



Australian Government

SHBBHRS010 Provide waxing services

Release: 1

SHBBHRS010 Provide waxing services

Modification History

Supersedes and is not equivalent to SHBBHRS001 Provide waxing services.

Application

This unit describes the performance outcomes, skills and knowledge required to provide waxing services to remove unwanted facial and body hair.

It requires the ability to consult with clients to select suitable wax products to provide waxing services. The waxing service can be a single service or form part of a series of services.

This unit applies to beauticians and beauty therapists who work in beauty or hair removal salons. In this environment they work as part of a team and make independent decisions within a defined range.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Hair Reduction Services

Unit Sector

Beauty

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Establish client priorities.
 - 1.1. Access and review client treatment plan if available.
 - 1.2. Discuss with client waxing requirements and areas of skin and hair growth requiring treatment.
 - 1.3. Identify contraindications to waxing service, and refer client to appropriate professional as required.
 - 1.4. Explain treatment sequence and factors that may restrict treatment.
 - 1.5. Confirm required treatment, develop or update treatment plan, obtain client consent and record details.
2. Prepare for waxing service.
 - 2.1. Prepare service area and equipment.
 - 2.2. Present self, according to organisational policy.
 - 2.3. Select waxing products according to plan.
 - 2.4. Ensure own posture and position is correct to minimise fatigue and risk of injury to self and client throughout waxing service.
 - 2.5. Prepare client, and clean and prepare skin area to be waxed.
 - 2.6. Use energy, water and other resources efficiently during preparation and subsequent treatment process.
3. Apply wax to waxing area.
 - 3.1. Test wax temperature, adjust as required and maintain for the duration of waxing service.
 - 3.2. Apply and remove hot or strip wax to remove unwanted hair.
 - 3.3. Ensure all wax product is removed from skin and use tweezers to remove remaining unwanted hair as required.
 - 3.4. Ensure maximum client comfort and modesty throughout waxing service.
 - 3.5. Monitor client reactions and responses and adjust waxing service as required.
 - 3.6. Apply aftercare product to minimise any post treatment skin reactions.
 - 3.7. Comply with health and hygiene regulations and requirements.
 - 3.8. Maintain cultural sensitivity, maturity and confidentiality throughout service.
 - 3.9. Recognise and respect the client's social, cultural and spiritual differences and uphold their rights.

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| 4. Review waxing service and provide post service advice. | 4.1. Evaluate waxing service with client.
4.2. Record outcomes on client treatment plan for future reference.
4.3. Provide aftercare advice and recommend products and future services.
4.4. Update treatment plan and records and rebook client as required. |
| 5. Clean service area. | 5.1. Clean service area, equipment and surfaces according to organisational policies and procedures.
5.2. Replenish service area in preparation for next service.
5.3. Dispose of general waste, waste hair and wax to minimise negative environmental impacts according to organisational policies and procedures. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	interpret, and follow manufacturer instructions and safety data sheets for safe use of cleaning and treatment products and equipment.
Numeracy skills to:	calculate treatment times, product quantities and price of treatment.
Technology skills to:	- use client software to update client notes, rebook future treatments, record stock data and product purchases - safely use and maintain electrical equipment.

Unit Mapping Information

Supersedes and is not equivalent to SHBBHRS001 Provide waxing services.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>

Assessment Requirements for SHBBHRS010 Provide waxing services

Modification History

Supersedes and is not equivalent to SHBBHRS001 Provide waxing services.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide a minimum of four waxing services on each of the following treatment areas (total of 24 waxes), using hot wax or strip wax according to client requirements:
 - arms
 - bikini line
 - eyebrows
 - legs
 - any one or a combination of the following:
 - chin
 - lip
 - sides of face
 - underarms
- when performing the above waxing services, use hot wax on a minimum of six of the services
- when performing the above waxing services, more than one area may be waxed within the same client treatment in order to minimise the number of different clients required
- perform at least two of the above waxing services for each of the listed treatment areas (at least 12 waxes) during a period of at least 38 hours of work in a commercial beauty therapy salon. Skills must be demonstrated in a simulated environment prior to being demonstrated in a beauty therapy salon environment
- during the above waxing services, demonstrate the following techniques:
 - maintenance of correct wax temperature
 - skin support
 - correct direction of application and removal of wax
 - hand pressure to alleviate pain
 - removal of most unwanted hair
- develop and update treatment plans and records for each of the above clients specifying details of:
 - client feedback
 - contraindications
 - products used
 - hair analysis

- outcomes of treatment
- relevant medical history and medications
- waxing service performed
- aftercare recommendations and advice.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- state or territory and local legislation and guidelines relevant to provision of waxing services:
 - health and hygiene
 - anti-discrimination
 - occupational health and safety
- infectious disease transmission routes and prevention of infection transmission as it relates to waxing services
- infection control procedures and application of standard precautions as they apply to the provision of waxing services
- organisational policies and procedures relevant to waxing services:
 - client record management
 - equipment use and maintenance
 - incident reporting
 - personal hygiene and presentation
 - presentation of treatment area
 - waste disposal
 - work health and safety
- scope of practice:
 - when to refer clients to other practitioners
 - importance of not stating a diagnosis of a contraindication
- diverse gender and cultural issues and attitudes in relation to body waxing
- structural and cellular features of hair and hair follicles:
 - hair shaft
 - layers of hair
 - hair root and follicle
- hair growth cycle stages and relationship to hair removal:
 - anagen
 - catagen
 - telogen
- hair growth patterns
- common hair disorders
- hair types:

- vellus
- terminal
- factors affecting hair growth:
 - hormonal
 - hereditary
 - drugs and chemicals
- alternative progressive hair removal methods:
 - infra-red and hair-retarding products used in conjunction with waxing procedures
 - progressive permanent hair removal methods:
 - electrolysis
 - Intense Pulsed Light (IPL)
 - laser
- wax formulation
- function and action of wax ingredients
- effects and application of the following wax types:
 - hot
 - strip
 - sugaring
- effects and application of the following hair removal procedures:
 - waxing
 - tweezing
 - shaving
- contraindications that prevent treatment or require clearance from a medical professional to proceed:
 - acne
 - bacterial, fungal, parasitic and viral infections on the areas to be waxed
 - hypertrophic and keloid tendency
 - abnormal skin including - sunburnt, grazed, rashes
 - pigmented skin lesions
 - thin and fragile skin
- contraindications that restrict treatment and their relationship to waxing:
 - recent scars
 - scar tissue
 - skin trauma
 - varicose veins
- adverse effects from waxing treatments and appropriate actions for:
 - inflammation
 - spotting of skin
 - hive-like reactions
 - ingrown hairs

- torn skin
- bruising
- infections of hair follicle
- burns
- bleeding from follicles
- function and action of after wax products
- sustainable operating procedures for the conservation of product, water and power
- aftercare advice, products and future treatments to maintain client treatment objectives.

Assessment Conditions

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 simulation 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 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 that 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.

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