



Australian Government

SHBHBAS001 Provide shampoo and basin services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to complete a range of hair services provided at the basin area including pre-service shampoos and treatments, and post treatment removal of residual colour and lightening products.

This unit applies to salon assistants who work in hairdressing or barber salons under close supervision and with guidance from more experienced or senior hairdressers or barbers. They use little judgement and follow instructions specified by the hairdresser or barber who has completed the client consultation and manages the client service. However, in a small salon, more senior hairdressers or barbers also undertake this function.

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

Pre-requisite Unit

Nil

Competency Field

Basin Services

Unit Sector

Hairdressing

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Prepare for basin service.

PERFORMANCE CRITERIA

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

- 1.1. Confirm service to be provided with client or supervising hairdresser or barber.
- 1.2. Select and apply wraps and towels to suit service and ensure client protection and safety.
- 1.3. Brush or comb through hair, note length and visually examine hair and scalp condition.
- 1.4. Identify any unusual scalp conditions and seek direction

- from supervisor.
- 1.5. Position client neck and head to ensure access to hair, scalp, forehead and nape and maintain client comfort and safety.
 - 1.6. Throughout service, minimise product waste and use water resources efficiently.
2. Shampoo and condition hair.
 - 2.1. Select shampoo and treatment products, according to hair and scalp type and condition, seeking advice as required.
 - 2.2. Adjust water temperature, flow and direction to suit client hair and stage in the service.
 - 2.3. Distribute shampoo evenly over hair and scalp using massage techniques.
 - 2.4. Rinse hair thoroughly to leave free of shampoo and squeeze out excess water.
 - 2.5. Apply, process and remove treatment products according to product instructions.
 - 2.6. Absorb excess water with towels and use large wide-tooth comb to untangle hair from underneath and from ends to roots.
 3. Remove processed colour products from hair.
 - 3.1. Use tepid water and massage techniques to emulsify processed product over hair, scalp, forehead and nape.
 - 3.2. Rinse hair and scalp thoroughly and evenly using tepid water to remove residual product.
 - 3.3. Apply and rinse shampoo once or twice according to product and supervisor instructions.
 - 3.4. Apply and remove post-treatment products according to product and supervisor instructions.
 - 3.5. Absorb excess water with towels and remove any colour stain on client forehead, nape or hairline.
 - 3.6. Use large wide-tooth comb to gently untangle hair from underneath and from ends to roots.
 4. Remove processed foils from hair.
 - 4.1. Confirm, with supervisor, order and method of foils removal.
 - 4.2. Use tepid water to emulsify and rinse non-foiled, coloured hair with minimal disturbance to position of foils.
 - 4.3. Loosen foils, gently rinse and remove product in foil using tepid water and avoiding stretch or damage to hair.
 - 4.4. Apply and remove post-treatment products according to product and supervisor instructions.
 - 4.5. Absorb excess water with towels and remove any colour stain on client forehead, nape or hairline.
 - 4.6. Use large wide-tooth comb to gently untangle hair from underneath and from ends to roots.

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.

Skill	Description
Reading skills to:	interpret sometimes unfamiliar and detailed documents including organisational procedures, product instructions and safety data sheets.
Oral communication skills to:	ask open and closed probe questions and actively listen to clarify and confirm basin service instructions and check client comfort.
Planning and organising skills to:	logically sequence stages of preparation and service using supervisor instructions to guide activities.

Unit Mapping Information

SIHHBAS201A Perform shampoo and basin 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 SHBHBAS001 Provide shampoo and basin services

Modification History

Not applicable.

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:

- integrate health, safety and hygiene practices and procedures into day-to-day basin services work functions across four, three hour work periods
- across those work periods, cumulatively, provide the following services:
 - pre-service shampoo and conditioning
 - colour product removal
 - bleach product removal
 - foils and colour product removal
 - application of post colour treatment conditioners
- across the work periods, cumulatively use these head massage techniques when shampooing and conditioning:
 - effleurage
 - petrissage
 - tapotement.

Knowledge Evidence

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

- visual characteristics of normal and abnormal hair and scalp conditions
- organisation's basin service products and treatments range:
 - product purpose
 - action on the hair
 - application instructions
 - processing times
- role and basic content of Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content
- basic aspects of local government, state or territory health regulations for hygiene and infection control at the basin services area
- industry practices and organisational procedures for:
 - client comfort, safety and hygiene with particular emphasis on:
 - using gown and towels to protect client clothes

- avoiding product contact with eyes
- monitoring client comfort
- preventing cross-transmission of infection between customers
- work health, safety and hygiene for providing basin services, with particular emphasis on:
 - using correct posture to avoid fatigue and injury
 - avoiding product contact with operator eyes
 - preventing cross-transmission of infection during customer contact
- minimising product wastage
- water efficiency
- waste disposal with particular emphasis on environmentally sound disposal methods for hazardous and other waste.

Assessment Conditions

Skills must be demonstrated in a hairdressing or barbering environment; this can be:

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

Assessment must ensure use of:

- a supervising hairdresser or barber from whom the individual takes instructions
- paying clients with different basin services 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
- sufficient client traffic to allow prioritisation of tasks so that clients are serviced effectively in a logical sequence
- activities that require the individual to work with commercial speed, timing and productivity to:
 - deal with multiple tasks simultaneously
 - complete client services within designated timeframes that reflect accepted industry practice
- a basin services area with:
 - shampoo back wash basins with hot and cold running water and adjustable temperature controls
 - shampoo hoses or spray attachments
 - client shampoo chairs or couches
 - clean client gowns or wraps
 - clean client towels

- a diverse professional range of shampoos:
 - for dry hair and scalp
 - for oily hair and scalp
 - for chemically treated hair
- a diverse professional range of conditioning products:
 - for dry hair and scalp
 - for oily hair and scalp
 - for abnormal skin conditions, including psoriasis, seborrhoea, and dry and oily dandruff
 - post-colour treatments
- product:
 - instructions
 - Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content
- organisational procedures for:
 - client comfort, safety and hygiene
 - work health, safety and hygiene for providing basin services
 - waste minimisation
 - water efficiency
 - disposal of hazardous and other waste.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors; and:

- hold a Certificate III in Hairdressing, or a Certificate III in Barbering, or a Certificate IV in Hairdressing, or be able to demonstrate equivalence of competencies; 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.

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