



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

Elements describe the essential outcomes.

1. Consult with clients.

PERFORMANCE CRITERIA

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

- 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>