



Australian Government

SHBHIND002 Research and use hairdressing industry information

Release: 1

SHBHIND002 Research and use hairdressing industry information

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify appropriate information sources and to research, develop and maintain knowledge which underpins effective performance of all hairdressing or barbering sales and service activities.

This unit applies to all hairdressing and barbering businesses and to hairdressers and barbers working at all levels.

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

Pre-requisite Unit

Nil

Competency Field

Working in Industry

Unit Sector

Hairdressing

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Source and use industry information.

PERFORMANCE CRITERIA

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

- 1.1. Identify sources of information on the hairdressing or barbering industry.
- 1.2. Access and interpret information about industry structure and operation and use to assist with sales and service duties.
- 1.3. Source information on hairdressing or barbering career paths, as applicable, and related industries.
- 1.4. Use knowledge of the hairdressing or barbering industry to enhance quality of own work performance.

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| 2. Source and use information on legal and ethical issues for industry. | 2.1. Obtain information on laws and regulations specifically relevant to the hairdressing or barbering industry and work compliantly. |
| | 2.2. Source information on ethical industry practices and conduct day-to-day work activities ethically. |
| 3. Update industry knowledge. | 3.1. Update general knowledge of the hairdressing or barbering industry regularly. |
| | 3.2. Monitor current industry developments and issues. |
| | 3.3. Share updated knowledge with clients and colleagues as appropriate. |

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:	- comprehend the content of plain English information about laws - interpret unfamiliar information of varying complexity.
Writing skills to:	produce notes, summarise and record information in basic documents such as information sheets, portfolios and files.
Oral communication skills to:	ask open and closed probe questions and actively listen to clarify information from others.
Self-management skills to:	take responsibility for sourcing and updating current and emerging industry information.
Technology skills to:	use a computer and keyboard and the Internet to search for information.

Unit Mapping Information

SIHHIND202A Develop hairdressing industry knowledge

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 SHBHIND002 Research and use hairdressing industry information

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:

- create a portfolio of information on the hairdressing or barbering industry to include details of:
 - the structure of the industry and key characteristics of different business types
 - key characteristics of related industries that interact with hairdressing or barbering businesses:
 - beauty
 - film, TV, entertainment
 - fashion
 - product suppliers
 - emerging products, technology, techniques and services
 - career opportunities within the industry
 - the work ethic required to work in the industry
 - laws, regulations, ethical and environmental protection issues specifically relevant to the hairdressing or barbering industry:
 - local government, state or territory health regulations
 - privacy of client information
 - minimising use of water and electricity
- to create the portfolio, access and interpret information from at least these sources:
 - industry associations
 - trade magazines
 - local state or territory government regulators
- share the information collected with colleagues, through informal discussions.

Knowledge Evidence

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

- sources of information on:
 - structure and operation of the hairdressing or barbering industry

- laws and regulations that are specifically relevant to the hairdressing or barbering industry
- structure of the hairdressing or barbering industry and key operational characteristics for a range of business types
- career pathways within the industry and skill development options
- relationships between the hairdressing or barbering industry and other industries:
 - beauty
 - film, TV, entertainment
 - fashion
 - product suppliers
- overview of emerging hair products, technology, techniques and services
- primary functions of professional industry associations and support services offered
- basic aspects of local state or territory and commonwealth laws and regulations specifically relevant to the hairdressing and barbering industry and how these impact on day-to-day work functions of hairdressers:
 - Australian Consumer Law
 - health
 - privacy
- ethical industry practices for hairdressing and barbering businesses:
 - environmental protection with particular emphasis on waste minimisation, recycling and energy and water conservation
 - privacy and confidentiality of client information
 - pricing of products and services.

Assessment Conditions

Assessment must ensure use of:

- computers and the Internet to source information
- either electronic or hard copies of trade magazines
- current plain English regulatory documents distributed by government regulators for:
 - Australian Consumer Law
 - health
 - privacy.

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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