



Australian Government

Assessment Requirements for SHBXCCS002 Provide salon services to clients

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:

- integrate hairdressing or beauty technical skills, and provide service to hairdressing or beauty clients for a minimum of twelve, three hour work periods that individually or in combination demonstrate:
 - accessing client records
 - appropriate verbal and non-verbal communication
 - correct telephone techniques
 - dealing with clients in a culturally appropriate manner
 - dealing with difficult or abusive clients
 - effective questioning and active listening techniques to establish client needs
 - face to face communication techniques
 - greeting and farewelling techniques
 - interpreting and maintaining client records
 - receiving clients and making appointments
 - resolving complaints with remedial actions
 - scheduling client appointments.

Knowledge Evidence

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

- principles of quality customer service and positive communication techniques:
 - voice tonality and volume
 - body language
- essential features, conventions and usage of these types of communication media:
 - telephone
 - email
 - letters
- industry expectations of hairdressing and beauty workers:
 - professional service standards
 - attitudes to working with clients

- ethics of professional behaviour
- personal presentation and hygiene standards
- federal, state or territory legislation relevant to providing salon service to clients:
 - anti-discrimination
 - consumer protection
 - privacy
 - work health and safety
- organisational policies and procedures:
 - communicating with clients
 - handling and resolving complaints
 - customer service techniques
 - personal grooming and presentation
 - product returns
 - promoting products and services
 - receiving clients
 - record keeping
 - sales and refunds
 - scheduling clients
 - work health and safety
- possible remedial actions for resolving client complaints:
 - complimentary service
 - fuller explanation
 - referral to supervisor
 - refund of charges
 - replacement of product
 - samples
- special packages of services
- special needs of client:
 - language needs and cultural understandings
 - mobility or other disability assistance
 - payment arrangements
- organisational processes and equipment:
 - client record system
 - functions and use of appointment system
 - functions and use of telephone
 - location of workplace areas and sections
 - message procedures for:
 - telephone
 - email
 - messages taken in person

- workplace product and service range.

Assessment Conditions

Skills must be demonstrated in a personal services salon environment; this can be:

- an industry workplace or
- a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public.

Assessment must ensure access to:

- paying clients, both new and regular, with different client service requirements, who have the expectation that the services provided reflect those of a commercial business
- relevant organisational policies and procedure manuals for customer service:
 - customer service techniques
 - personal presentation
 - complaint resolution.

Assessment must ensure use of:

- computer with salon software system
- reception desk
- retail display area
- telephone.

Assessment activities that allow the individual to:

- complete salon services within commercially realistic speed, timing and productivity requirements
- demonstrate competency in an environment reflective of real work situations
- manage tasks and contingencies in the context of the job role.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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