



Australian Government

SHBXPSM001 Lead teams in a personal services environment

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to lead and manage individuals and teams and support and encourage their commitment to the organisation. It requires the ability to communicate effectively with team members, monitor the quality of day to day work and manage technical and service performance through effective leadership.

This unit applies to all single or multiple outlet businesses providing beauty treatments, hairdressing or barbering services. It applies to senior managers and small business owners who operate with significant autonomy and are responsible for making strategic business management and operational decisions.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Personal Services Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Develop team commitment and cooperation.

PERFORMANCE CRITERIA

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

- 1.1. Develop organisation's personal service values and clearly communicate role and importance of quality service to business objectives.
- 1.2. Act as a positive role model through high standards of personal performance.
- 1.3. Communicate roles, responsibilities and expectations and

- promote individual and team work accountability.
- 1.4.Motivate individuals to deliver effective personal service which shows support for organisational goals.
 - 1.5.Identify, encourage, value and reward individual and team efforts and contributions.
 - 1.6.Model and encourage open and supportive communication within the team.
 - 1.7.Seek feedback from team members and implement changes within bounds of organisational goals and policies.
2. Monitor work operations and support team members.
- 2.1.Proactively share information, knowledge and experiences with team members to support quality technical and service delivery.
 - 2.2.Assist team members to plan for and prioritise own workload through supportive feedback and coaching.
 - 2.3.Encourage team members to assist each other with work tasks to improve individual and organisational service levels.
 - 2.4.Monitor team and individual performance and provide support and direction to help with technical, service and workload issues.
 - 2.5.Identify individual team member difficulty in meeting technical and service standards and provide supervision and coaching to assist.
 - 2.6.Monitor individual and team understanding of importance of organisational personal service approach and regularly communicate to ensure business objectives are met.

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.

Skill	Description
Oral communication skills to:	• develop rapport with and nurture ongoing positive relationships with team members • provide unambiguous information to staff about roles, responsibilities and performance expectations • discuss technical and service skill deficiencies in a professional and constructive manner
Planning and organising skills to:	• coordinate multiple and potentially competing operational priorities for a team.

Self-management skills to: • take responsibility for team outcomes.

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 SHBXPSM001 Lead teams in a personal services environment

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.

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