



Australian Government

Assessment Requirements for SHBHTLS001 Provide technical leadership to hairdressing teams

Release: 1

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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:

- take responsibility for the technical direction of a hairdressing or barbering team over six, three hour work periods
- across those work periods, cumulatively, monitor provision of services, provide technical advice and assist team members with technical questions for the following client services:
 - client consultation
 - haircutting
 - haircolouring or lightening
 - hair styling and finishing
- across those work periods, cumulatively:
 - resolve any technical issues that require remedial client action
 - review client service outcomes for six clients and provide feedback to individual team members providing services
 - coach team members by demonstrating techniques for three different hairdressing or barbering services
- source three different professional development opportunities to improve personal technical skills.

Knowledge Evidence

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

- for industry and the organisation in particular:
 - personal services values and business objectives
 - client service and complaint resolution policies and procedures
 - practices for managing quality assurance of client services
- concepts of continuous improvement for technical delivery of hair services and how to manage this at an operational level
- problem-solving and decision-making processes and techniques and application to typical technical hair service issues
- different leadership styles and characteristics of effective technical leadership

- techniques for motivating team members to achieve technical proficiency and provide quality client service outcomes:
 - involving individuals and teams in decision making processes
 - providing encouragement and opportunities for skill development
 - recognising abilities, achievements and positive workplace behaviour
 - providing encouragement, constructive criticism and coaching.

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, or
- industry venues and sites where session events are operated, or
- session venues and sites operated within a training organisation where real session events are staged in live time.

Assessment must ensure use of:

- paying clients with different service 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, or
 - models or performers in a session styling setting
- a team whose technical performance is the responsibility of the individual; this can comprise:
 - team members in a hairdressing or barbering industry workplace, or
 - people who participate as team members in a simulated hairdressing or barbering workplace, or
 - people who participate in session styling events
- 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 hairdressing or barbering tasks simultaneously
 - ensure that client services are completed within designated timeframes that reflect accepted industry practice
- a ventilated product preparation area with:
 - preparation benches
 - product storage areas including secure storage for hazardous substances
 - washing up sink with hot and cold running water for cleaning equipment

- operator hand washing facilities:
 - basin with hot and cold running water
 - liquid soap
 - single use towels or hand dryer
- a basin services area with this equipment and consumables:
 - shampoo back wash basins with hot and cold running water and adjustable temperature controls
 - shampoo hoses or spray attachments
 - client shampoo chairs or couches
 - clean client gowns or wraps
 - clean client towels
- hairdressing or barbering services workstations with:
 - one mirror per workstation
 - one adjustable client services chair per workstation
- tools and equipment used to provide the following services:
 - haircutting:
 - haircutting scissors
 - texturising and thinning shears
 - electric clippers and attachments
 - hair colouring and lightening:
 - tint brushes and combs
 - foils
 - hair styling and finishing:
 - thermostatically controlled ceramic flat irons
 - blow dryers with heat diffusers
 - heat lamps
 - hairdryers
- general cross-service tools:
 - client skin stain prevention products
 - liquid measure
 - plastic bowls
 - combs
 - hair and neck brushes
 - sectioning clips
 - hair rollers of different sizes
 - pin curl clips
- personal protective equipment:
 - apron
 - disposable safety masks or safety goggles
 - rubber or disposable gloves

- skin barrier cream
- a diverse professional range of hair products for:
 - shampooing and conditioning
 - hair colouring and lightening
 - hair styling and finishing
- organisational client service and complaint resolution policies and procedures.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors; and:

- hold a Certificate IV qualification 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

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>