



Australian Government

Assessment Requirements for SHBXPSM001 Lead teams in a personal services environment

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:

- take responsibility for leading a personal services team over six, three hour work periods
- communicate with a team by convening a team meeting, or via electronic communication to:
 - communicate and discuss the organisation's personal service values and the role and importance of quality service to business objectives
 - actively involve team members in a decision-making process to develop one new procedure for delivering one chosen personal services treatment
- hold a meeting with two individual team members to discuss their roles and responsibilities and the organisation's service expectations.

Knowledge Evidence

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

- for personal services businesses and the organisation in particular:
 - personal services values and business objectives
 - methods to communicate values, objectives and importance of personal service:
 - mission statements
 - client service policies
 - team meetings
 - staff emails, newsletters
 - within job descriptions and performance review documents
- key features of personal services operational environments:
 - different job roles and boundaries of responsibility, including those for:
 - reception staff
 - trainees or apprentices
 - staff providing services and treatments
 - supervisors
 - managers

- various formats for and the use of job descriptions in communicating staff roles, responsibilities and expectations
- different leadership styles and characteristics of effective leadership
- techniques for motivating team members and building a team-oriented environment:
 - affirming respect for individual behaviour and differences
 - involving individuals and teams in decision making processes
 - supporting the team to develop mutual concern and camaraderie
 - providing encouragement and opportunities for skill development
 - recognising abilities, achievements and positive workplace behaviour
 - rewarding individuals and teams
 - facilitating team-building activities
 - providing encouragement, constructive criticism and coaching to those in training
 - providing coaching from more experienced operators to those with skill deficits.

Assessment Conditions

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

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

Assessment must ensure use of:

- a team whose overall performance is the responsibility of the individual; this can comprise:
 - team members in a personal services industry workplace; or
 - people who participate in role plays or simulated activities within a training organisation
- paying clients for whom the team is providing services; these can be:
 - clients in a personal services industry workplace; or
 - clients in a simulated personal services workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business
- the following documents which can be actual documents used by a personal services business or generated by a registered training organisation for the purposes of project and assessment activities:
 - documents which outline personal services values and business objectives; these could include mission statements, client service policies and job descriptions
 - a range of job descriptions.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors; and:

- hold a Diploma of Salon Management, or be able to demonstrate equivalence of competencies; and
- have at least three years full time employment experience as a manager for a personal services business where they have applied the skills and knowledge covered in this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -

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