



SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

SHB Hairdressing and Beauty Services Training Package V4.0

Companion Volume Implementation Guide

December 2021

Version Control and Modification History

The latest version of the Implementation Guide is shown on the top row of the table below. The table tracks modifications to training components in this training package made after the initial release. Please check that you are using the current version of the *SHB Hairdressing and Beauty Services Training Package* by accessing information from training.gov.au.

Version	Release Date	Comments
Release 4.0	December 2021	Endorsement of the following TP components: Qualifications <ul style="list-style-type: none"> • Six Qualification reviewed and redeveloped • Two Qualification newly created Units of Competency <ul style="list-style-type: none"> • 44 Units reviewed and redeveloped • 30 Units newly created • Three Units deleted
Release 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: <ul style="list-style-type: none"> • SHB80116 Graduate Certificate in Hairdressing Creative Leadership Units removed: <ul style="list-style-type: none"> • SHBHTLS004 Provide creative leadership to the hairdressing industry
Release 3.0	September 2018	Endorsement and release of the following additional qualification: <ul style="list-style-type: none"> • SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction Endorsement and release of: <ul style="list-style-type: none"> • 6 Beauty units of competency and associated assessment requirements.
Release 2.0	March 2016	Endorsement and release of the following additional qualifications: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 52 Hairdressing units of competency and associated assessment requirements • 8 Cross-Sector units of competency and associated assessment requirements.

Version	Release Date	Comments
Release 1.0	September 2015	<p>Primary release of SHB Hairdressing and Beauty Services Training Package. Endorsement and release of the following qualifications:</p> <ul style="list-style-type: none"> • 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 <p>Endorsement and release of:</p> <ul style="list-style-type: none"> • 38 Beauty units of competency and associated assessment requirements • 4 Cross-Sector units of competency and associated assessment requirements.

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Introduction

This Companion Volume Implementation Guide has been developed to provide advice and guidance on the implementation of the *SHB Hairdressing and Beauty Services Training Package*. It also includes key information on the industry and its workforce needs.

Background

In November 2012 the former National Skills Standards Council (NSSC)¹ developed a set of *Standards for Training Packages* to ensure training packages would be of a high quality and meet the workforce development needs of industry, enterprises and individuals.² The *Standards for Training Packages* apply to the design and development of training packages for endorsement consideration.

Standard 1 identifies the products that must comprise a training package. This includes:

Endorsed components:

- Units of competency
- Assessment Requirements (associated with each unit of competency)
- Qualifications
- Credit arrangements

Non-endorsed components:

- Companion Volume Implementation Guide
- Other guides required by stakeholders.

Quality Assurance of Companion Guides

This Implementation Guide contains some mandatory content such as lists of units and their prerequisites. Other content is informed by consultation processes with industry representatives, trainers, assessors, and project reference committees so that information is relevant and useful to all users of the training package.

The content is reviewed by the Industry Reference Committee (IRC), editors, and State and Territory Training Authorities before publication. Implementation Guides are reviewed and updated in response to ongoing feedback received by SkillsIQ, subject to IRC approval.

¹ The functions of the National Skills Standards Council (NSSC) have been transferred to the Australian Industry and Skills Committee (AISC).

² The Standards for Training Packages were endorsed by the former Standing Council for Tertiary Education Skills and Employment (SCOTESE), replaced by the COAG Industry and Skills Council.

1.0 Overview Information

This Implementation Guide is designed to assist assessors, trainers, Registered Training Organisations (RTOs) and enterprises to deliver the *SHB Hairdressing and Beauty Services Training Package*. It provides advice about the structure and content of the training package, its key features and industry-specific information applicable to implementation.

1.1 SHB Qualifications

Qualifications are created by combining units of competency into groups that meet job roles and are meaningful in the workplace and aligning those groups of competencies to vocational qualifications in the Australian Qualifications Framework (AQF).

Qualifications therefore:

- represent key industry functions directly related to occupational positions in the industry
- are a framework, not a course.

Code	Title
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
SHB30416	Certificate III in Hairdressing
SHB30516	Certificate III in Barbering
SHB40121	Certificate IV in Beauty Therapy
SHB40216	Certificate IV in Hairdressing
SHB50121	Diploma of Beauty Therapy
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

1.2 SHB Units of Competency and Prerequisites

Units of competency in training packages are developed by industry to meet identified skill needs. Each unit of competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy requirements.

Units of competency therefore:

- are nationally agreed statements of the skills and knowledge required for effective performance in a particular job or job function
- describe work outcomes
- logically stand alone when applied in a work situation.

A Prerequisite is a unit of competency in which the individual must be deemed competent prior to the determination of competency in the unit. Prerequisites are applicable when competency cannot be achieved in a given unit of competency without first gaining essential knowledge and skills from other unit(s) of competency. Prerequisites are included as part of the full qualification and contribute to the total outcome of the qualification.

Unit Code	Unit Title	Prerequisite(s)
BEAUTY (B)		
Body Services (BOS)		
SHBBBOS007	Apply cosmetic tanning products	Nil
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

Unit Code	Unit Title	Prerequisite(s)
Client Services Beauty (CCS)		
SHBBCCS004	Demonstrate retail skin care products	Nil
SHBBCCS005	Advise on beauty products and services	Nil
SHBBCCS006	Prepare personalised aromatic plant oil blends for beauty treatments	SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy
SHBBCCS007	Interpret the chemical composition and effects of cosmetic products	Nil
Cosmetic Tattooing (COS)		
SHBBCOS001	Provide cosmetic tattooing consultations	Nil
SHBBCOS002	Apply knowledge of colour theory and pigmentology to cosmetic tattooing	Nil
SHBBCOS003	Incorporate elements and principles of design to cosmetic tattooing	Nil
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

Unit Code	Unit Title	Prerequisite(s)
SHBBCOS006	Provide cosmetic tattoo for eyes	<p>SHBBINF002 Maintain infection control standards</p> <p>Or</p> <p>HLTINF005 Maintain infection prevention for skin penetration treatments</p> <p>SHBBCOS001 Provide cosmetic tattooing consultations</p> <p>SHBBCOS002 Apply knowledge of colour theory and pigmentology for cosmetic tattooing</p> <p>SHBBCOS003 Incorporate elements and principles of design to cosmetic tattooing</p> <p>SHBBSSC004 Identify the function and structure of skin and hair for cosmetic tattooing</p>
SHBBCOS007	Provide cosmetic tattoo scalp micropigmentation	<p>SHBBINF002 Maintain infection control standards</p> <p>Or</p> <p>HLTINF005 Maintain infection prevention for skin penetration treatments</p> <p>SHBBCOS001 Provide cosmetic tattooing consultations</p> <p>SHBBCOS002 Apply knowledge of colour theory and pigmentology for cosmetic tattooing</p> <p>SHBBCOS003 Incorporate elements and principles of design to cosmetic tattooing</p> <p>SHBBSSC004 Identify the function and structure of skin and hair for cosmetic tattooing</p>
SHBBCOS008	Provide 3D nipple areola complex tattooing	<p>SHBBINF002 Maintain infection control standards</p> <p>Or</p> <p>HLTINF005 Maintain infection prevention for skin penetration treatments</p> <p>SHBBCOS001 Provide cosmetic tattooing consultations</p> <p>SHBBCOS002 Apply knowledge of colour theory and pigmentology for cosmetic tattooing</p> <p>SHBBCOS003 Incorporate elements and principles of design to cosmetic tattooing</p> <p>SHBBSSC004 Identify the function and structure of skin and hair for cosmetic tattooing</p>

Unit Code	Unit Title	Prerequisite(s)
Facial Services (FAS)		
SHBBFAS004	Provide lash and brow services	Nil
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
Hair Reduction Services (HRS)		
SHBBHRS005	Identify and control safety risks for intense pulsed light and laser hair reduction treatments	Nil
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
SHBBHRS010	Provide waxing services	Nil
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
Infection Control (INF)		
SHBBINF002	Maintain infection control standards	Nil

Unit Code	Unit Title	Prerequisite(s)
Make-Up Services (MUP)		
SHBBMUP008	Apply eyelash extensions	
SHBBMUP009	Design and apply make-up	
SHBBMUP010	Design and apply make-up for photography	
SHBBMUP011	Design and apply remedial camouflage make-up	
SHBBMUP012	Apply airbrushed make-up	
SHBBMUP013	Design and apply creative make-up	
SHBBMUP014	Work collaboratively on make-up productions	
SHBBMUP015	Apply volume eyelash extensions	SHBBMUP008 Apply eyelash extensions
Nail Services (NLS)		
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
SHBBNLS011	Use electric file equipment for nail services	Nil
SHBBNLS012	Apply advanced nail art	SHBBNLS011 Use electric file equipment for nail services
Research (RES)		
SHBBRES002	Investigate developments in cosmetic treatments using light and laser systems	Nil
SHBBRES003	Research and apply beauty industry information	Nil

Unit Code	Unit Title	Prerequisite(s)
Skin Services (SKS)		
SHBBSKS006	Pierce ear lobes	Nil
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
Skin Therapy (SKT)		
SHBBSKT001	Provide skin therapy consultations	Nil
SHBBSKT002	Provide advice on specialised skin care formulations and ingredients	Nil
SHBBSKT003	Identify and control safety risks for light-based skin treatments	Nil
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

Unit Code	Unit Title	Prerequisite(s)
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
SHBBSKT012	Investigate developments in cosmetic treatments for skin rejuvenation	Nil

Unit Code	Unit Title	Prerequisite(s)
Spa Services (SPA)		
SHBBSPA005	Work in a spa therapies framework	Nil
SHBBSPA006	Provide spa therapies	Nil
SHBBSPA007	Provide stone therapy massages	SHBBBOS008 Provide body massage
SHBBSPA008	Provide Indian head massages for relaxation	Nil
Skin Science (SSC)		
SHBBSSC001	Incorporate knowledge of skin structure and functions into beauty therapy	Nil
SHBBSSC002	Incorporate knowledge of body structures and functions into beauty therapy	Nil
SHBBSSC003	Research and apply information on skin science in a skin therapy context	Nil
SHBBSSC004	Identify the function and structure of skin and hair for cosmetic tattooing	Nil
CROSS SECTOR (X)		
Client Services (XCCS)		
SHBXCCS005	Maintain health and wellbeing in a personal services setting	Nil
SHBXCCS006	Promote healthy nutritional options in a beauty therapy context	Nil
SHBXCCS007	Conduct salon financial transactions	Nil
SHBXCCS008	Provide salon services to clients	Nil
SHBXCCS009	Greet and prepare clients for services	Nil
Personal Services Management (PSM)		
SHBXPSM001	Lead teams in a personal services environment	Nil
SHBXPSM002	Manage treatment services and sales delivery	Nil
SHBXPSM003	Promote a personal services business	Nil
SHBXPSM004	Develop a product and service range	Nil
Work Health and Safety (XWHS)		
SHBXWHS003	Apply safe hygiene, health and work practices	Nil
SHBXWHS004	Provide a safe work environment	Nil

Unit Code	Unit Title	Prerequisite(s)
Working in Industry (XIND)		
SHBXIND003	Comply with organisational requirements within a personal services environment	Nil
SHBXIND004	Develop skin therapy workplace policies and procedures	Nil
SHBXIND005	Communicate as part of a salonteam	Nil
Hairdressing (H)		
Basin Services (BAS)		
SHHBAS001	Provide shampoo and basin services	Nil
SHHBAS002	Provide head, neck and shoulder massages for relaxation	Nil
Client Service Hairdressing (CCS)		
SHBHCCS001	Plan hair services for specialevents	Nil
Colour and Lightening (CLS)		
SHBHCLS001	Apply hair colour products	Nil
SHBHCLS002	Colour and lighten hair	Nil
SHBHCLS003	Provide full and partial head highlighting treatments	Nil
SHBHCLS004	Neutralise unwanted colours andtones	Nil
SHBHCLS005	Provide on scalp full head andretouch bleach treatments	Nil
SHBHCLS006	Solve complex colour problems	Nil
SHBHCLS007	Enhance hair designs using creative colouring and lighteningtechniques	Nil
Haircutting (CUT)		
SHBHCUT001	Design haircut structures	Nil
SHBHCUT002	Create one length or solid haircutstructures	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

Unit Code	Unit Title	Prerequisite(s)
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
SHBHCUT010	Create haircuts using tracks and carving	Nil
SHBHCUT011	Design and maintain beards and moustaches	Nil
SHBHCUT012	Shave heads and faces	Nil
SHBHCUT013	Provide men's general grooming services	Nil
Hair Design (DES)		
SHBHDES001	Dry hair to shape	Nil
SHBHDES002	Braid hair	Nil
SHBHDES003	Create finished hair designs	Nil
SHBHDES004	Create classic long hair up-styles	Nil
SHBHDES005	Select and apply hair extensions	Nil
SHBHDES006	Design and style long hair creatively	Nil
SHBHDES007	Apply and maintain wigs and hairpieces	Nil
SHBHDES008	Make wigs and hairpieces	Nil
Hair Reformation (REF)		
SHBHREF001	Curl and volumise hair with chemical treatments	Nil
SHBHREF002	Straighten and relax hair with chemical treatments	Nil
SHBHREF003	Straighten and relax hair with protein treatments	Nil
SHBHREF004	Enhance hair designs using chemical reformation techniques	Nil
SHBHREF005	Rinse and neutralise chemically restructured hair	Nil

Unit Code	Unit Title	Prerequisite(s)
Technical Leadership (TLS)		
SHBHTLS001	Provide technical leadership to hairdressing teams	Nil
SHBHTLS002	Research and use hairdressing trends to advance creative work	Nil
SHBHTLS003	Work as a session stylist	Nil
SHBHTLS005	Conceive, develop and realise innovative hairdressing concepts for media	Nil
SHBHTLS006	Conceive, develop and realise innovative hairdressing concepts for events	Nil
SHBHTLS007	Plan and deliver professional hairdressing presentations	Nil
SHBHTLS008	Originate and refine hair design concepts	Nil
SHBHTLS009	Work to a brief to develop and refine hair designs	Nil
Trichology (TRI)		
SHBHTRI001	Identify and treat hair and scalp conditions	Nil
SHBHTRI002	Conduct trichological assessments	Nil
SHBHTRI003	Develop and apply scalp treatment therapies	Nil
Working in Industry Hairdressing (IND)		
SHBHIND001	Maintain and organise tools, equipment and work areas	Nil
SHBHIND002	Research and use hairdressing industry information	Nil
SHBHIND003	Develop and expand a client base	Nil
SHBHIND004	Participate in session styling teams	Nil

1.3 Imported Units of Competency and Prerequisites

Codes, Titles and Prerequisite requirements for imported units of competency are applicable and current at time of publication of the *SHB Hairdressing and Beauty Services Training Package*.

The parent training package is identified before each group of imported units of competency.

Unit Code	Unit Title	Prerequisite(s)
BSB Business Services		
BSBESB304	Determine resource requirements for new business ventures	
BSBESB401	Research and develop business plans	
BSBESB404	Market new business ventures	
BSBESB406	Establish operational strategies and procedures for new business ventures	
BSBESB407	Manage finances for new business ventures	
BSBFRA401	Manage compliance with franchisee obligations and legislative requirements	
BSBFRA402	Establish a franchise	
BSBFRA403	Manage relationship with franchisor	
BSBFRA404	Manage a multiple-site franchise	
BSBHRM404	Review human resource functions	
BSBHRM506	Manage recruitment selection and induction processes	
BSBINN301	Promote innovation in a team environment	
BSBLED501	Develop a workplace learning environment	
BSBMGT502	Manage people performance	
BSBMKG413	Promote products and services	
BSBPEF501	Manage personal and professional development	
BSBSMB402	Plan small business finances	
BSBSMB403	Market the small business	
BSBSMB404	Undertake small business planning	
BSBSMB406	Manage small business finances	
BSBSMB408	Manage personal, family, cultural and business obligations	
BSBSMB409	Build and maintain relationships with small business stakeholders	
BSBSUS201	Participate in environmentally sustainable work practices	
BSBSUS211	Participate in sustainable work practices	
BSBSUS501	Develop workplace policy and procedures for sustainability	
BSBSUS511	Develop workplace policies and procedures for sustainability	
BSBWHS201	Contribute to health and safety of self and others	
BSBWOR501	Manage personal work priorities and professional development	
BSBWOR502	Lead and manage team effectiveness	

Unit Code	Unit Title	Prerequisite(s)
HLT Health		
HLTINF005	Maintain infection prevention for skin penetration treatments	Nil
SIR Retail Services		
SIRRINV001	Receive and handle retail stock	Nil
SIRRMER001	Produce visual merchandise displays	Nil
SIRXIND003	Organise personal work requirements	Nil
SIRXMKT002	Use social media to engage customers	Nil
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms	Nil
SIRXOSM003	Use social media and online tools	SIRXOSM002 Main ethical and professional standards when using social media and online platforms
SIRXSLS001	Sell to the retail customer	Nil
TAE10 Training and Education		
TAEASS401B	Plan assessment activities and processes	Nil
TAEASS402B	Assess competence	Nil
TAEDEL301A	Provide work skill instruction	Nil
TAEDEL402A	Plan, organise and facilitate learning in the workplace	Nil

1.4 Qualification Mapping

1.4.1 Beauty Services Qualifications

Qualification Mapping – SIB10 V1.2 to SHB V4.0			
Previous Qualification SHB V3.0	Replacement Qualification SHB V4.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
SHB20116 Certificate II in Retail Cosmetics	SHB20121 Certificate II in Retail Cosmetics	N	Qualification Description, Packaging Rules, core units and elective units have been updated.
SHB30115 Certificate III in Beauty Services	SHB30121 Certificate III in Beauty Services	N	Packaging Rules, core units and elective units have been changed
SHB30215 Certificate III in Make-Up	SHB30221 Certificate III in Make-Up	N	Packaging Rules, core units and elective units have been changed
SHB30315 Certificate III in Nail Technology	SHB30321 Certificate III in Nail Technology	N	Packaging Rules, core units and elective units have been changed
SHB40115 Certificate IV in Beauty Therapy	SHB40121 Certificate IV in Beauty Therapy	N	Packaging Rules, core units and elective units have been changed
SHB50115 Diploma of Beauty Therapy	SHB50121 Diploma of Beauty Therapy	N	Packaging Rules, core units and elective units have been updated
	SHB50321 Diploma of Cosmetic Tattooing	NC	New qualification
	SHB60221 Advanced Diploma of Skin Therapy	NC	New qualification

1.4.2 Hairdressing Qualifications

Qualification Mapping – SHB V3.0 to SHB V3.1			
Previous Unit Code and Title SHB V3.0	Replacement Unit Code and Title SHB V3.1	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Hairdressing			
SHB80116 Graduate Certificate in Hairdressing Creative Leadership Units removed:		D	In response to Skills Reform Ministerial Statement - 9 October 2020, modifications include the removal of unused qualifications from the SHB Training Package

Qualification Mapping – SIH11 V2.0 to SHB V2.0			
Previous Qualification SHB V3.0	Replacement Qualification SHB V4.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
SIH20111 Certificate II in Hairdressing	SHB20216 Certificate II in Salon Assistant	N	<ul style="list-style-type: none"> Title changed to better reflect the qualification. Changes to core units of competency Total number of units for completion reduced from 13 to 12. Core units remain at 8; electives reduced from 5 to 4
SIH30111 Certificate III in Hairdressing	SHB30416 Certificate III in Hairdressing	N	<ul style="list-style-type: none"> <i>SHBHREF001 Curl and volumise hair with chemical treatments</i> moved from core to elective Total number of units for completion reduced from 32 to 28. Core units reduced from 26 to 21; elective units increased from 6 to 7 Reduction in total number of units to achieve qualification reflects consolidation of units
	SHB30516 Certificate III in Barbering	NC	<ul style="list-style-type: none"> New qualification
SIH40111 Certificate IV in Hairdressing	SHB40216 Certificate IV in Hairdressing	E	<ul style="list-style-type: none"> Entry Requirement provides more clarity Packaging Rules amended to ensure selection of electives pertaining to core job outcome Total number of units for completion remains at 11
SIH80113 Graduate Certificate in Hairdressing Creative Leadership	SHB80116 Graduate Certificate in Hairdressing Creative Leadership	E	<ul style="list-style-type: none"> Total number of units for completion remains at 6

1.5 Unit of Competency Mapping

For an explanation of how content has been housed in the new format for the *Standards for Training Packages*, please refer to: [Appendix 2: Unit of Competency and Assessment Requirements Explained](#).

A unit is mapped as equivalent (E) when it provides the same skill and knowledge outcomes:

- Elements and performance criteria are the same, but are re-ordered and or expressed differently for clarity
- Knowledge requirements are the same, but are expressed differently for clarity.

A unit is mapped as not equivalent (N) when it provides different skill and knowledge outcomes:

- Elements and or performance criteria have been added or removed
- Knowledge requirements have been added or removed.

In all cases, the requirements for assessment are now more fully prescribed in the Assessment Requirements but this does not affect the skill and knowledge content of the unit.

1.5.1 Beauty Services Units of Competency

Unit of Competency Mapping – SHB V3.0 to SHB V4.0			
Previous Unit Code and Title SHB V3.0	Replacement Unit Code and Title SHB V4.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
BEAUTY (B)			
Body Services (BOS)			
SHBBBOS001 Apply cosmetic tanning products	SHBBBOS007 Apply cosmetic tanning products	N	<ul style="list-style-type: none">Unit Code, Performance Criteria, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated
SHBBBOS002 Provide body massages	SHBBBOS008 Provide body massages	N	<ul style="list-style-type: none">Unit Code, Application, Prerequisites, Performance Criteria, Foundation Skills, Performance Evidence and Knowledge Evidence have been updated
SHBBBOS003 Provide body treatments		D	<ul style="list-style-type: none">Deleted at Draft 2
SHBBBOS004 Provide aromatherapy massages	SHBBBOS009 Provide aromatherapy massages	N	<ul style="list-style-type: none">Unit Code, Prerequisites, Performance Criteria, Performance Evidence and Knowledge Evidence have been updated.
SHBBBOS005 Use reflexology relaxation techniques in beauty treatments	SHBBBOS010 Use reflexology relaxation techniques in beauty treatments	N	<ul style="list-style-type: none">Unit Code, Prerequisites, Performance Criteria, Foundation Skills, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated
SHBBBOS006 Provide superficial lymph massage treatments	SHBBBOS011 Provide superficial lymph massage treatments	N	<ul style="list-style-type: none">Unit Code, Prerequisites, Performance Criteria, Foundation Skills, Performance Evidence and Assessment Conditions have been updated

Unit of Competency Mapping – SHB V3.0 to SHB V4.0			
Previous Unit Code and Title SHB V3.0	Replacement Unit Code and Title SHB V4.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Client Services (CCS)			
	SHBBCCS004 Demonstrate retail skin care products	NC	<ul style="list-style-type: none">New Unit (added at Draft 2)
SHBBCCS001 Advise on beauty products and services	SHBBCCS005 Advise on beauty products and services	N	<ul style="list-style-type: none">Unit Code, Element and Performance Criteria, Foundation Skills, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated
SHBBCCS002 Prepare personalised aromatic plant oil blends for beauty treatments	SHBBCCS006 Prepare personalised aromatic plant oil blends for beauty treatments	N	<ul style="list-style-type: none">Unit Code, Prerequisites, Performance Criteria, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated
	SHBBCCS007 Interpret the chemical composition and physical effects of cosmetic products	NC	<ul style="list-style-type: none">New Unit added at Draft 2
Cosmetic Tattooing (COS)			
	SHBBCOS001 Provide cosmetic tattooing consultations	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBCOS002 Apply knowledge of colour theory and pigmentology to cosmetic tattooing	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBCOS003 Incorporate elements and principles of design to cosmetic tattooing	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBCOS004 Provide cosmetic tattoo for eyebrows	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBCOS005 Provide cosmetic tattoo for lips	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBCOS006 Provide cosmetic tattoo for eyes	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBCOS007 Provide cosmetic tattoo for scalp micropigmentation	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBCOS008 Provide 3D nipple areola complex tattooing	NC	<ul style="list-style-type: none">New Unit added at Draft 1

Unit of Competency Mapping – SHB V3.0 to SHB V4.0			
Previous Unit Code and Title SHB V3.0	Replacement Unit Code and Title SHB V4.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Facial Services (FAS)			
SHBBFAS001 Providelash and brow services	SHBBFAS004 Providelash and brow services	N	<ul style="list-style-type: none">Unit Code, Prerequisites, Performance Criteria, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated
SHBBFAS002 Provide facial treatments and skin care recommendations	SHBBFAS005 Provide facial treatments and skin care recommendations	N	<ul style="list-style-type: none">Unit Code, Application, Prerequisites, Performance Criteria, Foundation Skillsand Knowledge Evidence have been updated
SHBBFAS003 Provide specialised facial treatments	SHBBFAS006 Provide specialised facial treatments	N	<ul style="list-style-type: none">Unit Code, Application, Prerequisites, Performance Criteria, Foundation Skills, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated.
Facial Services (FAS)			
SHBBHRS001 Provide waxing services	SHBBHRS010 Provide waxing services	N	<ul style="list-style-type: none">Unit Code, Performance Criteria, Performance Evidence, Knowledge Evidence and Assessment Conditionshave been updated
SHBBHRS002 Provide female intimate waxing services	SHBBHRS011 Provide female intimate waxing services	N	<ul style="list-style-type: none">Unit Code, Application, Prerequisite, Performance Evidence and Knowledge Evidence have been updated.
SHBBHRS003 Provide male intimate waxing services	SHBBHRS012 Provide male intimate waxing services	N	<ul style="list-style-type: none">Unit Code, Application, Prerequisite, Performance Criteria, Performance Evidence and Knowledge Evidence have been updated
SHBBHRS004 Providehair reduction treatments using electrical currents	SHBBHRS013 Providehair reduction treatments using electrical currents	N	<ul style="list-style-type: none">Unit Code, Application, Performance Criteria, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated
Infection Control (INF)			
SHBBINF001 Maintain infection control standards	SHBBINF002 Maintain infection control standards	N	<ul style="list-style-type: none">Unit Code, Application, Foundation Skills and Performance

Unit of Competency Mapping – SHB V3.0 to SHB V4.0			
Previous Unit Code and Title SHB V3.0	Replacement Unit Code and Title SHB V4.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Make-Up Services (MUP)			
SHBBMUP001 Apply eyelash extensions	SHBBMUP008 Apply eyelash extensions	N	<ul style="list-style-type: none">Unit Code, Application, Foundation Skills, Performance Evidence, Knowledge Evidence and AssessmentConditions have been updated
SHBBMUP002 Designand apply make-up	SHBBMUP009 Designand apply make-up	N	<ul style="list-style-type: none">Unit Code, Application, Performance Criteria, Foundation Skills, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated
SHBBMUP003 Designand apply make-up for photography	SHBBMUP010 Designand apply make-up for photography	N	<ul style="list-style-type: none">Unit Code, Performance Criteria, Foundation Skills, Performance Evidence and Assessment Conditionshave been updated
SHBBMUP004 Designand apply remedial camouflage make-up	SHBBMUP011 Designand apply remedial camouflage make-up	N	<ul style="list-style-type: none">Unit Code, Application, Performance Criteria, Foundation Skills, Performance Evidence and Assessment Conditionshave been updated
SHBBMUP005 Apply airbrushed make-up	SHBBMUP012 Apply airbrushed make-up	N	<ul style="list-style-type: none">Unit Code, Application, Performance Criteria, Performance Evidence and Performance Evidence have been updated
SHBBMUP006 Designand apply creative make-up	SHBBMUP013 Designand apply creative make-up	N	<ul style="list-style-type: none">Unit Code, Application, Performance Criteria, Foundation Skills, Performance Evidence and Assessment Conditions have been updated
SHBBMUP007 Work collaboratively on make-up productions	SHBBMUP014 Work collaboratively on make-up productions	N	<ul style="list-style-type: none">Unit Code, Application, Performance Criteria, Performance Evidence and Assessment Conditions have been updated
	SHBBMUP015 Apply volume eyelashextensions	NC	<ul style="list-style-type: none">New Unit added at Draft 2

Unit of Competency Mapping – SHB V3.0 to SHB V4.0			
Previous Unit Code and Title SHB V3.0	Replacement Unit Code and Title SHB V4.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Nail Services (NLS)			
SHBBNLS001 Provide manicure and pedicure services	SHBBNLS007 Provide manicure and pedicure services	N	<ul style="list-style-type: none">Unit Code, Prerequisites, Foundation Skills, Performance Criteria, Performance Evidence, Knowledge Evidence and Assessment Conditionshave been updated
SHBBNLS002 Apply gel nail enhancements	SHBBNLS008 Apply gel and dip powder nail enhancements	N	<ul style="list-style-type: none">Unit Code, Unit Title, Application, Prerequisites, Elements, Performance Criteria, Foundation Skills, Performance Evidence and Assessment Conditions have been updated
SHBBNLS003 Apply acrylic nail enhancements	SHBBNLS009 Apply acrylic nail enhancements	N	<ul style="list-style-type: none">Unit Code, Application, Prerequisites, Performance Criteria, Foundation Skills, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated.
SHBBNLS004 Apply nail art	SHBBNLS010 Apply nail art	N	<ul style="list-style-type: none">Unit Code, Prerequisite Units, Performance Criteria, Foundation Skills, Performance Evidence and AssessmentConditions have been updated
SHBBNLS005 Use electric file equipmentfor nail services	SHBBNLS011 Use electric file equipmentfor nail services	N	<ul style="list-style-type: none">Unit Code, Elements and Performance Criteria, Foundation Skills, PerformanceEvidence and Assessment Conditionshave been updated
SHBBNLS006 Apply advanced nail art	SHBBNLS012 Apply advanced nail art	N	<ul style="list-style-type: none">Unit Code, Prerequisites, Performance Criteria, Foundation Skills, Performance Evidence and Assessment Conditions have been updated.
Research (RES)			
SHBBRES001 Research and applybeauty industry information	SHBBRES003 Research and applybeauty industry information	N	<ul style="list-style-type: none">Unit Code, Application, Performance Evidence. Knowledge Evidence and Assessment Conditions have beenupdated

Unit of Competency Mapping – SHB V3.0 to SHB V4.0			
Previous Unit Code and Title SHB V3.0	Replacement Unit Code and Title SHB V4.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Skin Services (SKS)			
SHBBSKS001 Pierceear lobes	SHBBSKS006 Pierceear lobes	N	<ul style="list-style-type: none">Unit Code, Performance Criteria, Performance Evidence and AssessmentConditions have been updated
SHBBSKS002 Provide diathermy treatments	SHBBSKS007 Provide diathermy treatments	N	<ul style="list-style-type: none">Unit Code, Application Statement, Prerequisites, Performance Criteria, Foundation Skills, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated.
SHBBSKS003 Design and provide cosmetic tattooing		D	<ul style="list-style-type: none">Deleted at Draft 1
SHBBSKS004 Provide upper body piercings	SHBBSKS008 Provide upper body piercings	N	<ul style="list-style-type: none">Unit Code, Performance Criteria, Performance Evidence and AssessmentConditions have been updated.
SHBBSKS005 Provide micro-dermabrasion treatments	SHBBSKS009 Provide micro-dermabrasion treatments	N	<ul style="list-style-type: none">Unit Code, Unit Title, Application, Prerequisites, Elements, Performance Criteria, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated.

Unit of Competency Mapping – SHB V3.0 to SHB V4.0			
Previous Unit Code and Title SHB V3.0	Replacement Unit Code and Title SHB V4.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Skin Therapy (SKT)			
	SHBBSKT001 Provide skin therapy consultations	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSKT002 Provide advice on specialised skin care formulationsand ingredients	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSKT003 Identity and control safety risks for light-based skin treatments	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSKT004 Design intense pulsed light skin treatment programs	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSKT005 Provide intense pulsed lightskin treatments	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSKT006 Design laser skin treatment programs	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSKT007 Provide laser skin treatments	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSKT008 Design light emitting diode treatment programs	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSKT009 Provide light emitting diode skin treatments	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSKT010 Provide skin needling treatments	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSKT011 Provide superficial peeltreatments	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSKT012 Investigate developments in cosmetic treatments for skin rejuvenation	NC	<ul style="list-style-type: none">New Unit added at Draft 1

Unit of Competency Mapping – SHB V3.0 to SHB V4.0			
Previous Unit Code and Title SHB V3.0	Replacement Unit Code and Title SHB V4.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Spa Services (SPA)			
SHBBSPA001 Work in a spa therapies framework	SHBBSPA005 Work in a spa therapies framework	N	<ul style="list-style-type: none">Performance Criteria, Performance Evidence and Assessment Conditions have been updated
SHBBSPA002 Provide spa therapies	SHBBSPA006 Provide spa therapies	N	<ul style="list-style-type: none">Unit Code, Performance Criteria, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated
SHBBSPA003 Provide stone therapy massages	SHBBSPA007 Provide stone therapy massages	N	<ul style="list-style-type: none">Unit Code, Application, Performance Criteria, Foundation Skills, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated
SHBBSPA004 Provide Indian head massages for relaxation	SHBBSPA008 Provide Indian head massages for relaxation	N	<ul style="list-style-type: none">Unit Code, Performance Criteria and Performance Evidence have been updated
Skin Science (SSC)			
	SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSSC003 Research and apply information on skin science in a skin therapy context	NC	<ul style="list-style-type: none">New Unit added at Draft 1
	SHBBSSC004 Identify the function and structure of skin and hair for cosmetic tattooing	NC	<ul style="list-style-type: none">New Unit added at Draft 1

Unit of Competency Mapping – SHB V3.0 to SHB V4.0			
Previous Unit Code and Title SHB V3.0	Replacement Unit Code and Title SHB V4.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Cross- Sector (X)			
Client Services (XCCS)			
SHBXCCS004 Recommend products and services			<ul style="list-style-type: none">Deleted
	SHBXCCS005 Maintain health and wellbeing in a personal services setting	NC	<ul style="list-style-type: none">New Unit added at Draft 2
	SHBXCCS006 Promote healthy nutritional options in a beautytherapy context	NC	<ul style="list-style-type: none">New Unit added at Draft 2
SHBXCCS001 Conduct salon financial transactions	SHBXCCS007 Conduct salon financial transactions	N	<ul style="list-style-type: none">Unit Code, Foundation Skills, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated
SHBXCCS002 Provide salon services to clients	SHBXCCS008 Provide salon services to clients	N	<ul style="list-style-type: none">Unit Code, Application, Elements, Performance Criteria, Foundation Skills, Performance Evidence, Knowledge Evidence and Assessment Conditions have been updated
SHBXCCS003 Greet and prepare clients for salon services	SHBXCCS009 Greet and prepare clients for salon services	E	<ul style="list-style-type: none">Unit Code, Minor updates to Performance Evidence, Knowledge Evidence and Assessment Conditions
Working in Industry (XIND)			
SHBXIND001 Complywith organisational requirements within a personal services environment	SHBXIND003 Complywith organisational requirements within a personal services environment	N	<ul style="list-style-type: none">Unit Code, Performance Criteria, Performance Evidence, Knowledge Evidence and Assessment Conditionshave been updated
SHBXIND002 Communicate as partof a salon team	SHBXIND005 Communicate as partof a salon team	E	<ul style="list-style-type: none">Unit Code, Minor updates to Knowledge Evidence and Assessment Conditions
	SHBXIND004 Develop skin therapy workplace policies and procedures	NC	<ul style="list-style-type: none">New Unit

Unit of Competency Mapping – SHB V3.0 to SHB V4.0			
Previous Unit Code and Title SHB V3.0	Replacement Unit Code and Title SHB V4.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Work Health and Safety (WHS)			
SHBXWHS001 Apply safe hygiene, healthand work practices	SHBXWHS003 Apply safe hygiene, healthand work practices	N	<ul style="list-style-type: none">Unit Code, Application, Performance Criteria, Foundation Skills, Performance Evidence, Knowledge Evidence andAssessment Conditions have beenupdated
SHBXWHS002 Providea safe work environment	SHBXWHS004 Providea safe work environment	E	<ul style="list-style-type: none">Unit Code, Minor updates to Application and Assessment Conditions

1.5.2 Hairdressing Units of Competency

Unit of Competency Mapping – SHB V3.0 to SHB V3.1			
Previous Unit Code and Title SHB V3.0	Replacement Unit Code and Title SHB V3.1	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Hairdressing			
SHBH TLS004 Provide creative leadership to the hairdressing industry		D	In response to Skills Reform Ministerial Statement - 9 October 2020, modifications include the removal of unused units of competency from the SHB Training Package

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0			
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Hairdressing (H)			
Basin Services (BAS)			
SIHHBAS201A Perform shampoo and basin services	SHBHBAS001 Provide shampoo and basin services	E	<ul style="list-style-type: none">Unit updated to meet the <i>Standards for Training Packages</i>Title changed
SIHHBAS202A Perform head neck and shoulder massage	SHBHBAS002 Provide head, neck and shoulder massages forrelaxation	N	<ul style="list-style-type: none">Unit updated to meet the <i>Standards for Training Packages</i>Title changed to better reflect intent of the unitKnowledge Requirements added

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0			
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Colour and Lightening (CLS)			
SIHHCLS201A Apply hair colour products	SHBHCLS001 Apply hair colour products	E	<ul style="list-style-type: none">Unit updated to meet the <i>Standards for Training Packages</i>
SIHHCLS302A Colour and lighten hair	SHBHCLS002 Colour and lighten hair	N	<ul style="list-style-type: none">Unit updated to meet the Standards for Training PackagesIncorporates relevant skills and knowledge from deleted units:<ul style="list-style-type: none">SIHHCCS302A Perform a full client consultationSIHHCCS303A Respond to service related and technical problemsSIHHHSC301A Apply the principles of hairdressing science
SIHHCLS303A Design and perform full and partial highlighting techniques	SHBHCLS003 Provide full and partial head highlighting treatments	N	<ul style="list-style-type: none">Unit updated to meet the <i>Standards for Training Packages</i>Title simplifiedIncorporates relevant skills and knowledge from deleted units:<ul style="list-style-type: none">SIHHCCS302A Perform a full client consultationSIHHCCS303A Respond to service related and technical problemsSIHHHSC301A Apply the principles of hairdressing science
SIHHCLS304A Neutralise unwanted colours and tones	SHBHCLS004 Neutralise unwanted colours and tones	N	<ul style="list-style-type: none">Unit updated to meet the <i>Standards for Training Packages</i>Incorporates relevant skills and knowledge from deleted units:<ul style="list-style-type: none">SIHHCCS302A Perform a full client consultationSIHHCCS303A Respond to service related and technical problemsSIHHHSC301A Apply the principles of hairdressing science

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0			
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
SIHHCLS305A Perform on scalp full head and retouch bleach services	SHBHCLS005 Provide on scalp full head and retouch bleach treatments	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Titles changed Incorporates relevant skills and knowledge from deleted units: <ul style="list-style-type: none"> SIHHCCS302A Perform a full client consultation SIHHCCS303A Respond to service related and technical problems SIHHHSC301A Apply the principles of hairdressing science
SIHHCLS406A Solve complex colour problems	SHBHCLS006 Solve complex colour problems	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Elements and Performance Criteria expanded to better describe all tasks. Incorporates relevant skills and knowledge from deleted units: <ul style="list-style-type: none"> SIHHCCS302A Perform a full client consultation SIHHCCS303A Respond to service related and technical problems SIHHHSC301A Apply the principles of hairdressing science
SIHHCLS407A Apply creative colouring and lightening techniques to enhance hair designs	SHBHCLS007 Enhance hair designs using creative colouring and lightening techniques	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title changed Elements and Performance Criteria expanded to better describe all tasks Incorporates relevant skills and knowledge from deleted units: <ul style="list-style-type: none"> SIHHCCS302A Perform a full client consultation SIHHCCS303A Respond to service related and technical problems SIHHHSC301A Apply the principles of hairdressing science

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0			
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
Haircutting (CUT)			
SIHHHCS301A Design haircut structures	SHBHCUT001 Design haircut structures	N	<ul style="list-style-type: none">Unit updated to meet the <i>Standards for Training Packages</i>Knowledge Requirements added
SIHHHCS302A Apply one length or solid haircut structures	SHBHCUT002 Create one length or solid haircut structures	N	<ul style="list-style-type: none">Unit updated to meet the <i>Standards for Training Packages</i>Title changedIncorporates relevant skills and knowledge from deleted units:<ul style="list-style-type: none">SIHHCCS302A Perform a full client consultationSIHHCCS303A Respond to service related and technical problems
SIHHHCS303A Apply graduated haircut structures	SHBHCUT003 Create graduated haircut structures	N	<ul style="list-style-type: none">Unit updated to meet the <i>Standards for Training Packages</i>Title changedIncorporates relevant skills and knowledge from deleted units:<ul style="list-style-type: none">SIHHCCS302A Perform a full client consultationSIHHCCS303A Respond to service related and technical problems
SIHHHCS304A Apply layered haircut structures	SHBHCUT004 Create layered haircut structures	N	<ul style="list-style-type: none">Unit updated to meet the <i>Standards for Training Packages</i>Title changedIncorporates relevant skills and knowledge from deleted units:<ul style="list-style-type: none">SIHHCCS302A Perform a full client consultationSIHHCCS303A Respond to service related and technical problems
SIHHHCS305A Apply over-comb techniques	SHBHCUT005 Cut hair using over-comb techniques	N	<ul style="list-style-type: none">Unit updated to meet the <i>Standards for Training Packages</i>Title changed to better reflect intent of the unitElements and Performance Criteria expanded to better describe all tasksIncorporates relevant skills and knowledge from deleted units:<ul style="list-style-type: none">SIHHCCS302A Perform a full client consultationSIHHCCS303A Respond to service related and technical problems

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0			
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
SIHHHCS306A Combine structures for current haircut designs	SHBHCUT006 Create combined haircut structures	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title changed Elements and Performance Criteria expanded to better describe all tasks. Incorporates relevant skills and knowledge from deleted units: <ul style="list-style-type: none"> SIHHCCS302A Perform a full client consultation SIHHCCS303A Respond to service related and technical problems
SIHHHCS307A Combine structures for traditional and classic men's haircut designs	SHBHCUT007 Create combined traditional and classic men's haircut structures	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title changed Elements and Performance Criteria expanded to better describe all tasks Incorporates relevant skills and knowledge from deleted units: <ul style="list-style-type: none"> SIHHCCS302A Perform a full client consultation SIHHCCS303A Respond to service related and technical problems
SIHHHDS201A Dry hairto shape	SHBHDES001 Dry hairto shape	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i>
SIHHHDS202A Apply hair braiding techniques	SHBHDES002 Braid hair	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title simplified
SIHHHDS303A Design and apply short to medium length hairdesign finishes	SHBHDES003 Create finished hair designs	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title simplified
SIHHHDS304A Design and apply classic longhair-up styles	SHBHDES004 Create classic long hair up- styles	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title simplified
SIHHHDS305A Select and apply hairextensions	SHBHDES005 Selectand apply hair extensions	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Performance Criteria added to cover consideration of Elements and principles of hair design Knowledge Requirements added.

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0			
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
SIHHHDS406A Design and apply creative longhair designs	SHBHDES006 Designand style long hair creatively	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Package</i>. Title changed
SIHHHDS407A Apply and maintain wigs and hairpieces	SHBHDES007 Apply and maintain wigs and hairpieces	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Performance Criteria added to cover full consultation Knowledge Requirements added
SIHHHDS408A Make wigs and hairpieces	SHBHDES008 Make wigs and hairpieces	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Knowledge Requirements added
Hair Reformation (REF)			
SIHHHRS201A Rinse and neutralise chemically restructuredhair	SHBHREF005 Rinse and neutralise chemically restructuredhair	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i>
SIHHHRS302A Perform chemical curling and volumising services	SHBHREF001 Curl and volumise hair with chemical treatments	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title changed to better reflect the intentof the unit Incorporates relevant skills and knowledge from deleted units: <ul style="list-style-type: none"> SIHHCCS302A Perform a full client consultation SIHHCCS303A Respond to service related and technical problems SIHHHSC301A Apply the principlesof hairdressing science
SIHHHRS303A Perform chemical straightening and relaxing services	SHBHREF002 Straighten and relaxhair with chemical treatments	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title changed Incorporates relevant skills and knowledge from deleted units: <ul style="list-style-type: none"> SIHHCCS302A Perform a full client consultation SIHHCCS303A Respond to service related and technical problems SIHHHSC301A Apply the principlesof hairdressing science

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0			
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
SIHHHRS304A Perform protein straightening and relaxing treatments	SHBHREF003 Straighten and relax hair with protein treatments	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title changed Incorporates relevant skills and knowledge from deleted units: <ul style="list-style-type: none"> SIHHCCS302A Perform a full client consultation SIHHCCS303A Respond to service related and technical problems SIHHHSC301A Apply the principles of hairdressing science
SIHHHRS405A Apply chemical reformation techniques to enhance hair designs	SHBHREF004 Enhance hair designs using chemical reformation techniques	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title changed Elements and Performance Criteria expanded to better describe all tasks. Incorporates relevant skills and knowledge from deleted units: <ul style="list-style-type: none"> SIHHCCS302A Perform a full client consultation SIHHCCS303A Respond to service related and technical problems SIHHHSC301A Apply the principles of hairdressing science
Hair Science (HSC)			
SIHHHSC301A Apply the principles of hairdressing science		D	<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated in a range of technical SHBH units including Colour and Lightening, Hair Reformation, Trichology.
SIHHHSC302A Identify and treat hair and scalp conditions	SHBHTRI001 Identify and treat hair and scalp conditions	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Unit competency field changed to Trichology Element about testing for allergic reactions prior to colouring service deleted; covered in colouring units Incorporates relevant skills and knowledge from deleted unit: <ul style="list-style-type: none"> SIHHHSC301A Apply the principles of hairdressing science
SIHHHSC403A Apply knowledge of hair and scalp problems to trichological consultations		D	<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated in: <ul style="list-style-type: none"> SHBHTRI002 Conduct trichological assessments

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0			
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
SIHHHSC404A Perform trichological assessments	SHBHTRI002 Conduct trichological assessments	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Titled changed Unit competency field changed to Trichology Incorporates relevant skills and knowledge from deleted units: <ul style="list-style-type: none"> SIHHHSC301A Apply the principles of hairdressing science SIHHHSC403A Apply knowledge of hair and scalp problems to trichological consultations SIHHHSC405A Apply the principles of nutrition
SIHHHSC405A Apply the principles of nutrition			<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated in: <ul style="list-style-type: none"> SHBHTRI002 Conduct trichological assessments
SIHHHSC406A Develop and apply scalp treatment therapies	SHBTRI003 Develop and apply scalp treatment therapies	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Unit competency field changed to Trichology Incorporates relevant skills and knowledge from deleted units: <ul style="list-style-type: none"> SIHHHSC301A Apply the principles of hairdressing science SIHHHSC403A Apply knowledge of hair and scalp problems to trichological consultations
Technical Leadership (TLS)			
SIHHTLS401A Provide technical leadership within the hairdressing context	SHBHTLS001 Provide technical leadership to hairdressing teams	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title changed
SIHHTLS402A Research and utilise hairdressing trends to advance creative work	SHBHTLS002 Research and use hairdressing trends to advance creative work	N	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title simplified and made consistent with other units Knowledge Evidence changed substantially to better target what is required
SIHHTLS403A Work as a session stylist	SHBHTLS003 Work as a session stylist	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i>

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0			
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
SIHHTLS804 Provide creative leadership to the hairdressing industry	SHBHTLS004 Provide creative leadership to the hairdressing industry	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i>
SIHHTLS805 Conceive, develop and realise innovative hairdressing concepts for media	SHBHTLS005 Conceive, develop and realise innovative hairdressing concepts for media	E	<ul style="list-style-type: none"> Unit updated to meet the Standards for Training Packages.
SIHHTLS806 Conceive, develop and realise innovative hairdressing concepts for events	SHBHTLS006 Conceive, develop and realise innovative hairdressing concepts for events	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i>
SIHHTLS807 Plan and deliver professional hairdressing presentations	SHBHTLS007 Plan and deliver professional hairdressing presentations	N	<ul style="list-style-type: none"> Unit updated to meet the Standards for Training Package Knowledge Requirements changed substantially to better target industry requirements
SIHHTLS808 Originate and refine hair design concepts	SHBHTLS008 Originate and refine hair design concepts	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i>
SIHHTLS809 Establish, negotiate and refine hair design concepts for briefs	SHBHTLS009 Work to a brief to develop and refine hair designs	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title simplified
Working in Industry (IND)			
SIHHIND201A Maintain and organise tools, equipment and work areas	SHBHIND001 Maintain and organise tools, equipment and work areas	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i>
SIHHIND202A Develop hairdressing industry knowledge	SHBHIND002 Research and use hairdressing industry information	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title changed to better reflect intent of the unit
SIHHIND303A Co-ordinate clients and services		D	<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated in: <ul style="list-style-type: none"> SHBXCCS002 Provide salon services to clients

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0			
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Status key: E = Equivalent N = Non-equivalent D = Deleted NC = Newly Created	
		Summary of changes	
SIHHIND304A Develop and expand a client base	SHBHIND003 Develop and expand a client base	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i>
SIHHIND305A Hone and strop straight razors	Deleted	D	<ul style="list-style-type: none"> Deleted
SIHHIND306A Participate in a session styling team	SHBHIND004 Participate in session styling teams	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Titled changed
Cross Sector (X)			
Client Service (CCS)			
SIHHCCS201A Greet and prepare clients for salon services	SHBXCCS003 Greet and prepare clients for salon services	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Competency field changed to cross- sector to better reflect application of the unit
SIHHCCS302A Perform a full client consultation		D	<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated in appropriate technical units as part of pre-service client consultation
SIHHCCS303A Respond to service related and technical problems		D	<ul style="list-style-type: none"> Deleted. Skills and knowledge to deal with technical service dissatisfaction incorporated in appropriate technical units as part of reviewing service outcomes General client service and complaints covered in: ° SHBXCCS002 Provide salon services to clients.
SIHHCCS304A Plan services for special events	SHBHCCS001 Plan hair services for special events	E	<ul style="list-style-type: none"> Unit updated to meet the <i>Standards for Training Packages</i> Title changed to better reflect intent of the unit
WHS Work Health and Safety			
SIHHOHS201A Apply salon safety procedures	SHBXWHS002 Provide a safe work environment	N	<ul style="list-style-type: none"> Unit updated to meet the Standards for Training Packages Title changed to more accurately reflect Application of the unit Unit changed to cross-sector Elements added to cover infection risk to self and clients, safe use of electrical equipment and cleaning Handling and using chemicals incorporated in a range of technical SHBH units including Colour and Lightening, Hair

1.6 Key Work and Training Requirements in the Industry

1.6.1 Overview of the Hairdressing and Beauty Services Industry

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.

1.6.2 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.

1.6.3 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.

1.7 Regulation and Licensing Implications for Implementation

1.7.1 General Laws

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:*

Knowledge Evidence of Relevant Law:	Assessment Conditions Resource Requirement:
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> current Plain English guidelines issued by regulatory bodies covering: <ul style="list-style-type: none"> minimum workplace entitlements provided by the National Employment Standards (NES) relevant State or Territory anti-discrimination or equal employment opportunity law: <ul style="list-style-type: none"> harassment provisions: types of discrimination and harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law

Knowledge Evidence of Relevant Law:	Assessment Conditions Resource Requirement:
<ul style="list-style-type: none"> typical terms and conditions of employment for hairdressing and beauty businesses general role boundaries and responsibilities for key hairdressing and beauty industry staff: <ul style="list-style-type: none"> beauticians nail technicians hairdressers make-up artists hairdressers beauty and spa therapists supervisors and managers within hairdressing and beauty businesses. 	<ul style="list-style-type: none"> 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.

1.7.2 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:

- 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.
<https://www.health.qld.gov.au/system-governance/licences/radiation-licensing/apply/licences/cosmetic/use>
- 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 licensed with the Department of Health & Human Services.
<https://www.dhhs.tas.gov.au/publichealth/radiation>
- 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.
<http://www.radiologicalcouncil.wa.gov.au/pages/FAQ/Lasers.html>

1.7.3 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.

2.0 Implementation Information

2.1 Key Features of the Training Package that Impact Training Pathways

The competencies in this training package may be attained via:

- formal or informal education and training
- experience in the workplace
- general life experience
- any combination of the above.

2.1.1 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.

2.1.2 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.

2.1.3 Resourcing Training and Assessment Pathways

The delivery of training and assessment in a realistic operational environment using current industry tools, equipment, documents and other resources plays an essential role in skills development to produce competent graduates who can be immediately useful in the workplace.

Mandatory conditions and resources are specified in the Assessment Conditions field in the Assessment Requirements for each unit of competency. The mandatory resources include the:

- physical environment where assessment must take place
- equipment and resources that must be provided
- consumable resources or stock that must be provided
- workplace documentation required
- people who must be present, if relevant
- time imperatives and/or time constraints
- assessor requirements.

The availability of these resources will be a key factor in selecting an appropriate training and assessment pathway. Many RTOs will be able to provide the specified mandatory resources and will choose to deliver and assess in a simulated workplace. Others may choose to work with industry operators so that mixed on- and off-the-job pathways provide access to the full range of current industry equipment.

An example from the Assessment Requirements of *SHBBHRS010 Provide waxing services*:

Skills must be demonstrated in a beauty industry environment; this can be:

- a beauty industry workplace or
- a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.

Skills must be demonstrated in a simulated environment prior to being demonstrated in a beauty therapy salon environment.

Assessment must ensure access to:

- paying clients with different waxing requirements, who have the expectation that the services provided reflect those of a commercial business
- hand washing facilities:
 - basin
 - hot and cold running water
 - liquid soap
 - single-use towels or hand dryer
- relevant workplace documentation:
 - blank client records
 - equipment instructions
 - organisational policies and procedures relevant to waxing services
 - product instructions and safety data sheets.

Assessment must ensure the use of:

- cleaning and disinfection products
- disposable wax applicators, sheeting and strips
- hot and strip wax, pre- and aftercare products from a comprehensive professional range
- temperature-controlled wax pots
- tweezers
- client gowns or covers
- individual workstation consisting of:
 - treatment table with safe working access at both ends and sides
 - individual electricity supply
 - magnifying lamp
 - stable wax pot bench or trolley
- personal protective equipment:
 - disposable gloves
 - aprons
- treatment towels or linen, or disposable linen.

Assessment activities allow the individual to:

- provide waxing services within commercially realistic speed, timing and productivity
- demonstrate competency in an environment reflective of real work situations
- manage tasks and contingencies in the context of the job role.

Assessors must satisfy the *Standards for Registered Training Organisations'* requirements for assessors and:

- hold a qualification as a beautician or beauty therapist
- have worked as a beautician or beauty therapist for at least three years where they have applied the skills and knowledge of this unit of competency.

2.2 Industry Sectors

The *SHB Hairdressing and Beauty Services Training Package* covers the following industry sectors and the personal services provided in each:

- Beauty Services:
 - body services
 - client services
 - facial services
 - hair reduction services (waxing and light-based therapies)
 - make-up services
 - nail services
 - research
 - skin services
 - spa services
 - cross-sector services
 - cosmetic tattooing
 - skin therapy
- Hairdressing, incorporating services provided by barbers:
 - colour and lightening
 - haircutting
 - hair design
 - hair reformation (curling, volumising, straightening and relaxing)
 - trichology.

Many businesses provide a mix of beauty and hairdressing services.

2.2.1 Occupational Outcomes of Qualifications

Qualification	Outcome
SHB20121 Certificate II in RetailCosmetics	<p>This qualification reflects the role of retail sales personnelinvolved 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.</p> <p>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 beautyand hairdressing salons, retail outlets and department stores.</p> <p>The skills in this qualification must be applied in accordance with Commonwealth and State or Territorylegislation, Australian and New Zealand standards andindustry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at thetime of publication.</p>
SHB20216 Certificate II in SalonAssistant	<p>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 employedas make-up artists to design and apply make-up for a range of purposes and occasions across the beauty, fashion, media and entertainment industries.</p> <p>These individuals possess a range of well-developed technical and consultation skills where discretion and judgement are required and are responsible for their ownoutputs. This includes working cooperatively with a rangeof individuals including photographers, fashion stylists and media production staff.</p> <p>Work is typically conducted as part of a team or on afreelance basis in settings such as make-up studios,retail cosmetic counters, fashion and media sets andphotography studios.</p> <p>The skills in this qualification must be applied in accordance with Commonwealth and State or Territorylegislation, Australian and New Zealand standards andindustry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication. Assistance with client services. Theseroutine and repetitive tasks are completed under direct supervision and with guidance from hairdressers who manage the client service.</p> <p>The combined skills and knowledge do not provide for ajob outcome as a hairdresser, and this qualification is intended to prepare individuals for further training.</p>

Qualification	Outcome
SHB30121 Certificate III in Beauty Services	<p>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.</p> <p>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.</p> <p>Work is typically conducted in beauty, waxing, brow and nail salons.</p> <p>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.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p>
SHB30221 Certificate III in Make-Up	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p>

Qualification	Outcome
SHB30321 Certificate III in Nail Technology	<p>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.</p> <p>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.</p> <p>Work is typically conducted in nail and beauty salons.</p> <p>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.</p> <p>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.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p>
SHB30416 Certificate III in Hairdressing	<p>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.</p> <p>This qualification provides a pathway to work as a hairdresser in any industry environment, usually a salon.</p>
SHB30516 Certificate III in Barbering	<p>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.</p> <p>This qualification provides a pathway to work as a barber in any industry environment, usually a barber shop or salon.</p>

Qualification	Outcome
SHB40121 Certificate IV in Beauty Therapy	<p>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.</p> <p>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.</p> <p>Work is typically conducted in beauty salons and spas.</p> <p>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.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p>
SHB40216 Certificate IV in Hairdressing	<p>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.</p> <p>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.</p>
SHB50121 Diploma of Beauty Therapy	<p>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.</p> <p>This includes consultation with clients to provide beauty advice, recommend beauty treatments and services, and sell retail skin-care and cosmetic products.</p> <p>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.</p> <p>Work is typically conducted in beauty salons and spas.</p> <p>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.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p>

Qualification	Outcome
SHB50216 Diploma of Salon Management	<p>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.</p> <p>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.</p>
SHB50321 Diploma of Cosmetic Tattooing	<p>This qualification reflects the role of individuals who work as cosmetic tattooists who design and provide cosmetic tattooing services.</p> <p>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.</p> <p>Work is typically conducted in beauty salons and skin clinics.</p> <p>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.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p> <p>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.</p>
SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>

Qualification	Outcome
SHB60221 Advanced Diploma of Skin Therapy	<p>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.</p> <p>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.</p> <p>This qualification provides a pathway to work in skin or beauty therapy clinics.</p> <p>Possible job titles include:</p> <ul style="list-style-type: none"> • beauty therapist • skin therapist. <p>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.</p> <p>The use of laser and Intense Pulsed Light is subject to legislation, regulation and licensing in some Australian States and Territories.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p>

2.3 Entry Requirements for Qualifications

Where Entry Requirements are identified, these are mandatory. Entry Requirements exist because industry identified it as being essential that one level of competence and/or experience in industry is achieved prior to entering the next-level qualification.

Entry Requirements:

- do not form part of a qualification for training and assessment purposes
- must be achieved prior to enrolling in a qualification
- are specific to the knowledge, skills or experience required to enter a qualification
- may be expressed as:
 - a qualification
 - core units of competency of a lower AQF level qualification
 - a significant number of units of competency from a lower-level qualification
 - specialist units of competency from a related stream
 - vocational expertise, including typical job roles
 - a combination of units of competency and vocational expertise.

The majority of *SHB Hairdressing and Beauty Services Training Package* qualifications allow direct entry. The following qualifications have an Entry Requirement as outlined in the table below.

Qualification	Entry Requirement
SHB40216 Certificate IV in Hairdressing	Entry to this qualification is open to individuals who have: <ul style="list-style-type: none"> • 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.
SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction	Entry to this qualification is open to individuals who: <ul style="list-style-type: none"> • 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 <p>or</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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 <p>or who are able to demonstrate equivalent skills and knowledge to each of the above units of competency.</p>

The *SHB60118 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. 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.

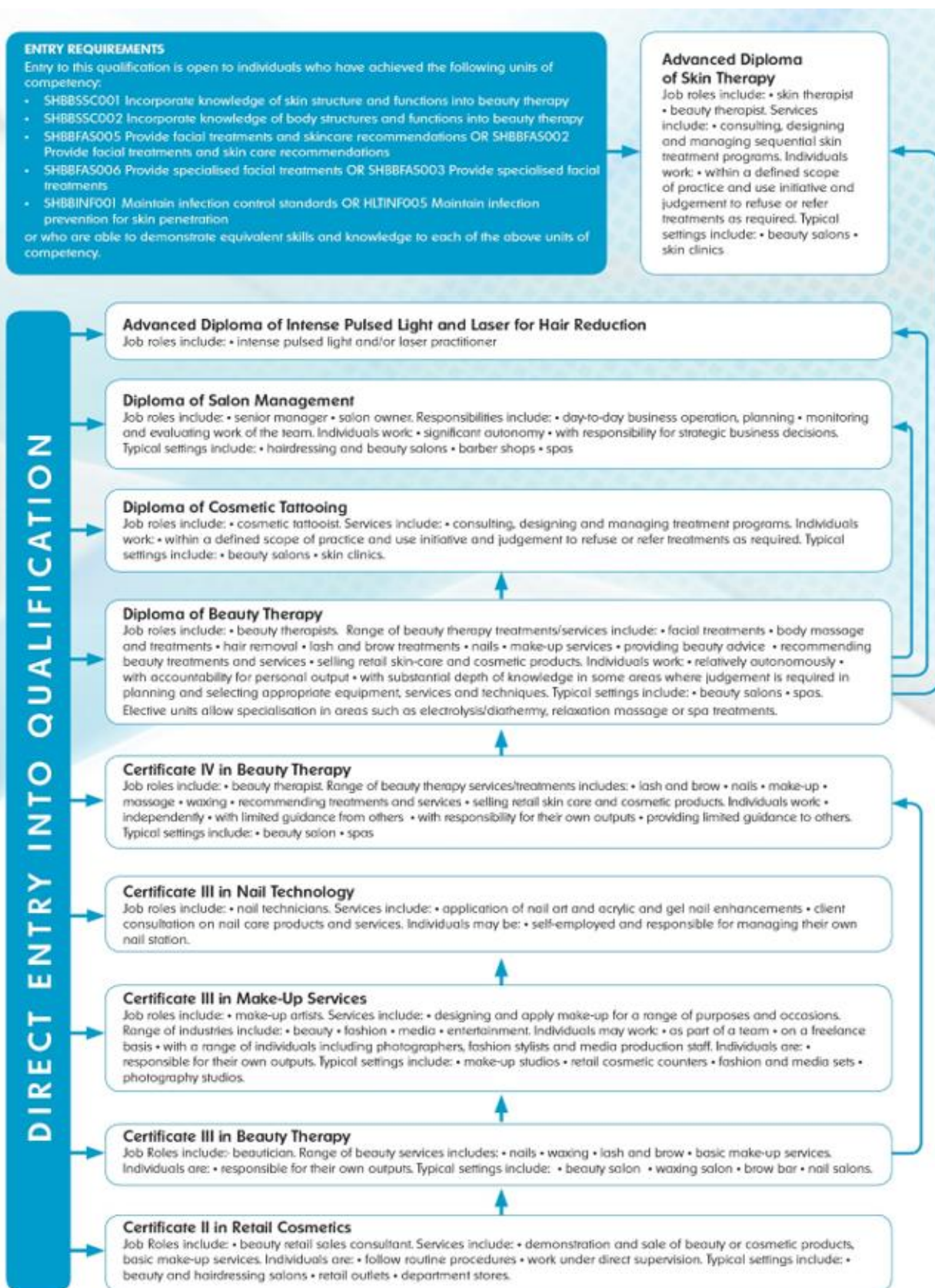
2.4 Pathways Advice

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.

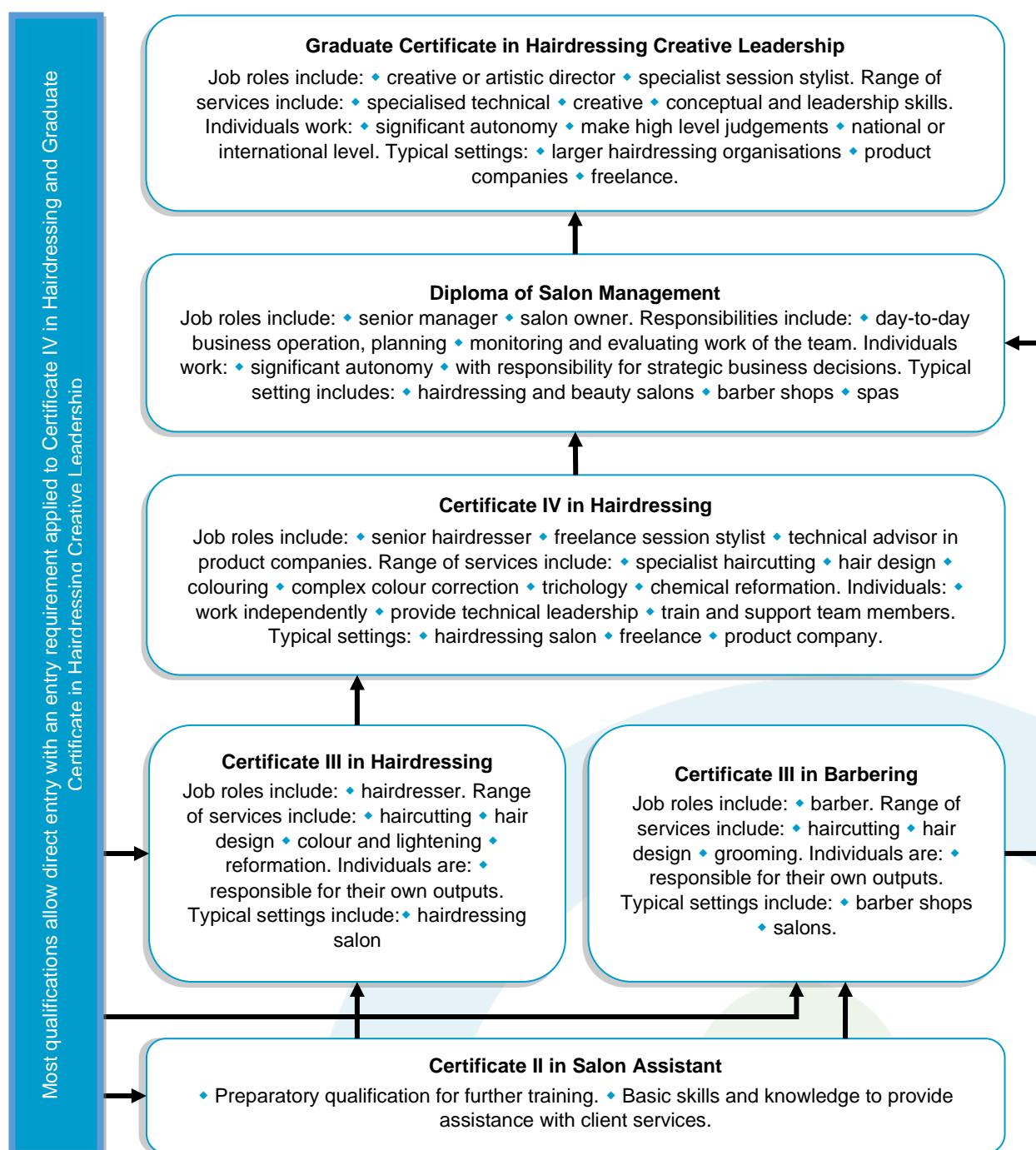
Individuals can also complete a qualification designed for one industry sector or job function and complete secondary qualifications for others, e.g. complete a make-up qualification followed by a nail technology qualification, or a hairdressing qualification followed by a beauty qualification. Many 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.

2.4.1 Beauty Services



2.4.2 Hairdressing



2.4.3 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
- SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction
- SHB60221 Advanced Diploma of Skin Therapy

2.4.4 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
- SHB30416 Certificate III in Hairdressing
- SHB30516 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

2.5 Access and Equity Considerations

An individual's access to training and assessment should not be adversely affected by restrictions placed on location or context beyond the requirements specified in this training package. Training and assessment must be bias-free.

The flexibilities offered by the *SHB Hairdressing and Beauty Services Training Package* should enhance opportunities and potential outcomes for all people so that we can all benefit from a wide national skills base and a shared contribution to Australia's economic development and social and cultural life.

Standards for the registration of training organisations require RTOs to adhere to common principles of access and equity. For implementation of the *SHB Hairdressing and Beauty Services Training Package* it is important that:

- learners have access to accurate and current information about qualifications and job outcomes in industry
- training and assessment be customised to the individual's current employment or employment prospects in their local region, including access to elective units of competency to achieve relevant job outcomes and training and assessment activities that are directly related to their work
- for equity in assessment, conditions for training and assessment should not exceed those specified in the Assessment Requirements for each unit of competency
- learners have access to accurate and current information about their rights during training and assessment, including:
 - an efficient and effective complaints and appeals process
 - training, assessment and support services that meet individual needs, including reasonable adjustment of assessments.

2.5.1 Reasonable Adjustment

It is important that RTOs take meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for learners with disability or those with language, literacy and numeracy difficulties.

Under the *Disability Standards for Education 2005*, providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While 'reasonable adjustment' and 'unjustifiable hardship' are different concepts and involve different considerations, they both seek to strike a balance between the interests of providers and the interests of learners with and without disability.

An adjustment is any measure or action that a learner requires because of their disability, and which has the effect of assisting the learner to access and participate in education and training on the same basis as learners without disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the learner's disability, the views of the learner, the potential effect of the adjustment on the learner and others who might be affected, and the costs and benefits of making the adjustment.

A provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances; providers are required to make adjustments that are reasonable and that do not cause them unjustifiable hardship.

It is important that providers understand that the content of the units of competency cannot be changed as this describes a workplace outcome. The inherent requirements of the actual workplace performance described by the unit of competency must inform the decision about what adjustment is reasonable.

For example, the workplace requires an individual to know about safe manual handling techniques for moving and storing hairdressing or barbering equipment (*SHBHIND001 Maintain and organise tools, equipment and work areas*). It would be reasonable to adjust written exercises to oral questions to assess this knowledge, should the learner have literacy issues.

That same unit requires individuals to tag any faulty electrical equipment. Competency could not be solely assessed by asking oral questions about what should be included on a fault tag; the learner would need to be able to write it.

Information about the Disability Standards for Education is available at: education.gov.au/disability-standards-education.

2.6 Foundation Skills

The five core foundation skills of reading, writing, oral communication, numeracy and learning have been embedded within the units of competency in this training package. Additionally, employment skills (the non-technical skills and knowledge necessary for effective participation in the workforce) have also been embedded. These include problem-solving, initiative and enterprise, teamwork, planning and organising, self-management and technology.

Not every unit of competency will contain every foundation skill or employment skill. Some units of competency contain some but not others, e.g. reading, numeracy and problem-solving only. Qualifications contain a range of units of competency. The combination will appropriately cover all foundation skills and employment skills required for the job outcome.

Foundation skills have been included in the unit of competency in two ways:

- Relevant skills essential to performance are explicit in the Performance Criteria, written in a way that reflects both the context and the skill level.
- A summary of those skills essential to performance of a unit of competency that are **not** explicit in the Performance Criteria are summarised in the Foundation Skills field within the unit of competency, together with a description reflecting the workplace skill.

The statements are specific to each unit of competency by explaining what the person is doing with the foundation

skill - for example, the specific numeracy skills required to calculate treatment times when treating hair and scalp conditions.

The statements also provide guidance on the level of skill required by highlighting specific application - for example, the types of documents that must be read and their complexity, which indicates the level of literacy required. The complexity or level of the foundation skill directly reflects the workplace skill described in the unit of competency.

An example from *SHBHTRI001 Identify and treat hair and scalp conditions*.

Performance Criteria	
1.1. Use standard infection control precautions, throughout all services, according to health regulations and organisational procedures. (<i>reading</i>)	
1.2. Visually and physically examine and analyse client hair and scalp as part of pre-hair service assessment.	
1.3. Engage client in a discussion about recent hair treatments, and symptoms of hair or scalp conditions. (<i>oral communication</i>)	
2.1. Recognise abnormal conditions, including contagious ones, outside scope of ability to treat. (<i>problem-solving</i>)	
2.2. Counsel client to seek treatment advice from health care professionals. (<i>problem solving, oral communication</i>)	
2.3. Recognise and evaluate other hair and scalp conditions and consider suitable salon treatment options and products. (<i>problem solving, planning and organising</i>)	
2.4. Discuss treatment options and costs and obtain client agreement to proceed with recommendations. (<i>oral communication, numeracy</i>)	
3.1. Select and prepare remedial treatment products based on hair and scalp analysis and desired action. (<i>numeracy, planning and organising</i>)	
3.2. Apply, process and remove remedial treatment products according to product instructions. (<i>numeracy, planning and organising</i>)	
3.3. Use water resources efficiently and dispose of treatment waste safely according to health regulations and organisational procedures. (<i>numeracy, reading</i>)	
3.4. Advise on home care treatment and recommend products. (<i>oral communication</i>)	
3.5. Update client history to include full details of service. (<i>writing</i>)	

Foundation Skills	
Skill	Description
Reading skills to:	<ul style="list-style-type: none"> interpret sometimes unfamiliar and detailed documents including organisational procedures, health regulations and product instructions.
Oral communications skills to:	<ul style="list-style-type: none"> ask open and closed probe questions and actively listen to effectively interact with client and meet their needs discuss hair and scalp conditions professionally and sensitively.
Numeracy skills to:	<ul style="list-style-type: none"> measure and apply hair and scalp treatment products in proportions that minimise waste calculate and follow treatment processing times.
Planning and organising skills to:	<ul style="list-style-type: none"> manage own timing and productivity to complete treatments within organisational service times.

2.7 Health and Safety Implications for the Hairdressing and Beauty Services 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.

2.8 Legal Considerations for Learners in the Workplace or on Placements

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 and is not entitled to the minimum wages and other entitlements provided in the National Employment Standards or any applicable modern awards or agreement.

Refer to: fairwork.gov.au/pay/student-placement-and-unpaid-work/pages/student-placements-work-experience-and-internships.aspx.

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 Work Health and Safety (WHS) law. Provisions of law relating to worker and employer responsibilities apply. Learners should be inducted and supervised to ensure compliance.

2.9 Placing Institutional Learners with Host Employers

RTOs should also be aware of State or Territory legislative requirements and their own responsibilities when placing institutional learners with host employers for the purpose of training.

For example, a full time *SHB50121 Diploma of Beauty Therapy* student may be placed with a host employer as part of a training program.

RTOs should always provide business owners and managers with support material to assist in structured, demonstrable training for the learner. Host employers should be aware of the performance already achieved by the learner and their level of proficiency.

Employers and host employers should also be aware of the Registered Training Organisation's expectations regarding the type of in-salon tasks and services a learner would be undertaking as part of their training. It is recognised that learners placed in hairdressing and beauty therapy environments as part of their training benefit most when:

- the skills to be learned are clearly specified and agreed to in writing; and
- a workplace supervisor is assigned to guide and oversee learners' progress. For each placement, RTOs:
 - should provide employers and host employers with an indication of the level of expertise of the learner and the specific performance outcomes that are expected from the salon training
 - must also provide learners with a clear understanding of the on-the-job training they will receive and the expectations of the host employer and the RTO
- should be able to provide evidence of a sample work placement tool which maps the formative development of skills over a number of placements integrating on- and off-the-job delivery, and the formative and summative assessment of all units required to achieve the particular qualification as expressed in the SHB Hairdressing and Beauty Services Training Package
- review the plan regularly in conjunction with the placement business and the learner to determine the learner's progress and to identify any issues which may impact on successful delivery of the qualification.

2.10 Resources and Equipment

The Assessment Requirements for each unit of competency specify the equipment and other resources which must be provided for assessment. 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.

2.10.1 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.

2.11 Simulation

Simulations, set up for the purpose of assessment, involve two components:

- Simulated environments
- Simulated activities.

2.11.1 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.

2.11.2 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.

2.11.3 Direct Observation

The SHBBHRS units of competency related to the use of Intense Pulsed Light and Laser for HairReduction 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.

2.12 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 *SHBH CUT009 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.

2.13 Integrated (Holistic) Assessment

Holistic assessment brings together a number of units of competency relevant to the business type, workplace and job role that reflect actual workplace practices. The assessor should design integrated assessment activities to collect evidence for a number of units of competency together. Industry sees this realistic approach as essential for both delivery and assessment.

Related units of competency can be grouped together in a number of combinations for a logical integrated assessment. Any units of competency that relate to a job function can be combined to ensure an efficient and effective assessment process. The assessor must identify combinations to support the needs of industry businesses and job functions.

2.14 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.

2.15 Assessment Requirements

Information about Assessment Requirements, such as equipment required, documentation that should be provided and other requirements, is clearly outlined in the Assessment Conditions of each of the units of competency.

3.0 Links

3.1 General

Australian Apprenticeships: australianapprenticeships.gov.au/

Australian Industry and Skills Committee(AISC): aisc.net.au/

Australian Qualifications Framework: aqf.edu.au/

Australian Skills Quality Authority (ASQA): asqa.gov.au/

Department of Education, Skills andEmployment: www.dese.gov.au

Training Accreditation Council of WesternAustralia (TAC): tac.wa.gov.au/

Training.gov.au: training.gov.au

Victorian Registration and QualificationsAuthority (VRQA): vrqa.vic.gov.au/Pages/default.aspx

Tasmania: education.tas.gov.au/

Victoria: education.vic.gov.au/

Western Australia: education.wa.edu.au/

3.2 State and Territory Training Authorities

Australian Capital Territory: education.act.gov.au/

New South Wales: dec.nsw.gov.au/

Northern Territory: education.nt.gov.au/

Queensland: training.qld.gov.au/

South Australia: www.skills.sa.gov.au

3.3 Industry-specific

Australian Hairdressing Council: theahc.org.au/

Australian Retailers Association: <https://www.retail.org.au/ara-hair-and-beauty>

Hair and Beauty Industry Association: hbia.com.au/

Hair and Beauty South Australia: hairandbeautysa.com.au

Appendix 1: Packaging of Units in SHB Hairdressing and Beauty Services Training Package

Units of competency do not have an AQF level; qualifications do. To understand the complexity of the unit of competency and to choose appropriate electives, users should:

- read the unit of competency in entirety to ascertain the complexity of skills and knowledge covered
- read the Application Statement which describes to whom the unit of competency applies
- refer to the following table which indicates where units of competency are packaged in a qualification in the *SHB Hairdressing and Beauty Services Training Package V4.0*.

Unit Code	Unit Title	CertII	CertIII	CertIV	Dip	AdvDip
BEAUTY (B)						
Body Services (BOS)						
SHBBBOS007	Apply cosmetic tanning products		✓	✓		
SHBBBOS008	Provide body massages			✓	✓	
SHBBBOS009	Provide aromatherapy massages			✓	✓	
SHBBBOS010	Use reflexology relaxation techniques in beauty treatments				✓	
SHBBBOS011	Provide superficial lymph massage treatments				✓	
Client Services Beauty (CCS)						
SHBBCCS004	Demonstrate retail skin care products	✓				
SHBBCCS005	Advise on beauty products and services	✓	✓		✓	
SHBBCCS006	Prepare personalised aromatic plant oil blends for beauty treatments				✓	
SHBBCCS007	Interpret the chemical composition and physical effects of cosmetic products		✓		✓	

Unit Code	Unit Title	CertII	CertIII	CertIV	Dip	AdvDip
Cosmetic Tattooing (COS)						
SHBBCOS001	Provide cosmetic tattooing consultations				✓	
SHBBCOS002	Apply knowledge of colour theory and pigmentology to cosmetic tattooing				✓	
SHBBCOS003	Incorporate elements and principles of design to cosmetic tattooing				✓	
SHBBCOS004	Provide cosmetic tattoo for eyebrows				✓	
SHBBCOS005	Provide cosmetic tattoo for lips				✓	
SHBBCOS006	Provide cosmetic tattoo for eyes				✓	
SHBBCOS007	Provide cosmetic tattoo scalp micropigmentation				✓	
SHBBCOS008	Provide 3D nipple areola complex tattooing				✓	
Facial Services (FAS)						
SHBBFAS004	Provide lash and brow services		✓	✓	✓	
SHBBFAS005	Provide facial treatments and skin care recommendations			✓	✓	
SHBBFAS006	Provide specialised facial treatments			✓	✓	
Hair Reduction Services (HRS)						
SHBBHRS005	Identify and control safety risks for intense pulsed light and laser hair reduction					✓
SHBBHRS006	Design laser hair reduction treatment programs					✓
SHBBHRS007	Provide laser hair reduction treatments					✓
SHBBHRS008	Design intense pulsed light hair reduction treatment programs					✓
SHBBHRS009	Provide intense pulsed light hair reduction treatments					✓

Unit Code	Unit Title	CertII	CertIII	CertIV	Dip	AdvDip
SHBBHRS010	Provide waxing services		✓	✓	✓	
SHBBHRS011	Provide female intimate waxing services		✓		✓	
SHBBHRS012	Provide male intimate waxing services		✓		✓	
SHBBHRS013	Provide hair reduction treatments using electrical currents				✓	
Infection Control (INF)						
SHBBINF002	Maintain infection control standards	✓	✓	✓	✓	
Make-Up Services (MUP)						
SHBBMUP008	Apply eyelash extensions			✓	✓	
SHBBMUP009	Design and apply make-up	✓	✓	✓	✓	
SHBBMUP010	Design and apply make-up for photography		✓	✓	✓	
SHBBMUP011	Design and apply remedial camouflage make-up		✓	✓	✓	
SHBBMUP012	Apply airbrushed make-up		✓			
SHBBMUP013	Design and apply creative make-up		✓			
SHBBMUP014	Work collaboratively on make-up productions		✓			
SHBBMUP015	Apply volume eyelash extensions				✓	
Nail Services (NLS)						
SHBBNLS007	Provide manicure and pedicure services		✓	✓	✓	
SHBBNLS008	Apply gel and dip powder nail enhancements			✓		
SHBBNLS009	Apply acrylic nail enhancements		✓	✓		
SHBBNLS010	Apply nail art		✓	✓		
SHBBNLS011	Use electric file equipment for nail services		✓	✓		
SHBBNLS012	Apply advanced nail art		✓	✓		

Unit Code	Unit Title	CertII	CertIII	CertIV	Dip	AdvDip
Research (RES)						
SHBBRES002	Investigate developments in cosmetic treatments using light and laser systems	✓				✓
SHBBRES003	Research and apply beauty industry information		✓	✓	✓	
Skin Services (SKS)						
SHBBSKS006	Pierce ear lobes	✓	✓			
SHBBSKS007	Provide diathermy treatments				✓	
SHBBSKS008	Provide upper body piercings				✓	
SHBBSKS009	Provide micro-dermabrasion treatments				✓	✓
Skin Therapy (SKT)						
SHBBSKT001	Provide skin therapy consultations					✓
SHBBSKT002	Provide advice on specialised skin care formulations and ingredients					✓
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 treatments					✓
SHBBSKT008	Design light emitting diode treatment programs					✓
SHBBSKT009	Provide light emitting diode skin treatments					✓
SHBBSKT010	Provide skin needling treatments					✓
SHBBSKT011	Provide superficial peel treatments					✓
SHBBSKT012	Investigate developments in cosmetic treatments for skin rejuvenation					✓

Unit Code	Unit Title	CertII	CertIII	CertIV	Dip	AdvDip
Spa Services (SPA)						
SHBBSPA005	Work in a spa therapies framework				✓	
SHBBSPA006	Provide spa therapies				✓	
SHBBSPA007	Provide stone therapy massages				✓	
SHBBSPA008	Provide Indian head massage for relaxation				✓	
Skin Science (SSC)						
SHBBSSC001	Incorporate knowledge of skin structure and functions into beauty therapy			✓	✓	
SHBBSSC002	Incorporate knowledge of body structures and functions into beauty therapy			✓	✓	
SHBBSSC003	Research and apply information on skin science in a skin therapy context					✓
SHBBSSC004	Identify the function and structure of skin and hair for cosmetic tattooing				✓	
Cross Sector (X)						
Client Services (CCS)						
SHBXCCS004	Recommend products and services	✓	✓			
SHBXCCS005	Maintain health and wellbeing in a personal services setting				✓	
SHBXCCS006	Promote healthy nutritional options in a beauty therapy context				✓	✓
SHBXCCS007	Conduct salon financial transactions	✓	✓	✓	✓	
SHBXCCS008	Provide salon services to clients		✓	✓	✓	
SHBXCCS009	Greet and prepare clients for salon services		✓			

Unit Code	Unit Title	CertII	CertIII	CertIV	Dip	AdvDip
Personal Services Management (PSM)						
SHBXPSM001	Lead teams in a personal services environment				✓	
SHBXPSM002	Manage treatment services and sales delivery				✓	
SHBXPSM003	Promote a personal services business				✓	
SHBXPSM004	Develop a product and service range				✓	
Work Health and Safety (WHS)						
SHBXWHS003	Apply safe hygiene, health and workpractices	✓	✓	✓	✓	
SHBXWHS004	Provide a safe work environment (updatedfor inclusion in future update SHB50216)				✓	
Working in Industry (IND)						
SHBXIND003	Comply with organisational requirements within a personal servicesenvironment	✓	✓	✓	✓	
SHBXIND004	Develop skin therapy workplace policies and procedures					✓
SHBXIND005	Communicate as part of a salon team	✓				
HAIRDRESSING (H)						
Basin Services (BAS)						
SHBHBAS001	Provide shampoo and basin services	✓	✓			
SHBHBAS002	Provide head, neck and shoulder massages for relaxation	✓	✓			

Unit Code	Unit Title	CertII	CertIII	CertIV	Dip	AdvDip
Client Service Hairdressing (CCS)						
SHBHCCS001	Plan hair services for special events		✓			
Colour and Lightening (CLS)						
SHBHCLS001	Apply hair colour products	✓				
SHBHCLS002	Colour and lighten hair		✓			
SHBHCLS003	Provide full and partial head highlighting treatments		✓			
SHBHCLS004	Neutralise unwanted colours and tones		✓			
SHBHCLS005	Provide on scalp full head and retouch bleach treatments		✓			
SHBHCLS006	Solve complex colour problems			✓		
SHBHCLS007	Enhance hair designs using creative colouring and lightening techniques			✓		
Haircutting (CUT)						
SHBHCUT001	Design 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		✓			
SHBHCUT006	Create combined haircut structures		✓	✓		
SHBHCUT007	Create combined traditional and classic men's haircut structures		✓			
SHBHCUT008	Design and perform creative haircuts			✓		
SHBHCUT009	Cut hair using freehand clipper techniques		✓			
SHBHCUT010	Create haircuts using tracks and carving		✓			

Unit Code	Unit Title	CertII	CertIII	CertIV	Dip	AdvDip
SHBHCUT011	Design and maintain beards and moustaches		✓			
SHBHCUT012	Shave heads and faces		✓			
SHBHCUT013	Provide men's general grooming services		✓			
Hair Design (DES)						
SHBHDES001	Dry hair to shape	✓	✓			
SHBHDES002	Braid hair	✓	✓			
SHBHDES003	Create finished hair designs		✓			
SHBHDES004	Create classic long hair up-styles		✓	✓		
SHBHDES005	Select and apply hair extensions		✓	✓		
SHBHDES006	Design and style long hair creatively			✓		
SHBHDES007	Apply and maintain wigs and hairpieces			✓		
SHBHDES008	Make wigs and hairpieces			✓		
Hair Reformation (REF)						
SHBHREF001	Curl and volumise hair with chemical treatments		✓			
SHBHREF002	Straighten and relax hair with chemical treatments		✓			
SHBHREF003	Straighten and relax hair with protein treatments		✓	✓		
SHBHREF004	Enhance hair designs using chemical reformation techniques			✓		
SHBHREF005	Rinse and neutralise chemically restructured hair	✓				

Unit Code	Unit Title	CertII	CertIII	CertIV	Dip	AdvDip
Technical Leadership (TLS)						
SHBHTLS001	Provide technical leadership to hairdressing teams			✓		
SHBHTLS002	Research and use hairdressing trends to advance creative work			✓		
SHBHTLS003	Work as a session stylist			✓		
SHBHTLS005	Conceive, develop and realise innovative hairdressing concepts for media					
SHBHTLS006	Conceive, develop and realise innovative hairdressing concepts for events					
SHBHTLS007	Plan and deliver professional hairdressing presentations					
SHBHTLS008	Originate and refine hair design concepts					
SHBHTLS009	Work to a brief to develop and refine hair designs					
Trichology (TRI)						
SHBHTRI001	Identify and treat hair and scalp conditions		✓			
SHBHTRI002	Conduct trichological assessments			✓		
SHBHTRI003	Develop and apply scalp treatment therapies			✓		
Working in Industry Hairdressing (IND)						
SHBHIND001	Maintain and organise tools, equipment and work areas	✓	✓			
SHBHIND002	Research and use hairdressing industry information	✓	✓			
SHBHIND003	Develop and expand a client base		✓			
SHBHIND004	Participate in session styling teams		✓			

Appendix 2: Unit of Competency and Assessment Requirements Explained

Each unit of competency follows this format:

<p>UNIT CODE</p> <p>indicators (A, B etc.) have been removed. Subsequent versions of units will be given a new and unique code.</p>	<p>Units are coded in sequence from 001 onwards, for example SHBBBOS001-011 Body Services.</p> <p>S = Service Industries</p> <p>HB = Training package Identifier (Hairdressing and Beauty Services)B = Sector (Beauty)</p> <p>BOS= Competency Field (Body Services)</p> <p>Codes no longer contain an AQF indicator, which previously identified where a unit of competency was first packaged within a qualification.</p> <p>Units do not have an AQF level; qualifications do. Inclusion caused confusion for RTO users when selecting electives and for RTO auditors when checking compliance with Packaging Rules. Some believed, for example, that a unit of competency with an AQF indicator 3 or 4 should not or cannot be packaged within a Diploma.</p> <p>Users should:</p> <ul style="list-style-type: none"> • read the unit of competency in its entirety to ascertain the complexity of skills and knowledge covered • read the Application Statement which describes to whom the unit applies • refer to the table in this Companion Volume Implementation Guide to check where units of competency appear in a qualification.
<p>UNIT TITLE</p>	<p>Titles tell the user, at a glance, what the unit is about and describe the skills succinctly in workplace language. For example, <i>Provide body massages, Straighten and relax hair with chemical treatments</i>.</p>
<p>APPLICATION</p> <p>This combines the Unit descriptor and Application statement in previous units.</p>	<p>This statement introduces the unit, assists users to understand its complexity and includes this information:</p> <ul style="list-style-type: none"> • a brief description of the unit content • who performs the function described by the unit and at what level of workplace responsibility • typical job titles to clarify the unit's applicability to different jobs • the unit's relationship to any specific occupational licensing, certification or laws; where none exist this is stated.
<p>PREREQUISITE UNIT</p>	<p>Where there is a Prerequisite unit, the code and title are shown. Where none exist, the entry is shown as 'Nil'.</p>
<p>COMPETENCY FIELD</p>	<p>Units are divided into a number of fields that describe like functions, e.g. Facial Services, Haircutting, Client Services, Work Health and Safety.</p>
<p>UNIT SECTOR</p>	<p>Units are categorised according to the industry sector to which they apply. These are Beauty, Hairdressing (incorporating Barbering) and Cross-sector.</p>

ELEMENTS	PERFORMANCE CRITERIA
Elements break down and describe the key outcomes which make up the unit of competency	Performance Criteria describe the performance needed to demonstrate the achievement of the element – and break down the element into smaller measurable ‘tasks’.
<p>FOUNDATION SKILLS</p> <p>This section describes language, literacy, numeracy and employment skills that are essential to performance and which must be assessed along with technical skills. Not every unit will contain every Foundation Skill. These can include:</p> <ul style="list-style-type: none"> • reading • writing • oral communication • numeracy • learning • problem-solving • initiative and enterprise • teamwork • planning and organising • self-management • technology. <p>These Foundation Skills will only be described in this section if they are not explicit within the Performance Criteria or where a more detailed explanation will assist trainers and assessors to understand the specific requirements and level of skill required.</p>	
<p>RANGE OF CONDITIONS</p> <p>This is an optional field in new-style units. If used, the Range of Conditions can no longer provide long explanatory lists of things that might apply. It is not used in the way that Range Statements were used previously.</p> <p>Anything identified is mandatory for performance in a job and therefore must be assessed.</p> <p>Any Range of Conditions statements can only provide details of essential but different work environments or operating conditions.</p> <p>No SHB units include a Range of Conditions.</p>	<p>This optional field replaces Range Statement.</p> <p>Some important content previously in Range Statements has been moved to other fields for a better fit. Look in:</p> <ul style="list-style-type: none"> • Performance Evidence (e.g. essential products or techniques) • Knowledge Evidence • Assessment Conditions (e.g. equipment)
UNIT MAPPING INFORMATION	Specifies Code and Title of any equivalent unit of competency from the previous training package. If the unit has been determined as Not Equivalent, the entry is shown as ‘No equivalent unit’. It does not include a detailed mapping which is presented earlier in this Companion Volume Implementation Guide.
LINKS	This provides a hyperlink to the Companion Volume Implementation Guide.

Each Assessment Requirement follows this format:

TITLE	Assessment Requirements for [unit of competency Code and Title]
PERFORMANCE EVIDENCE This field replaces but is not the same as Critical Aspects . Critical Aspects summarised the essence of a rigorous assessment. Performance Evidence is very specific.	<p>Performance Evidence specifies the mandatory:</p> <ul style="list-style-type: none"> types of product and process evidence volume and/or frequency of product or process evidence. <p>This section uses sufficiency, consistency and adaptability as guiding principles for valid assessment.</p> <p>In other words, what does an individual have to do to prove they:</p> <ul style="list-style-type: none"> are competent in the unit? (e.g. prove they can <i>Solve complex colour problems</i>) can complete all the tasks described by the Performance Criteria? have all the necessary Foundation Skills? have all the knowledge to effectively perform the work task? can consistently demonstrate the outcomes? can adapt to different situations or product requirements? <p>Performance Evidence statements stipulate the type and amount of evidence that a student must provide and an assessor must collect. The requirements for assessment are clear, measurable, auditable and standardised across all RTOs.</p>
KNOWLEDGE EVIDENCE This field replaces Required Knowledge .	<p>Knowledge Evidence specifies:</p> <ul style="list-style-type: none"> what the individual must know in order to effectively complete the work task described in the unit of competency the breadth and depth of what the individual must know the amount of evidence that must be collected. <p>Knowledge Evidence relates directly to the Performance Criteria.</p>
ASSESSMENT CONDITIONS This field includes information previously contained in Context of and specific resources for assessment and Assessment Guidelines	<p>This field stipulates mandatory conditions for assessment of the unit of competency. It lists all the things that an RTO must provide. It specifies:</p> <ul style="list-style-type: none"> where the assessment must take place, the physical environment and whether a simulated environment is allowed what equipment must be provided for assessment what types of consumable resources or stock must be provided for assessment, e.g. massage oil, shampoo what workplace documentation must be provided, e.g. product instructions if relevant, other people who must be present during assessment, e.g. clients, team members any essential time or timing requirements, e.g. activities that require the individual to work with commercial speed, timing and productivity to complete client services within designated timeframes that reflect accepted industry practice the competency requirements for assessors, including requirements for industry experience and vocational qualifications.
	These statements are now very specific and are tailored to each unit of competency.
LINKS	This provides a hyperlink to the Companion Volume Implementation Guide.