



Australian Government

**Assessment Requirements for
SHBXIND003 Comply with organisational
requirements within a personal services
environment**

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Modification History

Supersedes and is not equivalent to SHBXIND001 Comply with organisational requirements within a personal services environment.

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:

- access and interpret information about employment rights and responsibilities from credible sources
- source and produce a summary of key information for own use on employee and employer workplace rights and responsibilities that include:
 - Fair Work Act 2009: minimum workplace entitlements
 - relevant state or territory anti-discrimination or equal employment opportunity law
 - industrial awards for hairdressing and beauty employees
- access and interpret organisational policies and procedures for one hairdressing or beauty organisation to share with colleagues to enable understanding that relate to general work practices:
 - accepting, declining and amending rostered hours
 - personal and carer's leave
 - counselling and discipline
 - grievances
 - equal employment opportunity
 - discrimination and harassment
 - terms and conditions of employment
- integrate hairdressing or beauty technical skills and comply with organisation requirements for a minimum of four, three hour work periods that individually or in combination demonstrate:
 - applying workplace dress, hygiene and personal presentation requirements
 - working effectively as a team member
 - planning and organising work activities.

Knowledge Evidence

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

- sources of information on employment rights and responsibilities:
 - employer associations
 - Fair Work Commission
 - Fair Work Ombudsman
 - state and territory government boards and commissions for anti-discrimination and equal employment opportunity (EEO)
 - staff handbooks
 - trade unions
- basic aspects of employment related laws covering rights and responsibilities of employees and employers:
 - Fair Work Act 2009: minimum workplace entitlements provided by the National Employment Standards (NES)
 - relevant state or territory anti-discrimination or equal employment opportunity law:
 - harassment provisions: types of discrimination and harassment
 - rights and responsibilities of employees and employers and consequences of non-compliance with the law
 - reprovions: rights of employees and responsibilities of employers to make merit-based employment decisions
 - role of relevant state or territory board or commission in managing complaints
 - industrial awards for hairdressing and beauty employees
- basic aspects of industrial awards for hairdressing and beauty employees relevant to own job role
- primary functions of trade unions for hairdressing and beauty employees relevant to own job role
- organisational policies and procedures for own job role that relate to general work practices:
 - accepting, declining and amending rostered hours
 - personal and carer's leave
 - counselling and discipline
 - grievances
 - equal employment opportunity
 - discrimination and harassment
 - terms and conditions of employment
- typical terms and conditions of employment for hairdressing and beauty businesses relevant to own job role
- general role boundaries and responsibilities for key hairdressing and beauty industry staff:
 - beauticians
 - nail technicians
 - make-up artists
 - hairdressers
 - beauty and spa therapists

- supervisors and managers within hairdressing and beauty businesses.

Assessment Conditions

Skills must be demonstrated in a personal services industry environment:

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

Assessment must ensure access to:

- computers, keyboards and printers
- the internet
- current plain English guidelines issued by regulatory bodies covering:
- minimum workplace entitlements provided by the National Employment Standards (NES)
- relevant state or territory anti-discrimination or equal employment opportunity law:
 - harassment provisions: types of discrimination and harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law
 - equal employment opportunity (EEO) provisions; rights of employees and responsibilities of employers to make merit based employment decisions
 - role of relevant state or territory boards in managing complaints
- plain English information about industrial awards for hairdressing and beauty employees issued by regulatory bodies or unions
- organisational policies and procedures that relate to general work practices:
 - accepting, declining and amending rostered hours
 - personal and carer's leave
 - counselling and discipline
 - grievances
 - equal employment opportunity
 - discrimination and harassment
- team members with whom the individual can interact.

Assessors must satisfy the Standards for Registered Training Organisations' 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>