



Australian Government

SHBHTLS001 Provide technical leadership to hairdressing teams

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide technical direction to team members providing a range of client services. It also involves improving own technical skills via professional development activities.

This unit applies to senior hairdressers and barbers who work in salons, or as session stylists, or technical advisors to product companies. They work independently, have considerable specialist skills and knowledge and provide technical leadership, training and support to team members.

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

Pre-requisite Unit

Nil

Competency Field

Technical Leadership

Unit Sector

Hairdressing

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Model high standards of professional competence.
2. Provide technical direction to manage client services.

PERFORMANCE CRITERIA

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

- 1.1. Work with professional technical and service proficiency according to organisational service values.
- 1.2. Act as a positive role model for others through professional performance.
- 2.1. Assist team members to assess client needs and characteristics to determine optimum recommendations for client service.
- 2.2. Encourage and value all contributions towards planning the

- client service.
- 2.3. Monitor provision of client services, provide technical advice and assist team members with technical questions.
 - 2.4. Examine and assess referred technical problems professionally and positively.
 - 2.5. Determine technical resolution and communicate to team members unambiguously and concisely.
 - 2.6. Review client service outcomes and provide feedback to team members.
 - 2.7. Contribute to technical skills development of team members through ongoing demonstration of techniques, coaching and supervision.
3. Enhance own technical proficiency.
- 3.1. Seek and consider constructive criticism to improve own professional competence and technical skills.
 - 3.2. Engage in a range of professional development activities, industry networks and events to improve own professional technical competence.

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 clarify ambiguities and understand technical problems - resolve technical problems in a professional and constructive manner.
Planning and organising skills to:	manage own timing and productivity to effectively monitor the provision of multiple client services.

Unit Mapping Information

SIHHTLS401A Provide technical leadership within the hairdressing context.

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 SHBHTLS001 Provide technical leadership to hairdressing teams

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.

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