



Australian Government

SHBHCUT013 Provide men's general grooming services

Release: 1

SHBHCUT013 Provide men's general grooming services

Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to consult with clients and provide a range of general men's grooming services including trimming eyebrow and ear hair and shaving the neck under a beard. These enhancement services are usually offered in conjunction with haircutting services.

Other units cover full moustache and beard maintenance, face and head shaves.

This unit applies to hairdressers and barbers with well-developed skills who work in hairdressing salons or barber shops. They use discretion and judgement to manage the client service 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

Haircutting

Unit Sector

Hairdressing

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Consult with client and determine grooming needs.

PERFORMANCE CRITERIA

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

- 1.1. Respond to customer request or proactively offer additional grooming services to enhance client service experience and appearance.
- 1.2. Determine, through discussion and questioning, scope of grooming services required.
- 1.3. Explain different services and obtain client agreement to proceed.

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| 2. Groom facial areas. | <ul style="list-style-type: none">2.1. Maintain client and operator comfort, safety and hygiene throughout service according to organisational procedures.2.2. Select and prepare equipment and appropriate attachments to suit the grooming service.2.3. Position and adjust client head and neck during service to enable ease of access to head and facial areas.2.4. Use scissors or clippers and over-comb cutting techniques to trim eyebrows to a neat appearance.2.5. Use scissors or clippers and over-comb cutting techniques to trim moustache, if present, to a neat appearance.2.6. Use trimmers to trim ear hair to a neat appearance. |
| 3. Shave front of neck area. | <ul style="list-style-type: none">3.1. Identify contraindications to proceeding with shave and explain any present to client.3.2. Apply conditioning oil and hot towels to soften hair.3.3. Apply a wet lather of shaving cream to neck area under beard line.3.4. Apply shaving strokes with razor at appropriate angle with skin stretched taut.3.5. Shave neck area in a logical pattern and in direction of hair growth to avoid tearing skin.3.6. Treat blood spots according to relevant skin penetration regulations and organisational procedures.3.7. Apply hot then cold towels on completion of shave.3.8. Apply after shave products to complete service. |
| 4. Finalise and review service. | <ul style="list-style-type: none">4.1. Review service outcomes against client expectations and confirm client satisfaction with result.4.2. Clean or dispose of equipment and dispose of hair waste according to health regulations and organisational 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.

Skill	Description
Reading skills to:	interpret sometimes unfamiliar and detailed documents including organisational procedures and health regulations.
Oral communication skills to:	ask open and closed probe questions and actively listen to effectively interact with client and meet their needs.

Planning and organising skills to:

- manage own timing and productivity to complete grooming services 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 SHBHCUT013 Provide men's general grooming 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:

- consult with at least five clients, recommend general grooming services and cumulatively complete the following services which consistently achieve desired outcomes to client satisfaction:
 - trimming eyebrows
 - trimming moustaches
 - trimming ear hair
 - front of neck shave under beard line.

Knowledge Evidence

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

- types of tools and techniques used for precision grooming of eyebrow, moustache and ear hair
- contraindications to shaving:
 - contagious disorders of the skin
 - abnormal skin conditions
 - presence of blemishes or moles
 - sunburn
- the effects on skin and hair of:
 - pre-conditioning products and hot towels
 - after-shave conditioning products and cold towels
- shaving patterns and directions, in relation to hair growth, and the impact on the finished result
- cleaning techniques and uses of cleaning and disinfection products for grooming and shaving equipment
- basic aspects of local government, state or territory health regulations for:
 - hygiene and infection control for grooming and shaving
 - skin penetration
 - use of razor types, with emphasis on the prohibition of straight razor use
- industry practices and organisational procedures for:

- client comfort, safety and hygiene with particular emphasis on:
 - using gowns to protect client clothes
 - monitoring client comfort
 - preventing cross-transmission of infection between customers
- work health, safety and hygiene for grooming, with particular emphasis on:
 - using correct posture and adjusting height of client chair to avoid fatigue and injury
 - using correct techniques to hold, grip and manipulate grooming and shaving tools to avoid fatigue and injury
 - preventing cross-transmission of infection during customer contact
- waste disposal with particular emphasis on environmentally sound disposal methods for hair 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 grooming 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 for 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
- basins with hot and cold running water and adjustable temperature controls
- a hairdressing or barbering services workstation with:
 - one mirror per workstation
 - one adjustable client services chair per workstation
 - clean client gowns or wraps
 - clean client towels
 - grooming scissors
 - electric clippers and fine trimming attachments
 - battery operated or cordless rechargeable fine grooming trimmers

- disposable blade safety razors
- disposable razor blades
- cutting combs with fine and coarse ends
- shaving brushes
- bowls
- shaving lather
- pre-shave conditioning oil
- after shave products:
 - after shave lotion or conditioning cream
 - styptic lotion (not pencil)
 - talcum powder
- disinfectant products for grooming and shaving tools
- lubricants and coolants for electric clippers
- product instructions
- current plain English regulatory documents distributed by government regulators for health, hygiene, skin penetration and use of razor types
- organisational procedures for:
 - client comfort, safety and hygiene
 - work health, safety and hygiene for grooming and shaving
 - waste minimisation
 - disposal of hair 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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