



SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE V1.0

COMPANION VOLUME IMPLEMENTATION GUIDE



Version Control and Modification History

The latest version of the Implementation Guide is shown on the top row. The table tracks modifications to training components in this training package made after the initial release. Please check that you are using the current version of the *SHB Hairdressing and Beauty Services Training Package* by accessing information from training.gov.au.

Version	Release Date	Comments
1.0	22 September 2015	Primary release- replaces SIB10 Beauty Services Training Package

Acknowledgements

This document has been produced by Service Skills Australia with the assistance of funding provided by the Commonwealth Government through the Department of Education and Training.

This document is supported and endorsed by the Hairdressing and Beauty Services industries. Whilst the document sits with Service Skills Australia (the Industry Skills Council for the Hairdressing and Beauty Services sectors) it is owned and maintained by the sector, for the sector. Service Skills Australia acknowledges the contribution of Wholesale, Retail and Personal Services Industry Advisory Committee in the preparation of this document.

Date of Publication

22 September 2015

Table of Contents

Version Control and Modification History	2
Table of Contents	3
Introduction	5
Background	5
Quality Assurance of Companion Volumes.....	5
1.0 Overview Information	6
1.1 SHB Qualifications	6
1.2 SHB Skill Sets	6
1.3 SHB Units of Competency and Prerequisites	6
1.4 Imported Units of Competency and Prerequisites.....	9
1.5 Qualification Mapping	9
1.6 Unit of Competency Mapping	10
1.7 Key Work and Training Requirements in the Industry.....	18
1.7.2 Regulation and Licensing Implications for Implementation	20
2.0 Implementation Information	21
2.1 Key features of the training package and the industry that will impact on the selection of training pathways	21
2.2 Industry Sectors.....	22
2.3 Entry Requirements for Qualifications.....	24
2.4 Pathways Advice	24
2.5 Access and Equity Considerations.....	26
2.6 Foundation Skills	27
2.7 Health and Safety Implications for the Hairdressing and Beauty Services Industry	28
2.8 Legal Considerations for learners in the workplace or on placements	28
2.8.1 Placing institutional learners with host employers.....	29
2.9 Resources and Equipment	29
2.10 Simulation.....	30
2.11 Assessor Requirements	31
3.0 Links	32
3.1 General.....	32
3.2 State and Territory Training Authorities	32
3.3 Industry Specific	32
Appendix 1: Packaging of Units in SHB Hairdressing and Beauty Services Training Package	34
Appendix 2: Mandatory Equipment and Resource Requirements	37
Appendix 3: Unit of Competency and Assessment Requirements Breakdown.....	62

Introduction

This Companion Volume Implementation Guide has been developed to provide advice and guidance on the implementation of the *SHB Hairdressing and Beauty Services Training Package*. It also includes key information on the industry and its workforce needs.

Background

In November 2012 the National Skills Standards Council (NSSC) endorsed a set of *Standards for Training Packages*, to ensure that training packages are of high quality and meet the workforce development needs of industry, enterprises and individuals. The *Standards for Training Packages* apply to the design and development of training packages for endorsement consideration.

Standard 1 identifies the products that must comprise a training package. This includes:

- Four endorsed components:
 - Units of Competency
 - Assessment Requirements (associated with each Unit of Competency)
 - Qualifications
 - Credit Arrangements
- One or more quality assured Companion Volumes.

Quality Assurance of Companion Volumes

The Companion Volumes developed by Service Skills Australia follow a quality assurance process throughout development to ensure that the guides produced are available at the time of endorsement of the training package and that the Implementation Guide complies with the template.

Steps in the quality assurance process:

Consult

1. Project Advisory Group informs content.
2. Industry and RTOs provide input.

Develop

3. Draft Companion Volume(s) prepared.
4. Format and copy edit first draft.
5. Draft 2 Companion Volume(s) prepared.
6. Cross check Companion Volume(s) with draft training package components for endorsement.
7. Review by Project Advisory Group.

Quality Assurance

8. Copy edit and proof read.
9. Final internal quality assurance checks.

Sign off

10. Sign off by Project Advisory Group.
11. Implementation Guide made available for external Quality Panel member.
12. Desk top publish and upload to website.

1.0 Overview Information

This Implementation Guide is designed to assist assessors, trainers, Registered Training Organisations (RTOs) and enterprises to deliver the *SHB Hairdressing and Beauty Services Training Package*. It provides advice about the structure and content of the training package, its key features and industry specific information applicable to implementation.

1.1 SHB Qualifications

Qualifications are created by combining Units of Competency into groups which meet job roles and are meaningful in the workplace, and aligning those groups of competencies to vocational qualifications in the Australian Qualifications Framework (AQF).

Qualifications therefore:

- represent key industry functions directly related to occupational positions in the industry
- are a framework, not a course.

Qualification Code	Qualification Title
SHB30115	Certificate III in Beauty Services
SHB30215	Certificate III in Make-Up
SHB30315	Certificate III in Nail Technology
SHB40115	Certificate IV in Beauty Therapy
SHB50115	Diploma of Beauty Therapy

1.2 SHB Skill Sets

Skill Sets are single Units of Competency, or combinations of Units of Competency from an endorsed training package which link to a licensing or regulatory requirement or a defined industry need. Skill Sets are NOT Qualifications.

This training package does not contain any Skill Sets.

1.3 SHB Units of Competency and Prerequisites

Units of Competency in training packages are developed by industry to meet the identified skill needs of industry. Each Unit of Competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy requirements. Units of Competency therefore:

- are nationally agreed statements of the skills and knowledge required for effective performance in a particular job or job function
- describe work outcomes
- logically stand alone when applied in a work situation.

A prerequisite is a Unit of Competency in which the individual must be deemed competent prior to the determination of competency in the unit. Prerequisites are applicable when competency cannot be achieved in a given Unit of Competency without first gaining essential knowledge and skills from other Unit(s) of Competency. Prerequisites are included as part of the full Qualification and contribute to the total outcome of the Qualification.

SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE

Unit Code	Unit Title	Prerequisite(s)
BEAUTY - B		
Body Services - BOS		
SHBBBOS001	Apply cosmetic tanning products	Nil
SHBBBOS002	Provide body massages	Nil
SHBBBOS003	Provide body treatments	Nil
SHBBBOS004	Provide aromatherapy massages	Nil
SHBBBOS005	Use reflexology relaxation techniques in beauty treatments	Nil
SHBBBOS006	Provide superficial lymph massage treatments	Nil
Client Services - CCS		
SHBBCCS001	Advise on beauty products and services	Nil
SHBBCCS002	Prepare personalised aromatic plant oil blends for beauty treatments	Nil
Facial Services - FAS		
SHBBFAS001	Provide lash and brow services	Nil
SHBBFAS002	Provide facial treatments and skin care recommendations	Nil
SHBBFAS003	Provide specialised facial treatments	Nil
Hair Reduction Services - HRS		
SHBBHRS001	Provide waxing services	Nil
SHBBHRS002	Provide female intimate waxing services	Nil
SHBBHRS003	Provide male intimate waxing services	Nil
SHBBHRS004	Provide hair reduction treatments using electrical currents	SHBBINF001 Maintain infection control standards
Infection Control - INF		
SHBBINF001	Maintain infection control standards	Nil
Make-Up Services - MUP		
SHBBMUP001	Apply eyelash extensions	Nil
SHBBMUP002	Design and apply make-up	Nil
SHBBMUP003	Design and apply make-up for photography	Nil
SHBBMUP004	Design and apply remedial camouflage make-up	Nil
SHBBMUP005	Apply airbrushed make-up	Nil
SHBBMUP006	Design and apply creative make-up	Nil

SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE

Unit Code	Unit Title	Prerequisite(s)
SHBBMUP007	Work collaboratively on make-up productions	Nil
Nail Services - NLS		
SHBBNLS001	Provide manicure and pedicare services	Nil
SHBBNLS002	Apply gel nail enhancements	Nil
SHBBNLS003	Apply acrylic nail enhancements	Nil
SHBBNLS004	Apply nail art	Nil
SHBBNLS005	Use electric file equipment for nail services	Nil
SHBBNLS006	Apply advanced nail art	Nil
Research - RES		
SHBBRES001	Research and apply beauty industry information	Nil
Skin Services - SKS		
SHBBSKS001	Pierce ear lobes	Nil
SHBBSKS002	Provide diathermy treatments	SHBBINF001 Maintain infection control standards
SHBBSKS003	Design and provide cosmetic tattooing	SHBBINF001 Maintain infection control standards
SHBBSKS004	Provide upper body piercings	SHBBINF001 Maintain infection control standards
SHBBSKS005	Provide micro-dermabrasion treatments	SHBBINF001 Maintain infection control standards
Spa Services - SPA		
SHBBSPA001	Work in a spa therapies framework	Nil
SHBBSPA002	Provide spa therapies	Nil
SHBBSPA003	Provide stone therapy massages	Nil
SHBBSPA004	Provide Indian head massages for relaxation	Nil
CROSS SECTOR - X		
Client Services - CCS		
SHBXCCS001	Conduct salon financial transactions	Nil
SHBXCCS002	Provide salon services to clients	Nil
Working in Industry - IND		
SHBXIND001	Comply with organisational requirements within a personal services environment	Nil
Work Health and Safety - WHS		
SHBXWHS001	Apply safe hygiene, health and work practices	Nil

1.4 Imported Units of Competency and Prerequisites

Codes, titles and prerequisite requirements for imported Units of Competency are applicable and current at time of publication of the *SHB Hairdressing and Beauty Services Training Package*.

The parent training package is identified before each group of imported Units of Competency.

Unit Code	Unit Title	Prerequisite(s)
BSB Business Services		
BSBSMB304	Determine resource requirements for the micro business	Nil
BSBSMB403	Market the small business	Nil
BSBSMB404	Undertake small business planning	Nil
BSBSMB405	Monitor and manage small business operations	Nil
BSBSMB406	Manage small business finances	Nil

1.5 Qualification Mapping

Qualification Mapping – SIB10 V1.2 to SHB V1.0		
Previous Qualification SIB10 V1.2	Replacement Qualification SHB V1.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
SIB20210 Certificate II in Nail Technology	SHB30315 Certificate III in Nail Technology	<ul style="list-style-type: none"> N Revised qualification now aligned to AQF level 3. Number of units required to complete this qualification is 15. The number of core units is 11 and elective units is 4.
SIB30110 Certificate III in Beauty Services	SHB30115 Certificate III in Beauty Services	<ul style="list-style-type: none"> E Number of units required to complete this qualification has reduced from 20 units to 15. The number of core units has increased from 9 to 11. The number of elective units has reduced from 11 to 4. This change better reflects the skill requirements of the job profile.
	SHB30215 Certificate III in Make-Up	<ul style="list-style-type: none"> New qualification. Number of units required to complete this qualification is 15. The number of core units is 9 and elective units is 6.
SIB40110 Certificate IV in Beauty Therapy	SHB40115 Certificate IV in Beauty Therapy	<ul style="list-style-type: none"> E Number of units required to complete this qualification has reduced from 25 units to 19. The number of core units has reduced from 17 to 13 and elective units from 8 to 6. This change better reflects the skill requirements of the job profile.
SIB50110 Diploma of Beauty Therapy	SHB50115 Diploma of Beauty Therapy	<ul style="list-style-type: none"> E Number of units required to complete this qualification has reduced from 33 units to 25. The number of core units has reduced from 22 to 13 and elective units has increased from 11 to 12. This

Qualification Mapping – SIB10 V1.2 to SHB V1.0		
Previous Qualification SIB10 V1.2	Replacement Qualification SHB V1.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
		change better reflects the skill requirements of the job profile.

1.6 Unit of Competency Mapping

Unit of Competency Mapping – SIB10 V1.2 to SHB V1.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V1.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
Body Services - BOS		
SIBBBOS401A Perform body massage	SHBBBOS002 Provide body massages	<ul style="list-style-type: none"> N Unit updated to the Standards for Training Packages. Title changed to better describe the outcome of the unit. Significant changes to content of Application Statement, Elements and Performance Criteria. Incorporates content from: <ul style="list-style-type: none"> SIBBCCS301A Apply the principles of skin biology to beauty treatments SIBBCCS403A Recognise body structures and systems in a beauty therapy context SIBBCCS405A Develop treatment plans SIBBCCS408A Promote healthy nutritional options in a beauty therapy context.
SIBBBOS402A Provide body treatments	SHBBBOS003 Provide body treatments	<ul style="list-style-type: none"> N Unit updated to the Standards for Training Packages. Significant changes to content of Application Statement, Elements and Performance Criteria. Prerequisite removed. Incorporates content from: <ul style="list-style-type: none"> SIBBCCS301A Apply the principles of skin biology to beauty treatments SIBBCCS403A Recognise body structures and systems in a beauty therapy context SIBBCCS404A Work in a skin therapies framework SIBBCCS405A Develop treatment plans SIBBCCS406A Use electricity in beauty therapy treatments SIBBCCS407A Interpret the chemical composition and physical actions of cosmetic products SIBBCCS408A Promote healthy nutritional options in a beauty therapy context.

Unit of Competency Mapping – SIB10 V1.2 to SHB V1.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V1.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
		•
SIBBBOS403A Perform aromatherapy massage	SHBBBOS004 Provide aromatherapy massages	<ul style="list-style-type: none"> • E • Unit updated to the Standards for Training Packages. • Title changed to better describe the outcome of the unit. • Changes to content of Application Statement, Elements and Performance Criteria. • Prerequisite removed.
SIBBBOS504A Apply aromatic plant oil chemistry to beauty treatments		<ul style="list-style-type: none"> • Deleted unit. • Content incorporated into: <ul style="list-style-type: none"> ○ <i>SHBBCCS002 Prepare personalised aromatic plant oil blends for beauty treatments.</i>
SIBBBOS505A Blend and apply a range of aromatic plant oils for beauty treatments	SHBBCCS002 Prepare personalised aromatic plant oil blends for beauty treatments	<ul style="list-style-type: none"> • N • Unit updated to the Standards for Training Packages. • Title changed to better describe the outcome of the unit. • Competency Field changed to Client Services to better reflect the intent of the unit. • Significant changes to content of Elements and Performance Criteria. • Incorporates content from: <ul style="list-style-type: none"> ○ <i>SIBBBOS504A Apply aromatic plant oil chemistry to beauty treatments.</i>
SIBBBOS506A Use reflexology relaxation techniques in beauty treatments	SHBBBOS005 Use reflexology relaxation techniques in beauty treatments	<ul style="list-style-type: none"> • E • Unit updated to the Standards for Training Packages. • Changes to content of Application Statement, Elements and Performance Criteria.
	SHBBBOS006 Provide superficial lymph massage treatments	<ul style="list-style-type: none"> • New unit.
Client Services - CCS		
SIBBCCS301A Apply the principles of skin biology to beauty treatments		<ul style="list-style-type: none"> • Deleted unit. • Content incorporated into: <ul style="list-style-type: none"> ○ <i>SHBBBOS002 Provide body massages</i> ○ <i>SHBBFAS002 Provide facial treatments and skin care advice</i> ○ <i>SHBBFAS003 Provide specialised facial treatments.</i>
SIBBCCS302A Advise on beauty services	SHBBCCS001 Advise on beauty products and services	<ul style="list-style-type: none"> • N • Unit updated to the Standards for Training Packages. • Significant changes to content of Elements and Performance Criteria.

Unit of Competency Mapping – SIB10 V1.2 to SHB V1.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V1.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
		<ul style="list-style-type: none"> • Incorporates content from: <ul style="list-style-type: none"> ○ <i>SIBBFAS201A Demonstrate retail skin care products.</i>
SIBBCCS403A Recognise body structures and systems in a beauty therapy context		<ul style="list-style-type: none"> • Deleted unit. • Content incorporated into: <ul style="list-style-type: none"> ○ <i>SHBBBOS002 Provide body massages</i> ○ <i>SHBBBOS003 Provide body treatments</i> ○ <i>SHBBFAS002 Provide facial treatments and skin care advice</i> ○ <i>SHBBFAS003 Provide specialised facial treatments.</i>
SIBBCCS404A Work in a skin therapies framework		<ul style="list-style-type: none"> • Deleted unit. • Content incorporated into: <ul style="list-style-type: none"> ○ <i>SHBBBOS003 Provide body treatments</i> ○ <i>SHBBFAS002 Provide facial treatments and skin care recommendations</i> ○ <i>SHBBFAS003 Provide specialised facial treatments.</i>
SIBBCCS405A Develop treatment plans		<ul style="list-style-type: none"> • Deleted unit. • Content incorporated into: <ul style="list-style-type: none"> ○ <i>SHBBBOS002 Provide body massages</i> ○ <i>SHBBBOS003 Provide body treatments</i> ○ <i>SHBBFAS002 Provide facial treatments and skin care recommendations</i> ○ <i>SHBBFAS003 Provide specialised facial treatments.</i>
SIBBCCS406A Use electricity in beauty therapy treatments		<ul style="list-style-type: none"> • Deleted unit. • Content incorporated into: <ul style="list-style-type: none"> ○ <i>SHBBBOS003 Provide body treatments</i> ○ <i>SHBBFAS003 Provide specialised facial treatments</i> ○ <i>SHBBHRS004 Provide hair reduction treatments using electrical currents</i> ○ <i>SHBBSKS002 Provide diathermy treatments</i> ○ <i>SHBXWHS001 Apply safe hygiene, health and work practices.</i>
SIBBCCS407A Interpret the chemical composition and physical actions of cosmetic products		<ul style="list-style-type: none"> • Deleted unit. • Content incorporated into: <ul style="list-style-type: none"> ○ <i>SHBBBOS003 Provide body treatments</i> ○ <i>SHBBFAS003 Provide specialised facial treatments</i> ○ <i>SHBBMUP002 Design and apply make-up</i> ○ <i>SHBBMUP004 Design and apply remedial camouflage make-up</i> ○ <i>SHBBSKS003 Design and provide cosmetic</i>

Unit of Competency Mapping – SIB10 V1.2 to SHB V1.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V1.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
		<i>tattooing.</i>
SIBBCCS408A Provide healthy nutritional options in a beauty therapy context		<ul style="list-style-type: none"> Deleted unit. Content incorporated into: <ul style="list-style-type: none"> <i>SHBBBOS002 Provide body massages</i> <i>SHBBBOS003 Provide body treatments</i> <i>SHBBFAS002 Provide facial treatments and skin care recommendations</i> <i>SHBBFAS003 Provide specialised facial treatments.</i>
Facial Services - FAS		
SIBBFAS201A Demonstrate retail skin care products		<ul style="list-style-type: none"> Deleted unit. Content incorporated into: <ul style="list-style-type: none"> <i>SHBBCCS001 Advise on beauty products and services.</i>
SIBBFAS302A Provide lash and brow treatments	SHBBFAS001 Provide lash and brow services	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Title changed to better reflect the outcome of the unit. Updated content of Application Statement, Elements and Performance Criteria.
SIBBFAS303A Design and apply remedial camouflage make-up	SHBBMUP004 Design and apply remedial camouflage make-up	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Competency Field changed from Facial Services to better reflect intent of the unit. Updated content of Application Statement, Elements and Performance Criteria.
SIBBFAS404A Provide facial treatments	SHBBFAS002 Provide facial treatments and skin care recommendations	<ul style="list-style-type: none"> N Unit updated to the Standards for Training Packages. Title changed to better describe the outcome of the unit. Significant changes to content of Application Statement, Elements and Performance Criteria. Incorporates content from: <ul style="list-style-type: none"> <i>SIBBCCS301A Apply the principles of skin biology to beauty treatments</i> <i>SIBBCCS403A Recognise body structures and systems in a beauty therapy context</i> <i>SIBBCCS404A Work in a skin therapies framework</i> <i>SIBBCCS405A Develop treatment plans</i> <i>SIBBCCS407A Interpret the chemical composition and physical actions of cosmetic products</i> <i>SIBBCCS408A Promote healthy nutritional options in a beauty therapy context.</i>

Unit of Competency Mapping – SIB10 V1.2 to SHB V1.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V1.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
SIBBFAS405A Provide advanced facial treatments	SHBBFAS003 Provide specialised facial treatments	<ul style="list-style-type: none"> • N • Unit updated to the Standards for Training Packages. • Title changed to better describe the outcome of the unit. • Significant changes to content of Application Statement, Elements and Performance Criteria. • Prerequisite removed. • Incorporates content from: <ul style="list-style-type: none"> ○ <i>SIBBCCS301A Apply the principles of skin biology to beauty treatments</i> ○ <i>SIBBCCS403A Recognise body structures and systems in a beauty therapy context</i> ○ <i>SIBBCCS404A Work in a skin therapies framework</i> ○ <i>SIBBCCS405A Develop treatment plans</i> ○ <i>SIBBCCS406A Use electricity in beauty therapy treatments</i> ○ <i>SIBBCCS407A Interpret the chemical composition and physical actions of cosmetic products</i> ○ <i>SIBBCCS408A Promote healthy nutritional options in a beauty therapy context.</i>
Hair Reduction Services - HRS		
SIBBHRS301A Perform waxing treatments	SHBBHRS001 Provide waxing services	<ul style="list-style-type: none"> • E • Unit updated to the Standards for Training Packages. • Title changed to better describe the outcome of the unit. • Updated content of Application Statement, Elements and Performance Criteria.
SIBBHRS502A Perform female intimate waxing treatments	SHBBHRS002 Provide female intimate waxing services	<ul style="list-style-type: none"> • E • Unit updated to the Standards for Training Packages. • Title changed to better describe the outcome of the unit. • Updated content of Application Statement, Elements and Performance Criteria.
SIBBHRS503A Perform male intimate waxing treatments	SHBBHRS003 Provide male intimate waxing services	<ul style="list-style-type: none"> • E • Unit updated to the Standards for Training Packages. • Title changed to better describe the outcome of the unit. • Updated content of Application Statement, Elements and Performance Criteria.
SIBBHRS504A Provide electrolysis treatments	SHBBHRS004 Provide hair reduction treatments using electrical currents	<ul style="list-style-type: none"> • E • Unit updated to the Standards for Training Packages. • Title changed to better reflect the outcome of the unit. • Updated content of Application Statement, Elements and Performance Criteria.

Unit of Competency Mapping – SIB10 V1.2 to SHB V1.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V1.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
Infection Control - INF		
	SHBBINF001 Maintain infection control standards	<ul style="list-style-type: none"> New unit.
Make-Up Services - MUP		
	SHBBMUP001 Apply eyelash extensions	<ul style="list-style-type: none"> New unit.
	SHBBMUP005 Apply airbrushed make-up	<ul style="list-style-type: none"> New unit.
	SHBBMUP006 Design and apply creative make-up	<ul style="list-style-type: none"> New unit.
	SHBBMUP007 Work collaboratively on make-up productions	<ul style="list-style-type: none"> New unit.
Nail Services - NLS		
SIBBNLS201A Work in a nail services framework		<ul style="list-style-type: none"> Deleted unit. Content incorporated into: <ul style="list-style-type: none"> <i>SHBBNLS001 Provide manicure and pedicure services</i>
SIBBNLS202A Provide manicure and pedicure services	SHBBNLS001 Provide manicure and pedicure services	<ul style="list-style-type: none"> N Unit updated to the Standards for Training Packages. Significant changes to content of Application Statement, Elements and Performance Criteria. Incorporates content from: <ul style="list-style-type: none"> <i>SBBNLS201A Work in a nails services framework.</i>
SIBBNLS203A Apply ultraviolet gel nail enhancement	SHBBNLS002 Apply gel nail enhancements	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Title changed to better reflect the outcome of the unit. Updated content of Application Statement, Elements and Performance Criteria.
SIBBNLS204A Apply acrylic nail enhancement	SHBBNLS003 Apply acrylic nail enhancements	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Title changed to better describe the outcome of the unit. Updated content of Application Statement, Elements and Performance Criteria.
SIBBNLS205A Apply nail art	SHBBNLS004 Apply nail art	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages.

Unit of Competency Mapping – SIB10 V1.2 to SHB V1.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V1.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
		<ul style="list-style-type: none"> Updated content of Application Statement, Elements and Performance Criteria.
SIBBNLS206A Use electric file equipment for nails	SHBBNLS005 Use electric file equipment for nail services	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Title changed to better describe the outcome of the unit. Updated content of Application Statement, Elements and Performance Criteria.
SIBBNLS207A Apply advanced nail art	SHBBNLS006 Apply advanced nail art	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Updated content of Application Statement, Elements and Performance Criteria.
Research - RES		
<i>SIBBRES201A Research and apply beauty industry information</i>	<i>SHBBRES001 Research and apply beauty industry information</i>	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Updated content of Application Statement, Elements and Performance Criteria.
Skin Services - SKS		
SIBBSKS201A Pierce ears	SHBBSKS001 Pierce ear lobes	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Title changed to better reflect the outcome of the unit. Updated content of Application Statement, Elements and Performance Criteria.
SIBBSKS302A Apply cosmetic tanning products	SHBBBOS001 Apply cosmetic tanning products	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Competency Field changed from Skin Services to better reflect intent of the unit. Updated content of Application Statement, Elements and Performance Criteria.
SIBBSKS503A Provide diathermy treatments	SHBBSKS002 Provide diathermy treatments	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Changes to content of Application Statement, Elements and Performance Criteria. Prerequisite added: <ul style="list-style-type: none"> SHBBINF001 Maintain infection control standards
SIBBSKS504A Design and perform cosmetic tattooing	SHBBSKS003 Design and provide cosmetic tattooing	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Title changed to better reflect the outcome of the unit. Updated content of Application Statement, Elements and Performance Criteria. Prerequisite added:

Unit of Competency Mapping – SIB10 V1.2 to SHB V1.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V1.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
		<ul style="list-style-type: none"> ○ <i>SHBBINF001 Maintain infection control standards</i>
SIBBSKS505A Provide upper body piercing	SHBBSKS004 Provide upper body piercings	<ul style="list-style-type: none"> ● E ● Unit updated to the Standards for Training Packages. ● Title changed to better reflect the outcome of the unit. ● Updated content of Application Statement, Elements and Performance Criteria. ● Prerequisite added: <ul style="list-style-type: none"> ○ <i>SHBBINF001 Maintain infection control standards</i>
SIBBSKS506A Apply micro-dermabrasion to improve skin appearance	SHBBSKS005 Provide micro-dermabrasion treatments	<ul style="list-style-type: none"> ● E ● Unit updated to the Standards for Training Packages. ● Title changed to better reflect the outcome of the unit. ● Updated content of Application Statement, Elements and Performance Criteria. ● Prerequisite added: <ul style="list-style-type: none"> ○ <i>SHBBINF001 Maintain infection control standards</i>
Spa Services - SPA		
SIBBSPA501A Work in a spa therapies framework	SHBBSPA001 Work in a spa therapies framework	<ul style="list-style-type: none"> ● E ● Unit updated to the Standards for Training Packages. ● Updated content of Application Statement, Elements and Performance Criteria.
SIBBSPA502A Plan spa programs		<ul style="list-style-type: none"> ● Deleted unit. ● Content incorporated into: <ul style="list-style-type: none"> ○ <i>SHBBSPA002 Provide spa therapies.</i>
SIBBSPA503A Provide spa therapies	SHBBSPA002 Provide spa therapies	<ul style="list-style-type: none"> ● E ● Unit updated to the Standards for Training Packages. ● Updated content of Application Statement, Elements and Performance Criteria. ● Incorporates content from: <ul style="list-style-type: none"> ○ <i>SIBBSPA502A Plan spa programs.</i>
SIBBSPA504A Provide stone therapy massage	SHBBSPA003 Provide stone therapy massages	<ul style="list-style-type: none"> ● E ● Unit updated to the Standards for Training Packages. ● Title changed to better reflect the outcome of the unit. ● Updated content of Application Statement, Elements and Performance Criteria.
SIBBSPA505A Provide Indian head massage for relaxation	SHBBSPA004 Provide Indian head massages for relaxation	<ul style="list-style-type: none"> ● E ● Unit updated to the Standards for Training Packages. ● Title changed to better reflect the outcome of the unit. ● Updated content of Application Statement, Elements and Performance Criteria.
CROSS-SECTOR - X		

Unit of Competency Mapping – SIB10 V1.2 to SHB V1.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V1.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
SIBXCCS201A Conduct financial transactions	SHBXCCS001 Conduct salon financial transactions	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Title changed to better reflect the outcome of the unit. Updated content of Application Statement, Elements and Performance Criteria.
SIBXCCS202A Provide service to clients	SHBXCCS002 Provide salon services to clients	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Title changed to better reflect the outcome of the unit. Updated content of Application Statement, Elements and Performance Criteria.
	SHBXIND001 Comply with organisational requirements within a personal services environment	<ul style="list-style-type: none"> New unit.
	SHBXWHS001 Apply safe hygiene, health and work practices	<ul style="list-style-type: none"> New unit. Incorporates content from: <ul style="list-style-type: none"> <i>SIBBCCS406A Use electricity in beauty therapy treatments.</i>
SIBXFAS201A Design and apply make-up	SHBBMUP002 Design and apply make-up	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Competency Field changed to Make Up-Services to better reflect the intent of the unit. Updated content of Application Statement, Elements and Performance Criteria.
SIBXFAS202A Design and apply make-up for photography	SHBBMUP003 Design and apply make-up for photography	<ul style="list-style-type: none"> E Unit updated to the Standards for Training Packages. Competency Field changed to Make Up-Services to better reflect the intent of the unit. Updated content of Application Statement, Elements and Performance Criteria.

1.7 Key Work and Training Requirements in the Industry

1.7.1 Overview of the Hairdressing and Beauty Services Industry

The hairdressing and beauty services industry is a dynamic industry involved in the provision of personal services for men and women. It includes businesses that provide haircuts, hair styling, manicures and pedicures, skin treatments and tanning, cosmetic and beauty services and hair removal.

The hairdressing and beauty services sectors offer a range of career options, including positions as hairdressers, barbers, beauty therapists, beauticians, make-up artists, nail technicians, and salon managers.

The industry is predominantly comprised of small employers, many of whom are self-employed and may operate their businesses from hairdressing or beauty salons, destination or day spas, and retail outlets.

Industry and Work Issue	Training Package Response
Beauty Services	
<p>The sector consists of different business models ranging from traditional salons to specialising salons, offering services or treatments focused on results or speed.</p>	<p>The <i>SHB Hairdressing and Beauty Services Training Package</i> has been reviewed to ensure that the beauty qualifications better align to job profiles to address the differing business environments of the beauty service sectors.</p> <p>The following qualifications address the traditional beauty business model that offers full service, including facials, body treatments, waxing, nails, tanning, and eyelash tinting:</p> <ul style="list-style-type: none"> • SHB30115 Certificate III in Beauty Services • SHB40115 Certificate IV in Beauty Therapy • SHB50115 Diploma of Beauty Therapy. <p>The following qualifications address specialist jobs in differing business environments:</p> <ul style="list-style-type: none"> • SHB30215 Certificate III in Make-Up • SHB30315 Certificate III in Nail Technology. <p>The SHB50115 Diploma of Beauty Therapy includes specialisations in spa, massage and electrolysis/diathermy. The packaging rules are flexible to address both traditional and specialist business models.</p>
<p>Technology is becoming an integral part of the industry for efficiency and to achieve better results.</p>	<p>Technology skills are identified in the Foundation Skills field when these skills are essential but not explicit in the Performance Criteria of units. Across several units the foundation skill of using salon management technology is identified.</p>
<p>Product and service knowledge is becoming critical to respond to informed clients, and to recognise contraindications that may affect the results of professional services.</p>	<p>Consultation and the ability to develop service or treatment plans has been reviewed and strengthened in service and treatment based units of competency.</p> <p><i>SHBBCCS001 Advise on beauty products and services</i> describes the performance outcomes, skills and knowledge required to advise clients on a range of professional beauty products and services and is included in all beauty services qualifications.</p> <p><i>SHBBRES001 Research and apply beauty industry information</i> describes the performance outcomes, skills and knowledge required to access information and update knowledge of the beauty services industry, including the latest products and services.</p>
<p>Graduates who are not sufficiently skilled or job-ready to work effectively in a salon is a major concern to industry.</p>	<p>Industry expects graduates to be competent and perform the tasks for which they have a qualification.</p> <p>To address industry concerns regarding graduates not having adequate capability to integrate multiple technical skills in a workplace context, the assessment requirements for a number of units of competency have been strengthened to include workplace assessment periods.</p> <p>These units of competency include:</p> <ul style="list-style-type: none"> • <i>SHBBINF001 Apply safe hygiene, health and work practices</i> • <i>SHBBSPA001 Work in a spa therapies framework</i> • <i>SHBXCCS002 Provide service to customers</i>

	<ul style="list-style-type: none"> • <i>SHBXIND003 Comply with organisational requirements in a personal services environment.</i> <p>The Assessment Conditions within the Assessment Requirements have been tightened to describe the assessment environment, which includes access to clients and specific resources and equipment.</p>
--	--

1.7.2 Regulation and Licensing Implications for Implementation

Hairdressing and beauty services personnel must comply with general laws that regulate customer, business and employee interaction.

Wherever knowledge of a specific law, regulation or licensing arrangement is required to effectively perform a job task described in the Unit of Competency, it is covered in the Knowledge Evidence field of the Assessment Requirements. The Assessment Conditions field requires RTOs to provide current regulatory documents to assist the assessment.

For example: *SHBXIND001 Comply with organisational requirements within a personal services environment:*

Knowledge Evidence of relevant law:	Assessment Conditions resource requirement:
<ul style="list-style-type: none"> • sources of information on employment rights and responsibilities as specified in the Performance Evidence • basic aspects of employment related laws covering rights and responsibilities of employees and employers as specified in the Performance Evidence • basic aspects of industrial awards for hairdressing and beauty employees • primary functions of trade unions for hairdressing and beauty employees • organisational policies and procedures that relate to general work practices as specified in the Performance Evidence • typical terms and conditions of employment for hairdressing and beauty businesses • general role boundaries and responsibilities for key hairdressing and beauty industry staff: <ul style="list-style-type: none"> ○ beauty and spa therapists ○ beauticians ○ hairdressers ○ make-up artists ○ nail technicians ○ supervisors and managers within hairdressing and beauty businesses. 	<ul style="list-style-type: none"> • current plain English guidelines issued by regulatory bodies covering: <ul style="list-style-type: none"> ○ minimum workplace entitlements provided by the National Employment Standards (NES) ○ relevant state or territory anti-discrimination or equal employment opportunity (EEO) law: <ul style="list-style-type: none"> ▪ harassment provisions: types of discrimination and harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law ▪ equal employment opportunity (EEO) provisions; rights of employees and responsibilities of employers to make merit based employment decisions ▪ role of relevant state or territory boards in managing complaints • plain English information about industrial awards for hairdressing and beauty employees issued by regulatory bodies or unions.

2.0 Implementation Information

2.1 Key features of the training package and the industry that will impact on the selection of training pathways

The competencies in this training package may be attained via:

- formal or informal education and training
- experiences in the workplace
- general life experience, and/or
- any combination of the above.

2.1.1 Resourcing training and assessment pathways

The hairdressing and beauty services industry provides a range of personal services and treatments for men and women which require the use of a comprehensive range of tools, equipment and consumable resources including in-salon professional products and materials.

The delivery of training and assessment within a realistic operational environment using current industry tools, equipment, documents and other resources plays an essential role in hairdressing and beauty skills development and preparing graduates who should be immediately useful and competent in an industry environment.

The availability of these resources is likely to be a key factor in selecting an appropriate training and assessment pathway. Many RTOs will be able to provide the mandatory resources specified for each Unit of Competency and will choose to deliver and assess in a simulated workplace setting. Others may choose not to resource a simulated environment and promote on-the-job pathways. They may work with industry operators so that traineeship and apprenticeship pathways provide access to the full range of current industry equipment.

Mandatory conditions and resources are specified in the Assessment Conditions field in the Assessment Requirements for each Unit of Competency. The mandatory resources include the:

- physical environment where assessment must take place
- equipment and resources that must be provided
- consumable resources or stock that must be provided
- workplace documentation required
- people who must be present, if relevant
- time imperatives and/or time constraints
- assessor requirements.

An example from the Assessment Requirements for *SHBBHRS001 Provide waxing services*:

Skills must be demonstrated in a beauty industry environment; this can be:

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

Assessment must ensure access to:

- paying clients, both new and regular, with different waxing requirements, who have the expectation that the services provided reflect those of a commercial business
- hand washing facilities:
 - basin
 - hot and cold running water
 - liquid soap
 - single use towels or hand dryer
- relevant workplace documentation:
 - blank client records

- equipment instructions
- organisational policies and procedures
- product instructions and safety data sheets.

Assessment must ensure use of:

- cleaning and disinfection products
- disposable wax applicators, sheeting and strips
- hot and strip wax, pre and aftercare products from a comprehensive professional range
- temperature controlled wax pots
- tweezers
- client gowns or covers
- individual workstation consisting of:
 - treatment table with safe working access at both ends and sides
 - individual electricity supply
- magnifying lamp
- stable wax pot bench or trolley
- personal protective equipment:
 - disposable gloves
 - aprons
- treatment towels or linen, or disposable linen.

Assessment activities that allow the individual to:

- provide waxing within commercially realistic speed, timing and productivity
- demonstrate competency in an environment reflective of real work situations
- manage tasks and contingencies in the context of the job role.

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

- hold a qualification as a beautician or beauty therapist
- have worked as a beautician or beauty therapist for at least three years where they have applied the skills and knowledge of this unit of competency.

The availability of these resources will be a key factor in selecting an appropriate training and assessment pathway.

2.1.2 Industry preferred delivery pathways

There is no preferred delivery pathways for the hairdressing and beauty services industry. Although the apprenticeship/traineeship pathway provides more opportunity to develop and practice skills in the workplace, industry has the expectation that learners in institutional programs are provided with access to workplace experience directly related to the skills contained in the qualification which they are studying.

Factors that industry considers vital to RTOs achieving quality outcomes include:

- effective integration of off-the-job learning with on-the-job learning experience via real or simulated salon environments
- an ability and a willingness to adjust programs quickly and have systems in place to support this; for example: frequent systemic checks for currency of teacher professional development
- innovative ways of providing student access to the latest technologies; for example salon software systems, treatment machinery
- regular and frequent updating of learning resources
- regular contact with and involvement with industry practitioners and key industry associations that are able to provide advice about industry practice, changing trends and needs.

2.2 Industry Sectors

2.2.1 Beauty Services

The beauty services sector of the industry in Australia is characterised by a substantial number of small businesses providing unique and complex beauty services to clients on a one-to-one basis.

The sector employs workers who provide services that require the highest level of skills and knowledge to support treatments offered. It provides a range of services including complex skin therapies and treatments. Specialist enterprises are increasing in the industry and provide particular services as their core business activity. The industry workforce has always been comprised predominantly of female employees and this profile is projected to continue. Employees are mostly full time, with part time and casual employment used to offset periods of high demand. Historically, the beauty services sector has focused on females, but as the industry has evolved this has changed, with the growth of services for men.

The beauty services sector is predominantly comprised of small employers, many of whom are self-employed and operate their businesses from salons, destination or day spas, hairdressing salons and retail outlets. Whilst many businesses operate within limited or traditional boundaries; many of the contexts in which beauty professionals work are now increasingly linked to broader health and wellness.

Job roles in the beauty services sector of the industry require multi-skilled individuals with a combination of skills and knowledge encompassing beauty services and treatments, customer service, sales, administration and leadership. The industry is increasingly offering treatments using new technologies requiring a higher level of understanding of the skin and how such technologies interact with the skin. Leaders and managers in the beauty services sector of the industry fulfil a wide range of roles requiring a variety of skills and knowledge of financial matters, technology, business planning and human resource management.

2.2.2 Occupational Outcomes of Qualifications

Qualification	Outcome
SHB30115 Certificate III in Beauty Services	<p>This qualification reflects the role of individuals employed as beauticians to provide a range of beauty services including nail, waxing, lash and brow, and basic make-up services.</p> <p>These individuals possess a range of well-developed technical and customer service skills where discretion and judgement is required and are responsible for their own outputs. This includes client consultation on beauty products and services.</p> <p>Work is typically conducted in beauty, waxing, brow and nail salons.</p>
SHB30215 Certificate III in Make-Up	<p>This qualification reflects the role of individuals employed as make-up artists to design and apply make-up for a range of purposes and occasions across the beauty, fashion, media and entertainment industries.</p> <p>These individuals possess a range of well-developed technical and consultation skills where discretion and judgement is required and are responsible for their own outputs. This includes working cooperatively with a range of individuals including photographers, fashion stylists and media production staff.</p> <p>Work is typically conducted as part of a team or on a freelance basis in settings such as make-up studios, retail cosmetic counters, fashion and media sets, and photography studios.</p>
SHB30315 Certificate III in Nail Technology	<p>This qualification reflects the role of individuals employed as nail technicians to provide manicure and pedicure services, including the application of nail art and acrylic and gel nail enhancements.</p>

	<p>These individuals possess a range of well-developed technical and customer service skills where discretion and judgement is required and are responsible for their own outputs. This includes client consultation on nail care products and services. Nail technicians may also be self-employed and responsible for managing their own nail station.</p> <p>Work is typically conducted in nail and beauty salons.</p>
SHB40115 Certificate IV in Beauty Therapy	<p>This qualification reflects the role of individuals who work as beauty therapists to provide a range of beauty therapy treatments and services, including lash and brow treatments, nail services, make-up, massage and waxing. They communicate with clients to recommend treatments and services and sell retail skin care and cosmetic products.</p> <p>These individuals undertake work independently, with limited guidance from others, to perform routine and non-routine activities and solve non-routine problems. They apply and adapt technical skills and knowledge, and use judgment in the provision of beauty treatments and services. These individuals are responsible for their own outputs and provide limited guidance to others.</p> <p>Work is typically conducted in beauty salons and spas.</p>
SHB50115 Diploma of Beauty Therapy	<p>This qualification reflects the role of individuals employed as beauty therapists to provide a broad range of beauty therapy treatments and services including facial treatments, body massage and treatments, hair removal, lash and brow treatments, nail and make-up services. This includes consultation with clients to provide beauty advice, recommend beauty treatments and services, and sell retail skin-care and cosmetic products.</p> <p>These individuals work relatively autonomously, and are accountable for personal outputs. Their work involves the self-directed application of knowledge and skills with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques.</p> <p>Work is typically conducted in beauty salons and spas.</p>

2.3 Entry Requirements for Qualifications

There are no entry requirements for SHB Hairdressing and Beauty Services Training Package qualifications.

2.4 Pathways Advice

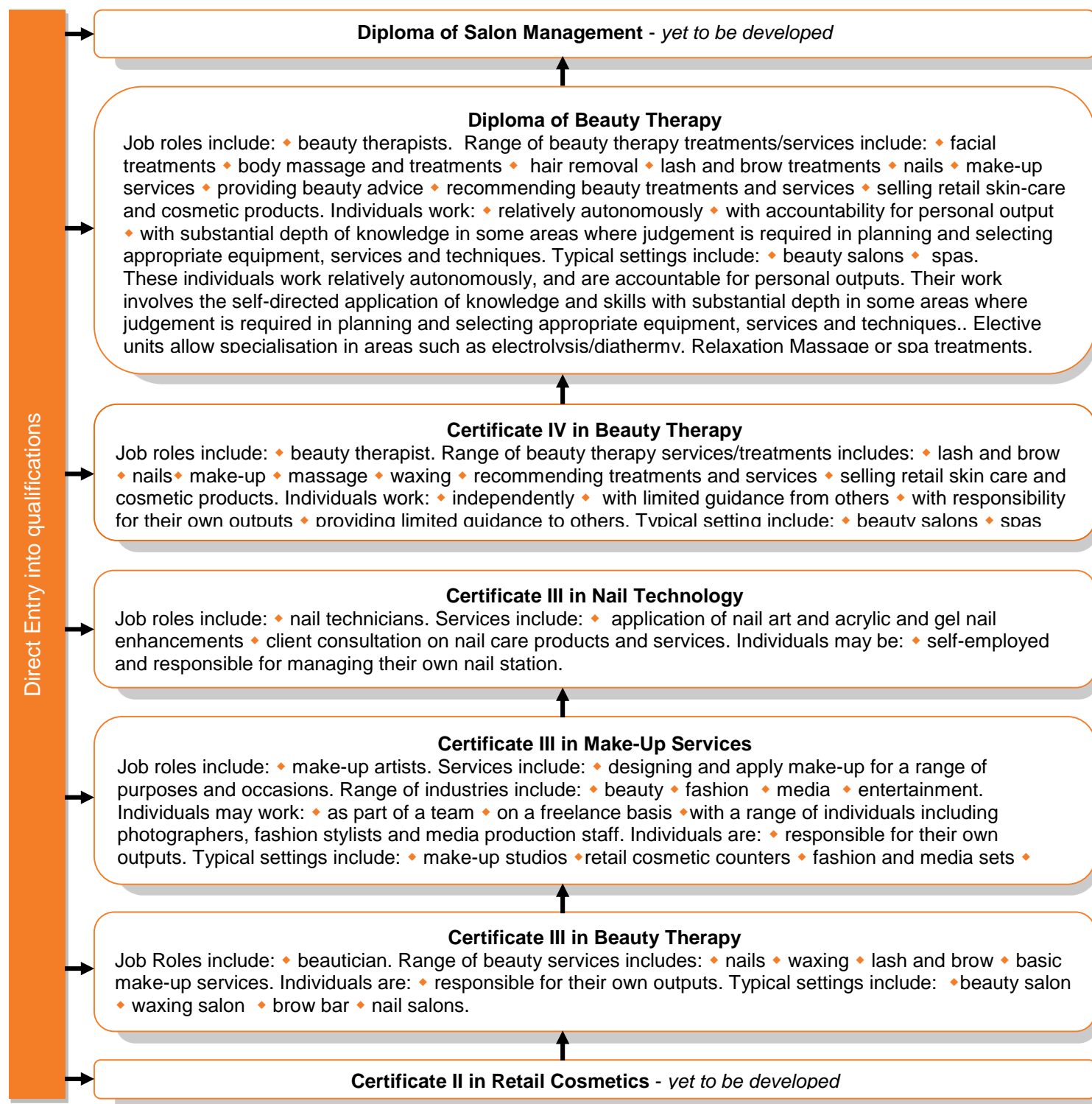
The beauty services sector of the industry is part of the expanding services sector and as such offers a growing range of employment opportunities linked to the provision of simple to complex beauty treatments and services.

While the beauty qualifications align to specific job profiles in the beauty services sector, it is recognised that typical career paths are not always linear and the qualifications are flexible to support a wide range of career paths. They allow for various entry options, including direct entry at all qualification levels, and enable significant credit transfer between qualifications.

Although there are no formal articulation arrangements, pathways have been negotiated individually between RTOs and higher education for the Diploma of Beauty Therapy into higher education qualifications in dermal therapies. RTOs should make arrangements on an individual basis.

The following pathways chart is provided to show the types of pathways into and from Qualifications that are possible in the SHB Hairdressing and Beauty Services Training Package.

2.4.1 Pathways into and from SHB Hairdressing and Beauty Services Qualifications (Beauty Services Sector)



2.4.2 VET for Secondary Students

All qualifications within the *SHB Hairdressing and Beauty Services Training Package* are aligned to real job outcomes of the industry.

In some industries, Certificate I and Certificate II qualifications are regarded as “pathway” qualifications or as preparatory study and all stakeholders accept that those qualifications do not reflect particular job outcomes. There are no Certificate I or Certificate II Beauty qualifications in Version 1.0 of this training package. Programs for secondary students for the Certificate III qualifications in Beauty, Make-up and/or Nails would be appropriate provided the endorsed requirements of the Beauty qualifications can be met alongside the requirements for completion of the Senior Secondary Certificate of Education, e.g. HSC, VCE. The Certificate IV in Beauty may be undertaken as a School based Apprenticeship only pathway where training is delivered by TAFE or other Registered Training Organisations.

2.4.3 Qualifications suited to Australian Apprenticeships

The following qualifications in the *SHB Hairdressing and Beauty Services Training Package* are suitable for an Australian Apprenticeship pathway:

- SHB30115 Certificate III in Beauty Services
- SHB30215 Certificate III in Make-Up
- SHB30315 Certificate III in Nail Technology
- SHB40115 Certificate IV in Beauty Therapy
- SHB50115 Diploma of Beauty Therapy

2.5 Access and Equity Considerations

An individual's access to training and assessment should not be adversely affected by restrictions placed on location or context beyond the requirements specified in this training package: training and assessment must be bias-free.

The flexibilities offered by the *SHB Hairdressing and Beauty Services Training Package* should enhance opportunities and potential outcomes for all people so that we can all benefit from a wider national skills base and a shared contribution to Australia's economic development and social and cultural life.

Standards for the registration of training organisations require RTOs to adhere to common principles of access and equity. For implementation of the *SHB Hairdressing and Beauty Services Training Package* it is important that:

- learners have access to accurate and current information about Qualifications and job outcomes in industry
- training and assessment is customised to the individual's current employment or employment prospects in their local region including access to elective Units of Competency to achieve relevant job outcomes and training and assessment activities that are directly related to their work
- for equity in assessment, conditions for training and assessment should not exceed those specified in the Assessment Requirements for each Unit of Competency
- learners have access to accurate and current information about their rights during training and assessment, including:
 - an efficient and effective complaints and appeals process
 - training, assessment and support services that meet individual needs including reasonable adjustment of assessments.

2.5.1 Reasonable adjustment

It is important that RTOs take meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for learners with a disability.

Under the *Disability Standards for Education 2005*, providers must make reasonable adjustments for people with a disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While ‘reasonable adjustment’ and ‘unjustifiable hardship’ are different concepts and involve

different considerations, they both seek to strike a balance between the interests of providers and the interests of learners with and without disability.

An adjustment is any measure or action that a learner requires because of their disability, and which has the effect of assisting the learner to access and participate in education and training on the same basis as learners without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the learner's disability, the views of the learner, the potential effect of the adjustment on the learner and others who might be affected, and the costs and benefits of making the adjustment.

A provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances; providers are required to make adjustments that are reasonable and that do not cause them unjustifiable hardship.

It is important that providers understand that the content of the Units of Competency cannot be changed as this describes a workplace outcome. For example, most Units of Competency in the *SHB Hairdressing and Beauty Services Training Package* require an industry workplace or a simulated workplace set up for the purpose of skills assessment that provides services to paying members of the public.

It does not matter how the person gains and demonstrates that knowledge. In the workplace, it is only important that they know the requirements.

The inherent requirements of the actual workplace performance described by the Unit of Competency must inform the decision about what adjustment is reasonable. *SHBXIND001 Comply with organisational requirements within a personal service environment* requires individuals to integrate knowledge of organisational policies and procedures into daily work activities. Competency could not be solely assessed by asking oral questions about organisational policies and procedures, the learner would need to be able to successfully demonstrate that they are able to complete their work activities according to organisational requirements.

Information about the Disability Standards for Education is available at: education.gov.au/disability-standards-education.

2.6 Foundation Skills

The five core Foundation Skills of reading, writing, oral communication, numeracy and learning have been embedded within the Units of Competency in this training package. Additionally, employment skills (the non-technical skills and knowledge necessary for effective participation in the workforce) have also been embedded. These are: problem-solving, initiative and enterprise, teamwork, planning and organising, self-management and technology.

Foundation Skills have been included in the Unit of Competency in two ways:

- Relevant skills essential to performance are explicit in the Performance Criteria, written in a way that reflects both the context and the skill level.

For example, oral communication skills can be identified explicitly in Performance Criteria 3.2 of *SHBBMUP002 Design and apply make-up* "Explain products and application to client throughout make-up service."

- A summary of those skills essential to performance of a Unit of Competency, that are NOT explicit in the Performance Criteria, are summarised in the Foundation Skills field within the Unit of Competency, together with a description reflecting the workplace skill.

For example in *SHBBHRS004 Provide hair reduction treatments* using electrical currents, the reading skills are not explicit within Performance Criteria 3.2, and have therefore been included in the Foundation Skills section.

Not every Unit of Competency will contain every Foundation Skill or employment skill. Some Units of Competency contain some but not others, e.g. reading, numeracy and problem solving only. Qualifications

contain a range of Units of Competency; the combination will appropriately cover all Foundation Skills and employment skills required for the job outcome.

2.7 Health and Safety Implications for the Hairdressing and Beauty Services Industry

Workers in the hairdressing and beauty services industry are exposed to serious health and safety risks. These include:

- inhalation and ingestion of, and skin and eye contact with hazardous substances
- ergonomic factors, including lifting, shifting and moving heavy items
- risk of Infection
- physical factors, including microclimate, noise and lighting and falling objects
- electrical risks, including electric shock
- slips, trips and falls
- burns, cuts and abrasions
- fire risks
- psychosocial factors, including bullying or harassment.

Learners in the workplace or simulated environment are equally exposed to these risks. These risks can be managed through:

- the provision of procedures to manage risks
- work health and safety induction and training
- involvement of learners in hazard identification and risk assessment practices
- close supervision by trainers, assessors, workplace supervisors and managers.

Improving working conditions in the industry must be a major priority as it has a negative impact on the profitability of the investments in vocational training for young people in the industry. Health and safety problems in the industry result in absences, lower productivity and early exit from the sector.

It is essential for learners to know and understand the health implications for clients who are also at risk and which can result in failed business.

In order to understand and appropriately confront safety and health risks, learners must first identify the hazards in the workplace and relate them to the likelihood of occurrence. The appropriate prevention measures should then be proposed and applied.

Each qualification in the *SHB Hairdressing and Beauty Services Training Package* contains work health and safety Unit(s) of Competency requiring learners to achieve skills and knowledge to participate, implement or manage safe work practices as appropriate to the Qualification and job outcome. RTOs are required to integrate the acquisition of these workplace skills and knowledge into daily training and assessment activities.

As part of the Performance Evidence for *SHBXWHS001 Apply safe hygiene, health and work practices*, learners are required to integrate the use of predetermined health, safety and security policies, procedures and safe work practices into day-to-day work functions across six three hour assessment periods which must be combined with assessment of other SHB coded units of competency.

The Performance Evidence for *SHBBINF0001 Maintain infection control*, requires assessment to integrate the maintenance of infection control with the following Units of Competency related to treatments that include skin penetration:

- *SHBBHRS004 Provide hair reduction treatments using electrical currents*
- *SHBBSKS002 Provide diathermy treatments*
- *SHBBSKS003 Design and provide cosmetic tattooing*
- *SHBBSKS004 Provide upper body piercing*
- *SHBBSKS005 Provide micro-dermabrasion treatments*

2.8 Legal Considerations for learners in the workplace or on placements

Legitimate work-based learning programs and placements give learners an opportunity to gain experience in the workplace. Under the *Fair Work Act 2009*, a vocational placement is a working arrangement where all of the following apply:

- the worker is not paid a wage
- it is a requirement of an Australian based education or training course
- it is authorised under a law or administrative arrangement of the Commonwealth, a State or Territory.

A learner in an arrangement that meets all of these criteria is not covered by the Fair Work Act; is not entitled to the minimum wages and other entitlements provided in the National Employment Standards and any applicable modern awards or agreement.

Refer to: fairwork.gov.au/pay/student-placement-and-unpaid-work/pages/student-placements-work-experience-and-internships.aspx.

Learners engaged as trainees, apprentices and those on work placements must comply with any general laws that regulate customer, business and employee interaction and should be inducted and supervised to ensure compliance.

Trainees, apprentices and learners gaining work experience are considered to be workers under Work Health and Safety (WHS) law. Provisions of law relating to worker and employer responsibilities apply. Learners should be inducted and supervised to ensure compliance.

2.8.1 Placing institutional learners with host employers

RTOs should also be aware of state or territory legislative requirements and their own responsibilities when placing institutional learners with host beauty services employers for the purpose of training.

For example a full time SHB50115 Diploma of Beauty Therapy student may be placed with a host employer as part of a training program.

RTOs should always provide business owners and managers with support material to assist in structured, demonstrable training for the learner. Host employers should be aware of the performance already achieved by the learner and their level of proficiency.

Employers and host employers should also be aware of the registered training organisation expectations regarding the type of in salon tasks and services a learner would be undertaking as part of their training. It is recognised that learners placed in beauty therapy environments as part of their training benefit most when:

- the skills to be learned are clearly specified and agreed to in writing; and
- a workplace supervisor is assigned to guide and oversee learners' progress.

For each placement, RTOs:

- should provide employers and host employers with an indication of the level of expertise of the learner and the specific performance outcomes that are expected from the salon training
- must also provide learners with a clear understanding of the on-the-job training they will receive and the expectations of the host employer and the RTO
- should be able to provide evidence of a sample work placement tool which maps the formative development of skills over a number of placements integrating on and off-the-job delivery and the formative and summative assessment of all units required to achieve the particular qualification as expressed in the *SHB Hairdressing and Beauty Services Training Package*
- review the plan regularly in conjunction with the placement business and the learner to determine the learner's progress and to identify any issues which may impact on successful delivery of the qualification.

2.9 Resources and Equipment

The Assessment Requirements for each Unit of Competency specify the equipment and other resources which must be provided by the RTO for assessment. This information is also relevant to delivery and is found in the Assessment Conditions field which specifies:

- where the assessment must take place, the physical environment and indicates whether a simulated environment is appropriate
- what equipment must be provided for assessment, e.g. nail clippers or scissors, manicure table and lamp, operator chair
- what types of consumable resources or stock must be provided for assessment; e.g. manicure and pedicure products from comprehensive professional range

- what workplace documentation must be provided, e.g. manufacturer instructions and safety data sheets, organisational policies and procedures and texts or online resources that provide information on nail, hand and foot anatomy and physiology, contraindications and disorders
- if relevant, other people who must be present during assessment, e.g. clients, both new and regular, with different manicure and pedicure needs, who have the expectation that the services provided reflect those of a commercial business.

Refer to [Appendix 2: Mandatory Equipment and Resource Requirements](#).

2.10 Simulation

2.10.1 Simulated environments for assessment

It is industry's view that employable individuals come from training and assessment that actually reflects the workplace. Accordingly, the Assessment Requirements for each *SHB Hairdressing and Beauty Services Training Package* Unit of Competency specify where the assessment must take place. ie. the physical environment. Because assessment in the workplace is not always possible, each SHB unit of competency allows assessment to be conducted in a simulated environment. Here is a sample statement:

Skills must be demonstrated in a beauty industry environment; this can be:

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

It is vital that simulated environments for assessment are as realistic as possible. This involves RTOs providing:

- the physical environment specified, including a fully functional reception area with a client booking and record system
- sufficient up-to-date equipment and technology currently used in modern beauty businesses for each learner at their individual time of training and assessment
- consumable resources or salon stock – professional range of salon products
- workplace documents which are currently used in industry including items such as policies, procedures, product manuals, job specifications and regulatory information
- others with whom the individual can interact; team members, supervisors, managers and clients.

2.10.2 Simulated workplace activities for assessment

The beauty service sector highly values graduates who are ready to work in their businesses because they have been exposed to industry conditions. It is essential that assessment is conducted under industry-relevant conditions as close to a real work situation as possible. This involves designing assessment activities that allow the individual to:

- work with multiple and varied team members, supervisors, managers and clients, including difficult ones
- serve sufficient client traffic, prioritise tasks and serve customers effectively in a logical sequence
- deal with multiple client services and operational tasks simultaneously
- deal with multiple and varied problems and prioritise competing tasks in given timeframes
- cope with interruptions to work typical of the workplace
- work with commercially realistic speed, timing and productivity to complete the tasks required by the Unit of Competency and within nominated deadlines
- integrate multiple competencies which an individual would naturally complete simultaneously as part of their job function.

2.10.3 Clients

Individuals working in the beauty service sector have daily contact with clients, face-to-face when providing services, and via the telephone or electronic communication when arranging appointments.

Industry sets high standards for quality client service and this is reflected throughout the Units of Competency which describe the need for client interaction throughout the service or treatment, from establishing client priorities, the provision of service, followed by post service advice and care. It is vital, and

therefore a requirement of most Units of Competency, that learners in a training and assessment environment have access to paying clients, both new and regular, with different service or treatment requirements, who have the expectation that the services provided reflect those of a commercial business.

2.11 Assessor Requirements

Industry values assessors who maintain currency in training and education skills and the relevant vocational skills. Currency of vocational competence is crucial to the success of assessment outcomes for the hairdressing and beauty services industry. It ensures that those involved in assessment processes have current industry knowledge, expertise in current operational practice and knowledge of what workplace equipment is currently used so that assessments reflect up to date workplace practice.

Requirements specific to individual Units of Competency are outlined in the related Assessment Requirement.

3.0 Links

3.1 General

Australian Apprenticeships

australianapprenticeships.gov.au/

Australian Qualifications Framework

aqf.edu.au/

Australian Skills Quality Authority (ASQA)

asqa.gov.au/

Department of Education and Training

education.gov.au/

Industry Skills Councils

isc.org.au

Training Accreditation Council of Western Australia (TAC)

tac.wa.gov.au/

Training.gov.au

training.gov.au

Victorian Registration and Qualifications Authority (VRQA)

vrqa.vic.gov.au/Pages/default.aspx

3.2 State and Territory Training Authorities

Australian Capital Territory

det.act.gov.au/home

New South Wales

det.nsw.edu.au/

Northern Territory

det.nt.gov.au/

Queensland

training.qld.gov.au/

South Australia

dfeest.sa.gov.au/

Tasmania

education.tas.gov.au/

Victoria

education.vic.gov.au/

Western Australia

dtwd.wa.gov.au

3.3 Industry Specific

Advanced Association of Beauty Therapists

aabth.com.au/

Association of Professional Aestheticians of Australia

apaa.com.au/

Australian Hairdressing Council

theahc.org.au/

Australasian Spa Association

aspaassociation.com.au/

Body Art Association – Australia and New Zealand

bpaa.com.au/

Hair and Beauty Australia

hairandbeautyaustralia.com.au/

Hair and Beauty Industry Association

hbia.com.au/

Hair and Beauty South Australia

hairandbeautysa.com.au

Appendix 1: Packaging of Units in SHB Hairdressing and Beauty Services Training Package

Units of Competency do not have an AQF level; Qualifications do. To understand the complexity of the Unit of Competency and to choose appropriate Units of Competency for electives, users should:

- read the Unit of Competency in entirety to ascertain the complexity of skills and knowledge covered
- read the Application Statement which describes to whom the Unit of Competency applies
- refer to the following table which indicates where Units of Competency are first packaged in a Qualification in the SHB Hairdressing and Beauty Services Training Package.

Unit	Unit Description	Cert III	Cert IV	Dip
BEAUTY - B				
Body Services - BOS				
SHBBBOS001	Apply cosmetic tanning products	✓		
SHBBBOS002	Provide body massages		✓	✓
SHBBBOS003	Provide body treatments		✓	✓
SHBBBOS004	Provide aromatherapy massages		✓	✓
SHBBBOS005	Use reflexology relaxation techniques in beauty treatments			✓
SHBBBOS006	Provide superficial lymph massage treatments			✓
Client Services - CCS				
SHBBCCS001	Advise on beauty products and services	✓	✓	
SHBBCCS002	Prepare personalised aromatic plant oil blends for beauty treatments			✓
Facial Services - FAS				
SHBBFAS001	Provide lash and brow services	✓	✓	✓
SHBBFAS002	Provide facial treatments and skin care recommendations		✓	✓
SHBBFAS003	Provide specialised facial treatments		✓	✓
Hair Reduction Services - HRS				
SHBBHRS001	Provide waxing services	✓	✓	✓
SHBBHRS002	Provide female intimate waxing services	✓	✓	✓

SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE

Unit	Unit Description	Cert III	Cert IV	Dip
SHBBHRS003	Provide male intimate waxing services	✓	✓	✓
SHBBHRS004	Provide hair reduction treatments using electrical currents			✓
Infection Control - INF				
SHBBINF001	Maintain infection control standards			✓
Make-Up Services - MUP				
SHBBMUP001	Apply eyelash extensions	✓	✓	✓
SHBBMUP002	Design and apply make-up	✓		
SHBBMUP003	Design and apply make-up for photography	✓		
SHBBMUP004	Design and apply remedial camouflage make-up	✓		
SHBBMUP005	Apply airbrushed make-up	✓		
SHBBMUP006	Design and apply creative make-up	✓		
SHBBMUP007	Work collaboratively on make-up productions	✓		
Nail Services - NLS				
SHBBNLS001	Provide manicure and pedicure services	✓	✓	✓
SHBBNLS002	Apply gel nail enhancements	✓	✓	
SHBBNLS003	Apply acrylic nail enhancements	✓	✓	
SHBBNLS004	Apply nail art	✓	✓	
SHBBNLS005	Use electric file equipment for nail services	✓	✓	
SHBBNLS006	Apply advanced nail art	✓	✓	
Research -RES				
SHBBRES001	Research and apply beauty industry information	✓	✓	✓
Skin Services - SKS				
SHBBSKS001	Pierce ear lobes	✓	✓	✓
SHBBSKS002	Provide diathermy treatments			✓
SHBBSKS003	Design and provide cosmetic tattooing			✓
SHBBSKS004	Provide upper body piercings			✓
SHBBSKS005	Provide micro-dermabrasion treatments			✓
Spa Services - SPA				
SHBBSPA001	Work in a spa therapies framework			✓
SHBBSPA002	Provide spa therapies			✓
SHBBSPA003	Provide stone therapy massages			✓

SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE

Unit	Unit Description	Cert III	Cert IV	Dip
SHBBSPA004	Provide Indian head massage for relaxation			✓
CROSS SECTOR - X				
Client Services - CCS				
SHBXCCS001	Conduct salon financial transactions	✓	✓	✓
SHBXCCS002	Provide salon services to clients	✓	✓	✓
Industry - IND				
SHBXIND001	Comply with organisational requirements within a personal services environment	✓	✓	✓
Work Health and Safety - WHS				
SHBXWHS001	Apply safe hygiene, health and work practices	✓	✓	✓

Appendix 2: Mandatory Equipment and Resource Requirements

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
<i>SHBBBOS001</i> <i>Apply cosmetic tanning products</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> a beauty industry workplace or a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> hand washing facilities: <ul style="list-style-type: none"> basin hot and cold running water liquid soap single use towels or hand dryer individual spray booth areas with filtered overspray ventilation personal protective equipment: <ul style="list-style-type: none"> aprons disposable gloves face masks safety glasses professional spray tanning gun and machine. 	<ul style="list-style-type: none"> cleaning and disinfection products and equipment compressors cosmetic tanning products from a comprehensive professional range exfoliation products individual spray booth areas with filtered overspray ventilation personal protective equipment: <ul style="list-style-type: none"> aprons disposable gloves face masks safety glasses protective caps and covers for clients professional spray tanning gun and machine towels. 	<ul style="list-style-type: none"> relevant workplace documentation: <ul style="list-style-type: none"> blank client records equipment instructions organisational policies and procedures relevant to applying cosmetic tanning products product instructions and safety data sheets. 	<ul style="list-style-type: none"> paying clients, both new and regular, with different spray tanning requirements, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBBBOS002</i> <i>Provide body massages</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> a beauty industry workplace or a simulated beauty workplace set up for the purpose of skills 	<ul style="list-style-type: none"> hand washing facilities: <ul style="list-style-type: none"> basin hot and cold running water liquid soap single use towels or hand dryer individual work station consisting of adjustable 	<ul style="list-style-type: none"> cleaning and disinfection products and equipment client gowns and hair protectors massage oils or creams or powder treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> relevant workplace documentation: <ul style="list-style-type: none"> blank client records organisational policies and procedures relevant to providing body massages Safety data sheets for cleaning products. 	<ul style="list-style-type: none"> paying clients, both new and regular, with different body massage requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	assessment, that provides services to paying members of the public.	treatment table with safe working access at both ends and sides.			
<i>SHBBBOS003 Provide body treatments</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> • a beauty industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> • hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer • bowls • brushes for product application • cleaning and disinfection products and equipment • the following devices/equipment: <ul style="list-style-type: none"> ○ direct current (galvanic) machine to infuse products into the epidermis ○ high frequency machine ○ steamer or infra-red or hydrotherapy or G5 mechanical massager to stimulate circulation • individual work station consisting of: <ul style="list-style-type: none"> ○ adjustable treatment table with safe working access at both ends and sides ○ individual electricity supply ○ magnifying lamp ○ trolley for products, bowls and equipment • personal protective equipment: <ul style="list-style-type: none"> ○ disposable gloves • treatment products from two professional body specialist product ranges. 	<ul style="list-style-type: none"> • client gowns and hair protectors • disposable facial wipes, microlances, spatulas and tissues • treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> • relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to providing body treatments ○ equipment manufacturer instructions ○ safety data sheets for cleaning products and, where applicable, for treatment products ○ product manuals listing product ingredients, formulations, labelling and guidelines for use. 	<ul style="list-style-type: none"> • paying clients, both new and regular, with different body treatment requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
<i>SHBBBOS004 Provide aromatherapy massage</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> • a beauty industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> • hand washing facilities with: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer • cleaning and disinfection products and equipment • individual work station consisting of: <ul style="list-style-type: none"> ○ adjustable treatment table with safe working access at both ends and sides ○ trolley for products and bowls. 	<ul style="list-style-type: none"> • client gowns and hair protectors • massage oils or creams • pre-blended aromatherapy oils from a comprehensive and professional product range • treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> • relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client cards ○ organisational policies and procedures relevant to aromatherapy massage ○ safety data sheets for cleaning products and aromatic oils. 	<ul style="list-style-type: none"> • paying clients, both new and regular, with different aromatherapy massage requirements, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBBBOS005 Use reflexology relaxation techniques in beauty treatments</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> • a beauty industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> • hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer • adjustable massage table or chair with safe working access at both ends and sides • cleaning and disinfection products and equipment. 	<ul style="list-style-type: none"> • client gowns • treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> • relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to reflexology treatments ○ product instructions and safety data sheets. 	<ul style="list-style-type: none"> • paying clients, both new and regular, with different reflexology requirements, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBBBOS006 Provide superficial lymph massage treatments</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> • a beauty industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> • individual workstations consisting of: <ul style="list-style-type: none"> ○ adjustable facial couch with safe working access for operator and equipment ○ magnifying lamp • cleaning and disinfection products and equipment. 	<ul style="list-style-type: none"> • client gowns or covers • a professional range of massage/skincare and home care products • treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> • relevant organisation documentation: <ul style="list-style-type: none"> ○ blank client records ○ product instructions and safety data sheets ○ organisational policies and procedures relevant to providing superficial lymph massage. 	<ul style="list-style-type: none"> • paying clients, both new and regular, with different lymph massage requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
<i>SHBBCCS001 Advise on beauty products and services</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> • a beauty industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> • hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer. 	<ul style="list-style-type: none"> • beauty products from a comprehensive professional range: <ul style="list-style-type: none"> ○ nail care ○ make-up ○ skin care. 	<ul style="list-style-type: none"> • relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures on selling products and services ○ manufacturer instructions for equipment ○ safety data sheets for cleaning products and, where applicable, for treatment products ○ product manuals listing product ingredients, formulations, labelling and guidelines for use ○ salon treatment menus and prices. 	<ul style="list-style-type: none"> • paying clients, both new and regular, with different beauty products and services requirements, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBBCCS002 Prepare personalised aromatic plant oil blends for beauty treatments</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> • a beauty industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public • aromatic plant oil preparation and storage area. 	<ul style="list-style-type: none"> • hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer • aromatic plant oil equipment for measuring, mixing and storing: <ul style="list-style-type: none"> ○ beakers ○ dark glass bottles and closures ○ bowls ○ labels ○ pipettes • cleaning and disinfection products and equipment • individual work station consisting of: <ul style="list-style-type: none"> ○ adjustable treatment table with safe working access at both ends and sides 	<ul style="list-style-type: none"> • a range of aromatic plant oils • carrier oils • client gowns and hair protectors • material to make compresses and poultices • treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> • relevant workplace documentation: <ul style="list-style-type: none"> ○ aromatic oil product information and safety data sheets ○ equipment instructions ○ organisational policies and procedures relevant to preparing personalised aromatic plant oil blends for beauty treatments. 	<ul style="list-style-type: none"> • paying clients, both new and regular, with different treatment requirements using aromatic plant oils, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		<ul style="list-style-type: none"> ○ trolley or stable surface for product and bowls ● vaporisers. 			
<i>SHBBFAS001 Provide lash and brow services</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> ● a beauty industry workplace or ● a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> ● hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer ● cleaning and disinfection products and equipment ● hot wax pots ● individual work station consisting of: <ul style="list-style-type: none"> ○ treatment table with safe working access at both ends and sides ○ individual electricity supply ○ magnifying lamp ○ operator chair ○ trolley for products, bowls and equipment ● personal protective equipment: <ul style="list-style-type: none"> ○ disposable gloves ○ aprons. ● tweezers 	<ul style="list-style-type: none"> ● disposable wax applicators ● hot and strip wax products from comprehensive and professional product range ● tints from comprehensive and professional product range ● treatment towels or linen, or disposable linen ● wax strips. 	<ul style="list-style-type: none"> ● relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to lash and brow services ○ safety data sheets for cleaning products. 	<ul style="list-style-type: none"> ● paying clients, both new and regular, with different lash and brow requirements, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBBFAS002 Provide facial treatments and skin care recommendations</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> ● a beauty industry workplace or ● a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> ● hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer ● bowls ● brushes for application of products ● equipment: <ul style="list-style-type: none"> ○ facial steamer ○ hot towel cabinet ○ magnifying lamp 	<ul style="list-style-type: none"> ● cleaning and disinfection products and equipment ● client gowns and hair protectors ● disposable facial wipes, microlances, spatulas, tissues ● disposable gloves ● treatment products from two comprehensive professional skin care ranges ● treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> ● relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to facial treatments ○ manufacturer instructions for equipment ○ safety data sheets for cleaning products and, where applicable, for treatment products 	<ul style="list-style-type: none"> ● paying clients, both new and regular, with different facial treatment requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		<ul style="list-style-type: none"> ○ Woods lamp ● individual work station consisting of: <ul style="list-style-type: none"> ○ adjustable treatment table with safe working access to both sides and ends ○ individual electricity supply ○ operator chair ○ trolley for products, bowls and equipment. 		<ul style="list-style-type: none"> ○ product manuals listing product ingredients, formulations, labelling and guidelines for use. 	
SHBBFAS003 <i>Provide specialists facial treatments</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> ● a beauty industry workplace or ● a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> ● hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer ● bowls ● brushes for application of products ● the following devices/equipment: <ul style="list-style-type: none"> ○ direct current for: <ul style="list-style-type: none"> ■ iontophoresis ■ desincrustation ○ facial steamer ○ high frequency ○ hot towel cabinet ○ magnifying lamp ○ micro current ○ sonophoresis ○ ultrasonic ○ Woods lamp ● individual work station consisting of: <ul style="list-style-type: none"> ○ adjustable treatment table with safe working access to both sides and ends ○ individual electricity supply ○ operator chair 	<ul style="list-style-type: none"> ● cleaning and disinfection products and equipment ● client gowns and hair protectors ● disposable facial wipes, microlances, spatulas and tissues ● disposable gloves ● personal protective equipment ● treatment products from two comprehensive and professional skin care ranges ● treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> ● relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to specialised facial treatments ○ manufacturer instructions for equipment ○ safety data sheets for cleaning products and, where applicable, for treatment products ○ product manuals listing product ingredients, formulations, labelling and guidelines for use. 	<ul style="list-style-type: none"> ● paying clients, both new and regular, with different body massage requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		<ul style="list-style-type: none"> ○ trolley for products, bowls and equipment. 			
<i>SHBBHRS001 Provide waxing services</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> • a beauty industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> • hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer • temperature controlled wax pots • tweezers • individual workstation consisting of: <ul style="list-style-type: none"> ○ treatment table with safe working access at both ends and sides ○ individual electricity supply ○ magnifying lamp ○ stable wax pot bench or trolley. 	<ul style="list-style-type: none"> • cleaning and disinfection products • disposable wax applicators, sheeting and strips • hot and strip wax, pre and aftercare products from a comprehensive professional range • client gowns or covers • personal protective equipment: <ul style="list-style-type: none"> ○ disposable gloves ○ aprons • treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> • relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ equipment instructions ○ organisational policies and procedures relevant to waxing services ○ product instructions and safety data sheets. 	<ul style="list-style-type: none"> • paying clients, both new and regular, with different waxing requirements, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBBHRS002 Provide female intimate waxing services</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> • a beauty industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> • hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer • temperature controlled wax pots • tweezers • individual workstation consisting of: <ul style="list-style-type: none"> ○ treatment table with safe working access at both ends and sides ○ individual electricity supply and workstations ○ magnifying lamp ○ stable wax pot bench or trolley. 	<ul style="list-style-type: none"> • cleaning and disinfection products • disposable single use wax applicators and strips • disposable sheeting • disposable g-string • hot and strip wax • client gowns or covers • pre and aftercare products from a comprehensive professional range • personal protective equipment: <ul style="list-style-type: none"> ○ disposable gloves ○ aprons • treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> • relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures as they apply to the provision of waxing services ○ manufacturer instructions and safety data sheets ○ product instructions and safety data sheets. 	<ul style="list-style-type: none"> • paying female clients, both new and regular, with different intimate waxing requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SHBBHRS003 <i>Provide male intimate waxing services</i>	Skills must be demonstrated in a beauty industry environment; this can be: <ul style="list-style-type: none"> a beauty industry workplace or a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> hand washing facilities: <ul style="list-style-type: none"> basin hot and cold running water liquid soap single use towels or hand dryer temperature controlled wax pots tweezers individual workstation consisting of: <ul style="list-style-type: none"> treatment table with safe working access to both ends and sides individual electricity supply magnifying lamp stable wax pot bench or trolley. 	<ul style="list-style-type: none"> cleaning and disinfection products disposable single use wax applicators and strips disposable sheeting disposable g-string hot and strip wax, pre and aftercare products from a comprehensive professional range client gown or cover personal protective equipment: <ul style="list-style-type: none"> disposable gloves aprons treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> relevant workplace documentation: <ul style="list-style-type: none"> blank client records equipment instructions organisational policies and procedures relevant to waxing services product instructions and safety data sheets. 	<ul style="list-style-type: none"> paying male clients, both new and regular, with different intimate waxing requirements, who have the expectation that the services provided reflect those of a commercial business.
SHBBHRS004 <i>Provide hair reduction treatments using electrical currents</i>	Skills must be demonstrated in a beauty industry environment; this can be: <ul style="list-style-type: none"> a beauty industry workplace or a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> hand washing facilities: <ul style="list-style-type: none"> basin hot and cold running water liquid soap single use towels or hand dryer equipment that provides thermolysis, galvanic, and blend currents for hair reduction individual work station: <ul style="list-style-type: none"> adjustable treatment table with safe working access to both sides and ends individual electricity supply magnifying lamp operator chair trolley for products, bowls and equipment sharps container tweezers. 	<ul style="list-style-type: none"> alcohol disposable single use skin wipes cleaning and disinfection products and equipment client gowns or protective sheets disposable facial wipes, microlances, spatulas and tissues disposable needles or probes in sterile packs personal protective equipment: <ul style="list-style-type: none"> disposable gloves apron sterilised small tools and equipment or all equipment to be single use and disposable treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> relevant workplace documentation: <ul style="list-style-type: none"> blank client records organisational policies and procedures relevant to the provision of hair reduction treatments equipment manufacturer instructions safety data sheets for cleaning products. 	<ul style="list-style-type: none"> paying clients, both new and regular, with different electrolysis treatment requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SHBBINF001 <i>Maintain infection control standards</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> • a beauty industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public • sterile storage area • storage area for materials, equipment and attachments • treatment area, cleaning area and clients. 	<ul style="list-style-type: none"> • hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer • personal protective equipment: <ul style="list-style-type: none"> ○ gloves: <ul style="list-style-type: none"> ▪ treatment ▪ cleaning ○ protective clothing ○ eye protection ○ footwear ○ face masks • sharps and sharps disposal unit • steriliser • waste receptacles that comply with Australian Standards. 	<ul style="list-style-type: none"> • antiseptic wipes and alcohol based preparations • cleaning and disinfection products • single use, disposable equipment. 	<ul style="list-style-type: none"> • workplace documentation: <ul style="list-style-type: none"> ○ Australian standards ○ equipment manufacturer instructions ○ infection control regulations and guidelines ○ organisation infection control policy and procedure ○ safety data sheets for cleaning products. 	
SHBBMUP001 <i>Apply eyelash extensions</i>	<p>Skills must be demonstrated in a beauty or make-up services environment; this can be:</p> <ul style="list-style-type: none"> • an industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides beauty services to paying members of the public or freelance services for paid make-up assignments. 	<ul style="list-style-type: none"> • hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer • eyelash extension equipment: <ul style="list-style-type: none"> ○ air blower ○ application tweezers ○ disposable glue wells ○ disposable mascara wands ○ eye lash comb ○ isolating tweezers ○ jade stone ○ lint free eye pads ○ locks detach swabs ○ medical tape 	<ul style="list-style-type: none"> • adhesive: <ul style="list-style-type: none"> ○ clear ○ coloured ○ normal ○ sensitive • cleaning and disinfection products and equipment • eyelash extensions remover • eyelash extensions from a comprehensive professional range • treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> • relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to the application of eyelash extensions ○ equipment instructions ○ manufacturer instructions and safety data sheets. 	<ul style="list-style-type: none"> • paying clients, both new and regular or models as part of paid assignments, with different eyelash extension requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		<ul style="list-style-type: none"> ○ oil-free cleanser ○ silicone pad ○ sponge ● individual work station consisting of: <ul style="list-style-type: none"> ○ treatment table with safe working access at both ends and sides ○ individual electricity supply ○ magnifying lamp ○ operator chair ○ trolley for products, bowls and equipment. 			
SHBBMUP002 <i>Design and apply make-up</i>	<p>Skills must be demonstrated in a beauty or make-up services environment; this can be:</p> <ul style="list-style-type: none"> ● an industry workplace or ● a simulated beauty workplace set up for the purpose of skills assessment, that provides beauty services to paying members of the public or freelance services for paid make-up assignments. 	<ul style="list-style-type: none"> ● hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer ● adjustable make-up chair ● hand held mirror ● headband or hair clips ● magnifying lamp ● make-up equipment: <ul style="list-style-type: none"> ○ brushes for foundation, eye make-up and powder ○ disposable mascara wands ○ lash curler ○ pencil sharpeners ○ sponges and wedges ○ tweezers ● make-up lighting at workstation. 	<ul style="list-style-type: none"> ● brush sanitiser ● cleaning and disinfection products and equipment ● cover to protect client's clothes ● disposable cotton buds, facial wipes, spatulas and tissues ● false eyelashes ● make-up products from comprehensive professional range: <ul style="list-style-type: none"> ○ blushers ○ concealers ○ eye shadows ○ eyeliners ○ foundations – water based, oil based, solid or fluid ○ glosses ○ lipsticks ○ mascaras ○ pencils ○ powders ○ pre make-up products ● skin cleansers, toners, moisturisers. 	<ul style="list-style-type: none"> ● relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to make-up services ○ manufacturer instructions and safety data sheets. 	<ul style="list-style-type: none"> ● paying clients, both new and regular or models as part of paid assignments, with different make-up requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
<i>SHBBMUP003 Design and apply make-up for photography</i>	<p>Skills must be demonstrated in a photographic make-up environment; this can be:</p> <ul style="list-style-type: none"> an industry workplace or a simulated beauty workplace set up for the purpose of skills assessment, that provides beauty services to paying members of the public or freelance services for paid make-up assignments. 	<ul style="list-style-type: none"> adjustable make-up chair hand held mirror hand sanitiser headband or hair clips magnifying lamp make-up equipment: <ul style="list-style-type: none"> brushes for foundation, eye make-up and powder disposable mascara wands lash curler make-up box palettes or tiles pencil sharpeners powder puffs protective bibs sponges and wedges tweezers make-up lighting. 	<ul style="list-style-type: none"> brush sanitiser cleaning and disinfection products and equipment disposable cotton buds, facial wipes, spatulas and tissues false eyelashes make-up products from comprehensive professional range: <ul style="list-style-type: none"> artificial lashes blushers concealers eye shadows eyeliners fixative foundations – water based, oil based, solid or fluid lipsticks and glosses mascaras pencils powders pre make-up products and stabilisers skin cleansers, toners, moisturisers. 	<ul style="list-style-type: none"> relevant workplace documentation: <ul style="list-style-type: none"> blank client records organisational policies and procedures relevant to make-up services manufacturer instructions and safety data sheets. 	<ul style="list-style-type: none"> paying clients, both new and regular or models as part of paid assignments, with different make-up requirements, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBBMUP004 Design and apply remedial camouflage make-up</i>	<p>Skills must be demonstrated in a beauty or make-up services environment; this can be:</p> <ul style="list-style-type: none"> an industry workplace or a simulated beauty workplace set up for the purpose of skills assessment, that provides beauty services to paying members of the public or freelance services for paid make-up assignments. 	<ul style="list-style-type: none"> hand washing facilities: <ul style="list-style-type: none"> basin hot and cold running water liquid soap single use towels or hand dryer adjustable make-up chair hand held mirror headband or hair clips magnifying lamp make-up equipment: <ul style="list-style-type: none"> brushes for foundation, eye make-up and powder 	<ul style="list-style-type: none"> brush sanitiser cleaning and disinfection products and equipment disposable cotton buds, facial wipes, spatulas and tissues hand sanitiser make-up products from comprehensive camouflage make-up range: <ul style="list-style-type: none"> blushers concealers fixative 	<ul style="list-style-type: none"> relevant workplace documentation: <ul style="list-style-type: none"> blank client records organisational policies and procedures relevant to make-up services manufacturer instructions and safety data sheets. 	<ul style="list-style-type: none"> paying clients, both new and regular or models as part of paid assignments, with different make-up requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		<ul style="list-style-type: none"> ○ make-up box ○ pencil sharpeners ○ protective bibs ○ sponges and wedges ○ tweezers ● make-up lighting. 	<ul style="list-style-type: none"> ○ foundations – water based or oil based with varying degrees of pigmentation and coverage ○ pencils ○ powders ○ pre make-up products and stabilisers ● skin cleansers, toners, moisturisers. 		
<i>SHBBMUP005</i> <i>Apply airbrushed make-up</i>	<p>Skills must be demonstrated in a beauty or make-up services environment; this can be:</p> <ul style="list-style-type: none"> ● an industry workplace or ● a simulated beauty workplace set up for the purpose of skills assessment, that provides beauty services to paying members of the public or freelance services for paid make up assignments ● facilities set up for airbrushing make-up service. 	<ul style="list-style-type: none"> ● hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer ● adjustable make-up chair ● airbrush equipment: <ul style="list-style-type: none"> ○ gun ○ compressor ○ holder ● hand held mirror ● headband or hair clips ● magnifying lamp ● make-up lighting. 	<ul style="list-style-type: none"> ● airbrush make-up products from a comprehensive and professional product range: <ul style="list-style-type: none"> ○ primers ○ neutralisers ○ foundations ○ bronzers ○ shimmers ○ setting powders ○ eye shadows ○ eyeliners ○ blushers ○ lipsticks ● brush sanitiser ● cleaning and disinfection products and equipment ● disposable cotton buds, facial wipes, spatulas and tissues ● hand sanitiser ● make-up equipment: <ul style="list-style-type: none"> ○ protective bibs ○ sponges and wedges ○ tweezers ● make-up shields and stencils ● skin cleansers, toners, moisturisers 	<ul style="list-style-type: none"> ● relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to make-up services ○ manufacturer instructions and safety data sheets. 	<ul style="list-style-type: none"> ● paying clients, both new and regular or models as part of paid assignments, with different make-up requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
			<ul style="list-style-type: none"> water and alcohol based cleaning products for airbrush equipment. 		
SHBBMUP006 <i>Design and apply creative make-up</i>	<p>Skills must be demonstrated in a beauty or make-up services environment; this can be:</p> <ul style="list-style-type: none"> an industry workplace or a simulated beauty workplace set up for the purpose of skills assessment, that provides beauty services to paying members of the public or freelance services for paid make up assignments. 	<ul style="list-style-type: none"> hand washing facilities: <ul style="list-style-type: none"> basin hot and cold running water liquid soap single use towels or hand dryer adjustable make-up chair hand held mirror headband or hair clips magnifying lamp make-up equipment: <ul style="list-style-type: none"> brushes for foundation, eye make-up and powder disposable mascara wands lash curler make-up box palettes or tiles pencil sharpeners powder puffs protective bibs sponges and wedges tweezers make-up lighting. 	<ul style="list-style-type: none"> brush sanitiser cleaning and disinfection products and equipment disposable cotton buds, facial wipes, spatulas and tissues false eyelashes hand sanitiser individual, strip, and glamour eyelash enhancements from professional range make-up shields and stencils skin cleansers, toners, moisturisers water and oil based make-up products from two comprehensive professional ranges. 	<ul style="list-style-type: none"> relevant workplace documentation: <ul style="list-style-type: none"> blank client records organisational policies and procedures relevant to make-up services manufacturer instructions and safety data sheets. 	<ul style="list-style-type: none"> paying clients, both new and regular or models as part of paid assignments, with different make-up requirements, who have the expectation that the services provided reflect those of a commercial business.
SHBBMUP007 <i>Work collaboratively on make-up productions</i>	<p>Skills must be demonstrated in a make-up production environment; this can be:</p> <ul style="list-style-type: none"> an industry workplace or a simulated beauty workplace set up for the purpose of skills assessment, that provides beauty services to paying members of the public or freelance services for paid make-up assignments. 	<ul style="list-style-type: none"> adjustable make-up chair hand held mirror headband or hair clips magnifying lamp make-up equipment: <ul style="list-style-type: none"> brushes for foundation, eye make-up and powder disposable mascara wands lash curler make-up box pencil sharpeners powder puffs 	<ul style="list-style-type: none"> brush sanitiser cleaning and disinfection products and equipment disposable cotton buds, facial wipes, spatulas and tissues false eyelashes hand sanitiser individual, strip, and glamour eyelash enhancements from professional range make-up shields and stencils 	<ul style="list-style-type: none"> make-up production briefs for: <ul style="list-style-type: none"> catalogue or fashion catwalk individual photo shoot model or actor portfolio relevant workplace documentation: <ul style="list-style-type: none"> brief specifications contracts. 	<ul style="list-style-type: none"> models as part of paid assignments, with different make-up requirements, who have the expectation that the services provided reflect those of a commercial business professional networks to collaborate on assignments that can be: <ul style="list-style-type: none"> stylists: <ul style="list-style-type: none"> hair fashion

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		<ul style="list-style-type: none"> ○ protective bibs ○ sponges and wedges ○ tweezers ● make-up lighting. 	<ul style="list-style-type: none"> ● palettes or tiles ● water and oil based make-up products from two comprehensive professional ranges: <ul style="list-style-type: none"> ○ skin cleansers ○ toners ○ moisturisers. 		<ul style="list-style-type: none"> ○ photographers ○ other make-up artists ○ agencies: <ul style="list-style-type: none"> ▪ casting ▪ model ○ production companies.
<i>SHBBNLS001 Provide manicure and pedicure services</i>	<p>Skills must be demonstrated in a nail services environment; this can be:</p> <ul style="list-style-type: none"> ● a beauty industry workplace or ● a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> ● hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer ● client chair ● equipment: <ul style="list-style-type: none"> ○ cuticle pushers ○ disposable pedi paddles ○ disposable nail files ○ manicure and pedicure bowls ○ nail clippers or scissors ○ manicure and pedicure products from comprehensive professional range ○ manicure table and lamp ○ operator chair. 	<ul style="list-style-type: none"> ● cleaning and disinfection products ● disposable gloves ● treatment towels, cotton or disposable. 	<ul style="list-style-type: none"> ● relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to manicure and pedicure services ○ manufacturer instructions and safety data sheets ● texts or online resources that provide information on nail, hand and foot anatomy and physiology, contraindications and disorders. 	<ul style="list-style-type: none"> ● paying clients, both new and regular, with different manicure and pedicure needs, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBBNLS002 Apply gel nail enhancements</i>	<p>Skills must be demonstrated in a nail services environment; this can be:</p> <ul style="list-style-type: none"> ● a beauty industry workplace or ● a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> ● hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer ● client chair ● equipment: <ul style="list-style-type: none"> ○ brushes for gel application ○ curing lights ○ cuticle pushers ○ files 	<ul style="list-style-type: none"> ● cleaning and disinfection products and equipment ● gel products from comprehensive professional range: <ul style="list-style-type: none"> ○ coloured gel ○ dehydrator ○ gel cleanser ○ multilayer UV gels or base-build top ○ nail adhesive ○ primer 	<ul style="list-style-type: none"> ● relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to providing gel nail enhancements ○ manufacturer instructions and safety data sheets. 	<ul style="list-style-type: none"> ● paying clients, both new and regular, with different gel nail enhancement needs, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		<ul style="list-style-type: none"> ○ sculpting forms ○ tip cutters ● manicure table, lamp and mats ● operator chair. 	<ul style="list-style-type: none"> ○ UV and non-UV gel products ● various styles of tips ● hand and nail sanitiser ● treatment towels, cotton or disposable. 		
<i>SHBBNLS003</i> <i>Apply acrylic nail enhancements</i>	<p>Skills must be demonstrated in a nail services environment; this can be:</p> <ul style="list-style-type: none"> ● a beauty industry workplace or ● a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> ● hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer ● client chair ● equipment: <ul style="list-style-type: none"> ○ acrylic clippers ○ brushes for application of artificial nails and primer ○ buffers ○ cuticle pushers ○ dappen dishes ○ desk towels ○ hand rests ○ files ○ sculpting forms ○ manicure table with table lamp and mats ○ tip cutters ● exhaust system to extract chemical fumes and dust ● operator chair ● personal protective equipment: <ul style="list-style-type: none"> ○ disposable gloves ○ dust masks ○ safety glasses. 	<ul style="list-style-type: none"> ● acrylic products from comprehensive professional range that include: <ul style="list-style-type: none"> ○ primers ○ acrylic nail remover ○ dehydrator ○ acrylic adhesive ○ monomers ○ polymers ○ various styles of tips ● cleaning and disinfection products and equipment ● hand and nail sanitiser ● treatment towels, cotton or disposable. 	<ul style="list-style-type: none"> ● relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to the application of acrylic nail enhancements ○ manufacturer instructions and safety data sheets. 	<ul style="list-style-type: none"> ● paying clients, both new and regular, with different acrylic nail enhancement needs, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBBNLS004</i> <i>Apply nail art</i>	<p>Skills must be demonstrated in a nail services environment; this can be:</p>	<ul style="list-style-type: none"> ● hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap 	<ul style="list-style-type: none"> ● cleaning and disinfection products and equipment ● nail art products from comprehensive professional range: 	<ul style="list-style-type: none"> ● relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records 	<ul style="list-style-type: none"> ● paying clients, both new and regular, with different nail art needs, who have the expectation that the services

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	<ul style="list-style-type: none"> • a beauty industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> ○ single use towels or hand dryer • client chairs • manicure table with lamp and mats • nail art equipment: <ul style="list-style-type: none"> ○ curved scissors ○ cuticle pushers ○ dotter ○ electric file or hand file ○ nail files ○ hand sanitizers ○ marbiliser ○ nail art brushes ○ nail clippers ○ tip cutters ○ tweezers • operator chairs. 	<ul style="list-style-type: none"> ○ adhesive ○ decals ○ foils ○ glitters ○ polishes ○ diamantes ○ studs ○ charms ○ rhinestones ○ stripping tape • treatment towels, cotton or disposable. 	<ul style="list-style-type: none"> ○ organisational policies and procedures relevant to nail art services ○ manufacturer instructions and safety data sheets. 	<p>provided reflect those of a commercial business.</p>
SHBBNLS005 <i>Use electric file equipment for nail services</i>	<p>Skills must be demonstrated in a nail services environment; this can be:</p> <ul style="list-style-type: none"> • a beauty industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> • hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer • client chairs • electric file designed for nail services with bits and burs • exhaust system for chemical fumes and dust extraction • manicure table with table lamp and mats • operator chairs • personal protective equipment: <ul style="list-style-type: none"> ○ disposable gloves ○ face masks ○ safety glasses. 	<ul style="list-style-type: none"> • cleaning and disinfection products and equipment • hand and nail sanitiser • treatment towels, cotton or disposable. 	<ul style="list-style-type: none"> • relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to nail services ○ manufacturer instructions and safety data sheets. 	<ul style="list-style-type: none"> • paying clients, both new and regular, with different nail service needs, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
<p><i>SHBBNLS006</i> <i>Apply advanced nail art</i></p>	<p>Skills must be demonstrated in a nail services environment; this can be:</p> <ul style="list-style-type: none"> • a beauty industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> • hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer • acrylic nail equipment: <ul style="list-style-type: none"> ○ acrylic clippers ○ brushes for application of artificial nails and primer ○ buffers ○ dappen dishes ○ sculpting forms ○ tip cutters • client chairs • exhaust system for chemical fumes and dust extraction • gel nail equipment: <ul style="list-style-type: none"> ○ brushes for application of gel ○ curing lights ○ sculpting forms • manicure table with table lamp and mats • nail art equipment: <ul style="list-style-type: none"> ○ curved scissors ○ cuticle pushers ○ dotter ○ electric file or hand file ○ nail files ○ marbiliser ○ nail art brushes ○ nail clippers ○ tweezers • operator chairs • personal protective equipment that includes: <ul style="list-style-type: none"> ○ disposable gloves ○ dust masks ○ safety glasses. 	<ul style="list-style-type: none"> • acrylic products from comprehensive professional range that include: <ul style="list-style-type: none"> ○ primers ○ acrylic nail remover ○ dehydrator ○ acrylic adhesive ○ monomers ○ polymers ○ various styles of tips • cleaning and disinfection products and equipment • gel products from comprehensive professional range: <ul style="list-style-type: none"> ○ coloured gel ○ dehydrator ○ gel cleanser ○ multilayer UV gels or base-build top ○ nail adhesive ○ primer ○ UV and non-UV gel products ○ various styles of tips • hand and nail sanitiser • nail art products from comprehensive professional range: <ul style="list-style-type: none"> ○ adhesive ○ decals ○ foils ○ glitters ○ polishes ○ diamantes ○ studs ○ charms ○ rhinestones ○ stripping tape 	<ul style="list-style-type: none"> • relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to nail services ○ manufacturer instructions and safety data sheets. 	<ul style="list-style-type: none"> • paying clients, both new and regular, with different advance nail art needs, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
			<ul style="list-style-type: none"> • treatment towels, cotton or disposable. 		
<i>SHBBRES001 Research and apply beauty industry information</i>				<ul style="list-style-type: none"> • beauty industry information sources: <ul style="list-style-type: none"> ○ trade journals or magazines ○ industry contacts, mentors or advisors ○ internet ○ industry media. 	
<i>SHBBSKS001 Pierce ear lobes</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> • a beauty industry workplace or • a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> • hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer. • adjustable client chair • ear piercing gun • personal protective equipment: <ul style="list-style-type: none"> ○ disposable gloves ○ sterile, single use disinfecting skin swabs • surgical marking pen. • studs. 	<ul style="list-style-type: none"> • antiseptic and home-care products for care of wound • cleaning and disinfection products and equipment. 		<ul style="list-style-type: none"> • paying clients, both new and regular, with ear lobe piercing requirements, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBBSKS002 Provide diathermy treatments</i>	<p>Skills must be demonstrated in a diathermy environment; this can be:</p> <ul style="list-style-type: none"> • an industry workplace or • a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> • hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer • diathermy equipment: <ul style="list-style-type: none"> ○ high frequency/thermolysis ○ blend • individual work station: <ul style="list-style-type: none"> ○ adjustable treatment table with safe working access to both sides and ends ○ individual electricity supply 	<ul style="list-style-type: none"> • alcohol disposable single use skin wipes • cleaning and disinfection products and equipment • client gown or protective sheets • disposable needles or probes of a range of sizes in sterile packs • disposable tissues and spatulas • sterilised small tools and equipment or all equipment 	<ul style="list-style-type: none"> • relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to diathermy treatments ○ manufacturer instructions for equipment ○ safety data sheets for cleaning products. 	<ul style="list-style-type: none"> • paying clients, both new and regular, with different diathermy requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		<ul style="list-style-type: none"> ○ magnifying lamp ○ operator chair ○ trolley for products, bowls and equipment ● personal protective equipment: <ul style="list-style-type: none"> ○ disposable gloves ○ apron ● sharps container. 	<ul style="list-style-type: none"> to be single use and disposable ● treatment towels or linen, or disposable linen. 		
<i>SHBBSKS003 Design and provide cosmetic tattooing</i>	<p>Skills must be demonstrated in a cosmetic tattooing environment; this can be:</p> <ul style="list-style-type: none"> ● an industry workplace or ● a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> ● hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer ● colour pigment holders ● cosmetic tattoo machine and matching transmission shaft ● individual work station consisting of: <ul style="list-style-type: none"> ○ adjustable treatment table with safe working access to both sides and ends ○ individual electricity supply ○ magnifying lamp ○ operator chair ○ trolley for products, bowls and equipment ● personal protective equipment: <ul style="list-style-type: none"> ○ disposable gloves ○ apron ● sharps container ● tweezers. 	<ul style="list-style-type: none"> ● cleaning and disinfection products and equipment ● a minimum of ten colour pigments ● disposable needles of a range of sizes in sterile packs ● disposable, single use, sterile skin wipes ● mouthguards ● sterilised small tools and equipment or all equipment to be single use and disposable ● tissues ● topical anaesthetic creams ● treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> ● relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ organisational policies and procedures relevant to cosmetic tattooing ○ manufacturer instructions for equipment ○ safety data sheets for pigments. 	<ul style="list-style-type: none"> ● paying clients, both new and regular, with different cosmetic tattooing requirements, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBBSKS004 Provide upper body piercing</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> ● a beauty industry workplace or 	<ul style="list-style-type: none"> ● hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer 	<ul style="list-style-type: none"> ● a range of body jewellery in sterile packaging ● antiseptic and home-care products for care of wound ● cleaning and disinfection products and equipment 	<ul style="list-style-type: none"> ● relevant workplace documentation: <ul style="list-style-type: none"> ○ blank client records ○ policies and procedures relevant to upper body piercing services 	<ul style="list-style-type: none"> ● paying clients, both new and regular, with upper body piercing requirements, who have the expectation that the services provided reflect

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	<ul style="list-style-type: none"> a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> autoclave equipment, packaging and documentation sharps container body piercing equipment: <ul style="list-style-type: none"> autoclave ball holding tweezers calipers forceps iris scissors needle acceptor tubes needles ring opening and closing pliers individual work station consisting of: <ul style="list-style-type: none"> adjustable treatment table with safe operator access at head, foot and both sides individual electricity supply magnifying lamp personal protective equipment: <ul style="list-style-type: none"> disposable gloves goggles sterilised equipment surgical marking pen. 	<ul style="list-style-type: none"> products: <ul style="list-style-type: none"> aftercare antiseptic skin cleansing swabs sterile, single use disinfecting skin swabs treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> equipment instructions product instructions and safety data sheets. 	those of a commercial business.
<i>SHBBSKS005 Provide micro-dermabrasion treatments</i>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> a beauty industry workplace or a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> hand washing facilities: <ul style="list-style-type: none"> basin hot and cold running water liquid soap single use towels or hand dryer bowls individual work station: <ul style="list-style-type: none"> adjustable treatment table with safe working access to both sides and ends individual electricity supply 	<ul style="list-style-type: none"> alcohol disposable single use skin wipes cleaning and disinfection products and equipment client gown or protective sheets disposable facial wipes, microlances, spatulas and tissues micro-dermabrasion consumables: <ul style="list-style-type: none"> crystals 	<ul style="list-style-type: none"> relevant workplace documentation: <ul style="list-style-type: none"> blank client records organisational policies and procedures relevant to micro-dermabrasion services manufacturer instructions for equipment safety data sheets for cleaning and treatment products. 	<ul style="list-style-type: none"> paying clients, both new and regular, with different micro-dermabrasion requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		<ul style="list-style-type: none"> ○ magnifying lamp ○ operator chair ○ trolley for products, bowls and equipment ● micro-dermabrasion equipment, products and attachments ● personal protective equipment: <ul style="list-style-type: none"> ○ apron ○ disposable gloves ○ goggles ○ mask. 	<ul style="list-style-type: none"> ○ diamond tips ○ filters ● products from a comprehensive, professional skin care range ● sterilised small tools and equipment or all equipment to be single use and disposable ● treatment towels or linen, or disposable linen towel. 		
<i>SHBBSPA001 Work in a spa therapies framework</i>	<p>Skills must be demonstrated in a spa environment; this can be:</p> <ul style="list-style-type: none"> ● an industry workplace or ● a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public ● reception area ● relaxation area ● shower change facilities ● wet and dry treatment rooms. 	<ul style="list-style-type: none"> ● computer with salon software ● hydro tub ● spa equipment ● spa menu ● steam equipment ● Vichy shower, or wet table, or spa capsule. 	<ul style="list-style-type: none"> ● cleaning and disinfection products and equipment ● water treatment chemicals. 	<ul style="list-style-type: none"> ● relevant workplace documentation: <ul style="list-style-type: none"> ○ equipment instructions ○ product instructions and safety data sheets ○ organisational policies and procedures relevant to spa therapies. 	<ul style="list-style-type: none"> ● paying clients, both new and regular, with different spa therapy requirements, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBBSPA002 Provide spa therapies</i>	<p>Skills must be demonstrated in a spa environment; this can be:</p> <ul style="list-style-type: none"> ● an industry workplace or ● a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public ● dry treatment area 	<ul style="list-style-type: none"> ● hand washing facilities: <ul style="list-style-type: none"> ○ basin ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer ● adjustable treatment tables with safe working access for operator and equipment at head, foot and each side ● hot towel cabinet ● hydro tub 	<ul style="list-style-type: none"> ● cleaning and disinfection products and equipment ● client disposable undergarments ● products from two comprehensive professional spa ● product ranges. 	<ul style="list-style-type: none"> ● relevant workplace documentation: <ul style="list-style-type: none"> ○ equipment instructions ○ organisational policies and procedures relevant to spa therapies ○ product instructions and safety data sheets. 	<ul style="list-style-type: none"> ● paying clients, both new and regular, with different spa treatment requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	<ul style="list-style-type: none"> electricity supply access to each spa treatment workstation shower and client change facilities wet treatment rooms. 	<ul style="list-style-type: none"> steam equipment towels Vichy shower, or wet table, or spa capsule. 			
<i>SHBBSPA003 Provide stone therapy massage</i>	<p>Skills must be demonstrated in a beauty industry or spa environment; this can be:</p> <ul style="list-style-type: none"> an industry workplace or a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public dry treatment area. 	<ul style="list-style-type: none"> hand washing facilities: <ul style="list-style-type: none"> basin hot and cold running water liquid soap single use towels or hand dryer individual work station consisting of: <ul style="list-style-type: none"> adjustable treatment table with safe working access at both ends and sides bowl for chilled water individual electricity supply trolley or stable surface for product and bowls full thermal stone set with a range of shapes and sizes for various body areas thermometer for checking stone temperature thermostatically controlled stone heating unit. 	<ul style="list-style-type: none"> cleaning and disinfection products and equipment massage oil treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> relevant workplace documentation: <ul style="list-style-type: none"> blank client cards organisational policies and procedures relevant to stone therapy massage treatments equipment instructions product instructions and safety data sheets information resources such as charts, electronic resources, texts, three-dimensional models and videos for anatomy and physiology and skin. 	<ul style="list-style-type: none"> paying clients, both new and regular, with different stone therapy massage requirements, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBBSPA004 Provide Indian head massage for relaxation</i>	<p>Skills must be demonstrated in a spa environment; this can be:</p> <ul style="list-style-type: none"> an industry workplace or a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> hand washing facilities: <ul style="list-style-type: none"> basin hot and cold running water liquid soap single use towels or hand dryer procedures. individual work station consisting of: <ul style="list-style-type: none"> adjustable treatment table or chair with safe working 	<ul style="list-style-type: none"> cleaning and disinfection products and equipment massage mediums treatment towels or linen, or disposable linen. 	<ul style="list-style-type: none"> relevant workplace documentation: <ul style="list-style-type: none"> blank client cards organisational policies and procedures relevant to massage treatments product instructions safety data sheets for cleaning products. 	<ul style="list-style-type: none"> paying clients, both new and regular, with different Indian head massage requirements, who have the expectation that the services provided reflect those of a commercial business.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		<ul style="list-style-type: none"> access for client and worker ○ trolley for products and bowls. 			
<i>SHBXCCS001 Conduct salon financial transactions</i>	<p>Skills must be demonstrated in a personal services salon environment; this can be:</p> <ul style="list-style-type: none"> • a industry workplace or • a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> • computer with salon software system • point-of-sale equipment that can process credit cards and EFTPOS transactions. 		<ul style="list-style-type: none"> • relevant workplace documentation: <ul style="list-style-type: none"> ○ organisational policies and procedures relevant to financial transactions ○ manufacturer instructions • relevant point-of-sale documents: <ul style="list-style-type: none"> ○ stock, inventory and price lists ○ financial transaction dockets and slips ○ credit and product return slips ○ sample debit and credit card vouchers. 	<ul style="list-style-type: none"> • paying clients, both new and regular, with different transaction requirements, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBXCCS002 Provide salon services to clients</i>	<p>Skills must be demonstrated in a personal services environment; this can be:</p> <ul style="list-style-type: none"> • an industry workplace or • a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public. 	<ul style="list-style-type: none"> • computer with salon software system • reception desk • retail display area • telephone. 		<ul style="list-style-type: none"> • relevant organisational policies and procedure manuals for customer service: <ul style="list-style-type: none"> ○ customer service techniques ○ personal presentation ○ complaint resolution. 	<ul style="list-style-type: none"> • paying clients, both new and regular, with different client service requirements, who have the expectation that the services provided reflect those of a commercial business.
<i>SHBXIND001 Comply with organisational requirements within a personal services environment</i>	<p>Skills must be demonstrated in a personal services industry environment:</p> <ul style="list-style-type: none"> • a hairdressing or beauty industry workplace or • a simulated hairdressing or beauty workplace set up for the purpose of skills assessment, that provides 	<ul style="list-style-type: none"> • computers, keyboards and printers • the Internet. 		<ul style="list-style-type: none"> • current plain English guidelines issued by regulatory bodies covering: <ul style="list-style-type: none"> ○ minimum workplace entitlements provided by the National Employment Standards (NES) ○ relevant state or territory anti-discrimination or equal 	<ul style="list-style-type: none"> • team members with whom the individual can interact.

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	services to paying members of the public.			<p>employment opportunity law:</p> <ul style="list-style-type: none"> ▪ harassment provisions: types of discrimination and harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law ▪ equal employment opportunity (EEO) provisions; rights of employees and responsibilities of employers to make merit based employment decisions ▪ role of relevant state or territory boards in managing complaints • plain English information about industrial awards for hairdressing and beauty employees issued by regulatory bodies or unions • organisational policies and procedures that relate to general work practices: <ul style="list-style-type: none"> ○ accepting, declining and amending rostered hours ○ personal and carer's leave ○ counselling and discipline ○ grievances ○ equal employment opportunity ○ discrimination and harassment. 	
<i>SHBXWHS001</i> <i>Apply safe</i>	Skills must be demonstrated in a beauty or hairdressing	<ul style="list-style-type: none"> • hand washing facilities: <ul style="list-style-type: none"> ○ basin 	<ul style="list-style-type: none"> • cleaning and disinfection products 	<ul style="list-style-type: none"> • current plain English regulatory documents and 	<ul style="list-style-type: none"> • paying clients, both new and regular, with different client

**SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE**

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
<i>hygiene, health and work practices</i>	<p>industry environment; this can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 	<ul style="list-style-type: none"> ○ hot and cold running water ○ liquid soap ○ single use towels or hand dryer • cleaning and disinfection equipment for mixing and storage • electrical equipment • personal protective equipment: <ul style="list-style-type: none"> ○ apron ○ clothing ○ eye protection ○ closed footwear ○ gloves; treatment and cleaning ○ masks • sharps and sharps disposal container. 	<ul style="list-style-type: none"> • disposable spatulas, wipes, sponges, cotton wool and tissues. 	<p>codes of practice distributed by the local work health and safety government regulator</p> <ul style="list-style-type: none"> • organisational policies and procedures used for managing work health and safety practices: <ul style="list-style-type: none"> ○ administering first aid ○ consultation ○ electrical equipment ○ infection control ○ managing emergencies ○ hazard identification, reporting and risk assessment ○ dangerous incident and injury reporting ○ working safely with beauty tools, equipment and hazardous substances • template reports for: <ul style="list-style-type: none"> ○ hazard identification and reporting ○ dangerous incident reporting ○ injury reporting • manufacturer's instructions and safety data sheets (SDS) for cleaning and disinfection of tools and equipment. 	<p>service requirements, who have the expectation that the services provided reflect those of a commercial business.</p>

Appendix 3: Unit of Competency and Assessment Requirements Breakdown

Each unit of competency follows this format:

UNIT CODE	<p>Units are coded in sequence from 001 onwards.</p> <p>Beauty specific</p> <ul style="list-style-type: none"> • SHBBBOS001 - 06 Body Services • SHBBCCS001- 02 Client Services • SHBBFAS001 - 03 Facial Services • SHBBHRS001- 04 Hair Reductions Services • SHBBINF001 - Inflection Control • SHBBMUP001 -07 Make-Up Services • SHBBNLS001 – 06 Nail Services • SHBBRES001 – Research • SHBBSKS001 – 05 Skin Services • SHBBSPA001 – 04 Spa Services <p>Cross sector</p> <ul style="list-style-type: none"> • SHBXCCS001 – 02 Client Services • SHBXIND001 – Industry • SHBXWHS001 – Work Health and Safety <p>Codes no longer contain an AQF indicator which previously identified where a unit was first packaged within a qualification.</p> <p>Rationale</p> <p>Units do not have an AQF level; qualifications do. Inclusion had caused confusion for RTO users when selecting electives and RTO auditors when checking compliance with packaging rules. Some have believed, for example, that a unit with AQF indicator 3 or 4, should not or cannot be packaged within a Diploma.</p> <p>Users should:</p> <ul style="list-style-type: none"> • read the unit in entirety to ascertain the complexity of skills and knowledge covered • read the application statement which describes to whom the unit applies • refer to the table in this Companion Volume Implementation Guide to check where units first appear in a beauty therapy qualification. <p>Version indicators have been removed. Subsequent versions of units will be given a new and unique code.</p>
-----------	--

SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE
COMPANION VOLUME IMPLEMENTATION GUIDE

UNIT TITLE	<p>The majority of titles from SIB10 have been retained.</p> <p>Minor changes for clarity, for example:</p> <ul style="list-style-type: none"> • SHBBBOS002 Provide body massages (plural) • SHBBFAS003 Provide specialised facial treatments (plural and updated to better reflect industry context) • SHBBSKS005 Provide micro-dermabrasion treatments (simplified title).
APPLICATION <div style="background-color: #f4a460; padding: 5px; width: fit-content;"> This combines the Unit descriptor and Application statement in previous units. </div>	<p>This statement introduces the unit, assists users to understand its complexity and includes this information</p> <ul style="list-style-type: none"> • a brief description of unit content • types of beauty businesses to which the unit applies • who performs the function described by the unit and at what level of workplace responsibility • typical job titles to clarify the unit's applicability to different jobs • the unit's relationship to any specific occupational licensing, certification or laws; where none exists this is stated. <p>These inclusions have not changed but wording has been streamlined.</p>
PREREQUISITE UNIT	No prerequisite units have been introduced. This avoids barriers to sequencing of training and assessment.
COMPETENCY FIELD	<p>Units are divided into twelve fields:</p> <ul style="list-style-type: none"> • BOS Body Services • CCS Client Services • FAS Facial Services • HRS Hair Reductions Services • IND Industry • INF Inflection Control • MUP Make-Up Services • NLS Nail Services • RES Research • SKS Skin Services • SPA Spa Services • WHS Work Health and Safety
UNIT SECTOR	<p>Units are categorised as:</p> <ul style="list-style-type: none"> • B Beauty • X Cross Sector
ELEMENTS	PERFORMANCE CRITERIA
<p>Element language has been streamlined.</p> <p>Some reworded for clarity.</p>	<p>Language has been streamlined.</p> <p>Some performance criteria reworded in more explicit terms:</p> <ul style="list-style-type: none"> • Critical aspects for assessment statements are no longer part of a unit of competency. These included some explicit words to describe performance and some have been moved into PC, eg. preparing the service area and clients for services or treatments • Range statements have been removed completely.

FOUNDATION SKILLS

This section describes language, literacy, numeracy and employment skills that are essential to performance and which must be assessed along with technical skills. This field now lists these skills:

- reading
- writing
- oral communication
- numeracy
- learning
- problem-solving
- initiative and enterprise
- teamwork
- planning and organising
- self-management
- technology

This new field replaces **Required Skills**.

Some content previously in Required Skills moved to Knowledge Evidence for a better fit, some already covered in Performance Criteria e.g. technical skills to recognise and respond to contraindications and adverse effects.

Some units contain some foundation skills but not others, e.g. reading, numeracy and problem solving but not teamwork. This field provides a summary statement on those foundation skills that are embedded in Performance Criteria. They explain what the person is doing with the foundation skill in the context of the unit and job role and provide guidance on the level of foundation skill. For example, *reading skills to interpret and follow manufacturer instructions and safety data sheets for safe dilution, handling, storage and disposal of cleaning products and equipment*.

These statements were in SIB10 but are now more explicit.

RANGE OF CONDITIONS

This is an optional field in new style units. If used, the Range of Conditions can no longer provide long explanatory lists of things that might apply. **It is not** used in the way that Range Statements were previously.

Anything identified is mandatory for performance in a job and, therefore, must be assessed.

Any Range of Conditions statements can only provide details of essential but different work environments or operating conditions.

No special environmental or operating conditions apply to beauty therapy and no Range of Conditions statements are included in any units.

Information in previous Range Statements has been moved – “must” statements.

Some important content previously in Range Statements moved to other fields for a better fit. Look in:

- Performance Criteria
- Performance Evidence
- Knowledge Evidence
- Assessment Conditions

UNIT MAPPING INFORMATION	Specifies code and title of any equivalent unit of competency from SIB10. Does not include detailed information about changes to a unit. Full details are provided in a mapping table of units in this Companion Volume Implementation Guide.
LINKS	This provides a hyperlink to the Companion Volume Implementation Guide.

TITLE	Assessment Requirements for [Unit of Competency Code and Title]
-------	---

<p>PERFORMANCE EVIDENCE</p> <p>This field includes information previously contained in:</p> <ul style="list-style-type: none"> • Critical aspects for assessment. 	<p>These statements replace but are not the same as Critical aspects statements. Performance Evidence specifies the:</p> <ul style="list-style-type: none"> • required product and process evidence • frequency and or volume of product or process evidence <p>In other words, what does a person have to do to:</p> <ul style="list-style-type: none"> • prove that they can competently do xyz? • prove they can competently, for example, perform a body treatment? • cover all performance criteria and foundation skills • prove they have all the knowledge to effectively perform the work task? <p>This section uses sufficiency and consistency as a guiding principle for reliable assessment. There must be enough performance evidence to prove that an individual is truly competent in the unit and consistently demonstrates the outcomes.</p> <p>Statements articulate sufficiency of evidence and ability to respond to different situations and product requirements. They stipulate a requirement to, for example:</p> <ul style="list-style-type: none"> • use a diverse range of specified techniques to perform various beauty therapy treatments and services • use a diverse range of products, machines and resources • deal with a range of customer needs • sell a range of specified products
<p>PERFORMANCE EVIDENCE (continued)</p>	<p>Statements articulate consistency which might cover a requirement to:</p> <ul style="list-style-type: none"> • produce items which are of a consistent quality <p>To meet the volume of specified performance evidence required, sufficient evidence of consistent performance would be gathered:</p> <ul style="list-style-type: none"> • using multiple assessments • over a period of time. <p>Multiple assessments over time will be a natural outcome but, in most cases, we have avoided specifying a number or a period of time in favour of specifying exactly what a person must do.</p> <p>Volume and type of Performance Evidence is explicitly expressed in this section. Statements are now very specific and outline stringent assessment requirements.</p>
<p>KNOWLEDGE EVIDENCE</p> <p>This field replaces Required Knowledge.</p>	<p>Specifies what the individual must know in order to effectively perform the work task described in the unit of competency.</p> <p>For some units, knowledge was very broadly expressed. The knowledge is now clearly specified in the Knowledge Evidence section.</p>

<p>ASSESSMENT CONDITIONS</p> <div style="background-color: #f4a460; padding: 10px; margin-top: 10px;"> <p>This field includes information previously contained in:</p> <ul style="list-style-type: none"> • Context of and specific resources for assessment <p>and</p> <ul style="list-style-type: none"> • Assessment Guidelines </div>	<p>This field stipulates mandatory conditions for assessment. It lists all the things that an RTO must provide.</p> <ul style="list-style-type: none"> • where the assessment must take place, the physical environment and indicates whether a simulated environment is allowed • what equipment must be provided for assessment, e.g. specific machinery relating to a treatment • what types of consumable resources or stock must be provided for assessment; e.g. steamer or infra-red or hydrotherapy or G5 mechanical massager to stimulate circulation • what workplace documentation must be provided, e.g. product manuals listing product ingredients, formulations, labelling and guidelines for use. • if relevant, other people who must be present during assessment, e.g. clients • any essential time constraints, e.g. a requirement for RTOs to design assessment activities that allow the learner to provide body treatments within commercially realistic speed, timing and productivity • the competency requirements for assessors including requirements for industry experience (vocational competency) and currency of knowledge. <p>These statements are now very specific and are tailored to each unit of competency.</p>
<p>LINKS</p>	<p>This provides a hyperlink to Companion Volume Implementation Guide.</p>