised as follows:

Core skills are those described in the ACSF: learning, numeracy, oral communication (speaking and listening), reading and writing.

Foundation skills is the term that the Australian Government uses in a number of different contexts, including vocational units of competency, to capture language, literacy and numeracy skills and employment skills.

FSK Foundation Skills Training Package

The FSK Foundation Skills Training Package allows RTOs to choose and deliver foundation skills Units of Competency, qualifications and Skill Sets that will enable learners to build the specific foundation skills they need to achieve vocational competency.

Foundation skills units provide additional information about the types of language, literacy and numeracy skills that are needed to meet the requirements of vocational units.

The Training Package can be downloaded from www.training.gov.au.

HEALTH AND SAFETY IMPLICATIONS IN THE INDUSTRY

Workers in the hairdressing and beauty services industry are exposed to serious risks to health and safety. Particular risks of injury and illness are from:

- inhalation and ingestion of, and skin and eye contact with, hazardous substances, including hair treatment chemicals, disinfectants and cleaning products
- continual hand/skin contact with water, shampoo and hair treatment products (allergic reactions, dermatitis, eczema)
- using sharp scissors, clippers, razors, needles (cuts and abrasions)
- lifting, shifting and moving heavy equipment, stock and waste
- cross-contamination of infection from clients with contagious skin, hair and scalp conditions and blood-borne diseases
- slips, trips and falls from wet floors
- use of small and large electrical equipment such as hair reduction equipment, heated wax pots, hair dryers, heat lamps and thermal tongs (burns, cuts, abrasions and electrical shock)
- burns and/or scarring as a result of incorrect or improper use of light-based hair reduction modalities
- repeated physical movements when providing services (repetitive strain injury)
- long periods of standing without adopting appropriate posture when providing services (fatigue and injury).

Learners in the workplace or simulated environment are equally exposed to these risks. These risks can be managed through:

- the provision of procedures to manage risks
- work health and safety induction and training
- involvement of learners in hazard identification and risk assessment practices
- close supervision by trainers, assessors, workplace supervisors and managers.

Each qualification in the *SHB Hairdressing and Beauty Services Training Package* contains work health and safety unit(s) of competency requiring learners to achieve skills and knowledge to participate, implement or manage safe work practices as appropriate to the qualification and job outcome. RTOs are required to integrate the acquisition of these workplace skills and knowledge into daily training and assessment activities.

As part of the Performance Evidence for *SHBXWHS003 Apply safe hygiene, health and work practices*, learners are required to integrate the use of predetermined health, safety and security policies, procedures and safe work practices into day-to-day work functions across six three-hour work periods.

To address the safety concerns related to using light-based modalities for hair reduction, the unit *SHBBHRS005 Identify and control safety risks for intense pulsed light and laser hair reduction* is included in the core of the **SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction**. This unit is applicable to all workers who are required to understand the risks of intense pulsed light and laser apparatus and may include front-desk staff and franchise owners.

RESOURCES AND EQUIPMENT RELEVANT TO THE TRAINING PACKAGE

The assessment requirements relevant to each Unit of Competency refer to the relevant resources and equipment required for assessment.

Where specific equipment is referred to, it must be used in the relevant assessment.

In particular, for assessment, access is required to:

- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment (PPE) that replicate and are currently used in industry.

This information is also relevant to delivery and is found in the Assessment Conditions field which specifies:

- where the assessment must take place, the physical environment and whether a simulated environment is appropriate

- what equipment must be provided for assessment, e.g. nail clippers or scissors, manicure table and lamp, operator chair, basins, specialised hair cutting equipment
- what types of consumable resources or stock must be provided for assessment, e.g. manicure and pedicure products from a comprehensive professional range, shampoos, hair colours
- what workplace documentation must be provided, e.g. manufacturer instructions and safety data sheets, organisational policies and procedures
- if relevant, any other people who must be present during assessment, e.g. clients, both new and regular, with different service needs, who have the expectation that the services provided reflect those of a commercial business.

Simulated Environments for Assessment

Because assessment in the workplace is not always possible, each SHB unit of competency allows assessment to be conducted in a simulated environment. Whenever a simulated assessment is conducted it is essential that the environment is as realistic as possible. Assessment must be conducted in the specified environment using the equipment and resources mandated in the Assessment Conditions field of the Assessment Requirements. This involves:

- using the appropriate environment - for example a simulated beauty, hairdressing or barbering workplace, set up for the purpose of skills assessment - that provides services to paying members of the public
- providing current equipment and technology, i.e. that which is typically available in a modern beauty, hairdressing or barbering business
- providing a diverse, comprehensive and commercially realistic range of consumable resources or stock, e.g. a diverse professional range of hair colour and lightening products
- providing workplace documents which are currently used in industry, i.e. those that are typically available in a beauty, hairdressing or barbering business, including items such as policies, procedures, product manuals, template client records
- providing sufficient numbers of all equipment and resources to service the assessment needs of each learner. Sharing and 'taking turns' using inadequate numbers would result in down-time for tasks and would not allow learners to demonstrate their capacity to work with commercial speed, timing and productivity
- ensuring that other required people are present, e.g. clients, team members.

Simulated Workplace Activities for Assessment

The hairdressing and beauty services industry highly values graduates who are ready to work in their businesses because they have been exposed to industry conditions. Whenever a simulated assessment activity is conducted it is essential that industry-relevant conditions are provided, i.e. those as close to a real work situation as possible. This can involve:

- providing sufficient client traffic:
 - to allow the prioritisation of tasks so that clients are served effectively in a logical sequence
 - to allow learners to deal with multiple sales and service tasks simultaneously
- integrating multiple competencies which an individual would naturally complete simultaneously as part of their job function
- learners working and communicating with multiple and varied team members, supervisors, managers and clients, including difficult ones
- requiring learners to work with commercial speed, timing and productivity
- building in a time and efficiency imperative which might include:
 - deadlines for certain tasks, e.g. treatments that must be completed within a set timeframe
 - a number of tasks that must be handled simultaneously
- expecting learners to deal with multiple and varied problems and prioritise competing tasks in given timeframes
- incorporating interruptions to work typical of the workplace
- integrating health and safety issues, employment skills and compliance demands

- incorporating requirements to use the appropriate level of language, literacy and numeracy required by the work tasks.

Clients

Individuals working in the hairdressing and beauty services industry have daily contact with clients, either face-to-face when providing services or via the telephone or electronic communication when arranging appointments.

Industry sets high standards for quality client service and this is reflected throughout the units of competency. Units describe workplace client interaction from first consulting with the client about their service or treatment needs, to the provision of service, followed by post-service advice and care. In the hairdressing or beauty workplace, client interaction is not just about communication; it centres on physical interaction and treatments that change the nature of a client's well-being or physical appearance.

It is vital, and therefore a requirement of most units of competency, that during assessment learners physically interact with clients on whom they complete services or treatments.

An example from SHBHCU009 Cut hair using freehand clipper techniques: Assessment must ensure the use of:

- paying clients with different haircutting requirements; these can be:
 - clients in a hairdressing or barbering industry workplace, or
 - clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business.

This mandated requirement provides industry with an assurance that client interaction is real.

Assessor Requirements

Assessors must meet certain requirements to assess units of competency within the SHB Hairdressing and Beauty Services Training Package. These requirements align to the Standards for Registered Training Organisations. They also prescribe specific industry requirements to ensure that assessors have the correct vocational competency (occupational experience) to assess individuals against industry's standards.

SHB defines the requirements to be met by assessors on a unit-by-unit basis. Information is found in the Assessment Conditions field within the Assessment Requirements document for each unit of competency. Requirements vary across units because they are tailored to the specific unit.

An example from SHBHCLS002 Colour and lighten hair.

Assessors must:

- satisfy the Standards for Registered Training Organisations' requirements for assessors; and
- hold the Certificate III in Hairdressing, Certificate III in Barbering or Certificate IV in Hairdressing qualification (or equivalent); and
- have at least three years' full-time employment experience as a hairdresser in a salon environment where they have applied the skills and knowledge covered in this unit of competency to assess this unit as part of a hairdressing qualification; this cannot include any indentured traineeship or apprenticeship period; or
- have at least three years' full-time employment experience as a barber in a shop or salon environment where they have applied the skills and knowledge covered in this unit of competency to assess this unit as part of a barbering qualification; this cannot include any indentured traineeship or apprenticeship period.

This requires assessors to have the relevant vocational competencies for the units of competency they are assessing. For the hairdressing and barbering sectors, vocational competency means that assessors must have the relevant vocational qualification plus relevant industry experience in the unit to fully understand the unit's workplace requirements and apply them to assessment.

In the above example, SHBHCLS002 Colour and lighten hair defines this as having worked in a hairdressing or barbering salon for at least three years where they have applied the unit of competency.

The application of the skills must be specific to hairdressing to assess hairdressers in training and specific to barbering to assess barbers in training. This is because the units are written broadly enough to apply to both contexts and the application of the unit can be quite different in these different sectors.

Several of the SHBBHRS coded units of competency related to use of intense pulsed light and laser for hair reduction mandate that the assessor must have three years' experience in using the modalities. Industry felt that 'industry experience' in this instance was not sufficient, and that assessors should be adequately experienced in using the relevant equipment.

Currency of vocational competence, as required by the Standards for Registered Training Organisations, is crucial to the success of assessment outcomes for the hairdressing and beauty services industry. It ensures that those involved in assessment processes have current industry knowledge, expertise in current operational practice, and knowledge of what workplace equipment is currently used so that assessments reflect up-to-date workplace practice.

Intense Pulsed Light and Laser

Reference to Standards

Some SHBBHRS-coded units of competency refer to Australian and New Zealand standards. These standards include:

- AS/NZS 4173:2018 Safe use of lasers and intense light sources in health care
- AS/NZS IEC 60825.1:2014 Safety of laser products: Part 1: Equipment classifications and requirements
- AS/NZS 1336:2014 Eye and face protection – Guidelines

For example, the unit SHBBHRS005 Identify and control safety risks for intense pulsed light and laser hair reduction states 'control measures applied to minimise health and safety risks during intense pulsed light and laser hair reduction treatments: Window coverings and draping of treatment environment'. Window coverings and draping should be according to AS/NZS 4173:2018 Safe use of lasers and intense light sources in health care.

Equipment

Some SHBBHRS-coded units of competency include the following statement: 'Laser equipment which is registered for purpose on the Australian Register of Therapeutic Goods'. This statement has been included to ensure the apparatus used during assessment is registered on the Australian Register of Therapeutic Goods for the purpose for which it is being used

Direct Observation

The SHBBHRS units of competency related to the use of Intense Pulsed Light and Laser for Hair Reduction include the following statement:

'Assessment must be directly observed, in person, for the total duration of each laser treatments, by assessors who meet the assessor requirements outlined below.'

This means that assessors must have complete sight of each treatment performed by a student during assessments.

LEGAL CONSIDERATIONS FOR LEARNERS IN THE WORKPLACE / ON PLACEMENTS

Legal requirements that apply to specific industries and VET vary across each state and territory, and the Commonwealth.

Contact relevant state/territory and Commonwealth departments to determine specific legal requirements.

Legitimate work-based learning programs and placements give learners an opportunity to gain experience in the workplace. Under the *Fair Work Act 2009*, a vocational placement is a working arrangement where all of the following apply:

- the worker is not paid a wage
- it is a requirement of an Australian based education or training course
- it is authorised under a law or administrative arrangement of the Commonwealth, a State or Territory.

A learner in an arrangement that meets all of these criteria is not covered by the Fair Work Act; is not entitled to the minimum wages and other entitlements provided in the National Employment Standards and any applicable modern awards or agreement.

Refer to: <https://www.fairwork.gov.au/starting-employment/unpaid-work/student-placements>

Learners engaged as trainees, apprentices and those on work placements must comply with any general laws that regulate customer, business and employee interaction and should be inducted and supervised to ensure compliance.

Trainees, apprentices and learners gaining work experience are considered to be workers under WHS law. Provisions of law relating to worker and employer responsibilities apply. Learners should be inducted and supervised to ensure compliance.

DISCLAIMER: TRAINING PACKAGE HISTORIC CHANGES MAPPING

SaCSA is undertaking work to complete the full mapping of changes actioned by previous training package developers. Future versions of the SHB Companion Volume Implementation Guide will include this full SHB training package history.

APPENDIX A: QUALIFICATION MAPPING

SHB Release 5.0	Qualification Release	Mapping	Equivalency	Mapping Information
SHB60125 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction	1	Supersedes SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction	Not Equivalent	All superseded imported units have been replaced with the most current unit. Replaced unit include core units of competency, which has been identified as non-equivalent by the relevant JSCs.

APPENDIX B: UNIT OF COMPETENCY MAPPING

SHB Release 5.0 does not include any changes to SHB units of competency