



Australian Government

SIHHCCS201A Greet and prepare clients for salon services

Release 2

SIHHCCS201A Greet and prepare clients for salon services

Modification History

The release details of this endorsed unit of competency are set out in the table below. The latest information is at the top.

Release	Comments
2	Editorial corrections. Competency field added.
1	Initial release.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to meet, greet and prepare clients for a range of salon services.

Application of the Unit

This unit applies to salon assistants and hairdressers in training, who provide initial hospitality and service to clients presenting for a range of hairdressing services in a hairdressing salon.

A person undertaking this role works under supervision and guidance from others.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Element

Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Welcome arriving clients.

- 1.1. Welcome arriving ***client*** promptly, warmly and by name, according to ***salon procedures***.
- 1.2. Focus attention completely on the client.
- 1.3. Indicate to client how long before the booked ***service*** will begin.
- 1.4. Make waiting client comfortable and offer ***beverages*** and reading material, according to salon procedures.
- 1.5. Notify senior operator of client's arrival.

2. Prepare clients for senior operators.

- 2.1. Show client to relevant ***service area*** and ensure the client is safely and comfortably seated.
- 2.2. Indicate that senior operator will consult with client prior to service where relevant according to salon procedures.
- 2.3. Confirm service to be provided with senior operator where relevant.
- 2.4. Select and apply a clean gown or wrap and towels of suitable size for client, according to the planned service and salon procedures.
- 2.5. Check that client is comfortable and offer additional beverages and reading material.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- interpersonal skills to interact with clients
- communication skills to seek direction and advice from senior operators
- technical skills to:
 - prepare clients for a range of services
 - prepare and serve beverages to clients
- literacy skills to interpret salon procedures

Required knowledge

- range of hairdressing services offered by the salon
- salon procedures, such as:
 - meeting and greeting clients
 - preparing clients for salon services, including:
 - client consultation
 - hair and scalp treatments
 - haircutting
 - hair design
 - hair colouring
 - hair lightening
 - chemical reformation services
 - straightening and relaxing services

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- welcoming and interacting with clients, according to salon procedures
- providing hospitality to clients
- gowning clients for a range of salon services, according to salon procedures
- interpreting and following verbal instructions from senior operators.

Context of and specific resources for assessment

Assessment must ensure access to:

- a salon or a simulated salon environment that includes a range of work situations such as client interruptions and involvement in other related activities normally expected in the salon
- a fully equipped salon which includes as a minimum:
 - a fully functional client reception area
 - fully equipped work stations suitable for the services offered which may include:
 - shampoo
 - hair and scalp treatments
 - haircutting
 - hair design
 - hair colouring
 - hair lightening
 - reformation
 - straightening and relaxing services
 - a supply of clean towels
 - a supply of clean client gowns or wraps
- relevant documentation, such as salon health and safety procedures
- a range of clients for a variety of hairdressing services
- a senior operator for each service.

For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Method of assessment A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate:
 - providing service to clients
 - preparing clients for services from the salon range
- written or verbal questions appropriate to the language and literacy level of the learner to test knowledge which may include:
 - the range of services offered by the salon
 - relevant health regulations
 - salon procedures
- review of portfolios of evidence and third-party reports of on-the-job performance.

Guidance information for assessment A unit of competency describes an individual skill but people rarely perform one skill at a time. Many skills are combined on a day-to-day basis in the workplace as part of work processes. This does not mean that each skill described by a unit of competency is pre-requisite to another— they are related skills.

Holistic assessment with other units relevant to the industry sector, salon and job role is recommended, for example:

- SIRXCOM001A Communicate in the workplace

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

- Client*** may include:
- women
 - men
 - children
 - people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.
- Salon procedures*** may include:
- client greeting procedures
 - offering hospitality
 - pre-service consultation by a senior operator
 - client preparation for different salon services.
- Service*** may include:
- shampoo
 - hair and scalp treatments
 - haircutting
 - hair design
 - hair colouring
 - hair lightening
 - reformation services
 - straightening and relaxing services.
- Beverages*** may include:
- water
 - tea
 - coffee
 - soft drinks.
- Service area*** may include:
- colour and chemical services area
 - haircutting area
 - design area
 - basin services area.

Unit Sector(s)

Hairdressing

Competency Field

Client Service