



Australian Government

SHBHCCS001 Plan hair services for special events

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to plan the provision of hair services for special events such as weddings, parties and balls. Services could be for individuals or groups and may involve a series of preparatory services prior to the event and styling services on the day in or outside the salon. It requires the ability to identify customer needs and preferences, determine final designs, provide costings and schedule all services.

This unit applies to hairdressers and barbers with well-developed skills who work in hairdressing or barber salons. They use discretion and judgement to plan all client services and take responsibility for the outcomes of their own work.

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

Pre-requisite Unit

Nil

Competency Field

Client Services

Unit Sector

Hairdressing

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Consult with clients.	1.1.Obtain event information including theme, clothing style and colours from client. 1.2.Discuss client preferences and expectations of desired finished result using visual aids to assist. 1.3.Recommend a range of options appropriate for the event style and which complement participant facial, skin and hair

- characteristics.
- 1.4. Confirm client chosen option and provide costings and operational details for all pre-event and event day services.
2. Plan hairdressing event services.
- 2.1. Schedule preparatory services leading up to event.
 - 2.2. Arrange trialling and adjustment of hair designs where required.
 - 2.3. Schedule event day services and organise appropriate resources to meet requirements.
 - 2.4. Promote additional services and after service maintenance products and confirm with clients.
 - 2.5. Coordinate referrals to other professionals for services unavailable in the salon.

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
Oral communication skills to:	ask open and closed probe questions and actively listen to effectively interact with clients and meet their needs.
Numeracy skills to:	- calculate and present complex costings for a series of services for multiple participants - calculate timing for completion of staged preparatory services for optimum event day hair appearance.

Unit Mapping Information

SIHHCCS304A Plan services for special events

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 SHBHCCS001 Plan hair services for special events

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:

- consult with four different clients to establish their needs for different special events to be chosen from the following types:
 - weddings
 - formal functions or balls
 - parties
- calculate and present documented costings for each of the above clients for a series of services to include:
 - preparatory services leading up to event
 - trialling and adjustment of hair designs
 - event day services
- combine at least two of the following for each of the above costings:
 - haircutting services
 - hair colouring or lightening services
 - hair extension services
 - hair styling and finishing services
 - men's general grooming services
- prepare a schedule to complete all costed services for at least two of the above clients.

Knowledge Evidence

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

- key characteristics and interrelationships of the elements and principles of hair design and use in achieving hair designs that complement event requirements, clothing style and client characteristics
- current and classic haircut, colour and design looks
- full details of the organisation's service range for cutting, colouring and styling:
 - costs for individual services
 - times to complete services
- full details of the organisation's home care products range
- methods to determine and present costings for a series of services for multiple participants

- effective allocation of human, equipment and stock resources required to provide event day services
- network of contacts for service referrals to other professionals.

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:

- clients with different needs for special events; these can be:
 - paying clients in a hairdressing or barbering industry workplace, or
 - individuals who participate in role plays or simulated activities within a training organisation
- client reception and sales area with:
 - reception desk
 - computer with booking software currently used by the hairdressing or barbering industry
 - display of professional products for retail sale
- hairdressing or barbering service workstations suitable for completing client consultations with:
 - one mirror per workstation
 - one adjustable client services chair per workstation
- visual aids to assist consultation:
 - hair magazines
 - fashion magazines
 - product colour charts
- template formats for:
 - providing costings
 - scheduling services.

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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