



**Australian Government**

# **SHBXIND004 Develop skin therapy workplace policies and procedures**

**Release: 1**

# SHBXIND004 Develop skin therapy workplace policies and procedures

## Modification History

No equivalent unit.

## Application

This unit describes the performance outcomes, skills and knowledge required to research and develop workplace policies and procedures that define organisational requirements and standards for the delivery of skin treatments. Policies and procedures reflect relevant legislative and licensing requirements and safety standards and guidelines and are developed according to organisational templates.

This unit applies to individuals working in a diverse range of beauty industry sectors and businesses where skin treatments are provided.

The unit reflects the safety guidelines, for a broad range of skin therapies and treatments, expressed in the Australian and New Zealand safety standards, current at the time of publication:

- AS/NZS4173:2004 Guide to the safe use of lasers in health care
- AS/NZS IEC 60825.1:2014 Safety of laser products equipment classifications and requirements
- AS/NZS 1336:2014 Eye and face protection Guidelines

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

The use of intense pulsed light and laser is subject to legislation, regulation and licensing in some Australian states and territories.

## Pre-requisite Unit

Nil

## Competency Field

Working in Industry

## Unit Sector

Cross-sector

## Elements and Performance Criteria

### ELEMENTS

### PERFORMANCE CRITERIA

*Elements describe the essential outcomes*

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

1. Determine policy needs.

- 1.1. Identify and review relevant legislative, regulatory, compliance and licensing requirements related to skin therapy policy and procedure development.
- 1.2. Review existing workplace policies and procedures and determine required changes.
- 1.3. Identify and review industry standards and guidelines to be reflected in policies and procedures.
- 1.4. Determine work health and safety and risk management requirements and control measures to be reflected in policies and procedures.
- 1.5. Determine client consent and consultation requirements to be reflected in policies and procedures.
- 1.6. Determine qualification, training and induction requirements for practitioners performing skin treatments.
- 1.7. Identify relevant personnel to be consulted during policy and procedure development.

2. Draft policies and procedures.

- 2.1. Develop draft policies according to identified needs and relevant legislation and compliance requirements.
- 2.2. Develop draft procedures to support policy implementation according to identified needs and relevant legislation.
- 2.3. Develop an implementation and communication plan to support the implementation of policies and procedures.
- 2.4. Develop supporting workplace forms, checklists and reporting documentation.

3. Finalise policies and procedures.

- 3.1. Communicate draft policies and procedures to relevant personnel and seek feedback.
- 3.2. Make amendments to draft policies and procedures based on feedback received.
- 3.3. Ensure compliance with legislative and compliance requirements.
- 3.4. Edit and confirm final documentation.
- 3.5. Communicate finalised policies and procedures.
- 3.6. Store policy and procedure documentation.

## 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 both familiar and unfamiliar, and potentially complex documents:</li><li>• workplace policies and procedures</li><li>• regulations, legislation and standards relating to skin therapy treatments</li><li>• safety data sheets</li><li>• instructions and manuals for skin therapy equipment and products.</li></ul> |
| Writing skills to:                 | <ul style="list-style-type: none"><li>• produce documents in clear, unambiguous language free from errors in spelling, punctuation and grammar</li><li>• structure policies and procedures in logical sequence using current business formats and templates.</li></ul>                                                                                                 |
| Oral communication skills to:      | <ul style="list-style-type: none"><li>• consult with and seek feedback from relevant personnel on policies and procedures.</li></ul>                                                                                                                                                                                                                                   |
| Planning and organising skills to: | <ul style="list-style-type: none"><li>• organise information into logical, consistent and accessible structures to enable use by relevant personnel.</li></ul>                                                                                                                                                                                                         |

## Unit Mapping Information

No equivalent unit.

## 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 SHBXIND004 Develop skin therapy workplace policies and procedures

## Modification History

No equivalent unit.

## 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:

- develop workplace policies and procedures for one workplace or beauty therapy practice, covering:
  - client consultation and treatment reporting
  - treatment procedures
  - personal protective equipment
  - airborne contaminants
  - ocular safety
  - fire and electrical safety
  - access restriction
  - practitioner qualification, training and induction
  - risk assessment and control measures
  - equipment maintenance and record keeping
  - facility requirements
  - inspections and auditing
  - manufacturer instructions
  - safety and hazard control
  - compliance with legislation and licensing
  - incident management and reporting
  - hazardous waste management
- develop an implementation and communication plan for the implementation of the above workplace policies and procedures.

## Knowledge Evidence

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

- relevant aspects of federal, state or territory, and local Acts and regulations related to use of intense pulsed light and laser:
  - non-ionising radiation protection
  - skin penetration

- health regulations
- work health and safety
- industry best practice policies and procedures for skin therapy including:
  - intense pulsed light and laser
  - LED
  - laser
- relevant aspects of industry standards and guidelines related to skin therapy:
  - AS/NZS4173:2004 Guide to the safe use of lasers in health care
  - AS/NZS IEC 60825.1:2014 Safety of laser products equipment classifications and requirements
  - AS/NZS 1336:2014 Eye and face protection Guidelines
  - Australian Guidelines for the Prevention and Control of Infection in Healthcare (2010)
  - Work Health and Safety Act 2011 (Cth)
- Sources of information on skin therapy legislation, standards and regulations
- key aspects of workplace policies and procedures:
  - informed client consent, consultation and treatment reporting
  - treatment procedures
  - test patching and photographing
  - personal protective equipment
  - airborne contaminants
  - ocular safety
  - fire and electrical safety
  - safety and hazard control
  - risk assessment and control measures
  - access restriction
  - practitioner qualification, training and induction
  - Laser Safety Committee and Laser Safety Officer
  - non-ionising radiation safety plan
  - equipment maintenance and record keeping
  - facility requirements
  - inspections and auditing
  - manufacturer instructions
  - compliance with legislation and licensing
  - incident management and reporting
- processes and templates for constructing Standard Operating Procedures (SOPs)
- methods for implementing and communicating workplace policies and procedures, including:
  - cultural diversity considerations
  - maintaining relationships with suppliers, clients and other stakeholders.

## 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:

- relevant documentation:
  - workplace policies and procedures template documents
  - current standards and guidelines:
    - AS/NZS4173:2004 Guide to the safe use of lasers in health care or its replacement
    - AS/NZS IEC 60825.1:2014 Safety of laser products equipment classifications and requirements
    - AS/NZS 1336:2014 Eye and face protection Guidelines
  - key aspects of relevant federal, state or territory, and local Acts and regulations relating to skin therapy and treatments
  - manufacturer instructions and safety data sheets.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors and:

- have worked for at least three years where they have applied the skills and knowledge of this unit of competency.

## Links

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