



Australian Government

SHBHBAS002 Provide head, neck and shoulder massages for relaxation

Release: 1

SHBHBAS002 Provide head, neck and shoulder massages for relaxation

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide relaxing head, neck and shoulder massages prior to other hair services. It requires the ability to use a basic range of massage techniques.

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. 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 massage.

PERFORMANCE CRITERIA

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

- 1.1. Question client about any pre-existing conditions or injuries and seek, from supervisor, advice to proceed as required.
- 1.2. Examine client head, neck and shoulder areas and record any notable skin, scalp or scarring issues on client history.
- 1.3. Prepare service area, self and client for massage, according to organisational hygiene procedures and health regulations.
- 1.4. Select massage medium from salon range and measure to ensure minimal wastage.

2. Massage client head, neck and shoulders.
 - 2.1. Apply massage medium to head, neck and shoulder areas and use appropriate massage techniques to relax client.
 - 2.2. Vary length of massage to suit client requirements and designated time lines.
 - 2.3. Monitor client response throughout service and adjust massage techniques as required.
 - 2.4. Remove massage medium according to product instructions.
 - 2.5. Allocate client post-massage relaxation time according to timeframes for next service.

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 product instructions.
Writing skills to:	use basic terminology to record skin and scalp conditions.
Oral communication skills to:	ask open and closed probe questions and actively listen to effectively interact with client and meet their needs.
Numeracy skills to:	measure and apply appropriate amounts of massage medium for effective massage and to minimise waste.
Planning and organising skills to:	manage own timing to complete massages within organisational service times.

Unit Mapping Information

No equivalent unit.

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 SHBHBAS002 Provide head, neck and shoulder massages for relaxation

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:

- follow health, safety and hygiene procedures to provide head, neck and shoulder massages to four different clients ensuring services consistently meet client expectations
- choose the following massage techniques as appropriate to the head, neck or shoulder area and cumulatively use these techniques across the suite of services:
 - effleurage
 - petrissage
 - tapotement
- use these products cumulatively across the suite of services:
 - scalp treatment products
 - hair treatment products
 - massage oil.

Knowledge Evidence

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

- organisation's product range of massage oils, scalp and hair treatments:
 - product purpose
 - action on the scalp and hair
 - application instructions
- key features and use of these massage techniques on the head, neck and shoulders:
 - effleurage
 - friction
 - petrissage
 - tapotement
- basic aspects of local government, state or territory health regulations applicable to providing massage services
- industry practices and organisational procedures for:
 - client comfort, safety and hygiene with particular emphasis on:
 - using gown and towels to protect client clothes

- monitoring client comfort
- preventing cross-transmission of infection between customers
- work health, safety and hygiene for providing massages, with particular emphasis on:
 - using correct posture to avoid fatigue and injury
 - preventing cross-transmission of infection during customer contact
- minimising wastage of massage mediums
- waste disposal with particular emphasis on sound disposal methods for contaminated 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:

- paying clients with different massage 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
- 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
- a basin services area with:
 - adjustable client chairs or couches
 - clean client gowns or wraps
 - clean client towels
 - a diverse professional range of massage mediums:
 - scalp treatment products
 - hair treatment products
 - massage oil
 - operator hand washing facilities:
 - basin with hot and cold running water
 - liquid soap
 - single use towels or hand dryer
- product instructions
- template client history records
- organisational procedures for:
 - client comfort, safety and hygiene

- work health, safety and hygiene for providing massages
- waste minimisation
- 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.

Links

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