



Australian Government

Department of Education, Employment and Workplace Relations

WRHCS308A Plan services for special events

Revision Number: 1

WRHCS308A Plan services for special events

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required to consult with clients to plan for the provision of a complete hair and beauty service for special events. This unit may apply to a range of roles in the workplace.

Application of the Unit

Application of the Unit

This unit requires the application of communication, research and design skills to develop a comprehensive approach to the promotion, planning and provision of a series of services culminating in finished hair designs for individuals or groups for special events.

Where this unit is used for assessment only or for training delivery and assessment, co-requisite or prerequisite units of competency that relate to this unit are identified in the evidence guide of this unit.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the level of performance required to demonstrate achievement of the element. The variables for the **bold italicised** text are outlined in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Consult with clients.	1.1 Event information, including dress styles and colours, is obtained from participants. 1.2 Appropriate information regarding workplace specialised services and pricing structure is conveyed to client/s. 1.3 Alternative finished hair designs are reviewed and discussed to confirm client expectations. 1.4 Hair style concepts to complement facial features, bone structure, client requirements and event are discussed and agreed upon with clients. 1.5 Trialling and adjustment of hair designs are arranged where required.
2 Advise on additional services.	2.1 Additional available services and after service maintenance products are promoted and agreed upon with clients. 2.2 Services to complement planned outcomes are scheduled leading up to event/s. 2.3 Referrals to other professionals are offered for services unavailable in the workplace.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Skills may include:

- identifying client requirements
- selling products and services, using skills including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - dealing with clients in a culturally appropriate manner
 - negotiation techniques
 - conflict resolution skills
 - problem solving techniques
- gathering and organising information to develop and maintain product and service knowledge
- applying hair design skills using the full range of available salon services to achieve a planned look
- language, literacy and numeracy skills relevant to the role and workplace requirements.

Knowledge may include:

- the provisions of relevant health and hygiene legislation and regulations
- the provisions of relevant occupational health and safety legislation and regulations
- workplace policies and procedures in regard to the performance of selling products and services
- the effects and benefits of a defined range of workplace professional hairdressing and treatment products
- factors likely to affect the suitability of each workplace treatment in relation to clients' needs, and the effects and benefits of various treatments
- the causes of skin reactions and allergies in regard to treatments.

Evidence Guide

EVIDENCE GUIDE

The evidence guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the performance criteria, the range statement and the assessment guidelines of the relevant Training Package.

Overview of assessment

A person who demonstrates competency in this unit of competency must be able to develop and apply knowledge of a range of hairdressing products and services to meet the needs of clients. The evidence provided must demonstrate the ability to make comparisons between products and between services/treatments. Knowledge and skill in the application of relevant legislation and workplace policies and procedures must also be demonstrated.

Specific evidence requirements

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

- consistent use of effective questioning and active listening techniques to consult, reassure and negotiate with clients while maintaining discretion, tact and confidentiality
- knowledge and consistent application of relevant federal, state and local health and hygiene regulations
- knowledge and consistent application of workplace policies, procedures and safe work practices in relation to advising on hairdressing services
- knowledge and skill in the application of product knowledge, including comparisons between products, to offer advice to clients
- knowledge and skill in identifying client requirements
- applying research, planning and design skills to achieve design outcomes that meet client needs and are appropriate to particular events
- recommending products and services to clients, including the incorporation of detailed specialised product knowledge, and the ability to demonstrate products and services when providing advice to clients.

EVIDENCE GUIDE

Context of assessment

For valid and reliable assessment of this unit, competency should be consistently demonstrated over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor. The technical expert may include the hairdresser and/or an experienced person at the workplace.

Competency should be demonstrated in the workplace or a simulated workplace environment in a range of situations which may include client interruptions and involvement in other related activities normally expected in the workplace. For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Specific resources for assessment

Competency for this unit should be assessed through access to:

- relevant documentation, such as workplace policy and procedures manuals
- a range of clients with different requirements
- a portfolio of hair designs
- a list of other professionals within or outside the workplace
- a range of merchandise and products appropriate to the hairdressing workplace
- product labels and other sources of product information such as colour charts
- a qualified assessor or assessment team.

Relationship to other units

In the context of an assessment-only and/or a training delivery and assessment pathway, all units that relate to a job function can be integrated for assessment purposes.

Prerequisite units:

- none.

Co-requisite units:

- none.

EVIDENCE GUIDE

Method of assessment

The following assessment methods are suggested.

- Observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate his/her handling of a range of contingencies. Tasks may include:
 - describing a range of product development to other staff members
 - explaining and demonstrating products and services to clients
 - providing advice on products and services according to client needs.
- Written and/or oral questioning to assess knowledge and understanding of a range of hairdressing services, including products, services and treatment needs of clients. Questions will be asked in a manner appropriate to the language, literacy and numeracy level of the learner.
- Completing workplace documentation relevant to the provision of advice on hairdressing services.
- Third-party reports from experienced hairdressers in the workplace.
- Completion of self-paced learning materials, including personal reflection and feedback from trainer/coach/supervisor.

Evidence required for demonstration of consistent performance

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables 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. ***Bold italicised*** text from the performance criteria is detailed here.

Events may include:

- weddings
- debutante balls
- fancy dress balls
- parties
- other formal events.

Clients may include:

- women
- men
- children
- people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities
- new or regular clients with routine or special needs.

Finished hair designs may be reviewed via:

- discussion
- hair and/or fashion magazines
- photographic folios.

Additional available services may include:

- haircutting
- hair colouring
- hair lightening
- chemical reformation
- chemical relaxation
- hair and/or scalp treatments
- make-up design and application
- manicure services
- hair pieces.

RANGE STATEMENT

- After service maintenance products*** may include:
- sprays
 - waxes
 - pins.

Unit Sector(s)

Not applicable.

Competency field

Competency Field Hairdressing