



**Australian Government**

# **SHBXIND003 Comply with organisational requirements within a personal services environment**

**Release: 1**

# SHBXIND003 Comply with organisational requirements within a personal services environment

## Modification History

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

## Application

This unit describes the performance outcomes, skills and knowledge required to work in a personal services environment by integrating knowledge of workplace rights and responsibilities and organisational policies and procedures, and by using effective team and individual work practices to plan and organise daily work activities.

This unit applies to workers in personal service environments including beauty and hairdressing salons, nail salons and spas. In these environments they make routine service decisions within a defined range in the context of organisational goals, customer service values and standards.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Cross-Sector

## Elements and Performance Criteria

### ELEMENTS

*Elements describe the essential outcomes*

### PERFORMANCE CRITERIA

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

1. Develop knowledge of employment rights and responsibilities.
  - 1.1. Access current information on employee and employer rights and responsibilities.
  - 1.2. Obtain and interpret key information on laws for anti-discrimination, harassment and equal employment opportunity.
  - 1.3. Access and interpret information on national employment standards and specific employment arrangements for current role.
  - 1.4. Comply with employment requirements in accordance with regulatory requirements.
  
2. Work within organisational requirements.
  - 2.1. Interpret and comply with organisational requirements and responsibilities.
  - 2.2. Seek advice from supervisors and managers to ensure understanding of organisational requirements.
  - 2.3. Interpret staff rosters and provide sufficient notice of unavailability for rostered hours according to organisational policy and procedures.
  - 2.4. Comply with relevant duty of care and legal responsibilities, and support organisational culture.
  - 2.5. Identify roles and responsibilities of colleagues and immediate supervisors for designated lines of communication and reporting lines.
  - 2.6. Identify, recognise and follow behaviour that contributes to a safe and sustainable work.
  
3. Support work team.
  - 3.1. Display courteous, helpful and non-discriminatory attitude with clients and other team members.
  - 3.2. Take opportunities to enhance level of assistance offered to team members.
  - 3.3. Meet all reasonable requests for assistance within acceptable workplace timeframes.
  - 3.4. Seek assistance from team members, supervisors and managers when required.

- |                                    |                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4. Maintain personal presentation. | 4.1. Observe appropriate dress code and presentation as required by workplace, job role and level of customer contact.<br>4.2. Follow personal hygiene procedures according to organisational requirements.                                                                                                                                                     |
| 5. Develop effective work habits.  | 5.1. Plan and organise daily work activities within scope of responsibility.<br>5.2. Act promptly on instructions, information and follow procedures relevant to task.<br>5.3. Seek advice and direction from appropriate staff to clarify workplace instruction and information.<br>5.4. Prioritise and complete competing tasks within designated timeframes. |

## 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.*

| SKILLS                        | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading skills to:            | <ul style="list-style-type: none"><li>interpret:<ul style="list-style-type: none"><li>detailed organisational policies and procedures</li><li>unfamiliar plain English documents which describe workplace laws, rights and responsibilities</li><li>messages, notes, emails, letters, and online communications of varying complexity.</li></ul></li></ul> |
| Writing skills to:            | <ul style="list-style-type: none"><li>write a summary of key information relating to organisational requirements.</li></ul>                                                                                                                                                                                                                                |
| Oral communication skills to: | <ul style="list-style-type: none"><li>ask open and closed probe questions and actively listen to clarify workplace instruction, team needs and policies and procedures.</li></ul>                                                                                                                                                                          |
| Technology skills to:         | <ul style="list-style-type: none"><li>access credible online publications and internet resources that builds knowledge on employment rights and responsibilities.</li></ul>                                                                                                                                                                                |

## Unit Mapping Information

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

## 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 SHBXIND003 Comply with organisational requirements within a personal services environment**

### **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
    - reprovitions: 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.

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