



SHB HAIRDRESSING AND BEAUTY SERVICES TRAINING PACKAGE V2.0

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](http://training.gov.au).

Version	Release Date	Comments
2.0	21 March 2016	Updated to incorporate: <ul style="list-style-type: none"><li>• Hairdressing and barbering qualifications, units of competency and assessment requirements</li><li>• Certificate II in Retail Cosmetics</li><li>• Diploma of Salon Management.</li></ul>
1.0	22 September 2015	Primary release of SHB Hairdressing and 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

March 2016

# Table of Contents

Version Control and Modification History .....	2
<b>Table of Contents .....</b>	<b>3</b>
<b>Introduction .....</b>	<b>5</b>
Background .....	5
Quality Assurance of Companion Volumes.....	5
<b>1.0 Overview Information .....</b>	<b>6</b>
1.1 SHB Qualifications .....	6
1.2 SHB Skill Sets .....	6
1.3 SHB Units of Competency and Prerequisites .....	7
1.4 Imported Units of Competency and Prerequisites.....	12
1.5 Qualification Mapping .....	14
1.5.1 Beauty Services qualifications .....	14
1.5.2 Hairdressing qualifications .....	15
1.6 Unit of Competency Mapping .....	16
1.6.1 Beauty Services units of competency .....	16
1.6.2 Hairdressing units of competency .....	26
1.7 Key Work and Training Requirements in the Industry.....	35
1.7.1 Overview of the Hairdressing and Beauty Services Industry.....	35
1.7.2 Beauty Services .....	35
1.7.3 Hairdressing .....	35
1.7.4 Industry and work issues impacting on training .....	36
1.8 Regulation and Licensing Implications for Implementation .....	38
1.8.1 General laws .....	38
1.8.2 Laws that specifically apply to the hairdressing and beauty services industry .....	39
1.8.3 Occupational certification/licensing requirements for the hairdressing and beauty services industry .....	39
<b>2.0 Implementation Information .....</b>	<b>40</b>
2.1 Key features of the training package and the industry that will impact on the selection of training pathways .....	40
2.1.1 Beauty Industry preferred delivery pathways.....	40
2.1.2 Hairdressing Industry preferred delivery pathways.....	40
2.1.3 Resourcing training and assessment pathways .....	40
2.2 Industry Sectors.....	41
2.2.1 Occupational Outcomes of Qualifications .....	42
2.3 Entry Requirements for Qualifications.....	45
2.4 Pathways Advice .....	45
2.4.1 Beauty Services .....	46
2.4.2 Hairdressing .....	47
2.4.3 VET delivered to secondary school students.....	48
2.4.2 Qualifications suited to Australian Apprenticeships .....	48

2.5 Access and Equity Considerations.....	49
2.5.1 Reasonable adjustment .....	49
2.6 Foundation Skills .....	50
2.7 Health and Safety Implications for the Hairdressing and Beauty Services Industry .....	51
2.8 Legal Considerations for learners in the workplace or on placements .....	52
2.9 Placing institutional learners with host employers.....	52
2.10 Resources and Equipment.....	53
2.11 Simulation.....	53
2.11.1 Simulated environments for assessment.....	53
2.11.2 Simulated workplace activities for assessment.....	53
2.12 Clients.....	54
2.13 Integrated (Holistic) Assessment.....	54
2.14 Assessor Requirements .....	54
<b>3.0 Links .....</b>	<b>56</b>
3.1 General.....	56
3.2 State and Territory Training Authorities .....	56
3.3 Industry Specific .....	56
<b>Appendix 1: Packaging of Units in <i>SHB Hairdressing and Beauty Services Training Package</i> .....</b>	<b>57</b>
<b>Appendix 2: Unit of Competency and Assessment Requirements Explained .....</b>	<b>63</b>
<b>Appendix 3: Mandatory Equipment and Resource Requirements .....</b>	<b>66</b>

## 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. Desktop 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 that 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
SHB20116	Certificate II in Retail Cosmetics
SHB20216	Certificate II in Salon Assistant
SHB30115	Certificate III in Beauty Services
SHB30215	Certificate III in Make-Up
SHB30315	Certificate III in Nail Technology
SHB30416	Certificate III in Hairdressing
SHB30516	Certificate III in Barbering
SHB40115	Certificate IV in Beauty Therapy
SHB40216	Certificate IV in Hairdressing
SHB50115	Diploma of Beauty Therapy
SHB50216	Diploma of Salon Management
SHB80116	Graduate Certificate in Hairdressing Creative Leadership

### 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.

Unit Code	Unit Title	Prerequisite(s)
<b>BEAUTY (B)</b>		
<b>Body Services (BOS)</b>		
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
<b>Client Services (CCS)</b>		
SHBBCCS001	Advise on beauty products and services	Nil
SHBBCCS002	Prepare personalised aromatic plant oil blends for beauty treatments	Nil
<b>Facial Services (FAS)</b>		
SHBBFAS001	Provide lash and brow services	Nil
SHBBFAS002	Provide facial treatments and skin care recommendations	Nil
SHBBFAS003	Provide specialised facial treatments	Nil
<b>Hair Reduction Services (HRS)</b>		
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
<b>Infection Control (INF)</b>		

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

Unit Code	Unit Title	Prerequisite(s)
SHBBINF001	Maintain infection control standards	Nil
<b>Make-Up Services (MUP)</b>		
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
SHBBMUP007	Work collaboratively on make-up productions	Nil
<b>Nail Services (NLS)</b>		
SHBBNLS001	Provide manicure and pedicure 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
<b>Research (RES)</b>		
SHBBRES001	Research and apply beauty industry information	Nil
<b>Skin Services (SKS)</b>		
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
<b>Spa Services (SPA)</b>		
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
<b>CROSS SECTOR (X)</b>		
<b>Client Services (CCS)</b>		

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

Unit Code	Unit Title	Prerequisite(s)
SHBXCCS001	Conduct salon financial transactions	Nil
SHBXCCS002	Provide salon services to clients	Nil
SHBXCCS003	Greet and prepare clients for salon services	Nil
SHBXCCS004	Recommend products and services	Nil
<b>Personal Services Management (PSM)</b>		
SHBXPSM001	Lead teams in a personal services environment	Nil
SHBXPSM002	Manage treatment services and sales delivery	Nil
SHBXPSM003	Promote a personal services business	Nil
SHBXPSM004	Develop a product and service range	Nil
<b>Work Health and Safety (WHS)</b>		
SHBXWHS001	Apply safe hygiene, health and work practices	Nil
SHBXWHS002	Provide a safe work environment	Nil
<b>Working in Industry (IND)</b>		
SHBXIND001	Comply with organisational requirements within a personal services environment	Nil
SHBXIND002	Communicate as part of a salon team	Nil
<b>Hairdressing (H)</b>		
<b>Basin Services (BAS)</b>		
SHBHBAS001	Provide shampoo and basin services	Nil
SHBHBAS002	Provide head, neck and shoulder massages for relaxation	Nil
<b>Client Service (CCS)</b>		
SHBHCCS001	Plan hair services for special events	Nil
<b>Colour and Lightening (CLS)</b>		
SHBHCLS001	Apply hair colour products	Nil
SHBHCLS002	Colour and lighten hair	Nil
SHBHCLS003	Provide full and partial head highlighting treatments	Nil
SHBHCLS004	Neutralise unwanted colours and tones	Nil
SHBHCLS005	Provide on scalp full head and retouch bleach treatments	Nil
SHBHCLS006	Solve complex colour problems	Nil
SHBHCLS007	Enhance hair designs using creative colouring and lightening techniques	Nil
<b>Haircutting (CUT)</b>		
SHBHCUT001	Design haircut structures	Nil

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

Unit Code	Unit Title	Prerequisite(s)
SHBHCUT002	Create one length or solid haircut structures	SHBHCUT001 Design haircut structures
SHBHCUT003	Create graduated haircut structures	SHBHCUT001 Design haircut structures
SHBHCUT004	Create layered haircut structures	SHBHCUT001 Design haircut structures
SHBHCUT005	Cut hair using over-comb techniques	SHBHCUT001 Design haircut structures
SHBHCUT006	Create combined haircut structures	SHBHCUT002 Create one length or solid haircut structures SHBHCUT003 Create graduated haircut structures SHBHCUT004 Create layered haircut structures
SHBHCUT007	Create combined traditional and classic men's haircut structures	SHBHCUT002 Create one length or solid haircut structures SHBHCUT003 Create graduated haircut structures SHBHCUT004 Create layered haircut structures SHBHCUT005 Cut hair using over-comb techniques
SHBHCUT008	Design and perform creative haircuts	SHBHCUT006 Create combined haircut structures
SHBHCUT009	Cut hair using freehand clipper techniques	SHBHCUT001 Design haircut structures
SHBHCUT010	Create haircuts using tracks and carving	Nil
SHBHCUT011	Design and maintain beards and moustaches	Nil
SHBHCUT012	Shave heads and faces	Nil
SHBHCUT013	Provide men's general grooming services	Nil
<b>Hair Design (DES)</b>		
SHBHDES001	Dry hair to shape	Nil
SHBHDES002	Braid hair	Nil
SHBHDES003	Create finished hair designs	Nil
SHBHDES004	Create classic long hair up-styles	Nil
SHBHDES005	Select and apply hair extensions	Nil
SHBHDES006	Design and style long hair creatively	Nil
SHBHDES007	Apply and maintain wigs and hairpieces	Nil
SHBHDES008	Make wigs and hairpieces	Nil

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

Unit Code	Unit Title	Prerequisite(s)
<b>Hair Reformation (REF)</b>		
SHBHREF001	Curl and volumise hair with chemical treatments	Nil
SHBHREF002	Straighten and relax hair with chemical treatments	Nil
SHBHREF003	Straighten and relax hair with protein treatments	Nil
SHBHREF004	Enhance hair designs using chemical reformation techniques	Nil
SHBHREF005	Rinse and neutralise chemically restructured hair	Nil
<b>Technical Leadership (TLS)</b>		
SHBH TLS001	Provide technical leadership to hairdressing teams	Nil
SHBH TLS002	Research and use hairdressing trends to advance creative work	Nil
SHBH TLS003	Work as a session stylist	Nil
SHBH TLS004	Provide creative leadership to the hairdressing industry	Nil
SHBH TLS005	Conceive, develop and realise innovative hairdressing concepts for media	Nil
SHBH TLS006	Conceive, develop and realise innovative hairdressing concepts for events	Nil
SHBH TLS007	Plan and deliver professional hairdressing presentations	Nil
SHBH TLS008	Originate and refine hair design concepts	Nil
SHBH TLS009	Work to a brief to develop and refine hair designs	Nil
<b>Trichology (TRI)</b>		
SHBH TRI001	Identify and treat hair and scalp conditions	Nil
SHBH TRI002	Conduct trichological assessments	Nil
SHBH TRI003	Develop and apply scalp treatment therapies	Nil
<b>Working in Industry (IND)</b>		
SHBH IND001	Maintain and organise tools, equipment and work areas	Nil
SHBH IND002	Research and use hairdressing industry information	Nil
SHBH IND003	Develop and expand a client base	Nil
SHBH IND004	Participate in session styling teams	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)
<b>BSB Business Services</b>		
BSBCRT601	Research and apply concepts and theories of creativity	Nil
BSBDES602	Research global design trends	Nil
BSBDES801	Research and apply design theory	Nil
BSBFRA401	Manage compliance with franchisee obligations and legislative requirements	Nil
BSBFRA402	Establish a franchise	Nil
BSBFRA403	Manage relationship with franchisor	Nil
BSBFRA404	Manage a multiple-site franchise	Nil
BSBHRM404	Review human resource functions	Nil
BSBHRM506	Manage recruitment selection and induction processes	Nil
BSBINN301	Promote innovation in a team environment	Nil
BSBLED501	Develop a workplace learning environment	Nil
BSBMGT502	Manage people performance	Nil
BSBMKG413	Promote products and services	Nil
BSBSMB304	Determine resource requirements for the micro business	Nil
BSBSMB402	Plan small business finances	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
BSBSMB408	Manage personal, family, cultural and business obligations	Nil
BSBSMB409	Build and maintain relationships with small business stakeholders	Nil
BSBSUS201	Participate in environmentally sustainable work practices	Nil
BSBSUS501	Develop workplace policy and procedures for sustainability	Nil
BSBWHS201	Contribute to health and safety of self and others	Nil
BSBWOR501	Manage personal work priorities and professional development	Nil
BSBWOR502	Lead and manage team effectiveness	Nil
<b>ICT Information and Communications Technology</b>		
ICTWEB201	Use social media tools for collaboration and engagement	Nil
<b>SIR Retail Services</b>		
SIRRINV001	Receive and handle retail stock	Nil

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

Unit Code	Unit Title	Prerequisite(s)
SIRRMER001	Produce visual merchandise displays	Nil
SIRXIND003	Organise personal work requirements	Nil
SIRXSLS001	Sell to the retail customer	Nil
<b>TAE10 Training and Education</b>		
TAEASS401B	Plan assessment activities and processes	Nil
TAEASS402B	Assess competence	Nil
TAEDEL301A	Provide work skill instruction	Nil
TAEDEL402A	Plan, organise and facilitate learning in the workplace	Nil

## 1.5 Qualification Mapping

### 1.5.1 Beauty Services qualifications

Qualification Mapping – SIB10 V1.2 to SHB V2.0		
Previous Qualification SIB10 V1.2	Replacement Qualification SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
SIB20110 Certificate II in Retail Make-up and Skin Care	SHB20116 Certificate II in Retail Cosmetics	<ul style="list-style-type: none"> <li>• E</li> <li>• Qualification title simplified.</li> <li>• Total number of units for completion remains at 15.</li> </ul>
SIB20210 Certificate II in Nail Technology	SHB30315 Certificate III in Nail Technology	<ul style="list-style-type: none"> <li>• N</li> <li>• Revised qualification now aligned to AQF level 3.</li> <li>• Number of core units increased from 10 to 11; electives reduced from 5 to 4.</li> </ul>
SIB30110 Certificate III in Beauty Services	SHB30115 Certificate III in Beauty Services	<ul style="list-style-type: none"> <li>• E</li> <li>• Total number of units reduced from 20 to 15 units. Core units increased from 9 to 11; elective units reduced from 11 to 4. Changes better reflect the skill requirements of the job profile.</li> </ul>
	SHB30215 Certificate III in Make-Up	<ul style="list-style-type: none"> <li>• New qualification.</li> </ul>
SIB40110 Certificate IV in Beauty Therapy	SHB40115 Certificate IV in Beauty Therapy	<ul style="list-style-type: none"> <li>• E</li> <li>• Total number of units reduced from 25 to 19 units. Core units reduced from 17 to 13; elective units reduced from 8 to 6. Changes better reflect the skill requirements of the job profile.</li> </ul>
SIB50110 Diploma of Beauty Therapy	SHB50115 Diploma of Beauty Therapy	<ul style="list-style-type: none"> <li>• E</li> <li>• Total number of units reduced from 33 to 25 units. Core units reduced from 22 to 13; elective units increased from 11 to 12. Changes better reflect the skill requirements of the job profile.</li> </ul>
SIB50210 Diploma of Salon Management	SHB50216 Diploma of Salon Management	<ul style="list-style-type: none"> <li>• N</li> <li>• Work health and safety unit added to core.</li> <li>• Total number of units for completion remains at 10. Core units increased from 6 to 7; elective units reduced from 4 to 3.</li> </ul>

### 1.5.2 Hairdressing qualifications

Qualification Mapping – SIH11 V2.0 to SHB V2.0		
Previous Qualification SIH11 V2.0	Replacement Qualification SHB V1.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
SIH20111 Certificate II in Hairdressing	SHB20216 Certificate II in Salon Assistant	<ul style="list-style-type: none"> <li>• N</li> <li>• Title changed to better reflect the qualification.</li> <li>• Changes to core units of competency.</li> <li>• Total number of units for completion reduced from 13 to 12. Core units remain at 8; electives reduced from 5 to 4.</li> </ul>
SIH30111 Certificate III in Hairdressing	SHB30416 Certificate III in Hairdressing	<ul style="list-style-type: none"> <li>• N</li> <li>• SHBHREF001 Curl and volumise hair with chemical treatments - moved from core to elective.</li> <li>• Total number of units for completion reduced from 32 to 28. Core units reduced from 26 to 21; elective units increased from 6 to 7.</li> <li>• Reduction in total number of units to achieve qualification reflects consolidation of units.</li> </ul>
	SHB30516 Certificate III in Barbering	<ul style="list-style-type: none"> <li>• New qualification.</li> </ul>
SIH40111 Certificate IV in Hairdressing	SHB40216 Certificate IV in Hairdressing	<ul style="list-style-type: none"> <li>• E</li> <li>• Entry requirement provides more clarity.</li> <li>• Packaging rules amended to ensure selection of electives pertaining to core job outcome.</li> <li>• Total number of units for completion remains at 11.</li> </ul>
SIH80113 Graduate Certificate in Hairdressing Creative Leadership	SHB80116 Graduate Certificate in Hairdressing Creative Leadership	<ul style="list-style-type: none"> <li>• E</li> <li>• Total number of units for completion remains at 6.</li> </ul>

## 1.6 Unit of Competency Mapping

For an explanation of how content has been housed in the new format for the *Standards for Training Packages*, refer to: [Appendix 2: Unit of Competency and Assessment Requirements Explained](#).

A unit is mapped as equivalent (E) when it provides the same skill and knowledge outcomes:

- elements and performance criteria are the same, but are re-ordered and or expressed differently for clarity
- knowledge requirements are the same, but are expressed differently for clarity.

A unit is mapped as not equivalent (N) when it provides different skill and knowledge outcomes:

- elements and or performance criteria have been added or removed
- knowledge requirements have been added or removed.

In all cases, the requirements for assessment are now more fully prescribed in the Assessment Requirements but this does not affect the skill and knowledge content of the unit.

### 1.6.1 Beauty Services units of competency

Unit of Competency Mapping – SIB10 V1.2 to SHB V2.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
<b>Body Services (BOS)</b>		
SIBBBOS401A Perform body massage	SHBBBOS002 Provide body massages	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Significant changes to content of Application Statement, Elements and Performance Criteria.</li> <li>• Incorporates content from:                             <ul style="list-style-type: none"> <li>○ SIBBCCS301A Apply the principles of skin biology to beauty treatments</li> <li>○ SIBBCCS403A Recognise body structures and systems in a beauty therapy context</li> <li>○ SIBBCCS405A Develop treatment plans</li> <li>○ SIBBCCS408A Promote healthy nutritional options in a beauty therapy context.</li> </ul> </li> </ul>
SIBBBOS402A Provide body treatments	SHBBBOS003 Provide body treatments	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Significant changes to content of Application Statement, Elements and Performance Criteria.</li> <li>• Prerequisite removed.</li> <li>• Incorporates content from:                             <ul style="list-style-type: none"> <li>○ SIBBCCS301A Apply the principles of skin biology to beauty treatments</li> <li>○ SIBBCCS403A Recognise body structures and systems in a beauty therapy context</li> <li>○ SIBBCCS404A Work in a skin therapies framework</li> <li>○ SIBBCCS405A Develop treatment plans</li> <li>○ SIBBCCS406A Use electricity in beauty therapy treatments</li> </ul> </li> </ul>

Unit of Competency Mapping – SIB10 V1.2 to SHB V2.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
		<ul style="list-style-type: none"> <li>○ SIBBCCS407A Interpret the chemical composition and physical actions of cosmetic products</li> <li>○ SIBBCCS408A Promote healthy nutritional options in a beauty therapy context.</li> </ul>
SIBBBOS403A Perform aromatherapy massage	SHBBBOS004 Provide aromatherapy massages	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Changes to content of Application Statement, Elements and Performance Criteria.</li> <li>• Prerequisite removed.</li> </ul>
SIBBBOS504A Apply aromatic plant oil chemistry to beauty treatments	Deleted	<ul style="list-style-type: none"> <li>• Content incorporated into: <ul style="list-style-type: none"> <li>○ SHBBCCS002 Prepare personalised aromatic plant oil blends for beauty treatments.</li> </ul> </li> </ul>
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"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Competency Field changed to Client Services to better reflect the intent of the unit.</li> <li>• Significant changes to content of Elements and Performance Criteria.</li> <li>• Incorporates content from: <ul style="list-style-type: none"> <li>○ SIBBBOS504A Apply aromatic plant oil chemistry to beauty treatments.</li> </ul> </li> </ul>
SIBBBOS506A Use reflexology relaxation techniques in beauty treatments	SHBBBOS005 Use reflexology relaxation techniques in beauty treatments	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Changes to content of Application Statement, Elements and Performance Criteria.</li> </ul>
	SHBBBOS006 Provide superficial lymph massage treatments	<ul style="list-style-type: none"> <li>• New unit.</li> </ul>
<b>Client Services (CCS)</b>		
SIBBCCS301A Apply the principles of skin biology to beauty treatments	Deleted	<ul style="list-style-type: none"> <li>• Content incorporated into: <ul style="list-style-type: none"> <li>○ SHBBBOS002 Provide body massages</li> <li>○ SHBBFAS002 Provide facial treatments and skin care advice</li> <li>○ SHBBFAS003 Provide specialised facial treatments.</li> </ul> </li> </ul>
SIBBCCS302A Advise on beauty services	SHBBCCS001 Advise on beauty products and services	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Significant changes to content of Elements and Performance Criteria.</li> <li>• Incorporates content from: <ul style="list-style-type: none"> <li>○ SIBBFAS201A Demonstrate retail skin care</li> </ul> </li> </ul>

Unit of Competency Mapping – SIB10 V1.2 to SHB V2.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
		products.
SIBBCCS403A Recognise body structures and systems in a beauty therapy context	Deleted	<ul style="list-style-type: none"> <li>• Content incorporated into:               <ul style="list-style-type: none"> <li>○ SHBBBOS002 Provide body massages</li> <li>○ SHBBBOS003 Provide body treatments</li> <li>○ SHBBFAS002 Provide facial treatments and skin care advice</li> <li>○ SHBBFAS003 Provide specialised facial treatments.</li> </ul> </li> </ul>
SIBBCCS404A Work in a skin therapies framework	Deleted	<ul style="list-style-type: none"> <li>• Content incorporated into:               <ul style="list-style-type: none"> <li>○ SHBBBOS003 Provide body treatments</li> <li>○ SHBBFAS002 Provide facial treatments and skin care recommendations</li> <li>○ SHBBFAS003 Provide specialised facial treatments.</li> </ul> </li> </ul>
SIBBCCS405A Develop treatment plans	Deleted	<ul style="list-style-type: none"> <li>• Content incorporated into:               <ul style="list-style-type: none"> <li>○ SHBBBOS002 Provide body massages</li> <li>○ SHBBBOS003 Provide body treatments</li> <li>○ SHBBFAS002 Provide facial treatments and skin care recommendations</li> <li>○ SHBBFAS003 Provide specialised facial treatments.</li> </ul> </li> </ul>
SIBBCCS406A Use electricity in beauty therapy treatments	Deleted	<ul style="list-style-type: none"> <li>• Content incorporated into:               <ul style="list-style-type: none"> <li>○ SHBBBOS003 Provide body treatments</li> <li>○ SHBBFAS003 Provide specialised facial treatments</li> <li>○ SHBBHRS004 Provide hair reduction treatments using electrical currents</li> <li>○ SHBBSKS002 Provide diathermy treatments</li> <li>○ SHBXWHS001 Apply safe hygiene, health and work practices.</li> </ul> </li> </ul>
SIBBCCS407A Interpret the chemical composition and physical actions of cosmetic products	Deleted	<ul style="list-style-type: none"> <li>• Content incorporated into:               <ul style="list-style-type: none"> <li>○ SHBBBOS003 Provide body treatments</li> <li>○ SHBBFAS003 Provide specialised facial treatments</li> <li>○ SHBBMUP002 Design and apply make-up</li> <li>○ SHBBMUP004 Design and apply remedial camouflage make-up</li> <li>○ SHBBSKS003 Design and provide cosmetic tattooing.</li> </ul> </li> </ul>
SIBBCCS408A Provide healthy nutritional options in a beauty therapy context	Deleted	<ul style="list-style-type: none"> <li>• Content incorporated into:               <ul style="list-style-type: none"> <li>○ SHBBBOS002 Provide body massages</li> <li>○ SHBBBOS003 Provide body treatments</li> <li>○ SHBBFAS002 Provide facial treatments and skin care recommendations</li> <li>○ SHBBFAS003 Provide specialised facial treatments.</li> </ul> </li> </ul>
<b>Facial Services (FAS)</b>		
SIBBFAS201A Demonstrate retail skin	Deleted	<ul style="list-style-type: none"> <li>• Content incorporated into:               <ul style="list-style-type: none"> <li>○ SHBCCS001 Advise on beauty products</li> </ul> </li> </ul>

Unit of Competency Mapping – SIB10 V1.2 to SHB V2.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
care products		and services.
SIBBFAS302A Provide lash and brow treatments	SHBBFAS001 Provide lash and brow services	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
SIBBFAS303A Design and apply remedial camouflage make-up	SHBBMUP004 Design and apply remedial camouflage make-up	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Competency Field changed from Facial Services to better reflect intent of the unit.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
SIBBFAS404A Provide facial treatments	SHBBFAS002 Provide facial treatments and skin care recommendations	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Significant changes to content of Application Statement, Elements and Performance Criteria.</li> <li>• Incorporates content from:               <ul style="list-style-type: none"> <li>○ SIBBCCS301A Apply the principles of skin biology to beauty treatments</li> <li>○ SIBBCCS403A Recognise body structures and systems in a beauty therapy context</li> <li>○ SIBBCCS404A Work in a skin therapies framework</li> <li>○ SIBBCCS405A Develop treatment plans</li> <li>○ SIBBCCS407A Interpret the chemical composition and physical actions of cosmetic products</li> <li>○ SIBBCCS408A Promote healthy nutritional options in a beauty therapy context.</li> </ul> </li> </ul>

Unit of Competency Mapping – SIB10 V1.2 to SHB V2.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V2.0	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"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Significant changes to content of Application Statement, Elements and Performance Criteria.</li> <li>• Prerequisite removed.</li> <li>• Incorporates content from:               <ul style="list-style-type: none"> <li>○ SIBBCCS301A Apply the principles of skin biology to beauty treatments</li> <li>○ SIBBCCS403A Recognise body structures and systems in a beauty therapy context</li> <li>○ SIBBCCS404A Work in a skin therapies framework</li> <li>○ SIBBCCS405A Develop treatment plans</li> <li>○ SIBBCCS406A Use electricity in beauty therapy treatments</li> <li>○ SIBBCCS407A Interpret the chemical composition and physical actions of cosmetic products</li> <li>○ SIBBCCS408A Promote healthy nutritional options in a beauty therapy context.</li> </ul> </li> </ul>
<b>Hair Reduction Services (HRS)</b>		
SIBBHRS301A Perform waxing treatments	SHBBHRS001 Provide waxing services	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
SIBBHRS502A Perform female intimate waxing treatments	SHBBHRS002 Provide female intimate waxing services	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
SIBBHRS503A Perform male intimate waxing treatments	SHBBHRS003 Provide male intimate waxing services	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>

Unit of Competency Mapping – SIB10 V1.2 to SHB V2.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
SIBBHRS504A Provide electrolysis treatments	SHBBHRS004 Provide hair reduction treatments using electrical currents	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed to better reflect the outcome of the unit.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
<b>Infection Control (INF)</b>		
	SHBBINF001 Maintain infection control standards	<ul style="list-style-type: none"> <li>• New unit.</li> </ul>
<b>Make-Up Services (MUP)</b>		
	SHBBMUP001 Apply eyelash extensions	<ul style="list-style-type: none"> <li>• New unit.</li> </ul>
	SHBBMUP005 Apply airbrushed make-up	<ul style="list-style-type: none"> <li>• New unit.</li> </ul>
	SHBBMUP006 Design and apply creative make-up	<ul style="list-style-type: none"> <li>• New unit.</li> </ul>
	SHBBMUP007 Work collaboratively on make-up productions	<ul style="list-style-type: none"> <li>• New unit.</li> </ul>
<b>Nail Services (NLS)</b>		
SIBBNLS201A Work in a nail services framework	Deleted	<ul style="list-style-type: none"> <li>• Content incorporated into:                             <ul style="list-style-type: none"> <li>○ SHBBNLS001 Provide manicure and pedicure services.</li> </ul> </li> </ul>
SIBBNLS202A Provide manicure and pedicure services	SHBBNLS001 Provide manicure and pedicure services	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Significant changes to content of Application Statement, Elements and Performance Criteria.</li> <li>• Incorporates content from:                             <ul style="list-style-type: none"> <li>○ SBBNLS201A Work in a nails services framework.</li> </ul> </li> </ul>
SIBBNLS203A Apply ultraviolet gel nail enhancement	SHBBNLS002 Apply gel nail enhancements	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
SIBBNLS204A Apply	SHBBNLS003 Apply	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for</i></li> </ul>

Unit of Competency Mapping – SIB10 V1.2 to SHB V2.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
acrylic nail enhancement	acrylic nail enhancements	<ul style="list-style-type: none"> <li>• <i>Training Packages.</i></li> <li>• Title changed.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
SIBBNLS205A Apply nail art	SHBBNLS004 Apply nail art	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
SIBBNLS206A Use electric file equipment for nails	SHBBNLS005 Use electric file equipment for nail services	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Title changed.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
SIBBNLS207A Apply advanced nail art	SHBBNLS006 Apply advanced nail art	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
<b>Research (RES)</b>		
SIBBRES201A Research and apply beauty industry information	SHBBRES001 Research and apply beauty industry information	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
<b>Skin Services (SKS)</b>		
SIBBSKS201A Pierce ears	SHBBSKS001 Pierce ear lobes	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Title changed.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
SIBBSKS302A Apply cosmetic tanning products	SHBBBOS001 Apply cosmetic tanning products	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Competency Field changed from Skin Services to better reflect intent of the unit.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
SIBBSKS503A Provide diathermy treatments	SHBBSKS002 Provide diathermy treatments	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Changes to content of Application Statement, Elements and Performance Criteria.</li> <li>• Prerequisite added: <ul style="list-style-type: none"> <li>○ SHBBINF001 Maintain infection control standards.</li> </ul> </li> </ul>

Unit of Competency Mapping – SIB10 V1.2 to SHB V2.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
SIBBSKS504A Design and perform cosmetic tattooing	SHBBSKS003 Design and provide cosmetic tattooing	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> <li>• Prerequisite added:                             <ul style="list-style-type: none"> <li>○ SHBBINF001 Maintain infection control standards.</li> </ul> </li> </ul>
SIBBSKS505A Provide upper body piercing	SHBBSKS004 Provide upper body piercings	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> <li>• Prerequisite added:                             <ul style="list-style-type: none"> <li>○ SHBBINF001 Maintain infection control standards.</li> </ul> </li> </ul>
SIBBSKS506A Apply micro-dermabrasion to improve skin appearance	SHBBSKS005 Provide micro-dermabrasion treatments	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> <li>• Prerequisite added:                             <ul style="list-style-type: none"> <li>○ SHBBINF001 Maintain infection control standards.</li> </ul> </li> </ul>
<b>Spa Services (SPA)</b>		
SIBBSPA501A Work in a spa therapies framework	SHBBSPA001 Work in a spa therapies framework	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
SIBBSPA502A Plan spa programs	Deleted	<ul style="list-style-type: none"> <li>• Deleted unit.</li> <li>• Content incorporated into:                             <ul style="list-style-type: none"> <li>○ SHBBSPA002 Provide spa therapies.</li> </ul> </li> </ul>
SIBBSPA503A Provide spa therapies	SHBBSPA002 Provide spa therapies	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> <li>• Incorporates content from:                             <ul style="list-style-type: none"> <li>○ SIBBSPA502A Plan spa programs.</li> </ul> </li> </ul>
SIBBSPA504A Provide stone therapy massage	SHBBSPA003 Provide stone therapy massages	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
SIBBSPA505A Provide	SHBBSPA004 Provide	<ul style="list-style-type: none"> <li>• E</li> </ul>

Unit of Competency Mapping – SIB10 V1.2 to SHB V2.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
Indian head massage for relaxation	Indian head massages for relaxation	<ul style="list-style-type: none"> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
<b>CROSS-SECTOR (X)</b>		
<b>Client Services (CCS)</b>		
SIBXCCS201A Conduct financial transactions	SHBXCCS001 Conduct salon financial transactions	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Titled changed.</li> </ul>
SIBXCCS202A Provide service to clients	SHBXCCS002 Provide salon services to clients	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Titled changed.</li> </ul>
	SHBXCCS004 Recommend products and services	<ul style="list-style-type: none"> <li>• New unit.</li> </ul>
<b>Facial Services (FAS)</b>		
SIBXFAS201A Design and apply make-up	SHBBMUP002 Design and apply make-up	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Competency Field changed to Make Up-Services to better reflect the intent of the unit.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
SIBXFAS202A Design and apply make-up for photography	SHBBMUP003 Design and apply make-up for photography	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Competency Field changed to Make Up-Services to better reflect the intent of the unit.</li> <li>• Updated content of Application Statement, Elements and Performance Criteria.</li> </ul>
<b>Personal Services Management (PSM)</b>		
SIBXPSM501A Lead teams in a personal services environment	SHBXPSM001 Lead teams in a personal services environment	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Elements and performance criteria rationalised as much content duplicated SHBXPSM002 Manage treatment services and sales delivery.</li> <li>• Unit now focuses on leadership skills.</li> <li>• Knowledge evidence changed substantially to better target what is required.</li> </ul>
SIBXPSM502A Manage treatment services and	SHBXPSM002 Manage treatment services and	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for</i></li> </ul>

Unit of Competency Mapping – SIB10 V1.2 to SHB V2.0		
Previous Unit Code and Title SIB10 V1.2	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
sales delivery	sales delivery	<ul style="list-style-type: none"> <li>• <i>Training Packages.</i></li> <li>• Performance criteria re-ordered and rationalised to remove duplication.</li> <li>• Knowledge evidence changed substantially to better target what is required.</li> </ul>
SIBXPSM503A Promote a personal services business	SHBXPSM003 Promote a personal services business	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Knowledge requirements added.</li> </ul>
<b>Research (RES)</b>		
SIBXRES501A Investigate new products and services	SHBXPSM004 Develop a product and service range	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i></li> <li>• Titled changed and unit competency field changed to Personal Services Management.</li> <li>• Elements and performance criteria re-ordered and rationalised to remove duplication.</li> <li>• Knowledge evidence changed substantially to better target what is required.</li> </ul>
<b>Work Health and Safety (WHS)</b>		
	SHBXWHS001 Apply safe hygiene, health and work practices	<ul style="list-style-type: none"> <li>• New unit.</li> <li>• Incorporates content from: <ul style="list-style-type: none"> <li>○ SIBBCCS406A Use electricity in beauty therapy treatments.</li> </ul> </li> </ul>
<b>Working in Industry (IND)</b>		
	SHBXIND001 Comply with organisational requirements within a personal services environment	<ul style="list-style-type: none"> <li>• New unit.</li> </ul>
	SHBXIND002 Communicate as part of a salon team.	<ul style="list-style-type: none"> <li>• New unit.</li> </ul>

## 1.6.2 Hairdressing units of competency

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0		
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
<b>Basin Services (BAS)</b>		
SIHHBAS201A Perform shampoo and basin services	SHBBAS001 Provide shampoo and basin services	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> </ul>
SIHHBAS202A Perform head neck and shoulder massage	SHBBAS002 Provide head, neck and shoulder massages for relaxation	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed to better reflect intent of the unit.</li> <li>• Knowledge requirements added.</li> </ul>
<b>Client Service (CCS)</b>		
SIHHCCS201A Greet and prepare clients for salon services	SHBXCCS003 Greet and prepare clients for salon services	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Competency field changed to cross-sector to better reflect application of the unit.</li> </ul>
SIHHCCS302A Perform a full client consultation	Deleted	<ul style="list-style-type: none"> <li>• Relevant skills and knowledge incorporated in appropriate technical units as part of pre-service client consultation.</li> </ul>
SIHHCCS303A Respond to service related and technical problems	Deleted	<ul style="list-style-type: none"> <li>• Skills and knowledge to deal with technical service dissatisfaction incorporated in appropriate technical units as part of reviewing service outcomes.</li> <li>• General client service and complaints covered in:                             <ul style="list-style-type: none"> <li>○ SHBXCCS002 Provide salon services to clients.</li> </ul> </li> </ul>
SIHHCCS304A Plan services for special events	SHBHCCS001 Plan hair services for special events	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed to better reflect intent of the unit.</li> </ul>
<b>Colour and Lightening (CLS)</b>		
SIHHCLS201A Apply hair colour products	SHBHCLS001 Apply hair colour products	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> </ul>
SIHHCLS302A Colour and lighten hair	SHBHCLS002 Colour and lighten hair	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Incorporates relevant skills and knowledge from deleted units:                             <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related</li> </ul> </li> </ul>

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0		
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
		<ul style="list-style-type: none"> <li>and technical problems</li> <li>○ SIHHHSC301A Apply the principles of hairdressing science.</li> </ul>
SIHHCLS303A Design and perform full and partial highlighting techniques	SHBHCLS003 Provide full and partial head highlighting treatments	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title simplified.</li> <li>• Incorporates relevant skills and knowledge from deleted units:               <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems</li> <li>○ SIHHHSC301A Apply the principles of hairdressing science.</li> </ul> </li> </ul>
SIHHCLS304A Neutralise unwanted colours and tones	SHBHCLS004 Neutralise unwanted colours and tones	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Incorporates relevant skills and knowledge from deleted units:               <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems</li> <li>○ SIHHHSC301A Apply the principles of hairdressing science.</li> </ul> </li> </ul>
SIHHCLS305A Perform on scalp full head and retouch bleach services	SHBHCLS005 Provide on scalp full head and retouch bleach treatments	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Titled changed.</li> <li>• Incorporates relevant skills and knowledge from deleted units:               <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems</li> <li>○ SIHHHSC301A Apply the principles of hairdressing science.</li> </ul> </li> </ul>
SIHHCLS406A Solve complex colour problems	SHBHCLS006 Solve complex colour problems	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Elements and performance criteria expanded to better describe all tasks.</li> <li>• Incorporates relevant skills and knowledge from deleted units:               <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems</li> <li>○ SIHHHSC301A Apply the principles of</li> </ul> </li> </ul>

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0		
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
		hairdressing science.
SIHHCLS407A Apply creative colouring and lightening techniques to enhance hair designs	SHBHCLS007 Enhance hair designs using creative colouring and lightening techniques	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Elements and performance criteria expanded to better describe all tasks.</li> <li>• Incorporates relevant skills and knowledge from deleted units:               <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems</li> <li>○ SIHHHSC301A Apply the principles of hairdressing science.</li> </ul> </li> </ul>
<b>Haircutting (CUT)</b>		
SIHHHCS301A Design haircut structures	SHBHCUT001 Design haircut structures	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Knowledge requirements added.</li> </ul>
SIHHHCS302A Apply one length or solid haircut structures	SHBHCUT002 Create one length or solid haircut structures	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Incorporates relevant skills and knowledge from deleted units:               <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems.</li> </ul> </li> </ul>
SIHHHCS303A Apply graduated haircut structures	SHBHCUT003 Create graduated haircut structures	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Incorporates relevant skills and knowledge from deleted units:               <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems.</li> </ul> </li> </ul>
SIHHHCS304A Apply layered haircut structures	SHBHCUT004 Create layered haircut structures	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Incorporates relevant skills and knowledge from deleted units:               <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems.</li> </ul> </li> </ul>

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0		
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
SIHHHCS305A Apply over-comb techniques	SHBH CUT005 Cut hair using over-comb techniques	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed to better reflect intent of the unit.</li> <li>• Elements and performance criteria expanded to better describe all tasks.</li> <li>• Incorporates relevant skills and knowledge from deleted units:                             <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems.</li> </ul> </li> </ul>
SIHHHCS306A Combine structures for current haircut designs	SHBH CUT006 Create combined haircut structures	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Elements and performance criteria expanded to better describe all tasks.</li> <li>• Incorporates relevant skills and knowledge from deleted units:                             <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems.</li> </ul> </li> </ul>
SIHHHCS307A Combine structures for traditional and classic men’s haircut designs	SHBH CUT007 Create combined traditional and classic men’s haircut structures	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Elements and performance criteria expanded to better describe all tasks.</li> <li>• Incorporates relevant skills and knowledge from deleted units:                             <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems.</li> </ul> </li> </ul>
SIHHHCS308A Design and maintain beards and moustaches	SHBH CUT011 Design and maintain beards and moustaches	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Incorporates relevant skills and knowledge from deleted units:                             <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems.</li> </ul> </li> </ul>
SIHHHCS309A Perform face and head shaves	SHBH CUT012 Shave heads and faces	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> </ul>
SIHHHCS410A Design and perform creative	SHBH CUT008 Design and perform creative	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for</i></li> </ul>

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0		
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
haircuts	haircuts	<ul style="list-style-type: none"> <li>• <i>Training Packages.</i></li> <li>• Elements and performance criteria expanded to better describe all tasks.</li> <li>• Incorporates relevant skills and knowledge from deleted unit:                             <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation.</li> </ul> </li> </ul>
	SHBHCU009 Cut hair using freehand clipper techniques	<ul style="list-style-type: none"> <li>• New unit.</li> </ul>
	SHBHCU010 Create haircuts using tracks and carving	<ul style="list-style-type: none"> <li>• New unit.</li> </ul>
	SHBHCU013 Provide men’s general grooming services	<ul style="list-style-type: none"> <li>• New unit.</li> </ul>
<b>Hair Design (DES)</b>		
SIHHHDS201A Dry hair to shape	SHBHDES001 Dry hair to shape	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> </ul>
SIHHHDS202A Apply hair braiding techniques	SHBHDES002 Braid hair	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Title simplified.</li> </ul>
SIHHHDS303A Design and apply short to medium length hair design finishes	SHBHDES003 Create finished hair designs	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Title simplified.</li> </ul>
SIHHHDS304A Design and apply classic long hair up styles	SHBHDES004 Create classic long hair up-styles	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Title simplified.</li> </ul>
SIHHHDS305A Select and apply hair extensions	SHBHDES005 Select and apply hair extensions	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Performance criteria added to cover consideration of elements and principles of hair design.</li> <li>• Knowledge requirements added.</li> </ul>
SIHHHDS406A Design and apply creative long hair designs	SHBHDES006 Design and style long hair creatively	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Title changed.</li> </ul>
SIHHHDS407A Apply and maintain wigs and hairpieces	SHBHDES007 Apply and maintain wigs and hairpieces	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> </ul>

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0		
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
		<ul style="list-style-type: none"> <li>• Performance criteria added to cover full consultation.</li> <li>• Knowledge requirements added.</li> </ul>
SIHHHDS408A Make wigs and hairpieces	SHBHDES008 Make wigs and hairpieces	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Knowledge requirements added.</li> </ul>
<b>Hair Reformation (REF)</b>		
SIHHHRS201A Rinse and neutralise chemically restructured hair	SHBHREF005 Rinse and neutralise chemically restructured hair	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> </ul>
SIHHHRS302A Perform chemical curling and volumising services	SHBHREF001 Curl and volumise hair with chemical treatments	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed to better reflect the intent of the unit.</li> <li>• Incorporates relevant skills and knowledge from deleted units:                             <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems</li> <li>○ SIHHHSC301A Apply the principles of hairdressing science.</li> </ul> </li> </ul>
SIHHHRS303A Perform chemical straightening and relaxing services	SHBHREF002 Straighten and relax hair with chemical treatments	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Incorporates relevant skills and knowledge from deleted units:                             <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems</li> <li>○ SIHHHSC301A Apply the principles of hairdressing science.</li> </ul> </li> </ul>
SIHHHRS304A Perform protein straightening and relaxing treatments	SHBHREF003 Straighten and relax hair with protein treatments	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> <li>• Incorporates relevant skills and knowledge from deleted units:                             <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems</li> <li>○ SIHHHSC301A Apply the principles of hairdressing science.</li> </ul> </li> </ul>
SIHHHRS405A Apply chemical reformation	SHBHREF004 Enhance hair designs using	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for</i></li> </ul>

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0		
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
techniques to enhance hair designs	chemical reformation techniques	<p><i>Training Packages.</i></p> <ul style="list-style-type: none"> <li>• Title changed.</li> <li>• Elements and performance criteria expanded to better describe all tasks.</li> <li>• Incorporates relevant skills and knowledge from deleted units:               <ul style="list-style-type: none"> <li>○ SIHHCCS302A Perform a full client consultation</li> <li>○ SIHHCCS303A Respond to service related and technical problems</li> <li>○ SIHHHSC301A Apply the principles of hairdressing science.</li> </ul> </li> </ul>
<b>Hair Science (HSC)</b>		
SIHHHSC301A Apply the principles of hairdressing science	Deleted	<ul style="list-style-type: none"> <li>• Relevant skills and knowledge incorporated in a range of technical SHBH units including Colour and Lightening, Hair Reformation, Trichology.</li> </ul>
SIHHHSC302A Identify and treat hair and scalp conditions	SHBHTRI001 Identify and treat hair and scalp conditions	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Unit competency field changed to Trichology.</li> <li>• Element about testing for allergic reactions prior to colouring service deleted; covered in in colouring units.</li> <li>• Incorporates relevant skills and knowledge from deleted unit:               <ul style="list-style-type: none"> <li>○ SIHHHSC301A Apply the principles of hairdressing science.</li> </ul> </li> </ul>
SIHHHSC403A Apply knowledge of hair and scalp problems to trichological consultations	Deleted	<ul style="list-style-type: none"> <li>• Relevant skills and knowledge incorporated in:               <ul style="list-style-type: none"> <li>○ SHBHTRI002 Conduct trichological assessments.</li> </ul> </li> </ul>
SIHHHSC404A Perform trichological assessments	SHBHTRI002 Conduct trichological assessments	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Titled changed.</li> <li>• Unit competency field changed to Trichology.</li> <li>• Incorporates relevant skills and knowledge from deleted units:               <ul style="list-style-type: none"> <li>○ SIHHHSC301A Apply the principles of hairdressing science</li> <li>○ SIHHHSC403A Apply knowledge of hair and scalp problems to trichological consultations</li> <li>○ SIHHHSC405A Apply the principles of nutrition.</li> </ul> </li> </ul>
SIHHHSC405A Apply the principles of nutrition	Deleted	<ul style="list-style-type: none"> <li>• Relevant skills and knowledge incorporated in:</li> </ul>

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0		
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
		<ul style="list-style-type: none"> <li>○ SHBHTRI002 Conduct trichological assessments.</li> </ul>
SIHHHSC406A Develop and apply scalp treatment therapies	SHBTRI003 Develop and apply scalp treatment therapies	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Unit competency field changed to Trichology.</li> <li>• Incorporates relevant skills and knowledge from deleted units:                             <ul style="list-style-type: none"> <li>○ SIHHHSC301A Apply the principles of hairdressing science</li> <li>○ SIHHHSC403A Apply knowledge of hair and scalp problems to trichological consultations.</li> </ul> </li> </ul>
Occupational Health and Safety (OHS)		
SIHHOHS201A Apply salon safety procedures	SHBXWHS002 Provide a safe work environment	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Titled changed to more accurately reflect application of the unit.</li> <li>• Unit changed to cross-sector.</li> <li>• Elements added to cover infection risks to self and clients, safe use of electrical equipment and cleaning.</li> </ul> <p style="margin-left: 40px;">Handling and using chemicals incorporated in a range of technical SHBH units including Colour and Lightening, Hair Reformation, Trichology.</p>
Technical Leadership (TLS)		
SIHHTLS401A Provide technical leadership within the hairdressing context	SHBH TLS001 Provide technical leadership to hairdressing teams	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title changed.</li> </ul>
SIHHTLS402A Research and utilise hairdressing trends to advance creative work	SHBH TLS002 Research and use hairdressing trends to advance creative work	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> <li>• Title simplified and made consistent with other units</li> <li>• Knowledge evidence changed substantially to better target what is required.</li> </ul>
SIHHTLS403A Work as a session stylist	SHBH TLS003 Work as a session stylist	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> </ul>
SIHHTLS804 Provide creative leadership to the hairdressing industry	SHBH TLS004 Provide creative leadership to the hairdressing industry	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages</i>.</li> </ul>
SIHHTLS805 Conceive, develop and realise	SHBH TLS005 Conceive, develop and realise	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for</i></li> </ul>

Unit of Competency Mapping – SIH11 V2.0 to SHB V2.0		
Previous Unit Code and Title SIH11 V2.0	Replacement Unit Code and Title SHB V2.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
innovative hairdressing concepts for media	innovative hairdressing concepts for media	<i>Training Packages.</i>
SIHHTLS806 Conceive, develop and realise innovative hairdressing concepts for events	SHBHTLS006 Conceive, develop and realise innovative hairdressing concepts for events	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> </ul>
SIHHTLS807 Plan and deliver professional hairdressing presentations	SHBHTLS007 Plan and deliver professional hairdressing presentations	<ul style="list-style-type: none"> <li>• N</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Knowledge requirements changed substantially to better target industry requirements.</li> </ul>
SIHHTLS808 Originate and refine hair design concepts	SHBHTLS008 Originate and refine hair design concepts	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> </ul>
SIHHTLS809 Establish, negotiate and refine hair design concepts for briefs	SHBHTLS009 Work to a brief to develop and refine hair designs	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Title simplified.</li> </ul>
Working in Industry (IND)		
SIHHIND201A Maintain and organise tools, equipment and work areas	SHBHIND001 Maintain and organise tools, equipment and work areas	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> </ul>
SIHHIND202A Develop hairdressing industry knowledge	SHBHIND002 Research and use hairdressing industry information	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Titled changed to better reflect intent of the unit.</li> </ul>
SIHHIND303A Co-ordinate clients and services	Deleted	<ul style="list-style-type: none"> <li>• Relevant skills and knowledge incorporated in:                             <ul style="list-style-type: none"> <li>○ SHBXCCS002 Provide salon services to clients.</li> </ul> </li> </ul>
SIHHIND304A Develop and expand a client base	SHBHIND003 Develop and expand a client base	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> </ul>
SIHHIND305A Hone and strop straight razors	Deleted	
SIHHIND306A Participate in a session styling team	SHBHIND004 Participate in session styling teams	<ul style="list-style-type: none"> <li>• E</li> <li>• Unit updated to meet the <i>Standards for Training Packages.</i></li> <li>• Titled changed.</li> </ul>

## **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 colouring and styling, manicures and pedicures, hair removal, skin treatments and tanning, cosmetic and beauty services.

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.

### **1.7.2 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 high-level 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.

### **1.7.3 Hairdressing**

The hairdressing sector is predominantly comprised of small businesses, many of which are operated as salons by self-employed hairdressers. Salons may also be part of larger chains, often operating as franchises. The majority of businesses provide a full range of client services. There are, however, some salons that exclusively offer a limited range of services as their core business activity, for example haircutting only.

Historically the hairdressing industry has focused the breadth of its services on females, with male clients opting mainly for haircutting services. Adolescent and adult males have, however, become increasingly active consumers of a broader range of hair care products and services. An increasing number of male clients now regularly have chemical services such as hair colouring and lightening and use hair styling and texture enhancing products on a daily basis.

Barber shops or salons have once more gained popularity, in part to support this increasing engagement of male clients. This incorporates traditional barber shops and more modern types of 'boutique' or concept barber shops, particularly found in metropolitan areas. There is no absolute delineation of male from female clients in choosing hairdressing salons or barber shops. Men and women patronise both.

Hairdressers and barbers require high-level technical skills and knowledge to support the breadth of services provided to clients on a one-to-one basis. Key services include haircutting, hair design, hair colouring and chemical reformation. In addition, hairdressers and barbers require high-level customer service and sales skills.

In the main, qualified hairdressers and barbers work in the salon environment and provide a full range of services. Many operators choose a specialist pathway as colourist or stylist. Others can work as specialist session stylists in diverse settings including fashion parades, hair shows, technical seminars, platform demonstrations, training sessions and fashion shoots as well as film, television and theatre productions.

Many senior hairdressers follow a career pathway to work as technical specialists with hair product companies and others become salon managers. Salon managers require business management skills particularly in financial and human resource management along with business planning and marketing and promotional skills.

#### 1.7.4 Industry and work issues impacting on training

Service Skills Australia produces an annual Environmental Scan for the wholesale, retail and personal services industry, which identifies key and current factors impacting on the skills needs of industry. The following table outlines current industry and workforce issues and how they have been addressed within the *SHB Hairdressing and Beauty Services Training Package*.

Industry and Work Issue	Training Package Response
<b>Beauty Services</b>	
The sector consists of different business models ranging from traditional salons to specialised salons, offering services or treatments focused on results or speed.	<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"> <li>• <i>SHB30115 Certificate III in Beauty Services</i></li> <li>• <i>SHB40115 Certificate IV in Beauty Therapy</i></li> <li>• <i>SHB50115 Diploma of Beauty Therapy</i>.</li> </ul> <p>The following qualifications address specialist jobs in differing business environments:</p> <ul style="list-style-type: none"> <li>• <i>SHB30215 Certificate III in Make-Up</i></li> <li>• <i>SHB30315 Certificate III in Nail Technology</i>.</li> </ul> <p>The <i>SHB50115 Diploma of Beauty Therapy</i> includes specialisations in spa, massage and electrolysis/diathermy. The packaging rules are flexible to address both traditional and specialist business models.</p>
Technology is becoming an integral part of the industry for efficiency and to achieve better results.	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.
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>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>
Graduates who are not sufficiently skilled or job-ready to work effectively	Industry expects graduates to be competent and perform the tasks for which they have a qualification.

Industry and Work Issue	Training Package Response
<p>in a salon are a major concern to industry.</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"> <li>• <i>SHBBINF001 Apply safe hygiene, health and work practices</i></li> <li>• <i>SHBBSPA001 Work in a spa therapies framework</i></li> <li>• <i>SHBXCCS002 Provide salon services to clients</i></li> <li>• <i>SHBXIND003 Comply with organisational requirements in a personal services environment.</i></li> </ul> <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>
<b>Hairdressing</b>	
<p>The re-emergence of the barber shop is a trend that means more need for specialist barbering skills, especially as the fashions for men are dominated by retro cuts and meticulously groomed facial hair.</p>	<p>The <i>SHB Hairdressing and Beauty Services Training Package</i> has introduced the following qualification that reflects barbering skills:</p> <ul style="list-style-type: none"> <li>• <i>SHB30516 Certificate III in Barbering</i></li> </ul> <p>Many units of competency, previously written with only hairdressers in mind, are equally relevant to barbers. They have been updated to include references to barbers and barbering equipment. Individuals with barbering industry experience can assess those units in the context of barbering.</p> <p>Three new units have been developed:</p> <ul style="list-style-type: none"> <li>• <i>SHBHCUT009 Cut hair using freehand clipper techniques</i></li> <li>• <i>SHBHCUT010 Create haircuts using tracks and carving</i></li> <li>• <i>SHBHCUT013 Provide men's general grooming services</i></li> </ul>
<p>There is ongoing industry concern about the capacity of fully institutionalised training to produce work ready hairdressing industry graduates, as opposed to apprenticeships. Many of those trained through an institutional pathway develop technical skills but lack exposure to a work environment and struggle to adapt.</p>	<p>All graduates must be able to integrate multiple technical skills along with generic employment skills and work to commercial productivity standards. A range of methods has been used to ensure quality outcomes for all, and consistency of outcomes for institutional and workplace based training.</p> <ul style="list-style-type: none"> <li>• <i>SHBXCCS002 Provide salon services to clients</i> –this unit requires integration of technical and client service skills over twelve three hour work periods in an industry workplace or a simulated workplace servicing clients.</li> <li>• The majority of units require skills to be demonstrated in a hairdressing or barbering environment; this can be: <ul style="list-style-type: none"> <li>○ a hairdressing or barbering industry workplace or</li> <li>○ a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul> </li> <li>• Units require services to be completed on paying customers in live time by prescribing:</li> </ul> <p><i>Assessment must ensure use of:</i></p> <ul style="list-style-type: none"> <li>• <i>paying clients with different service requirements; these can be:</i></li> </ul>

Industry and Work Issue	Training Package Response
	<ul style="list-style-type: none"> <li>○ clients in a hairdressing or barbering industry workplace, or</li> <li>○ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business.</li> <li>● The following conditions are stipulated for assessment so that skills must be demonstrated under workplace conditions and with time imperatives integrated:             <ul style="list-style-type: none"> <li>○ sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence</li> <li>○ activities that require the individual to work with commercial speed, timing and productivity to:                 <ul style="list-style-type: none"> <li>▪ deal with multiple tasks simultaneously</li> <li>▪ complete client services within designated timeframes that reflect accepted industry practice.</li> </ul> </li> </ul> </li> </ul>

## 1.8 Regulation and Licensing Implications for Implementation

### 1.8.1 General laws

Hairdressing and beauty services personnel must comply with general laws, common to all industries and business types, that regulate customer, business and employee interaction.

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

Knowledge Evidence of relevant law:	Assessment Conditions resource requirement:
<ul style="list-style-type: none"> <li>◦ supervisors and managers within hairdressing and beauty businesses.</li> </ul>	

### 1.8.2 Laws that specifically apply to the hairdressing and beauty services industry

There are laws and regulations that have specific relevance to the hairdressing and beauty services industry. Wherever knowledge of a specific law or regulation exists, 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.

At the time of publication, these laws and regulations include:

- State or territory health acts and regulations - skin penetration provisions. These are relevant to the provision of many hair reduction and skin services which utilise wax, probes or needles, for example:
  - SHBBHRS001 Provide waxing services
  - SHBBHRS002 Provide female intimate waxing services
  - SHBBHRS003 Provide male intimate waxing services
  - SHBBHRS004 Provide hair reduction treatments using electrical currents
  - SHBBSKS001 Pierce ear lobes
  - SHBBSKS002 Provide diathermy treatments
  - SHBBSKS003 Design and provide cosmetic tattooing
  - SHBBSKS004 Provide upper body piercings
  - SHBBSKS005 Provide micro-dermabrasion treatments

Some states and territories require businesses that provide skin penetration procedures to be registered with local councils. This will have implications for Registered Training Organisations that provide these services to paying clients during training and assessment.

Those developing training and assessment strategies for any SHB units which cover skin penetration procedures, should consult with the relevant state, territory or local government to determine compliance requirements.

- State or territory health acts and regulations - hygiene and cleanliness of premises provisions for hairdressing, barbering and beauty businesses. These are relevant to the provision of many services and the use of tools that come into direct contact with a client's skin, scalp and hair.

As above, some states and territories require hairdressing, barbering and beauty businesses to be registered with local councils and the same implications will impact on Registered Training Organisations.

### 1.8.3 Occupational certification/licensing requirements for the hairdressing and beauty services industry

At the time of publication, there are no requirements for any hairdressing or beauty services personnel to hold an occupational licence.

Some Australian states and territories have a Hairdressing Act, which prohibits individuals from providing hairdressing services unless they hold a prescribed qualification. These laws do not require qualified hairdressers to register with any state or territory government authority. Instead, non-qualified people providing hairdressing services would be fined.

## 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
- experience in the workplace
- general life experience
- any combination of the above.

#### 2.1.1 Beauty Industry preferred delivery pathways

There is no preferred delivery pathway for the beauty services industry, although the apprenticeship or traineeship pathway provides more opportunity to develop and practise skills in the workplace. The beauty services 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 that they are completing.

#### 2.1.2 Hairdressing Industry preferred delivery pathways

The job readiness of graduates who are fully trained in a college rather than undertaking an apprenticeship continues to be a topic of discussion in the hairdressing industry. Many of those who train via the institutional pathway develop technical proficiency but lack exposure to a fast-paced work environment and struggle to adapt and operate at the required level upon securing employment. Industry is also concerned about an increase in one-year accelerated courses that produce graduates without the confidence to perform anything but the most basic tasks. Ultimately, the hairdressing industry prefers apprenticeship as the most appropriate delivery model.

However, industry reports that it has problems finding suitable apprentices because less young people in particular, are choosing hairdressing as a career. Therefore, institutional pathways must provide graduates with skill levels of a comparable quality to that delivered on the job or via an apprenticeship pathway. For this reason, assessment requirements for hairdressing units of competency have been strengthened to ensure training and assessment delivered through apprenticeships and institutions is consistent.

#### 2.1.3 Resourcing training and assessment pathways

The delivery of training and assessment in a realistic operational environment using current industry tools, equipment, documents and other resources plays an essential role in skills development to produce competent graduates who can be immediately useful in the workplace.

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.

The availability of these resources will be a key factor in selecting an appropriate training and assessment pathway. Many RTOs will be able to provide the specified mandatory resources and will choose to deliver and assess in a simulated workplace. Others may choose to work with industry operators so that mixed on and off-the-job pathways provide access to the full range of current industry equipment.

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 to 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.

## 2.2 Industry Sectors

The *SHB Hairdressing and Beauty Services Training Package* covers the following industry sectors and the personal services provided in each:

- Beauty Services:
  - body services
  - facial services
  - hair reduction services

- make-up services
- nail services
- skin services
- spa services
- Hairdressing, incorporating services provided by barbers:
  - colour and lightening
  - haircutting
  - hair design
  - hair reformation (curling, volumising, straightening and relaxing)
  - trichology.

Many businesses provide a mix of beauty and hairdressing services.

### 2.2.1 Occupational Outcomes of Qualifications

Qualification	Outcome
SHB20116 Certificate II in Retail Cosmetics	<p>This qualification reflects the role of retail sales personnel involved in a defined range of tasks to sell and demonstrate beauty or cosmetic products. They follow known routines and procedures and work under direct supervision.</p> <p>This qualification provides a pathway to work as a retail sales consultant in any business that sells beauty or cosmetic products and services. This can include beauty and hairdressing salons, retail outlets and department stores.</p>
SHB20216 Certificate II in Salon Assistant	<p>This is a preparatory qualification, which provides a defined and limited range of basic skills and knowledge used in hairdressing salons by individuals who provide assistance with client services. These routine and repetitive tasks are completed under direct supervision and with guidance from hairdressers who manage the client service.</p> <p>The combined skills and knowledge do not provide for a job outcome as a hairdresser and this qualification is intended to prepare individuals for further training.</p>
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>

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

Qualification	Outcome
	<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>
SHB30416 Certificate III in Hairdressing	<p>This qualification reflects the role of hairdressers who use a range of well-developed sales, consultation and technical skills and knowledge to provide a broad range of hairdressing services to clients. They use discretion and judgement to provide client services and take responsibility for the outcomes of their own work.</p> <p>This qualification provides a pathway to work as a hairdresser in any industry environment, usually a salon.</p>
SHB30516 Certificate III in Barbering	<p>This qualification reflects the role of barbers who use a range of well-developed sales, consultation and technical skills and knowledge to provide a broad range of barbering services to clients. They use discretion and judgement to provide client services and take responsibility for the outcomes of their own work.</p> <p>This qualification provides a pathway to work as a barber in any industry environment, usually a barber shop or salon.</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>
SHB40216 Certificate IV in Hairdressing	<p>This qualification reflects the role of skilled senior hairdressers who use a range of highly-developed sales, consultation and technical skills and knowledge to provide a broad range of hairdressing services to clients. These senior hairdressers provide specialist services in one or more areas including haircutting, design, colouring and complex colour correction,</p>

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

Qualification	Outcome
	<p>trichology and chemical reformation. They work independently and many hairdressers at this level provide technical leadership, training and support to team members.</p> <p>This qualification provides a pathway to work as a senior hairdresser in a salon environment, a freelance session stylist or a technical advisor in product companies.</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>
SHB50216 Diploma of Salon Management	<p>This qualification reflects the role of senior managers and small business owners of personal services businesses. They are responsible for coordinating the day-to-day operation of the business and for planning, monitoring and evaluating the work of the team. Salon managers also operate with significant autonomy to make strategic business management decisions.</p> <p>This qualification provides a pathway to work as a salon manager in any type of personal services business including hairdressing or beauty salons, barber shops and spas.</p>
SHB80116 Graduate Certificate in Hairdressing Creative Leadership	<p>This qualification reflects the role of senior hairdressing industry professionals who have a role in initiating, planning, implementing and evaluating future hair design directions for the industry. They have highly developed specialised technical, creative, conceptual and leadership skills and knowledge. They work with significant autonomy, making high-level independent judgements in specialist technical and management roles at a national or international level for larger hairdressing organisations and product companies, or as freelance session stylists.</p> <p>Possible job titles include creative or artistic director and specialist session stylist.</p>

## 2.3 Entry Requirements for Qualifications

Where Entry Requirements are identified, these are mandatory. Entry Requirements exist because industry identified it essential that one level of competence and/or experience in industry is achieved prior to entering the next level qualification.

Entry Requirements:

- do not form part of a qualification for training and assessment purposes
- must be achieved prior to enrolling in a qualification
- are specific to the knowledge, skills or experience required to enter a qualification
- may be expressed as:
  - a qualification
  - core units of competency of a lower AQF level qualification
  - a significant number of units of competency from a lower level qualification
  - specialist units of competency from a related stream
  - vocational expertise, including typical job roles
  - a combination of units of competency and vocational expertise.

The majority of *SHB Hairdressing and Beauty Services Training Package* qualifications allow direct entry. The following two qualifications have an entry requirement as outlined in the table below.

Qualification	Entry Requirement
SHB40216 Certificate IV in Hairdressing	Entry to this qualification is open to individuals who have: <ol style="list-style-type: none"> <li>1. achieved a Certificate III in Hairdressing (or equivalent); <u>and</u></li> <li>2. at least one year post-qualification full time employment experience as a hairdresser in a salon environment where they have applied the skills and knowledge covered in the above qualification.</li> </ol>
SHB80116 Graduate Certificate in Hairdressing Creative Leadership	Entry to this qualification is open to individuals who have commercial experience as a senior salon hairdresser or session stylist and significant technical expertise in the hairdressing industry. This expertise must include: <ul style="list-style-type: none"> <li>• provision of highly specialised styling and/or chemical services</li> <li>• establishment and maintenance of an extensive clientele base</li> <li>• coordination and training of team members; and</li> <li>• contribution to the promotion of an organisation in platform work at recognised state or national industry events.</li> </ul>

## 2.4 Pathways Advice

The following pathways charts show the pathways into and from qualifications that are possible within *SHB Hairdressing and Beauty Services Training Package*. Individuals can exit each qualification to work in industry at a different level of technical expertise and responsibility. It is not, however, intended to indicate that an individual will gain immediate employment at that level.

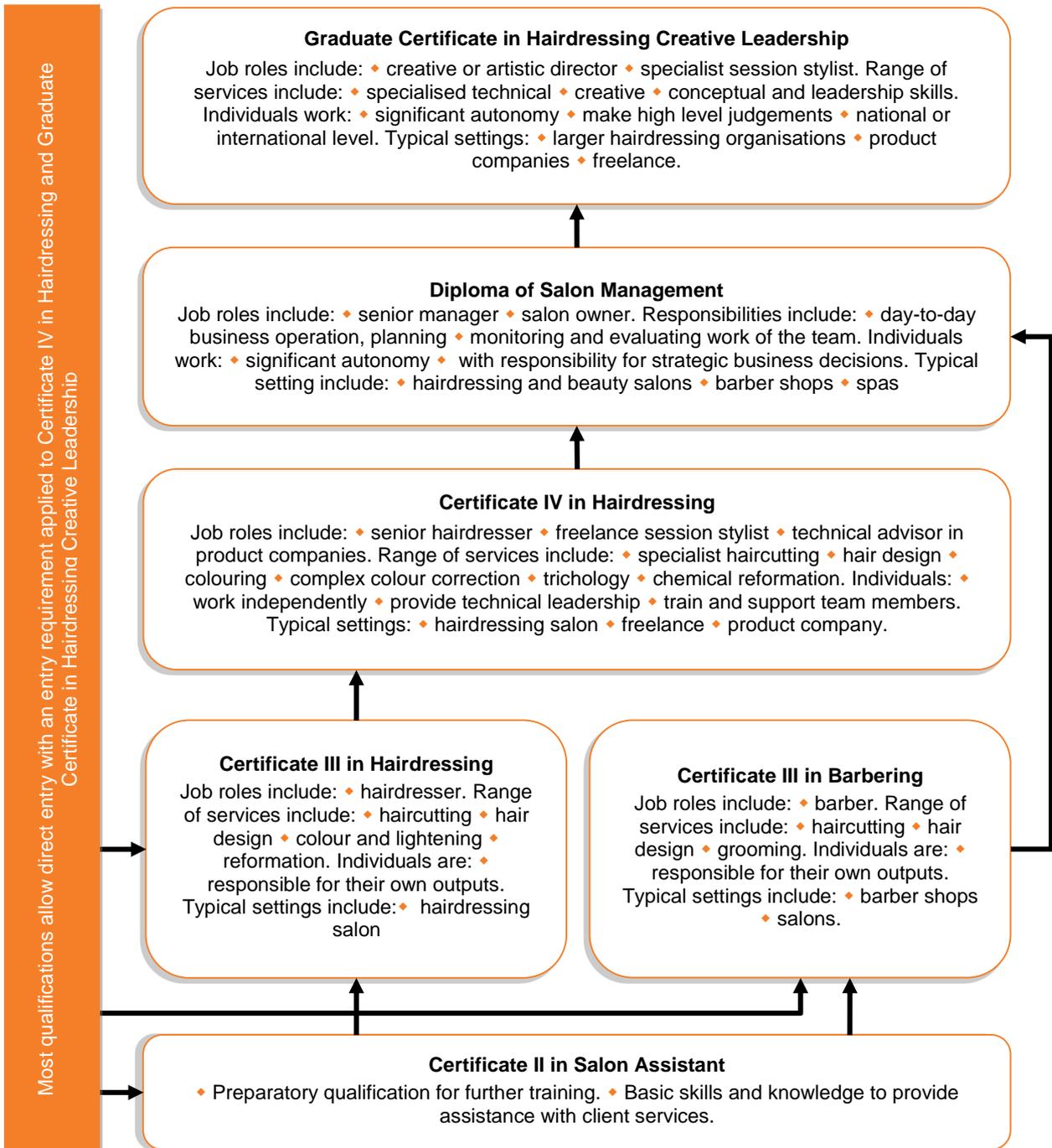
Individuals can also complete a qualification designed for one industry sector or job function and complete secondary qualifications for others, e.g. complete a make-up qualification followed by a nail technology qualification or a hairdressing qualification followed by a beauty qualification. Many skills are transferrable with the ability to gain credit for common units of competency.

Articulation arrangements from Diplomas to higher education qualifications can be made on an individual basis by RTOs, e.g. from a Diploma of Beauty Therapy to dermal therapies.

### 2.4.1 Beauty Services



**2.4.2 Hairdressing**



### 2.4.3 VET delivered to secondary school students

SHB qualifications are designed to reflect particular job outcomes at different AQF levels. The majority are not regarded by the beauty and hairdressing industry as 'pathway or preparatory' study for other qualifications. For example, *SHB30416 Certificate III in Hairdressing* provides for a job outcome as a hairdresser and *SHB30315 Certificate III in Nail Technology* as a nail technician.

Employers expect graduates with these qualifications, and all SHB qualifications, to be ready to work and to be competent in the required skills. This message needs to be clear to school students and their teachers because vocational training takes a different approach to school studies. Training package requirements must be adhered to, in order that school students exit qualifications with the required skills to do the job tasks specified within the qualification they achieve.

*SHB20216 Certificate II in Salon Assistant* is a preparatory qualification that reflects a defined and limited range of basic skills and knowledge used within hairdressing salons by individuals who provide assistance with client services under direction from hairdressers. The skills and knowledge in this qualification do not provide for a job outcome as a hairdresser and this qualification is intended to prepare individuals for further training.

Delivery to secondary school students must comply, in the same way as any other delivery, with the requirements outlined in the Training Package, including those for environments, equipment and assessors.

Wherever a school-based Registered Training Organisation (RTO) cannot provide the mandated resources, delivery must be provided by other RTOs that are sufficiently resourced.

Part-time school-based apprenticeships and traineeships are delivered by RTOs in conjunction with on-the-job training provided by employers. This would be appropriate provided the requirements for SHB qualifications can be met alongside the requirements for completion of the Senior Secondary Certificate of Education, e.g. HSC, VCE, WACE, etc.

The following qualifications in the *SHB Hairdressing and Beauty Services Training Package* are suitable as VET delivered to secondary school students provided all requirements are met:

- *SHB20116 Certificate II in Retail Cosmetics*
- *SHB20216 Certificate II in Salon Assistant*
- *SHB30115 Certificate III in Beauty Services*
- *SHB30215 Certificate III in Make-Up*
- *SHB30315 Certificate III in Nail Technology*
- *SHB40115 Certificate IV in Beauty Therapy*

The following qualifications in the *SHB Hairdressing and Beauty Services Training Package* are not suitable as VET delivered to secondary school students:

- *SHB30416 Certificate III in Hairdressing*
- *SHB30516 Certificate III in Barbering*
- *SHB40216 Certificate IV in Hairdressing*
- *SHB50115 Diploma of Beauty Therapy*
- *SHB50216 Diploma of Salon Management*
- *SHB80116 Graduate Certificate in Hairdressing Creative Leadership*

### 2.4.2 Qualifications suited to Australian Apprenticeships

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

- *SHB20116 Certificate II in Retail Cosmetics*
- *SHB20216 Certificate II in Salon Assistant*
- *SHB30115 Certificate III in Beauty Services*
- *SHB30215 Certificate III in Make-Up*
- *SHB30315 Certificate III in Nail Technology*
- *SHB30416 Certificate III in Hairdressing*
- *SHB30516 Certificate III in Barbering*
- *SHB40115 Certificate IV in Beauty Therapy*
- *SHB40216 Certificate IV in Hairdressing*

- *SHB50115 Diploma of Beauty Therapy*

The following qualifications *SHB Hairdressing and Beauty Services Training Package* are not suitable for an Australian Apprenticeship pathway:

- *SHB50216 Diploma of Salon Management*
- *SHB80116 Graduate Certificate in Hairdressing Creative Leadership*

## 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 disability or those with language, literacy and numeracy difficulties.

Under the *Disability Standards for Education 2005*, providers must make reasonable adjustments for people with 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 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. The inherent requirements of the actual workplace performance described by the Unit of Competency must inform the decision about what adjustment is reasonable.

For example, the workplace requires an individual to know about safe manual handling techniques for moving and storing hairdressing or barbering equipment (*SHBHIND001 Maintain and organise tools, equipment and work areas*). It would be reasonable to adjust written exercises to oral questions to assess this knowledge, should the learner have literacy issues.

That same unit requires individuals to tag any faulty electrical equipment. Competency could not be solely assessed by asking oral questions about what should be included on a fault tag; the learner would need to be able to write it.

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

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.

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.
- 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.

The statements are specific to each unit of competency by explaining what the person is doing with the foundation skill. For example, the specific numeracy skills required to calculate treatment times when treating hair and scalp conditions.

The statements also provide guidance on the level of skill required by highlighting specific application. For example, the types of documents that must be read and their complexity, which indicates the level of literacy required. The complexity or level of the foundation skill directly reflects the workplace skill described in the unit of competency.

An example from *SHBHTRI001 Identify and treat hair and scalp conditions*.

Performance criteria
<p>1.1. Use standard infection control precautions, throughout all services, according to health regulations and organisational procedures.(<i>reading</i>)</p> <p>1.2. Visually and physically examine and analyse client hair and scalp as part of pre-hair service assessment.</p> <p>1.3. Engage client in a discussion about recent hair treatments, and symptoms of hair or scalp conditions.(<i>oral communication</i>)</p>
<p>2.1. Recognise abnormal conditions, including contagious ones, outside scope of ability to treat. (<i>problem solving</i>)</p> <p>2.2. Counsel client to seek treatment advice from health care professionals.(<i>problem solving, oral communication</i>)</p> <p>2.3. Recognise and evaluate other hair and scalp conditions and consider suitable salon treatment options and products. (<i>problem solving, planning and organising</i>)</p> <p>2.4. Discuss treatment options and costs and obtain client agreement to proceed with recommendations. (<i>oral communication, numeracy</i>)</p>

- 3.1. Select and prepare remedial treatment products based on hair and scalp analysis and desired action.(numeracy, planning and organising)
- 3.2. Apply, process and remove remedial treatment products according to product instructions.(numeracy, planning and organising)
- 3.3. Use water resources efficiently and dispose of treatment waste safely according to health regulations and organisational procedures.(numeracy, reading)
- 3.4. Advise on home care treatment and recommend products. (oral communication)
- 3.5. Update client history to include full details of service.(writing)

### Foundation Skills

Skill	Description
Reading skills to:	<ul style="list-style-type: none"> <li>• interpret sometimes unfamiliar and detailed documents including organisational procedures, health regulations and product instructions.</li> </ul>
Oral communications skills to:	<ul style="list-style-type: none"> <li>• ask open and closed probe questions and actively listen to effectively interact with client and meet their needs</li> <li>• discuss hair and scalp conditions professionally and sensitively.</li> </ul>
Numeracy skills to:	<ul style="list-style-type: none"> <li>• measure and apply hair and scalp treatment products in proportions that minimise waste</li> <li>• calculate and follow treatment processing times.</li> </ul>
Planning and organising skills to:	<ul style="list-style-type: none"> <li>• manage own timing and productivity to complete treatments within organisational service times.</li> </ul>

## 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 risks to health and safety. Particular risks of injury and illness are from:

- inhalation and ingestion of, and skin and eye contact with, hazardous substances including hair treatment chemicals, disinfectants and cleaning products
- continual hand skin contact with water, shampoo and hair treatment products (allergic reactions, dermatitis, eczema)
- using sharp scissors, clippers, razors, needles (cuts and abrasions)
- lifting, shifting and moving heavy equipment, stock and waste
- cross contamination of infection from clients with contagious skin, hair and scalp conditions and blood borne diseases
- slips, trips and falls from wet floors
- use of small and large electrical equipment such as hair reduction equipment, heated wax pots, hair dryers, heat lamps and thermal tongs (burns, cuts, abrasions and electrical shock)
- repeated physical movements when providing services (repetitive strain injury)
- long periods of standing without adopting appropriate posture when providing services (fatigue and injury).

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.

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.

## 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](http://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.

## 2.9 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 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 hairdressing and 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.

## 2.10 Resources and Equipment

The Assessment Requirements for each Unit of Competency specify the equipment and other resources which must be provided 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, basins, specialised hair cutting equipment
- what types of consumable resources or stock must be provided for assessment; e.g. manicure and pedicure products from comprehensive professional range, shampoos, hair colours
- what workplace documentation must be provided, e.g. manufacturer instructions and safety data sheets, organisational policies and procedures
- if relevant, other people who must be present during assessment, e.g. clients, both new and regular, with different service needs, who have the expectation that the services provided reflect those of a commercial business.

## 2.11 Simulation

Simulations, set up for the purpose of assessment, involve two components:

- simulated environments
- simulated activities.

### 2.11.1 Simulated environments for assessment

Because assessment in the workplace is not always possible, each SHB unit of competency allows assessment to be conducted in a simulated environment. Whenever a simulated assessment is conducted it is essential that the environment is as realistic as possible. Assessment must be conducted in the specified environment using the equipment and resources mandated in the assessment conditions field of the assessment requirements. This involves:

- using the appropriate environment, for example a simulated beauty, hairdressing or barbering workplace, set up for the purpose of skills assessment, that provides services to paying members of the public
- providing current equipment and technology; that which is typically available in a modern beauty, hairdressing or barbering business
- providing a diverse, comprehensive and commercially realistic range of consumable resources or stock, for example a diverse professional range of hair colour and lightening products
- providing workplace documents which are currently used in industry; those that are typically available in a beauty, hairdressing or barbering business including items such as policies, procedures, product manuals, template client records
- providing sufficient numbers of all equipment and resources to service the assessment needs of each learner; sharing and 'taking turns' using inadequate numbers would result in down-time for tasks and would not allow learner to demonstrate their capacity to work with commercial speed, timing and productivity
- ensuring that other required people are present, e.g. clients, team members.

### 2.11.2 Simulated workplace activities for assessment

The hairdressing and beauty services industry highly values graduates who are ready to work in their businesses because they have been exposed to industry conditions. Whenever a simulated assessment activity is conducted it is essential that industry-relevant conditions are provided; those as close to a real work situation as possible. This can involve:

- providing sufficient client traffic that to allow:
  - prioritisation of tasks so that clients are served effectively in a logical sequence
  - learners to deal with multiple sales and service tasks simultaneously
- integrating multiple competencies which an individual would naturally complete simultaneously as part of their job function

- learners working and communicating with multiple and varied team members, supervisors, managers and clients, including difficult ones
- requiring learners to work with commercial speed, timing and productivity
- building in a time and efficiency imperative which might include:
  - deadlines for certain tasks; treatments that must be completed within a set timeframe
  - a number of tasks that must be handled simultaneously
- expecting learners to deal with multiple and varied problems and prioritise competing tasks in given timeframes
- incorporating interruptions to work typical of the workplace
- integrating health and safety issues, employment skills and compliance demands
- incorporating requirements to use the appropriate level of language, literacy and numeracy required by the work tasks.

## 2.12 Clients

Individuals working in the hairdressing and beauty services industry 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. Units describe workplace client interaction from first consulting with the client about their service or treatment needs, to the provision of service, followed by post service advice and care. In the hairdressing or beauty workplace, client interaction is not just about communication; it centres on physical interaction and treatments that change the nature of a client's well-being or physical appearance.

It is vital, and therefore a requirement of most units of competency, that during assessment learners physically interact with clients on whom they complete services or treatments.

An example from *SHBH CUT009 Cut hair using freehand clipper techniques*:

Assessment must ensure use of:

- paying clients with different haircutting requirements; these can be:
  - clients in a hairdressing or barbering industry workplace, or
  - clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business

This mandated requirement provides industry with an assurance that client interaction is real.

## 2.13 Integrated (Holistic) Assessment

Holistic assessment brings together a number of units of competency, relevant to the business type, workplace and job role, that reflect actual workplace practices. The assessor should design integrated assessment activities to collect evidence for a number of units of competency together. Industry sees this realistic approach as essential for both delivery and assessment.

Related units of competency can be grouped together in a number of combinations for a logical integrated assessment. Any units of competency that relate to a job function can be combined to ensure an efficient and effective assessment process. The assessor must identify combinations to support the needs of industry businesses and job functions.

## 2.14 Assessor Requirements

Assessors must meet certain requirements to assess units of competency within the *SHB Hairdressing and Beauty Services Training Package*. These requirements align to the *Standards for Registered Training Organisations*. They also prescribe specific industry requirements to ensure that assessors have the correct vocational competency (occupational experience) to assess individuals against industry's standards.

SHB defines the requirements to be met by assessors on a unit by unit basis. Information is found in the assessment conditions field within the Assessment Requirements document for each unit of competency. Requirements vary across units because they are tailored to the specific unit.

An example from *SHBHCLS002 Colour and lighten hair*

Assessors must:

- satisfy the Standards for Registered Training Organisation's requirements for assessors; and
- hold the Certificate III in Hairdressing, Certificate III in Barbering or Certificate IV in Hairdressing qualification (or equivalent); and
- have at least three years full time employment experience as a hairdresser in a salon environment where they have applied the skills and knowledge covered in this unit of competency to assess this unit as part of a hairdressing qualification; this cannot include any indentured traineeship or apprenticeship period; or
- have at least three years full time employment experience as a barber in a shop or salon environment where they have applied the skills and knowledge covered in this unit of competency to assess this unit as part of a barbering qualification; this cannot include any indentured traineeship or apprenticeship period.

This requires assessors to have the relevant **vocational competencies** for the units of competency they are assessing. For the hairdressing and barbering sectors, vocational competency means that assessors must have the relevant vocational qualification plus relevant industry experience in the unit to fully understand the unit's workplace requirements and apply them to assessment.

In the above example, *SHBHCLS002 Colour and lighten hair* defines this as having worked in a hairdressing or barbering salon for at least three years where they have applied the unit of competency.

The application of the skills must be specific to hairdressing to assess hairdressers in training and specific to barbering to assess barbers in training. This is because the units are written broadly enough to apply to both contexts and the application of the unit can be quite different in these different sectors.

**Currency** of vocational competence, as required by the *Standards for Registered Training Organisations*, 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.

## 3.0 Links

### 3.1 General

**Australian Apprenticeships**

[australianapprenticeships.gov.au/](http://australianapprenticeships.gov.au/)

**Australian Qualifications Framework**

[aqf.edu.au/](http://aqf.edu.au/)

**Australian Skills Quality Authority (ASQA)**

[asqa.gov.au/](http://asqa.gov.au/)

**Department of Education and Training**

[education.gov.au/](http://education.gov.au/)

**Industry Skills Councils**

[isc.org.au](http://isc.org.au)

**Training Accreditation Council of Western Australia (TAC)**

[tac.wa.gov.au/](http://tac.wa.gov.au/)

**Training.gov.au**

[training.gov.au](http://training.gov.au)

**Victorian Registration and Qualifications Authority (VRQA)**

[vrqa.vic.gov.au/Pages/default.aspx](http://vrqa.vic.gov.au/Pages/default.aspx)

### 3.2 State and Territory Training Authorities

**Australian Capital Territory**

[det.act.gov.au/home](http://det.act.gov.au/home)

**New South Wales**

[det.nsw.edu.au/](http://det.nsw.edu.au/)

**Northern Territory**

[det.nt.gov.au/](http://det.nt.gov.au/)

**Queensland**

[training.qld.gov.au/](http://training.qld.gov.au/)

**South Australia**

[www.skills.sa.gov.au](http://www.skills.sa.gov.au)

**Tasmania**

[education.tas.gov.au/](http://education.tas.gov.au/)

**Victoria**

[education.vic.gov.au/](http://education.vic.gov.au/)

**Western Australia**

[dtwd.wa.gov.au](http://dtwd.wa.gov.au)

### 3.3 Industry Specific

**Australian Hairdressing Council**

[theahc.org.au/](http://theahc.org.au/)

**Australasian Spa and Wellness Association**

[spaandwellness.com.au](http://spaandwellness.com.au)

**Body Art Association – Australia and New Zealand**

[bpaa.com.au/](http://bpaa.com.au/)

**Hair and Beauty Australia**

[hairandbeautyaustralia.com.au/](http://hairandbeautyaustralia.com.au/)

**Hair and Beauty Industry Association**

[hbia.com.au/](http://hbia.com.au/)

**Hair and Beauty South Australia**

[hairandbeautysa.com.au](http://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 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 packaged in a qualification in the *SHB Hairdressing and Beauty Services Training Package V2.0*.

Unit Code	Unit Title	Cert II	Cert III	Cert IV	Dip	Grad Cert
<b>BEAUTY (B)</b>						
<b>Body Services (BOS)</b>						
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				✓	
<b>Client Services Beauty (CCS)</b>						
SHBBCCS001	Advise on beauty products and services	✓	✓			
SHBBCCS002	Prepare personalised aromatic plant oil blends for beauty treatments				✓	
<b>Facial Services (FAS)</b>						
SHBBFAS001	Provide lash and brow services		✓	✓	✓	
SHBBFAS002	Provide facial treatments and skin care recommendations			✓	✓	
SHBBFAS003	Provide specialised facial treatments			✓	✓	
<b>Hair Reduction Services (HRS)</b>						
SHBBHRS001	Provide waxing services		✓	✓	✓	
SHBBHRS002	Provide female intimate waxing services		✓		✓	
SHBBHRS003	Provide male intimate waxing services		✓		✓	

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

Unit Code	Unit Title	Cert II	Cert III	Cert IV	Dip	Grad Cert
SHBBHRS004	Provide hair reduction treatments using electrical currents				✓	
<b>Infection Control (INF)</b>						
SHBBINF001	Maintain infection control standards				✓	
<b>Make-Up Services (MUP)</b>						
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		✓			
<b>Nail Services (NLS)</b>						
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		✓	✓		
<b>Research (RES)</b>						
SHBBRES001	Research and apply beauty industry information	✓	✓	✓	✓	
<b>Skin Services (SKS)</b>						
SHBBSKS001	Pierce ear lobes	✓	✓			
SHBBSKS002	Provide diathermy treatments				✓	
SHBBSKS003	Design and provide cosmetic tattooing				✓	
SHBBSKS004	Provide upper body piercings				✓	

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

Unit Code	Unit Title	Cert II	Cert III	Cert IV	Dip	Grad Cert
SHBBSKS005	Provide micro-dermabrasion treatments				✓	
<b>Spa Services (SPA)</b>						
SHBBSPA001	Work in a spa therapies framework				✓	
SHBBSPA002	Provide spa therapies				✓	
SHBBSPA003	Provide stone therapy massages				✓	
SHBBSPA004	Provide Indian head massage for relaxation				✓	
<b>Cross Sector (X)</b>						
<b>Client Services (CCS)</b>						
SHBXCCS001	Conduct salon financial transactions	✓	✓	✓	✓	
SHBXCCS002	Provide salon services to clients		✓	✓	✓	
SHBXCCS003	Greet and prepare clients for salon services	✓				
SHBXCCS004	Recommend products and services	✓	✓			
<b>Personal Services Management (PSM)</b>						
SHBXPSM001	Lead teams in a personal services environment				✓	
SHBXPSM002	Manage treatment services and sales delivery				✓	
SHBXPSM003	Promote a personal services business				✓	
SHBXPSM004	Develop a product and service range				✓	
<b>Work Health and Safety (WHS)</b>						
SHBXWHS001	Apply safe hygiene, health and work practices		✓	✓	✓	
SHBXWHS002	Provide a safe work environment				✓	
<b>Working in Industry (IND)</b>						
SHBXIND001	Comply with organisational requirements within a personal services environment	✓	✓	✓	✓	
SHBXIND002	Communicate as part of a salon team	✓	✓			
<b>HAIRDRESSING (H)</b>						
<b>Basin Services (BAS)</b>						

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

Unit Code	Unit Title	Cert II	Cert III	Cert IV	Dip	Grad Cert
SHBHBAS001	Provide shampoo and basin services	✓	✓			
SHBHBAS002	Provide head, neck and shoulder massages for relaxation	✓	✓			
<b>Client Service Hairdressing (CCS)</b>						
SHBHCCS001	Plan hair services for special events		✓			
<b>Colour and Lightening (CLS)</b>						
SHBHCLS001	Apply hair colour products	✓				
SHBHCLS002	Colour and lighten hair		✓			
SHBHCLS003	Provide full and partial head highlighting treatments		✓			
SHBHCLS004	Neutralise unwanted colours and tones		✓			
SHBHCLS005	Provide on scalp full head and retouch bleach treatments		✓			
SHBHCLS006	Solve complex colour problems			✓		
SHBHCLS007	Enhance hair designs using creative colouring and lightening techniques			✓		
<b>Haircutting (CUT)</b>						
SHBHCUT001	Design haircut structures		✓			
SHBHCUT002	Create one length or solid haircut structures		✓			
SHBHCUT003	Create graduated haircut structures		✓			
SHBHCUT004	Create layered haircut structures		✓			
SHBHCUT005	Cut hair using over-comb techniques		✓			
SHBHCUT006	Create combined haircut structures		✓	✓		
SHBHCUT007	Create combined traditional and classic men's haircut structures		✓			
SHBHCUT008	Design and perform creative haircuts			✓		
SHBHCUT009	Cut hair using freehand clipper techniques		✓			
SHBHCUT010	Create haircuts using tracks and carving		✓			
SHBHCUT011	Design and maintain beards and moustaches		✓			
SHBHCUT012	Shave heads and faces		✓			

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

Unit Code	Unit Title	Cert II	Cert III	Cert IV	Dip	Grad Cert
SHBHCUT013	Provide men's general grooming services		✓			
<b>Hair Design (DES)</b>						
SHBHDES001	Dry hair to shape	✓	✓			
SHBHDES002	Braid hair	✓	✓			
SHBHDES003	Create finished hair designs		✓			
SHBHDES004	Create classic long hair up-styles		✓	✓		
SHBHDES005	Select and apply hair extensions		✓	✓		
SHBHDES006	Design and style long hair creatively			✓		
SHBHDES007	Apply and maintain wigs and hairpieces			✓		
SHBHDES008	Make wigs and hairpieces			✓		
<b>Hair Reformation (REF)</b>						
SHBHREF001	Curl and volumise hair with chemical treatments		✓			
SHBHREF002	Straighten and relax hair with chemical treatments		✓			
SHBHREF003	Straighten and relax hair with protein treatments		✓	✓		
SHBHREF004	Enhance hair designs using chemical reformation techniques			✓		
SHBHREF005	Rinse and neutralise chemically restructured hair	✓				
<b>Technical Leadership (TLS)</b>						
SHBH TLS001	Provide technical leadership to hairdressing teams			✓		
SHBH TLS002	Research and use hairdressing trends to advance creative work			✓		
SHBH TLS003	Work as a session stylist			✓		
SHBH TLS004	Provide creative leadership to the hairdressing industry					✓
SHBH TLS005	Conceive, develop and realise innovative hairdressing concepts for media					✓
SHBH TLS006	Conceive, develop and realise innovative hairdressing concepts for events					✓
SHBH TLS007	Plan and deliver professional hairdressing presentations					✓
SHBH TLS008	Originate and refine hair design concepts					✓

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

Unit Code	Unit Title	Cert II	Cert III	Cert IV	Dip	Grad Cert
SHBH TLS009	Work to a brief to develop and refine hair designs					✓
<b>Trichology (TRI)</b>						
SHBH TRI001	Identify and treat hair and scalp conditions		✓			
SHBH TRI002	Conduct trichological assessments			✓		
SHBH TRI003	Develop and apply scalp treatment therapies			✓		
<b>Working in Industry Hairdressing (IND)</b>						
SHBH IND001	Maintain and organise tools, equipment and work areas	✓	✓			
SHBH IND002	Research and use hairdressing industry information	✓	✓			
SHBH IND003	Develop and expand a client base		✓			
SHBH IND004	Participate in session styling teams		✓			

## Appendix 2: Unit of Competency and Assessment Requirements Explained

Each unit of competency follows this format:

<p><b>UNIT CODE</b></p> <p style="background-color: #f4a460; padding: 5px;">Version indicators (A, B etc.) have been removed. Subsequent versions of units will be given a new and unique code.</p>	<p>Units are coded in sequence from 001 onwards, for example SHBBBOS001- 006 Body Services.</p> <p>S = Service Industries</p> <p>HB = Training package Identifier (Hairdressing and Beauty Services)</p> <p>B = Sector (Beauty)</p> <p>BOS= Competency Field (Body Services)</p> <p>Codes no longer contain an AQF indicator, which previously identified where a unit of competency was first packaged within a qualification.</p> <p>Units do not have an AQF level; qualifications do. Inclusion caused confusion for RTO users when selecting electives and RTO auditors when checking compliance with packaging rules. Some believed, for example, that a unit of competency with an 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"> <li>• read the Unit of Competency in entirety to ascertain the complexity of skills and knowledge covered</li> <li>• read the Application Statement which describes to whom the unit applies</li> <li>• refer to the table in this Companion Volume Implementation Guide to check where units of competency appear in a qualification.</li> </ul>
<p><b>UNIT TITLE</b></p>	<p>Titles tell the user, at a glance, what the unit is about and describe the skill succinctly in workplace language. For example, <i>Provide body massages, Straighten and relax hair with chemical treatments.</i></p>
<p><b>APPLICATION</b></p> <p style="background-color: #f4a460; padding: 5px;">This combines the Unit descriptor and Application statement in previous units.</p>	<p>This statement introduces the unit, assists users to understand its complexity and includes this information:</p> <ul style="list-style-type: none"> <li>• a brief description of unit content</li> <li>• who performs the function described by the unit and at what level of workplace responsibility</li> <li>• typical job titles to clarify the unit's applicability to different jobs</li> <li>• the unit's relationship to any specific occupational licensing, certification or laws; where none exist this is stated.</li> </ul>
<p><b>PREREQUISITE UNIT</b></p>	<p>Where there is a prerequisite unit, the code and title are shown. Where none exist, the entry is shown as 'Nil'.</p>
<p><b>COMPETENCY FIELD</b></p>	<p>Units are divided into a number of fields that describe like functions, e.g. Facial Services, Haircutting, Client Services, Work Health and Safety.</p>
<p><b>UNIT SECTOR</b></p>	<p>Units are categorised according to the industry sector to which it applies. These are Beauty, Hairdressing (incorporating Barbering) and Cross-Sector.</p>

ELEMENTS	PERFORMANCE CRITERIA
<p>Elements break down and describe the key outcomes which make up the unit of competency</p>	<p>Performance Criteria describe the performance needed to demonstrate the achievement of the element – breaks down the element into smaller measurable “tasks”.</p>
<p><b>FOUNDATION SKILLS</b></p> <p>This section describes language, literacy, numeracy and employment skills that are essential to performance and which must be assessed along with technical skills. Not every unit will contain every Foundation Skill. These can include:</p> <ul style="list-style-type: none"> <li>• reading</li> <li>• writing</li> <li>• oral communication</li> <li>• numeracy</li> <li>• learning</li> <li>• problem-solving</li> <li>• initiative and enterprise</li> <li>• teamwork</li> <li>• planning and organising</li> <li>• self-management</li> <li>• technology</li> </ul> <p>They will only be described in this section if they are not explicit within the Performance Criteria or where a more detailed explanation will assist trainers and assessors to understand the specific requirements and level of skill required.</p>	
<p><b>RANGE OF CONDITIONS</b></p> <p>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. <b>It is not</b> used in the way that Range Statements were previously.</p> <p>Anything identified is mandatory for performance in a job and, therefore, must be assessed.</p> <p>Any Range of Conditions statements can only provide details of essential but different work environments or operating conditions.</p> <p>No SHB units include Range of Conditions.</p>	<p>This optional field replaces <b>Range Statement</b>.</p> <p>Some important content previously in Range Statements moved to other fields for a better fit. Look in:</p> <ul style="list-style-type: none"> <li>• Performance Evidence (e.g. essential products or techniques)</li> <li>• Knowledge Evidence</li> <li>• Assessment Conditions (e.g. equipment)</li> </ul>
<p><b>UNIT MAPPING INFORMATION</b></p>	<p>Specifies code and title of any equivalent unit of competency from the previous Training Package. If the unit has been determined as not equivalent, the entry is shown as “No equivalent unit.” Does not include a detailed mapping; which is presented earlier in this Companion Volume Implementation Guide.</p>
<p><b>LINKS</b></p>	<p>This provides a hyperlink to the Companion Volume Implementation Guide.</p>

Each Assessment Requirements follows this format:

TITLE	Assessment Requirements for [unit of competency Code and Title]
<p><b>PERFORMANCE EVIDENCE</b></p> <p>This field replaces but is not the same as <b>Critical Aspects</b>. Critical aspects summarised the essence of a rigorous assessment. Performance Evidence is very specific.</p>	<p>Performance Evidence specifies the mandatory:</p> <ul style="list-style-type: none"> <li>• types of product and process evidence</li> <li>• volume and or frequency of product or process evidence</li> </ul> <p>This section uses sufficiency, consistency and adaptability as guiding principles for valid assessment.</p> <p>In other words, what does an individual have to do to prove they:</p> <ul style="list-style-type: none"> <li>• are competent in the unit? (e.g. prove they can <i>Solve complex colour problems</i>)</li> <li>• can complete all the tasks described by the performance criteria?</li> <li>• have all the necessary foundation skills?</li> <li>• have all the knowledge to effectively perform the work task?</li> <li>• can consistently demonstrate the outcomes?</li> <li>• can adapt to different situations or product requirements?</li> </ul> <p>Performance Evidence statements stipulate the type and amount of evidence that a student must provide and an assessor must collect. The requirements for assessment are clear, measurable, auditable and standardised across all RTOs.</p>
<p><b>KNOWLEDGE EVIDENCE</b></p> <p>This field replaces <b>Required Knowledge</b>.</p>	<p>Knowledge Evidence specifies:</p> <ul style="list-style-type: none"> <li>• what the individual must know in order to effectively complete the work task described in the Unit of Competency</li> <li>• the breadth and depth of what the individual must know</li> <li>• the amount of evidence that must be collected.</li> </ul> <p>Knowledge Evidence relates directly to the performance criteria.</p>
<p><b>ASSESSMENT CONDITIONS</b></p> <p>This field includes information previously contained in <b>Context of and specific resources for assessment</b> and <b>Assessment Guidelines</b></p>	<p>This field stipulates mandatory conditions for assessment of the unit of competency. It lists all the things that an RTO must provide. It specifies:</p> <ul style="list-style-type: none"> <li>• where the assessment must take place, the physical environment and indicates whether a simulated environment is allowed</li> <li>• what equipment must be provided for assessment</li> <li>• what types of consumable resources or stock must be provided for assessment, e.g. massage oil, shampoo</li> <li>• what workplace documentation must be provided, e.g. product instructions</li> <li>• if relevant, other people who must be present during assessment, e.g. clients, team members</li> <li>• any essential time or timing requirements, e.g. activities that require the individual to work with commercial speed, timing and productivity to complete client services within designated timeframes that reflect accepted industry practice</li> <li>• the competency requirements for assessors including requirements for industry experience and vocational qualifications.</li> </ul> <p>These statements are now very specific and are tailored to each Unit of Competency.</p>
<p><b>LINKS</b></p>	<p>This provides a hyperlink to the Companion Volume Implementation Guide.</p>

## Appendix 3: Mandatory Equipment and Resource Requirements

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

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

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

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

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
lymph massage treatments	<ul style="list-style-type: none"> <li>a beauty industry workplace or</li> <li>a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>access for operator and equipment <ul style="list-style-type: none"> <li>magnifying lamp</li> </ul> </li> <li>cleaning and disinfection products and equipment.</li> </ul>	<ul style="list-style-type: none"> <li>treatment towels or linen, or disposable linen.</li> </ul>	<ul style="list-style-type: none"> <li>product instructions and safety data sheets</li> <li>organisational policies and procedures relevant to providing superficial lymph massage.</li> </ul>	the services provided reflect those of a commercial business.
<b>Client Services (CCS)</b>					
SHBBCCS001 Advise on beauty products and services	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> <li>a beauty industry workplace or</li> <li>a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>hand washing facilities: <ul style="list-style-type: none"> <li>basin</li> <li>hot and cold running water</li> <li>liquid soap</li> <li>single use towels or hand dryer.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>beauty products from a comprehensive professional range: <ul style="list-style-type: none"> <li>nail care</li> <li>make-up</li> <li>skin care.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>relevant workplace documentation: <ul style="list-style-type: none"> <li>blank client records</li> <li>organisational policies and procedures on selling products and services</li> <li>manufacturer instructions for equipment</li> <li>safety data sheets for cleaning products and, where applicable, for treatment products</li> <li>product manuals listing product ingredients, formulations, labelling and guidelines for use</li> <li>salon treatment menus and prices.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>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.</li> </ul>
SHBBCCS002 Prepare personalised aromatic plant oil blends for beauty treatments	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> <li>a beauty industry workplace or</li> <li>a simulated beauty workplace set up for the purpose of skills assessment, that provides</li> </ul>	<ul style="list-style-type: none"> <li>hand washing facilities: <ul style="list-style-type: none"> <li>basin</li> <li>hot and cold running water</li> <li>liquid soap</li> <li>single use towels or hand dryer</li> </ul> </li> <li>aromatic plant oil equipment for measuring, mixing and storing:</li> </ul>	<ul style="list-style-type: none"> <li>a range of aromatic plant oils</li> <li>carrier oils</li> <li>client gowns and hair protectors</li> <li>material to make compresses and poultices</li> <li>treatment towels or linen, or disposable linen.</li> </ul>	<ul style="list-style-type: none"> <li>relevant workplace documentation: <ul style="list-style-type: none"> <li>aromatic oil product information and safety data sheets</li> <li>equipment instructions</li> <li>organisational policies and procedures relevant to preparing personalised aromatic</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>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.</li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	<p>services to paying members of the public</p> <ul style="list-style-type: none"> <li>aromatic plant oil preparation and storage area.</li> </ul>	<ul style="list-style-type: none"> <li>beakers</li> <li>dark glass bottles and closures</li> <li>bowls</li> <li>labels</li> <li>pipettes</li> <li>cleaning and disinfection products and equipment</li> <li>individual work station consisting of: <ul style="list-style-type: none"> <li>adjustable treatment table with safe working access at both ends and sides</li> <li>trolley or stable surface for product and bowls</li> </ul> </li> <li>vaporisers.</li> </ul>		<p>plant oil blends for beauty treatments.</p>	
<b>Facial Services (FAS)</b>					
SHBBFAS001 Provide lash and brow services	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> <li>a beauty industry workplace or</li> <li>a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>hand washing facilities: <ul style="list-style-type: none"> <li>basin</li> <li>hot and cold running water</li> <li>liquid soap</li> <li>single use towels or hand dryer</li> </ul> </li> <li>cleaning and disinfection products and equipment</li> <li>hot wax pots</li> <li>individual work station consisting of: <ul style="list-style-type: none"> <li>treatment table with safe working access at both ends and sides</li> <li>individual electricity supply</li> <li>magnifying lamp</li> <li>operator chair</li> <li>trolley for products, bowls and equipment</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>disposable wax applicators</li> <li>hot and strip wax products from comprehensive and professional product range</li> <li>tints from comprehensive and professional product range</li> <li>treatment towels or linen, or disposable linen</li> <li>wax strips.</li> </ul>	<ul style="list-style-type: none"> <li>relevant workplace documentation: <ul style="list-style-type: none"> <li>blank client records</li> <li>organisational policies and procedures relevant to lash and brow services</li> <li>safety data sheets for cleaning products.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>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.</li> </ul>

**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"> <li>• personal protective equipment:               <ul style="list-style-type: none"> <li>◦ disposable gloves</li> <li>◦ aprons.</li> </ul> </li> <li>• tweezers</li> </ul>			
SHBBFAS002 Provide facial treatments and skin care recommendations	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> <li>• a beauty industry workplace or</li> <li>• a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities:               <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>• bowls</li> <li>• brushes for application of products</li> <li>• equipment:               <ul style="list-style-type: none"> <li>◦ facial steamer</li> <li>◦ hot towel cabinet</li> <li>◦ magnifying lamp</li> <li>◦ Woods lamp</li> </ul> </li> <li>• individual work station consisting of:               <ul style="list-style-type: none"> <li>◦ adjustable treatment table with safe working access to both sides and ends</li> <li>◦ individual electricity supply</li> <li>◦ operator chair</li> <li>◦ trolley for products, bowls and equipment.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• cleaning and disinfection products and equipment</li> <li>• client gowns and hair protectors</li> <li>• disposable facial wipes, microlances, spatulas, tissues</li> <li>• disposable gloves</li> <li>• treatment products from two comprehensive professional skin care ranges</li> <li>• treatment towels or linen, or disposable linen.</li> </ul>	<ul style="list-style-type: none"> <li>• relevant workplace documentation:               <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ organisational policies and procedures relevant to facial treatments</li> <li>◦ manufacturer instructions for equipment</li> <li>◦ safety data sheets for cleaning products and, where applicable, for treatment products</li> <li>◦ product manuals listing product ingredients, formulations, labelling and guidelines for use.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
SHBBFAS003 Provide specialists facial treatments	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> <li>• a beauty industry workplace or</li> <li>• a simulated beauty workplace set up for the purpose of skills</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities:               <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>• bowls</li> </ul>	<ul style="list-style-type: none"> <li>• cleaning and disinfection products and equipment</li> <li>• client gowns and hair protectors</li> <li>• disposable facial wipes, microlances, spatulas and tissues</li> <li>• disposable gloves</li> </ul>	<ul style="list-style-type: none"> <li>• relevant workplace documentation:               <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ organisational policies and procedures relevant to specialised facial treatments</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

**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.	<ul style="list-style-type: none"> <li>• brushes for application of products</li> <li>• the following devices/equipment:               <ul style="list-style-type: none"> <li>◦ direct current for:                   <ul style="list-style-type: none"> <li>▪ iontophoresis</li> <li>▪ desincrustation</li> </ul> </li> <li>◦ facial steamer</li> <li>◦ high frequency</li> <li>◦ hot towel cabinet</li> <li>◦ magnifying lamp</li> <li>◦ micro current</li> <li>◦ sonophoresis</li> <li>◦ ultrasonic</li> <li>◦ Woods lamp</li> </ul> </li> <li>• individual work station consisting of:               <ul style="list-style-type: none"> <li>◦ adjustable treatment table with safe working access to both sides and ends</li> <li>◦ individual electricity supply</li> <li>◦ operator chair</li> <li>◦ trolley for products, bowls and equipment.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• personal protective equipment</li> <li>• treatment products from two comprehensive and professional skin care ranges</li> <li>• treatment towels or linen, or disposable linen.</li> </ul>	<ul style="list-style-type: none"> <li>◦ manufacturer instructions for equipment</li> <li>◦ safety data sheets for cleaning products and, where applicable, for treatment products</li> <li>◦ product manuals listing product ingredients, formulations, labelling and guidelines for use.</li> </ul>	
<b>Hair Reduction Services (HRS)</b>					
SHBBHRS001 Provide waxing services	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> <li>• a beauty industry workplace or</li> <li>• a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities:               <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>• temperature controlled wax pots</li> <li>• tweezers</li> <li>• individual workstation consisting of:</li> </ul>	<ul style="list-style-type: none"> <li>• cleaning and disinfection products</li> <li>• disposable wax applicators, sheeting and strips</li> <li>• hot and strip wax, pre and aftercare products from a comprehensive professional range</li> <li>• client gowns or covers</li> <li>• personal protective equipment:               <ul style="list-style-type: none"> <li>◦ disposable gloves</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• relevant workplace documentation:               <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ equipment instructions</li> <li>◦ organisational policies and procedures relevant to waxing services</li> <li>◦ product instructions and safety data sheets.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients, both new and regular, with different waxing requirements, who have the expectation that the services provided reflect those of a commercial business.</li> </ul>

**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"> <li>◦ treatment table with safe working access at both ends and sides</li> <li>◦ individual electricity supply</li> <li>◦ magnifying lamp</li> <li>◦ stable wax pot bench or trolley.</li> </ul>	<ul style="list-style-type: none"> <li>◦ aprons</li> <li>• treatment towels or linen, or disposable linen.</li> </ul>		
SHBBHRS002 Provide female intimate waxing services	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> <li>• a beauty industry workplace or</li> <li>• a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities: <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>• temperature controlled wax pots</li> <li>• tweezers</li> <li>• individual workstation consisting of: <ul style="list-style-type: none"> <li>◦ treatment table with safe working access at both ends and sides</li> <li>◦ individual electricity supply and workstations</li> <li>◦ magnifying lamp</li> <li>◦ stable wax pot bench or trolley.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• cleaning and disinfection products</li> <li>• disposable single use wax applicators and strips</li> <li>• disposable sheeting</li> <li>• disposable g-string</li> <li>• hot and strip wax</li> <li>• client gowns or covers</li> <li>• pre and aftercare products from a comprehensive professional range</li> <li>• personal protective equipment: <ul style="list-style-type: none"> <li>◦ disposable gloves</li> <li>◦ aprons</li> </ul> </li> <li>• treatment towels or linen, or disposable linen.</li> </ul>	<ul style="list-style-type: none"> <li>• relevant workplace documentation: <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ organisational policies and procedures as they apply to the provision of waxing services</li> <li>◦ manufacturer instructions and safety data sheets</li> <li>◦ product instructions and safety data sheets.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
SHBBHRS003 Provide male intimate waxing services	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> <li>• a beauty industry workplace or</li> <li>• a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities: <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>• temperature controlled wax pots</li> <li>• tweezers</li> <li>• individual workstation consisting of:</li> </ul>	<ul style="list-style-type: none"> <li>• cleaning and disinfection products</li> <li>• disposable single use wax applicators and strips</li> <li>• disposable sheeting</li> <li>• disposable g-string</li> <li>• hot and strip wax, pre and aftercare products from a comprehensive professional range</li> <li>• client gown or cover</li> </ul>	<ul style="list-style-type: none"> <li>• relevant workplace documentation: <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ equipment instructions</li> <li>◦ organisational policies and procedures relevant to waxing services</li> <li>◦ product instructions and safety data sheets.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

**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"> <li>◦ treatment table with safe working access to both ends and sides</li> <li>◦ individual electricity supply</li> <li>◦ magnifying lamp</li> <li>◦ stable wax pot bench or trolley.</li> </ul>	<ul style="list-style-type: none"> <li>• personal protective equipment:               <ul style="list-style-type: none"> <li>◦ disposable gloves</li> <li>◦ aprons</li> </ul> </li> <li>• treatment towels or linen, or disposable linen.</li> </ul>		
SHBBHRS004 Provide hair reduction treatments using electrical currents	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> <li>• a beauty industry workplace or</li> <li>• a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities:               <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>• equipment that provides thermolysis, galvanic, and blend currents for hair reduction</li> <li>• individual work station:               <ul style="list-style-type: none"> <li>◦ adjustable treatment table with safe working access to both sides and ends</li> <li>◦ individual electricity supply</li> <li>◦ magnifying lamp</li> <li>◦ operator chair</li> <li>◦ trolley for products, bowls and equipment</li> </ul> </li> <li>• sharps container</li> <li>• tweezers.</li> </ul>	<ul style="list-style-type: none"> <li>• alcohol disposable single use skin wipes</li> <li>• cleaning and disinfection products and equipment</li> <li>• client gowns or protective sheets</li> <li>• disposable facial wipes, microlances, spatulas and tissues</li> <li>• disposable needles or probes in sterile packs</li> <li>• personal protective equipment:               <ul style="list-style-type: none"> <li>◦ disposable gloves</li> <li>◦ apron</li> </ul> </li> <li>• sterilised small tools and equipment or all equipment to be single use and disposable</li> <li>• treatment towels or linen, or disposable linen.</li> </ul>	<ul style="list-style-type: none"> <li>• relevant workplace documentation:               <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ organisational policies and procedures relevant to the provision of hair reduction treatments</li> <li>◦ equipment manufacturer instructions</li> <li>◦ safety data sheets for cleaning products.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Infection Control (INF)</b>					
SHBBINF001 Maintain infection control standards	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> <li>• a beauty industry workplace or</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities:               <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• antiseptic wipes and alcohol based preparations</li> <li>• cleaning and disinfection products</li> <li>• single use, disposable equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• workplace documentation:               <ul style="list-style-type: none"> <li>◦ Australian standards</li> <li>◦ equipment manufacturer instructions</li> </ul> </li> </ul>	

**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"> <li>• a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public</li> <li>• sterile storage area</li> <li>• storage area for materials, equipment and attachments</li> <li>• treatment area, cleaning area and clients.</li> </ul>	<ul style="list-style-type: none"> <li>◦ single use towels or hand dryer</li> <li>• personal protective equipment:               <ul style="list-style-type: none"> <li>◦ gloves:                   <ul style="list-style-type: none"> <li>▪ treatment</li> <li>▪ cleaning</li> </ul> </li> <li>◦ protective clothing</li> <li>◦ eye protection</li> <li>◦ footwear</li> <li>◦ face masks</li> </ul> </li> <li>• sharps and sharps disposal unit</li> <li>• steriliser</li> <li>• waste receptacles that comply with Australian Standards.</li> </ul>		<ul style="list-style-type: none"> <li>◦ infection control regulations and guidelines</li> <li>◦ organisation infection control policy and procedure</li> <li>◦ safety data sheets for cleaning products.</li> </ul>	
<b>Make-Up Services (MUP)</b>					
SHBBMUP001 Apply eyelash extensions	<p>Skills must be demonstrated in a beauty or make-up services environment; this can be:</p> <ul style="list-style-type: none"> <li>• an industry workplace or</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities:               <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>• eyelash extension equipment:               <ul style="list-style-type: none"> <li>◦ air blower</li> <li>◦ application tweezers</li> <li>◦ disposable glue wells</li> <li>◦ disposable mascara wands</li> <li>◦ eye lash comb</li> <li>◦ isolating tweezers</li> <li>◦ jade stone</li> <li>◦ lint free eye pads</li> <li>◦ locks detach swabs</li> <li>◦ medical tape</li> <li>◦ oil-free cleanser</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• adhesive:               <ul style="list-style-type: none"> <li>◦ clear</li> <li>◦ coloured</li> <li>◦ normal</li> <li>◦ sensitive</li> </ul> </li> <li>• cleaning and disinfection products and equipment</li> <li>• eyelash extensions remover</li> <li>• eyelash extensions from a comprehensive professional range</li> <li>• treatment towels or linen, or disposable linen.</li> </ul>	<ul style="list-style-type: none"> <li>• relevant workplace documentation:               <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ organisational policies and procedures relevant to the application of eyelash extensions</li> <li>◦ equipment instructions</li> <li>◦ manufacturer instructions and safety data sheets.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

**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"> <li>◦ silicone pad</li> <li>◦ sponge</li> <li>● individual work station consisting of:               <ul style="list-style-type: none"> <li>◦ treatment table with safe working access at both ends and sides</li> <li>◦ individual electricity supply</li> <li>◦ magnifying lamp</li> <li>◦ operator chair</li> <li>◦ trolley for products, bowls and equipment.</li> </ul> </li> </ul>			
<p>SHBBMUP002 Design and apply make-up</p>	<p>Skills must be demonstrated in a beauty or make-up services environment; this can be:</p> <ul style="list-style-type: none"> <li>● an industry workplace or</li> <li>● 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.</li> </ul>	<ul style="list-style-type: none"> <li>● hand washing facilities:               <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>● adjustable make-up chair</li> <li>● hand held mirror</li> <li>● headband or hair clips</li> <li>● magnifying lamp</li> <li>● make-up equipment:               <ul style="list-style-type: none"> <li>◦ brushes for foundation, eye make-up and powder</li> <li>◦ disposable mascara wands</li> <li>◦ lash curler</li> <li>◦ pencil sharpeners</li> <li>◦ sponges and wedges</li> <li>◦ tweezers</li> </ul> </li> <li>● make-up lighting at workstation.</li> </ul>	<ul style="list-style-type: none"> <li>● brush sanitiser</li> <li>● cleaning and disinfection products and equipment</li> <li>● cover to protect client's clothes</li> <li>● disposable cotton buds, facial wipes, spatulas and tissues</li> <li>● false eyelashes</li> <li>● make-up products from comprehensive professional range:               <ul style="list-style-type: none"> <li>◦ blushers</li> <li>◦ concealers</li> <li>◦ eye shadows</li> <li>◦ eyeliners</li> <li>◦ foundations – water based, oil based, solid or fluid</li> <li>◦ glosses</li> <li>◦ lipsticks</li> <li>◦ mascaras</li> <li>◦ pencils</li> <li>◦ powders</li> <li>◦ pre make-up products</li> </ul> </li> <li>● skin cleansers, toners, moisturisers.</li> </ul>	<ul style="list-style-type: none"> <li>● relevant workplace documentation:               <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ organisational policies and procedures relevant to make-up services</li> <li>◦ manufacturer instructions and safety data sheets.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● 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.</li> </ul>

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

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

**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"> <li>◦ brushes for foundation, eye make-up and powder</li> <li>◦ make-up box</li> <li>◦ pencil sharpeners</li> <li>◦ protective bibs</li> <li>◦ sponges and wedges</li> <li>◦ tweezers</li> <li>● make-up lighting.</li> </ul>	<ul style="list-style-type: none"> <li>◦ foundations – water based or oil based with varying degrees of pigmentation and coverage</li> <li>◦ pencils</li> <li>◦ powders</li> <li>◦ pre make-up products and stabilisers</li> <li>● skin cleansers, toners, moisturisers.</li> </ul>		
<p>SHBBMUP005 Apply airbrushed make-up</p>	<p>Skills must be demonstrated in a beauty or make-up services environment; this can be:</p> <ul style="list-style-type: none"> <li>● an industry workplace or</li> <li>● 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</li> <li>● facilities set up for airbrushing make-up service.</li> </ul>	<ul style="list-style-type: none"> <li>● hand washing facilities: <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>● adjustable make-up chair</li> <li>● airbrush equipment: <ul style="list-style-type: none"> <li>◦ gun</li> <li>◦ compressor</li> <li>◦ holder</li> </ul> </li> <li>● hand held mirror</li> <li>● headband or hair clips</li> <li>● magnifying lamp</li> <li>● make-up lighting.</li> </ul>	<ul style="list-style-type: none"> <li>● airbrush make-up products from a comprehensive and professional product range: <ul style="list-style-type: none"> <li>◦ primers</li> <li>◦ neutralisers</li> <li>◦ foundations</li> <li>◦ bronzers</li> <li>◦ shimmers</li> <li>◦ setting powders</li> <li>◦ eye shadows</li> <li>◦ eyeliners</li> <li>◦ blushers</li> <li>◦ lipsticks</li> </ul> </li> <li>● brush sanitiser</li> <li>● cleaning and disinfection products and equipment</li> <li>● disposable cotton buds, facial wipes, spatulas and tissues</li> <li>● hand sanitiser</li> <li>● make-up equipment: <ul style="list-style-type: none"> <li>◦ protective bibs</li> <li>◦ sponges and wedges</li> <li>◦ tweezers</li> </ul> </li> <li>● make-up shields and stencils</li> <li>● skin cleansers, toners, moisturisers</li> </ul>	<ul style="list-style-type: none"> <li>● relevant workplace documentation: <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ organisational policies and procedures relevant to make-up services</li> <li>◦ manufacturer instructions and safety data sheets.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● 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.</li> </ul>

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

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

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

**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"> <li>a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>client chair</li> <li>equipment:               <ul style="list-style-type: none"> <li>brushes for gel application</li> <li>curing lights</li> <li>cuticle pushers</li> <li>files</li> <li>sculpting forms</li> <li>tip cutters</li> </ul> </li> <li>manicure table, lamp and mats</li> <li>operator chair.</li> </ul>	<ul style="list-style-type: none"> <li>gel cleanser</li> <li>multilayer UV gels or base-build top</li> <li>nail adhesive</li> <li>primer</li> <li>UV and non-UV gel products</li> <li>various styles of tips</li> <li>hand and nail sanitiser</li> <li>treatment towels, cotton or disposable.</li> </ul>	<ul style="list-style-type: none"> <li>manufacturer instructions and safety data sheets.</li> </ul>	<ul style="list-style-type: none"> <li>reflect those of a commercial business.</li> </ul>
SHBBNLS003 Apply acrylic nail enhancements	<p>Skills must be demonstrated in a nail services environment; this can be:</p> <ul style="list-style-type: none"> <li>a beauty industry workplace or</li> <li>a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>hand washing facilities:               <ul style="list-style-type: none"> <li>basin</li> <li>hot and cold running water</li> <li>liquid soap</li> <li>single use towels or hand dryer</li> </ul> </li> <li>client chair</li> <li>equipment:               <ul style="list-style-type: none"> <li>acrylic clippers</li> <li>brushes for application of artificial nails and primer</li> <li>buffers</li> <li>cuticle pushers</li> <li>dappen dishes</li> <li>desk towels</li> <li>hand rests</li> <li>files</li> <li>sculpting forms</li> <li>manicure table with table lamp and mats</li> <li>tip cutters</li> </ul> </li> <li>exhaust system to extract chemical fumes and dust</li> <li>operator chair</li> <li>personal protective equipment:</li> </ul>	<ul style="list-style-type: none"> <li>acrylic products from comprehensive professional range that include:               <ul style="list-style-type: none"> <li>primers</li> <li>acrylic nail remover</li> <li>dehydrator</li> <li>acrylic adhesive</li> <li>monomers</li> <li>polymers</li> <li>various styles of tips</li> </ul> </li> <li>cleaning and disinfection products and equipment</li> <li>hand and nail sanitiser</li> <li>treatment towels, cotton or disposable.</li> </ul>	<ul style="list-style-type: none"> <li>relevant workplace documentation:               <ul style="list-style-type: none"> <li>blank client records</li> <li>organisational policies and procedures relevant to the application of acrylic nail enhancements</li> <li>manufacturer instructions and safety data sheets.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>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.</li> </ul>

**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"> <li>◦ disposable gloves</li> <li>◦ dust masks</li> <li>◦ safety glasses.</li> </ul>			
SHBBNLS004 Apply nail art	<p>Skills must be demonstrated in a nail services environment; this can be:</p> <ul style="list-style-type: none"> <li>• a beauty industry workplace or</li> <li>• a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities: <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>• client chairs</li> <li>• manicure table with lamp and mats</li> <li>• nail art equipment: <ul style="list-style-type: none"> <li>◦ curved scissors</li> <li>◦ cuticle pushers</li> <li>◦ dotter</li> <li>◦ electric file or hand file</li> <li>◦ nail files</li> <li>◦ hand sanitizers</li> <li>◦ marbiliser</li> <li>◦ nail art brushes</li> <li>◦ nail clippers</li> <li>◦ tip cutters</li> <li>◦ tweezers</li> </ul> </li> <li>• operator chairs.</li> </ul>	<ul style="list-style-type: none"> <li>• cleaning and disinfection products and equipment</li> <li>• nail art products from comprehensive professional range: <ul style="list-style-type: none"> <li>◦ adhesive</li> <li>◦ decals</li> <li>◦ foils</li> <li>◦ glitters</li> <li>◦ polishes</li> <li>◦ diamantes</li> <li>◦ studs</li> <li>◦ charms</li> <li>◦ rhinestones</li> <li>◦ stripping tape</li> </ul> </li> <li>• treatment towels, cotton or disposable.</li> </ul>	<ul style="list-style-type: none"> <li>• relevant workplace documentation: <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ organisational policies and procedures relevant to nail art services</li> <li>◦ manufacturer instructions and safety data sheets.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients, both new and regular, with different nail art needs, who have the expectation that the services provided reflect those of a commercial business.</li> </ul>
SHBBNLS005 Use electric file equipment for nail services	<p>Skills must be demonstrated in a nail services environment; this can be:</p> <ul style="list-style-type: none"> <li>• a beauty industry workplace or</li> <li>• a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities: <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>• client chairs</li> <li>• electric file designed for nail services with bits and burs</li> <li>• exhaust system for chemical fumes and dust extraction</li> <li>• manicure table with table lamp and mats</li> </ul>	<ul style="list-style-type: none"> <li>• cleaning and disinfection products and equipment</li> <li>• hand and nail sanitiser</li> <li>• treatment towels, cotton or disposable.</li> </ul>	<ul style="list-style-type: none"> <li>• relevant workplace documentation: <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ organisational policies and procedures relevant to nail services</li> <li>◦ manufacturer instructions and safety data sheets.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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

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

**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"> <li>◦ nail clippers</li> <li>◦ tweezers</li> <li>● operator chairs</li> <li>● personal protective equipment that includes:                             <ul style="list-style-type: none"> <li>◦ disposable gloves</li> <li>◦ dust masks</li> <li>◦ safety glasses.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>◦ diamantes</li> <li>◦ studs</li> <li>◦ charms</li> <li>◦ rhinestones</li> <li>◦ stripping tape</li> <li>● treatment towels, cotton or disposable.</li> </ul>		
<b>Research (RES)</b>					
SHBBRES001 Research and apply beauty industry information				<ul style="list-style-type: none"> <li>● beauty industry information sources:                             <ul style="list-style-type: none"> <li>◦ trade journals or magazines</li> <li>◦ industry contacts, mentors or advisors</li> <li>◦ internet</li> <li>◦ industry media.</li> </ul> </li> </ul>	
<b>Skin Services (SKS)</b>					
SHBBSKS001 Pierce ear lobes	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> <li>● a beauty industry workplace or</li> <li>● a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>● hand washing facilities:                             <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer.</li> </ul> </li> <li>● adjustable client chair</li> <li>● ear piercing gun</li> <li>● personal protective equipment:                             <ul style="list-style-type: none"> <li>◦ disposable gloves</li> <li>◦ sterile, single use disinfecting skin swabs</li> </ul> </li> <li>● surgical marking pen.</li> <li>● studs.</li> </ul>	<ul style="list-style-type: none"> <li>● antiseptic and home-care products for care of wound</li> <li>● cleaning and disinfection products and equipment.</li> </ul>		<ul style="list-style-type: none"> <li>● 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.</li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SHBBSKS002 Provide diathermy treatments	<p>Skills must be demonstrated in a diathermy environment; this can be:</p> <ul style="list-style-type: none"> <li>• an industry workplace or</li> <li>• a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities: <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>• diathermy equipment: <ul style="list-style-type: none"> <li>◦ high frequency/thermolysis blend</li> </ul> </li> <li>• individual work station: <ul style="list-style-type: none"> <li>◦ adjustable treatment table with safe working access to both sides and ends</li> <li>◦ individual electricity supply</li> <li>◦ magnifying lamp</li> <li>◦ operator chair</li> <li>◦ trolley for products, bowls and equipment</li> </ul> </li> <li>• personal protective equipment: <ul style="list-style-type: none"> <li>◦ disposable gloves</li> <li>◦ apron</li> </ul> </li> <li>• sharps container.</li> </ul>	<ul style="list-style-type: none"> <li>• alcohol disposable single use skin wipes</li> <li>• cleaning and disinfection products and equipment</li> <li>• client gown or protective sheets</li> <li>• disposable needles or probes of a range of sizes in sterile packs</li> <li>• disposable tissues and spatulas</li> <li>• sterilised small tools and equipment or all equipment to be single use and disposable</li> <li>• treatment towels or linen, or disposable linen.</li> </ul>	<ul style="list-style-type: none"> <li>• relevant workplace documentation: <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ organisational policies and procedures relevant to diathermy treatments</li> <li>◦ manufacturer instructions for equipment</li> <li>◦ safety data sheets for cleaning products.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients, both new and regular, with different diathermy requirements, who have the expectation that the services provided reflect those of a commercial business.</li> </ul>
SHBBSKS003 Design and provide cosmetic tattooing	<p>Skills must be demonstrated in a cosmetic tattooing environment; this can be:</p> <ul style="list-style-type: none"> <li>• an industry workplace or</li> <li>• a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities: <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>• colour pigment holders</li> <li>• cosmetic tattoo machine and matching transmission shaft</li> <li>• individual work station consisting of:</li> </ul>	<ul style="list-style-type: none"> <li>• cleaning and disinfection products and equipment</li> <li>• a minimum of ten colour pigments</li> <li>• disposable needles of a range of sizes in sterile packs</li> <li>• disposable, single use, sterile skin wipes</li> <li>• mouthguards</li> <li>• sterilised small tools and equipment or all equipment</li> </ul>	<ul style="list-style-type: none"> <li>• relevant workplace documentation: <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ organisational policies and procedures relevant to cosmetic tattooing</li> <li>◦ manufacturer instructions for equipment</li> <li>◦ safety data sheets for pigments.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

**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"> <li>◦ adjustable treatment table with safe working access to both sides and ends</li> <li>◦ individual electricity supply</li> <li>◦ magnifying lamp</li> <li>◦ operator chair</li> <li>◦ trolley for products, bowls and equipment</li> <li>● personal protective equipment:               <ul style="list-style-type: none"> <li>◦ disposable gloves</li> <li>◦ apron</li> </ul> </li> <li>● sharps container</li> <li>● tweezers.</li> </ul>	<p>to be single use and disposable</p> <ul style="list-style-type: none"> <li>● tissues</li> <li>● topical anaesthetic creams</li> <li>● treatment towels or linen, or disposable linen.</li> </ul>		
<p>SHBBSKS004 Provide upper body piercing</p>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> <li>● a beauty industry workplace or</li> <li>● a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>● hand washing facilities:               <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>● autoclave equipment, packaging and documentation</li> <li>● sharps container</li> <li>● body piercing equipment:               <ul style="list-style-type: none"> <li>◦ autoclave</li> <li>◦ ball holding tweezers</li> <li>◦ calipers</li> <li>◦ forceps</li> <li>◦ iris scissors</li> <li>◦ needle acceptor tubes</li> <li>◦ needles</li> <li>◦ ring opening and closing pliers</li> </ul> </li> <li>● individual work station consisting of:</li> </ul>	<ul style="list-style-type: none"> <li>● a range of body jewellery in sterile packaging</li> <li>● antiseptic and home-care products for care of wound</li> <li>● cleaning and disinfection products and equipment</li> <li>● products:               <ul style="list-style-type: none"> <li>◦ aftercare</li> <li>◦ antiseptic</li> <li>◦ skin cleansing</li> <li>◦ swabs</li> </ul> </li> <li>● sterile, single use disinfecting skin swabs</li> <li>● treatment towels or linen, or disposable linen.</li> </ul>	<ul style="list-style-type: none"> <li>● relevant workplace documentation:               <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ policies and procedures relevant to upper body piercing services</li> <li>◦ equipment instructions</li> <li>◦ product instructions and safety data sheets.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● paying clients, both new and regular, with upper body piercing requirements, who have the expectation that the services provided reflect those of a commercial business.</li> </ul>

**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"> <li>◦ adjustable treatment table with safe operator access at head, foot and both sides</li> <li>◦ individual electricity supply</li> <li>◦ magnifying lamp</li> <li>● personal protective equipment:               <ul style="list-style-type: none"> <li>◦ disposable gloves</li> <li>◦ goggles</li> </ul> </li> <li>● sterilised equipment</li> <li>● surgical marking pen.</li> </ul>			
<p>SHBBSKS005 Provide micro-dermabrasion treatments</p>	<p>Skills must be demonstrated in a beauty industry environment; this can be:</p> <ul style="list-style-type: none"> <li>● a beauty industry workplace or</li> <li>● a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>● hand washing facilities:               <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>● bowls</li> <li>● individual work station:               <ul style="list-style-type: none"> <li>◦ adjustable treatment table with safe working access to both sides and ends</li> <li>◦ individual electricity supply</li> <li>◦ magnifying lamp</li> <li>◦ operator chair</li> <li>◦ trolley for products, bowls and equipment</li> </ul> </li> <li>● micro-dermabrasion equipment, products and attachments</li> <li>● personal protective equipment:               <ul style="list-style-type: none"> <li>◦ apron</li> <li>◦ disposable gloves</li> <li>◦ goggles</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● alcohol disposable single use skin wipes</li> <li>● cleaning and disinfection products and equipment</li> <li>● client gown or protective sheets</li> <li>● disposable facial wipes, microlances, spatulas and tissues</li> <li>● micro-dermabrasion consumables:               <ul style="list-style-type: none"> <li>◦ crystals</li> <li>◦ diamond tips</li> <li>◦ filters</li> </ul> </li> <li>● products from a comprehensive, professional skin care range</li> <li>● sterilised small tools and equipment or all equipment to be single use and disposable</li> <li>● treatment towels or linen, or disposable linen towel.</li> </ul>	<ul style="list-style-type: none"> <li>● relevant workplace documentation:               <ul style="list-style-type: none"> <li>◦ blank client records</li> <li>◦ organisational policies and procedures relevant to micro-dermabrasion services</li> <li>◦ manufacturer instructions for equipment</li> <li>◦ safety data sheets for cleaning and treatment products.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● 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.</li> </ul>

**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"> <li>◦ mask.</li> </ul>			
<b>Spa Services (SPA)</b>					
SHBBSPA001 Work in a spa therapies framework	<p>Skills must be demonstrated in a spa environment; this can be:</p> <ul style="list-style-type: none"> <li>• an industry workplace or</li> <li>• a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public</li> <li>• reception area</li> <li>• relaxation area</li> <li>• shower change facilities</li> <li>• wet and dry treatment rooms.</li> </ul>	<ul style="list-style-type: none"> <li>• computer with salon software</li> <li>• hydro tub</li> <li>• spa equipment</li> <li>• spa menu</li> <li>• steam equipment</li> <li>• Vichy shower, or wet table, or spa capsule.</li> </ul>	<ul style="list-style-type: none"> <li>• cleaning and disinfection products and equipment</li> <li>• water treatment chemicals.</li> </ul>	<ul style="list-style-type: none"> <li>• relevant workplace documentation: <ul style="list-style-type: none"> <li>◦ equipment instructions</li> <li>◦ product instructions and safety data sheets</li> <li>◦ organisational policies and procedures relevant to spa therapies.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
SHBBSPA002 Provide spa therapies	<p>Skills must be demonstrated in a spa environment; this can be:</p> <ul style="list-style-type: none"> <li>• an industry workplace or</li> <li>• a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public</li> <li>• dry treatment area</li> <li>• electricity supply access to each spa treatment workstation</li> <li>• shower and client change facilities</li> <li>• wet treatment rooms.</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities: <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>• adjustable treatment tables with safe working access for operator and equipment at head, foot and each side</li> <li>• hot towel cabinet</li> <li>• hydro tub</li> <li>• steam equipment towels</li> <li>• Vichy shower, or wet table, or spa capsule.</li> </ul>	<ul style="list-style-type: none"> <li>• cleaning and disinfection products and equipment</li> <li>• client disposable undergarments</li> <li>• products from two comprehensive professional spa</li> <li>• product ranges.</li> </ul>	<ul style="list-style-type: none"> <li>• relevant workplace documentation: <ul style="list-style-type: none"> <li>◦ equipment instructions</li> <li>◦ organisational policies and procedures relevant to spa therapies</li> <li>◦ product instructions and safety data sheets.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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

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

**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"> <li>◦ trolley for products and bowls.</li> </ul>			
<b>Cross-Sector (X)</b>					
<b>Client Services</b>					
SHBXCCS001 Conduct salon financial transactions	<p>Skills must be demonstrated in a personal services salon environment; this can be:</p> <ul style="list-style-type: none"> <li>• a industry workplace or</li> <li>• a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• computer with salon software system</li> <li>• point-of-sale equipment that can process credit cards and EFTPOS transactions.</li> </ul>		<ul style="list-style-type: none"> <li>• relevant workplace documentation:               <ul style="list-style-type: none"> <li>◦ organisational policies and procedures relevant to financial transactions</li> <li>◦ manufacturer instructions</li> </ul> </li> <li>• relevant point-of-sale documents:               <ul style="list-style-type: none"> <li>◦ stock, inventory and price lists</li> <li>◦ financial transaction dockets and slips</li> <li>◦ credit and product return slips</li> <li>◦ sample debit and credit card vouchers.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients, both new and regular, with different transaction requirements, who have the expectation that the services provided reflect those of a commercial business.</li> </ul>
SHBXCCS002 Provide salon services to clients	<p>Skills must be demonstrated in a personal services environment; this can be:</p> <ul style="list-style-type: none"> <li>• an industry workplace or</li> <li>• a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• computer with salon software system</li> <li>• reception desk</li> <li>• retail display area</li> <li>• telephone.</li> </ul>		<ul style="list-style-type: none"> <li>• relevant organisational policies and procedure manuals for customer service:               <ul style="list-style-type: none"> <li>◦ customer service techniques</li> <li>◦ personal presentation</li> <li>◦ complaint resolution.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SHBXCCS003 Greet and prepare clients for salon services	<p>Skills must be demonstrated in a personal services environment; this can be:</p> <ul style="list-style-type: none"> <li>• a beauty, hairdressing or barbering industry workplace or</li> <li>• a simulated beauty, hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a client reception area with a reception desk, client booking system and client waiting chairs</li> <li>• beauty treatment, hairdressing or barbering services workstations with one adjustable client services chair per workstation</li> <li>• clean client gowns or wraps</li> <li>• clean client towels</li> <li>• tea and coffee making facilities and a range of beverage options for clients</li> </ul>		<ul style="list-style-type: none"> <li>• a range of reading materials for clients</li> <li>• organisational procedures for meeting and greeting clients and preparing for service.</li> </ul>	<ul style="list-style-type: none"> <li>• a senior operator from whom the individual can take instruction</li> <li>• paying clients with different service requirements; these can be: <ul style="list-style-type: none"> <li>◦ clients in a beauty, hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated beauty, hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>• sufficient customer traffic to allow for prioritisation of tasks so that customers are serviced effectively in a logical sequence.</li> </ul>
SHBXCCS004 Recommend products and services	<p>Skills must be demonstrated in a retail store or personal services environment; this can be:</p> <ul style="list-style-type: none"> <li>• an industry workplace or</li> <li>• a simulated retail store or beauty, hairdressing or barbering workplace, set up for the purpose of skills assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• computers, the Internet and online information systems to search for product information</li> <li>• display and storage locations, shelf facings and signage for hair, barbering, beauty or cosmetic products, as relevant to the business type.</li> </ul>	<ul style="list-style-type: none"> <li>• a diverse commercial range of hair, barbering, beauty or cosmetic products, as relevant to the business type.</li> </ul>	<ul style="list-style-type: none"> <li>• product and service information which can be:</li> <li>• manufacturer support materials; product leaflets, brochures, booklets</li> <li>• product labels</li> <li>• price lists</li> <li>• product and service manuals</li> <li>• organisational procedures for recommending hair, barbering, beauty or cosmetic products and services.</li> </ul>	<ul style="list-style-type: none"> <li>• customers with whom the individual can interact; these can be: <ul style="list-style-type: none"> <li>◦ paying customers in an industry workplace; or</li> <li>◦ individuals who participate in role plays or simulated activities within a training organisation</li> </ul> </li> <li>• sufficient customer traffic to allow for prioritisation of tasks so that customers</li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					are served effectively in a logical sequence.
<b>Personal Services Management</b>					
SHBXPSM001 Lead teams in a personal services environment	<p>Skills must be demonstrated in a personal services environment; this can be:</p> <ul style="list-style-type: none"> <li>• a beauty, hairdressing or barbering industry workplace or</li> <li>• a simulated beauty, hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>			<ul style="list-style-type: none"> <li>• the following documents which can be actual documents used by a personal services business or generated by a registered training organisation for the purposes of project and assessment activities: <ul style="list-style-type: none"> <li>◦ documents which outline personal services values and business objectives; these could include mission statements, client service policies and job descriptions</li> <li>◦ a range of job descriptions.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a team whose overall performance is the responsibility of the individual; this can comprise: <ul style="list-style-type: none"> <li>◦ team members in a personal services industry workplace; or</li> <li>◦ people who participate in role plays or simulated activities within a training organisation</li> </ul> </li> <li>• paying clients for whom the team is providing services; these can be: <ul style="list-style-type: none"> <li>◦ clients in a personal services industry workplace; or</li> <li>◦ clients in a simulated personal services workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business.</li> </ul> </li> </ul>
SHBXPSM002 Manage treatment services and sales delivery	<p>Skills must be demonstrated in a personal services environment; this can be:</p> <ul style="list-style-type: none"> <li>• a beauty, hairdressing or barbering industry workplace; or</li> </ul>	<ul style="list-style-type: none"> <li>• computers, printers and general software programs used to produce policies and procedures.</li> </ul>		<ul style="list-style-type: none"> <li>• the following documents which can be actual documents used by a personal services business or generated by a registered training organisation for the</li> </ul>	<ul style="list-style-type: none"> <li>• team members with whom the individual can interact; these can be: <ul style="list-style-type: none"> <li>◦ team members in a personal services industry workplace or</li> </ul> </li> </ul>

**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"> <li>• a simulated beauty, hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>			<ul style="list-style-type: none"> <li>purposes of project and assessment activities:               <ul style="list-style-type: none"> <li>◦ sales reports</li> <li>◦ stock reports</li> <li>◦ client feedback</li> </ul> </li> <li>• template:               <ul style="list-style-type: none"> <li>◦ client service and complaint resolution policies and procedures</li> <li>◦ sales target schedules</li> </ul> </li> <li>• industrial awards relevant to the personal services business.</li> </ul>	<ul style="list-style-type: none"> <li>◦ people who participate in role plays or simulated activities within a training organisation</li> <li>• paying clients with whom the individual can interact; these can be:               <ul style="list-style-type: none"> <li>◦ clients in a personal services industry workplace or</li> <li>◦ clients in a simulated personal services workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business.</li> </ul> </li> </ul>
SHBXPSM003 Promote a personal services business		<ul style="list-style-type: none"> <li>• computers, printers and general software programs used to produce marketing plans.</li> </ul>		<ul style="list-style-type: none"> <li>• the following documents which can be actual documents used by a personal services business or generated by a registered training organisation for the purposes of project and assessment activities:               <ul style="list-style-type: none"> <li>◦ customer profiles, service history and product and service preferences</li> <li>◦ sales budgets</li> <li>◦ sales reports</li> <li>◦ stock reports</li> <li>◦ template:                   <ul style="list-style-type: none"> <li>◦ marketing plans</li> <li>◦ budgets</li> </ul> </li> <li>◦ customer evaluations.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• people with whom the individual can interact for all communication aspects of the unit; these can be:               <ul style="list-style-type: none"> <li>◦ people in a personal services industry workplace; or</li> <li>◦ people who participate in role plays or simulated activities within a training organisation.</li> </ul> </li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SHBXPSM004 Develop a product and service range		<ul style="list-style-type: none"> <li>• computers, printers and general software programs used to produce pricing policies and lists.</li> </ul>		<ul style="list-style-type: none"> <li>• the following documents which can be actual documents used by a personal services business or generated by a registered training organisation for the purposes of project and assessment activities:                             <ul style="list-style-type: none"> <li>◦ customer profiles, service history and product and service preferences</li> <li>◦ sales budgets</li> <li>◦ sales reports</li> <li>◦ stock reports</li> </ul> </li> <li>• template:                             <ul style="list-style-type: none"> <li>◦ supplier contracts and agreements</li> <li>◦ supplier terms of trade</li> <li>◦ product pricing policies and lists</li> </ul> </li> <li>• supplier product information including product claims and cost of supply.</li> </ul>	<ul style="list-style-type: none"> <li>• people with whom the individual can interact for all communication aspects of the unit; these can be:                             <ul style="list-style-type: none"> <li>◦ people in a personal services industry workplace or</li> <li>◦ people who participate in role plays or simulated activities within a training organisation.</li> </ul> </li> </ul>
<b>Work Health and Safety (WHS)</b>					
SHBXWHS001 Apply safe hygiene, health and work practices	<p>Skills must be demonstrated in a beauty or hairdressing industry environment; this can be:</p> <ul style="list-style-type: none"> <li>• an industry workplace</li> <li>• a simulated industry environment.</li> </ul>	<ul style="list-style-type: none"> <li>• hand washing facilities:                             <ul style="list-style-type: none"> <li>◦ basin</li> <li>◦ hot and cold running water</li> <li>◦ liquid soap</li> <li>◦ single use towels or hand dryer</li> </ul> </li> <li>• cleaning and disinfection equipment for mixing and storage</li> <li>• electrical equipment</li> </ul>	<ul style="list-style-type: none"> <li>• cleaning and disinfection products</li> <li>• disposable spatulas, wipes, sponges, cotton wool and tissues.</li> </ul>	<ul style="list-style-type: none"> <li>• current plain English regulatory documents and codes of practice distributed by the local work health and safety government regulator</li> <li>• organisational policies and procedures used for managing work health and safety practices:                             <ul style="list-style-type: none"> <li>◦ administering first aid</li> <li>◦ consultation</li> <li>◦ electrical equipment</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

**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"> <li>• personal protective equipment:               <ul style="list-style-type: none"> <li>◦ apron</li> <li>◦ clothing</li> <li>◦ eye protection</li> <li>◦ closed footwear</li> <li>◦ gloves; treatment and cleaning</li> <li>◦ masks</li> </ul> </li> <li>• sharps and sharps disposal container.</li> </ul>		<ul style="list-style-type: none"> <li>◦ infection control</li> <li>◦ managing emergencies</li> <li>◦ hazard identification, reporting and risk assessment</li> <li>◦ dangerous incident and injury reporting</li> <li>◦ working safely with beauty tools, equipment and hazardous substances</li> <li>• template reports for:               <ul style="list-style-type: none"> <li>◦ hazard identification and reporting</li> <li>◦ dangerous incident reporting</li> <li>◦ injury reporting</li> </ul> </li> <li>• manufacturer's instructions and safety data sheets (SDS) for cleaning and disinfection of tools and equipment.</li> </ul>	
SHBXWHS002 Provide a safe work environment		<ul style="list-style-type: none"> <li>• computers, printers and general software programs used to produce system documents.</li> </ul>		<ul style="list-style-type: none"> <li>• the relevant state or territory WHS or OHS legislation</li> <li>• current plain English regulatory documents distributed by the local work health and safety government regulator</li> <li>• current plain English codes of practice distributed by the local work health and safety government regulator</li> <li>• template WHS documents:               <ul style="list-style-type: none"> <li>◦ policies</li> <li>◦ procedures</li> <li>◦ training plans</li> </ul> </li> </ul>	

**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"> <li>◦ hazard identification and reporting tools</li> <li>◦ risk assessment and control tools based on the hierarchy of control method</li> <li>◦ emergency evacuation plans</li> <li>◦ dangerous incident reports</li> <li>◦ accident and injury reports</li> <li>◦ notifiable incident reports.</li> </ul>	
<b>Working in Industry (IND)</b>					
SHBXIND001 Comply with organisational requirements within a personal services environment	Skills must be demonstrated in a personal services industry environment: <ul style="list-style-type: none"> <li>• a hairdressing or beauty industry workplace or</li> <li>• a simulated hairdressing or beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• computers, keyboards and printers</li> <li>• the Internet.</li> </ul>		<ul style="list-style-type: none"> <li>• current plain English guidelines issued by regulatory bodies covering:               <ul style="list-style-type: none"> <li>◦ minimum workplace entitlements provided by the National Employment Standards (NES)</li> <li>◦ relevant state or territory anti-discrimination or equal employment opportunity law:                   <ul style="list-style-type: none"> <li>▪ harassment provisions: types of discrimination and harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law</li> <li>▪ equal employment opportunity (EEO) provisions; rights of employees and</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• team members with whom the individual can interact.</li> </ul>

**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"> <li>responsibilities of employers to make merit based employment decisions                             <ul style="list-style-type: none"> <li>▪ role of relevant state or territory boards in managing complaints</li> </ul> </li> <li>• plain English information about industrial awards for hairdressing and beauty employees issued by regulatory bodies or unions</li> <li>• organisational policies and procedures that relate to general work practices:                             <ul style="list-style-type: none"> <li>◦ accepting, declining and amending rostered hours</li> <li>◦ personal and carer's leave</li> <li>◦ counselling and discipline</li> <li>◦ grievances</li> <li>◦ equal employment opportunity</li> <li>◦ discrimination and harassment.</li> </ul> </li> </ul>	
SHBXIND002 Communicate as part of a salon team	Skills must be demonstrated in a retail store or personal services environment; this can be: <ul style="list-style-type: none"> <li>• an industry workplace or</li> <li>• a simulated retail store or beauty, hairdressing or barbering workplace, set up for the purpose of skills assessment.</li> </ul>				<ul style="list-style-type: none"> <li>• team members with whom the individual can interact; these can be:                             <ul style="list-style-type: none"> <li>◦ team members in an industry workplace, or</li> <li>◦ people who participate in role plays or simulated activities within a training organisation.</li> </ul> </li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
<b>Basin Services (BAS)</b>					
<p>SHHBAS001 Provide shampoo and basin services</p>	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a basin services area with: <ul style="list-style-type: none"> <li>◦ shampoo back wash basins with hot and cold running water and adjustable temperature controls</li> <li>◦ shampoo hoses or spray attachments</li> <li>◦ client shampoo chairs or couches</li> <li>◦ clean client gowns or wraps</li> <li>◦ clean client towels</li> <li>◦ a diverse professional range of shampoos: <ul style="list-style-type: none"> <li>▪ for dry hair and scalp</li> <li>▪ for oily hair and scalp</li> <li>▪ for chemically treated hair</li> </ul> </li> <li>◦ a diverse professional range of conditioning products: <ul style="list-style-type: none"> <li>▪ for dry hair and scalp</li> <li>▪ for oily hair and scalp</li> <li>▪ for abnormal skin conditions, including psoriasis, seborrhoea, and dry and oily dandruff</li> <li>▪ post-colour treatments.</li> </ul> </li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• product: <ul style="list-style-type: none"> <li>◦ instructions</li> <li>◦ Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content</li> </ul> </li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ client comfort, safety and hygiene</li> <li>◦ work health, safety and hygiene for providing basin services</li> <li>◦ waste minimisation</li> <li>◦ water efficiency</li> <li>◦ disposal of hazardous and other waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a supervising hairdresser or barber from whom the individual takes instructions</li> <li>• paying clients with different basin services requirements; these can be: <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SHBBAS002 Provide head, neck and shoulder massages for relaxation	Skills must be demonstrated in a hairdressing or barbering environment; this can be: <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace or</li> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>a basin services area with: <ul style="list-style-type: none"> <li>adjustable client chairs or couches</li> <li>clean client gowns or wraps</li> <li>clean client towels</li> </ul> </li> <li>a diverse professional range of massage mediums: <ul style="list-style-type: none"> <li>scalp treatment products</li> <li>hair treatment products</li> <li>massage oil</li> </ul> </li> <li>operator hand washing facilities: <ul style="list-style-type: none"> <li>basin with hot and cold running water</li> <li>liquid soap</li> <li>single use towels or hand dryer.</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>product instructions</li> <li>template client history records</li> <li>organisational procedures for: <ul style="list-style-type: none"> <li>client comfort, safety and hygiene</li> <li>work health, safety and hygiene for providing massages</li> <li>waste minimisation</li> <li>waste disposal.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>paying clients with different massage requirements; these can be: <ul style="list-style-type: none"> <li>clients in a hairdressing or barbering industry workplace, or</li> <li>clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business.</li> </ul> </li> </ul>
<b>Client Services (CCS)</b>					
SHBHCCS001 Plan hair services for special events	Skills must be demonstrated in a hairdressing or barbering environment; this can be: <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace or</li> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment, that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>a client reception and sales area with: <ul style="list-style-type: none"> <li>reception desk</li> <li>computer with booking software currently used by the hairdressing or barbering industry</li> <li>display of professional products for retail sale</li> </ul> </li> <li>hairdressing or barbering service workstations suitable for completing client consultations with: <ul style="list-style-type: none"> <li>one mirror per workstation</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>visual aids to assist the consultation: <ul style="list-style-type: none"> <li>hair magazines</li> <li>fashion magazines</li> <li>product colour charts</li> </ul> </li> <li>template formats for providing costings</li> <li>template formats for scheduling services.</li> </ul>	<ul style="list-style-type: none"> <li>clients with different needs for special events; these can be: <ul style="list-style-type: none"> <li>paying clients in a hairdressing or barbering industry workplace, or</li> <li>individuals who participate in role plays or simulated activities within a training organisation.</li> </ul> </li> </ul>

**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"> <li>◦ one adjustable client services chair per workstation</li> </ul>			
<b>Colour and Lightening</b>					
SHBHCLS001 Apply hair colour products	Skills must be demonstrated in a hairdressing or barbering environment; this can be: <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a ventilated product preparation area with:               <ul style="list-style-type: none"> <li>◦ preparation benches</li> <li>◦ product storage areas including secure storage for hazardous substances</li> <li>◦ washing up sink with hot and cold running water for cleaning equipment</li> <li>◦ operator hand washing facilities:                   <ul style="list-style-type: none"> <li>▪ basin with hot and cold running water</li> <li>▪ liquid soap</li> <li>▪ single use towels or hand dryer</li> </ul> </li> </ul> </li> <li>• a hairdressing or barbering services workstation with:               <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> </ul> </li> <li>• one operator trolley per workstation stocked with:               <ul style="list-style-type: none"> <li>◦ plastic bowls</li> <li>◦ tint brushes and combs</li> <li>◦ personal protective equipment:                   <ul style="list-style-type: none"> <li>▪ apron.</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a diverse professional range of semi, demi and permanent hair colour products</li> <li>• clean client gowns or wraps</li> <li>• clean client towels client skin stain prevention products</li> <li>• disposable safety masks or safety goggles</li> <li>• rubber or disposable gloves</li> <li>• skin barrier cream.</li> </ul>	<ul style="list-style-type: none"> <li>• product:               <ul style="list-style-type: none"> <li>◦ instructions</li> <li>◦ Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content</li> </ul> </li> <li>• organisational procedures for:               <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> <li>◦ work health and safety for applying hair colour products</li> <li>◦ waste minimisation</li> <li>◦ disposal of hazardous and other waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a supervising hairdresser or barber from whom the individual takes hair colouring instructions</li> <li>• paying clients with different hair colouring requirements; these can be:               <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SHBHCLS002 Colour and lighten hair	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace or</li> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>a ventilated product preparation area with: <ul style="list-style-type: none"> <li>preparation benches</li> <li>product storage areas including secure storage for hazardous substances</li> <li>washing up sink with hot and cold running water for cleaning equipment</li> <li>operator hand washing facilities: <ul style="list-style-type: none"> <li>basin with hot and cold running water</li> <li>liquid soap</li> <li>single use towels or hand dryer</li> </ul> </li> </ul> </li> <li>a hairdressing or barbering services workstation: <ul style="list-style-type: none"> <li>one mirror per workstation</li> <li>one adjustable client services chair per workstation</li> </ul> </li> <li>one operator trolley per workstation stocked with: <ul style="list-style-type: none"> <li>liquid measure</li> <li>plastic bowls</li> <li>tint brushes and combs</li> <li>personal protective equipment: <ul style="list-style-type: none"> <li>apron.</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>a diverse professional range of hair colour and lightening products to include: <ul style="list-style-type: none"> <li>semi-permanent colour</li> <li>demi-permanent colour</li> <li>permanent colour</li> <li>high lift tints</li> </ul> </li> <li>clean client gowns or wraps</li> <li>clean client towels</li> <li>client skin stain prevention products</li> <li>disposable safety masks or safety goggles</li> <li>rubber or disposable gloves</li> <li>skin barrier cream.</li> </ul>	<ul style="list-style-type: none"> <li>product: <ul style="list-style-type: none"> <li>colour charts</li> <li>instructions</li> <li>Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content</li> </ul> </li> <li>template client history records</li> <li>organisational procedures for: <ul style="list-style-type: none"> <li>client comfort and safety</li> <li>work health and safety for providing hair colour and lightening treatments</li> <li>waste minimisation</li> <li>disposal of hazardous and other waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>paying clients with different hair colour and lightening treatment requirements; these can be: <ul style="list-style-type: none"> <li>clients in a hairdressing or barbering industry workplace, or</li> <li>clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBHCLS003 Provide full and partial head highlighting treatments	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace or</li> </ul>	<ul style="list-style-type: none"> <li>a ventilated product preparation area with: <ul style="list-style-type: none"> <li>preparation benches</li> <li>product storage areas including secure storage for hazardous substances</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>a diverse professional range of hair colour and lightening products to include: <ul style="list-style-type: none"> <li>bleach products</li> <li>permanent colour</li> <li>high lift tints</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>product: <ul style="list-style-type: none"> <li>colour charts</li> <li>instructions</li> <li>Safety Data Sheets (SDS) or plain English workplace documents or</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>paying clients with different hair highlighting treatment requirements; these can be: <ul style="list-style-type: none"> <li>clients in a hairdressing or barbering industry workplace, or</li> </ul> </li> </ul>

**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"> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>washing up sink with hot and cold running water for cleaning equipment</li> <li>operator hand washing facilities:               <ul style="list-style-type: none"> <li>basin with hot and cold running water</li> <li>liquid soap</li> <li>single use towels or hand dryer</li> </ul> </li> <li>a hairdressing or barbering services workstation with:               <ul style="list-style-type: none"> <li>one mirror per workstation</li> <li>one adjustable client services chair per workstation</li> </ul> </li> <li>one operator trolley per workstation stocked with:               <ul style="list-style-type: none"> <li>liquid measure</li> <li>plastic bowls</li> <li>sectioning clips</li> <li>tail combs</li> <li>tint brushes and combs</li> <li>personal protective equipment:                   <ul style="list-style-type: none"> <li>apron.</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>clean client gowns or wraps</li> <li>clean client towels</li> <li>client skin stain prevention products</li> <li>foils</li> <li>disposable safety masks or safety goggles</li> <li>rubber or disposable gloves</li> <li>skin barrier cream.</li> </ul>	<ul style="list-style-type: none"> <li>diagrams that interpret SDS content</li> <li>template client history records</li> <li>organisational procedures for:               <ul style="list-style-type: none"> <li>client comfort and safety</li> <li>work health and safety for providing hair highlighting treatments</li> <li>waste minimisation</li> <li>disposal of hazardous and other waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> <li>sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
<p>SHBHCLS004 Neutralise unwanted colours and tones</p>	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace or</li> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to</li> </ul>	<ul style="list-style-type: none"> <li>a ventilated product preparation area with:               <ul style="list-style-type: none"> <li>preparation benches</li> <li>product storage areas including secure storage for hazardous substances</li> </ul> </li> <li>washing up sink with hot and cold running water for cleaning equipment</li> <li>operator hand washing facilities:</li> </ul>	<ul style="list-style-type: none"> <li>a diverse professional range of colour correction products to include:               <ul style="list-style-type: none"> <li>colour fillers</li> <li>permanent colour</li> <li>porosity equalisers</li> <li>semi-permanent colour</li> <li>temporary colour</li> </ul> </li> <li>clean client gowns or wraps</li> <li>clean client towels</li> </ul>	<ul style="list-style-type: none"> <li>product:               <ul style="list-style-type: none"> <li>colour charts</li> <li>instructions</li> <li>Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content</li> </ul> </li> <li>template client history records</li> <li>organisational procedures for:</li> </ul>	<ul style="list-style-type: none"> <li>paying clients with different colour correction requirements; these can be:               <ul style="list-style-type: none"> <li>clients in a hairdressing or barbering industry workplace, or</li> <li>clients in a simulated hairdressing or barbering workplace within a training organisation who have</li> </ul> </li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	<p>paying members of the public.</p>	<ul style="list-style-type: none"> <li>▪ basin with hot and cold running water</li> <li>▪ liquid soap</li> <li>▪ single use towels or hand dryer</li> <li>• a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> </ul> </li> <li>• one operator trolley per workstation stocked with: <ul style="list-style-type: none"> <li>◦ plastic bowls</li> <li>◦ tint brushes and combs</li> <li>◦ personal protective equipment: <ul style="list-style-type: none"> <li>▪ apron.</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• client skin stain prevention products</li> <li>• disposable safety masks or safety goggles</li> <li>• rubber or disposable gloves</li> <li>• skin barrier cream.</li> </ul>	<ul style="list-style-type: none"> <li>◦ client comfort and safety</li> <li>◦ work health and safety for applying hair colour correction products</li> <li>◦ waste minimisation</li> <li>◦ disposal of hazardous and other waste.</li> </ul>	<p>the expectation that the services provided reflect those of a commercial business</p> <ul style="list-style-type: none"> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
<p>SHBHCLS005 Provide on scalp full head and retouch bleach treatments</p>	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a ventilated product preparation area with: <ul style="list-style-type: none"> <li>◦ preparation benches</li> <li>◦ product storage areas including secure storage for hazardous substances</li> <li>◦ washing up sink with hot and cold running water for cleaning equipment</li> <li>◦ operator hand washing facilities: <ul style="list-style-type: none"> <li>▪ basin with hot and cold running water</li> <li>▪ liquid soap</li> <li>▪ single use towels or hand dryer</li> </ul> </li> </ul> </li> <li>• a hairdressing or barbering services workstation with:</li> </ul>	<ul style="list-style-type: none"> <li>• a diverse professional range of bleach treatment products to include: <ul style="list-style-type: none"> <li>◦ bleach products and toners</li> </ul> </li> <li>• clean client gowns or wraps</li> <li>• clean client towels</li> <li>• client skin stain prevention products</li> <li>• disposable safety masks or safety goggles</li> <li>• rubber or disposable gloves</li> <li>• skin barrier cream.</li> </ul>	<ul style="list-style-type: none"> <li>• product: <ul style="list-style-type: none"> <li>◦ colour charts</li> <li>◦ instructions</li> <li>◦ Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content</li> </ul> </li> <li>• template client history records</li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> <li>◦ work health and safety for providing bleach treatments</li> <li>◦ waste minimisation</li> <li>◦ disposal of hazardous and other waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different bleach treatment requirements; these can be: <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are</li> </ul>

**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"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> <li>• one operator trolley per workstation stocked with:               <ul style="list-style-type: none"> <li>◦ liquid measure</li> <li>◦ plastic bowls</li> <li>◦ applicator brushes</li> <li>◦ personal protective equipment:                   <ul style="list-style-type: none"> <li>▪ apron.</li> </ul> </li> </ul> </li> </ul>			<ul style="list-style-type: none"> <li>serviced effectively in a logical sequence.</li> </ul>
SHBHCLS006 Solve complex colour problems	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a ventilated product preparation area with:               <ul style="list-style-type: none"> <li>◦ preparation benches</li> <li>◦ product storage areas including secure storage for hazardous substances</li> <li>◦ washing up sink with hot and cold running water for cleaning equipment</li> <li>◦ operator hand washing facilities:                   <ul style="list-style-type: none"> <li>▪ basin with hot and cold running water</li> <li>▪ liquid soap</li> <li>▪ single use towels or hand dryer</li> </ul> </li> </ul> </li> <li>• a hairdressing or barbering services workstation with:               <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> </ul> </li> <li>• one operator trolley per workstation stocked with:</li> </ul>	<ul style="list-style-type: none"> <li>• a diverse professional range of colour deposit lifting products:               <ul style="list-style-type: none"> <li>◦ bleaches</li> <li>◦ hydrogen peroxides</li> <li>◦ powder lighteners</li> <li>◦ stripping products</li> </ul> </li> <li>• a diverse professional range of permanent colour and pigmenting products</li> <li>• clean client gowns or wraps</li> <li>• clean client towels</li> <li>• client skin stain prevention products</li> <li>• disposable safety masks or safety goggles</li> <li>• rubber or disposable gloves</li> <li>• skin barrier cream.</li> </ul>	<ul style="list-style-type: none"> <li>• product:               <ul style="list-style-type: none"> <li>◦ colour charts</li> <li>◦ instructions</li> <li>◦ Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content</li> </ul> </li> <li>• template client history records</li> <li>• template corrective colour treatment plans</li> <li>• organisational procedures for:               <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> <li>◦ work health and safety for applying hair colour and correction products</li> <li>◦ waste minimisation</li> <li>◦ disposal of hazardous and other waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different complex colour correction requirements; these can be:               <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business.</li> </ul> </li> </ul>

**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"> <li>◦ liquid measure</li> <li>◦ plastic bowls</li> <li>◦ tint brushes and combs</li> <li>◦ personal protective equipment: <ul style="list-style-type: none"> <li>▪ apron.</li> </ul> </li> </ul>			
SHBHCLS007 Enhance hair designs using creative colouring and lightening techniques	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace, or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public, or</li> <li>• industry venues and sites where session events are operated, or</li> <li>• session venues and sites operated within a training organisation where real session events are staged in live time.</li> </ul>	<ul style="list-style-type: none"> <li>• a ventilated product preparation area with: <ul style="list-style-type: none"> <li>◦ preparation benches</li> <li>◦ product storage areas including secure storage for hazardous substances</li> <li>◦ washing up sink with hot and cold running water for cleaning equipment</li> <li>◦ operator hand washing facilities: <ul style="list-style-type: none"> <li>▪ basin with hot and cold running water</li> <li>▪ liquid soap</li> <li>▪ single use towels or hand dryer</li> </ul> </li> </ul> </li> <li>• a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> </ul> </li> <li>• one operator trolley per workstation stocked with: <ul style="list-style-type: none"> <li>◦ brushes</li> <li>◦ icing syringes</li> <li>◦ liquid measure</li> <li>◦ plastic bowls</li> <li>◦ rollers</li> <li>◦ tint brushes and combs</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a diverse professional range of colour deposit and lifting products: <ul style="list-style-type: none"> <li>◦ artificial colour removal products</li> <li>◦ bleaches</li> <li>◦ hydrogen peroxides</li> <li>◦ powder lighteners</li> <li>◦ stripping products</li> </ul> </li> <li>• a diverse professional range of hair colouring and lightening products</li> <li>• clean client gowns or wraps</li> <li>• clean client towels</li> <li>• client skin stain prevention products</li> <li>• foils</li> <li>• disposable safety masks or safety goggles</li> <li>• rubber or disposable gloves</li> <li>• skin barrier cream.</li> </ul>	<ul style="list-style-type: none"> <li>• product: <ul style="list-style-type: none"> <li>◦ colour charts</li> <li>◦ instructions</li> <li>◦ Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content</li> </ul> </li> <li>• template client history records</li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> <li>◦ work health and safety for applying hair colour products</li> <li>◦ waste minimisation</li> <li>◦ disposal of hazardous and other waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• clients with different creative hair colouring requirements; these can be: <ul style="list-style-type: none"> <li>◦ paying clients in a hairdressing or barbering industry workplace, or</li> <li>◦ paying clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business, or</li> <li>◦ models or performers in a session styling setting.</li> </ul> </li> </ul>

**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"> <li>◦ personal protective equipment: <ul style="list-style-type: none"> <li>▪ apron</li> </ul> </li> <li>• finishing tools: <ul style="list-style-type: none"> <li>◦ heat lamps</li> <li>◦ heat diffusers</li> <li>◦ flat irons</li> <li>◦ blow dryers.</li> </ul> </li> </ul>			
<b>Haircutting (CUT)</b>					
SHBHCUT001 Design haircut structures				<ul style="list-style-type: none"> <li>• a diverse range of hair design illustrations for these types of haircuts: <ul style="list-style-type: none"> <li>◦ solid form</li> <li>◦ graduated</li> <li>◦ increased layered</li> <li>◦ uniform layered</li> </ul> </li> <li>• analysis sheets</li> <li>• template 2-D structural graphic haircut plans.</li> </ul>	
SHBHCUT002 Create one length or solid haircut structures	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> <li>◦ one blow dryer with heat diffuser per workstation</li> <li>◦ hairdressing chisels</li> </ul> </li> <li>• one operator trolley per workstation stocked with: <ul style="list-style-type: none"> <li>◦ haircutting scissors</li> <li>◦ texturising and thinning shears</li> <li>◦ combs: <ul style="list-style-type: none"> <li>▪ cutting combs with fine and coarse ends</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• clean client gowns or wraps</li> <li>• professional styling and finishing products which can be: <ul style="list-style-type: none"> <li>◦ gels</li> <li>◦ glazes</li> <li>◦ lotions</li> <li>◦ mousses</li> <li>◦ setting lotions</li> <li>◦ sprays</li> <li>◦ waxes</li> </ul> </li> <li>• disposable blade safety razors</li> <li>• disposable razor blades</li> <li>• disinfectant products for hairdressing tools</li> </ul>	<ul style="list-style-type: none"> <li>• product instructions</li> <li>• current plain English health and hygiene regulatory documents distributed by government regulators</li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ client comfort, safety and hygiene</li> <li>◦ work health, safety and hygiene for haircutting</li> <li>◦ waste minimisation</li> </ul> </li> <li>• disposal of hair waste.</li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different haircutting requirements; these can be: <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are</li> </ul>

**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"> <li>▪ tapering</li> <li>○ brushes: <ul style="list-style-type: none"> <li>▪ Denman style</li> <li>▪ round</li> <li>▪ vent</li> </ul> </li> <li>• sectioning clips</li> </ul>			<ul style="list-style-type: none"> <li>• serviced effectively in a logical sequence.</li> </ul>
SHBH003 Create graduated haircut structures	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>○ one mirror per workstation</li> <li>○ one adjustable client services chair per workstation</li> <li>○ one blow dryer with heat diffuser per workstation</li> <li>○ hairdressing chisels</li> </ul> </li> <li>• one operator trolley per workstation stocked with: <ul style="list-style-type: none"> <li>○ haircutting scissors</li> <li>○ texturising and thinning shears</li> <li>○ combs: <ul style="list-style-type: none"> <li>▪ cutting combs with fine and coarse ends</li> <li>▪ tapering</li> </ul> </li> <li>○ brushes: <ul style="list-style-type: none"> <li>▪ Denman style</li> <li>▪ round</li> <li>▪ vent</li> </ul> </li> </ul> </li> <li>• sectioning clips.</li> </ul>	<ul style="list-style-type: none"> <li>• clean client gowns or wraps</li> <li>• professional styling and finishing products which can be: <ul style="list-style-type: none"> <li>○ gels</li> <li>○ glazes</li> <li>○ lotions</li> <li>○ mousses</li> <li>○ setting lotions</li> <li>○ sprays</li> <li>○ waxes</li> </ul> </li> <li>• disinfectant products for hairdressing tools</li> <li>• disposable blade safety razors</li> <li>• disposable razor blades.</li> </ul>	<ul style="list-style-type: none"> <li>• product instructions</li> <li>• current plain English health and hygiene regulatory documents distributed by government regulators</li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>○ client comfort, safety and hygiene</li> <li>○ work health, safety and hygiene for haircutting</li> <li>○ waste minimisation</li> <li>○ disposal of hair waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different haircutting requirements; these can be: <ul style="list-style-type: none"> <li>○ clients in a hairdressing or barbering industry workplace, or</li> <li>○ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBH004 Create layered haircut structures	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> </ul>	<ul style="list-style-type: none"> <li>• a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>○ one mirror per workstation</li> <li>○ one adjustable client services chair per workstation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• clean client gowns or wraps</li> <li>• professional styling and finishing products which can be: <ul style="list-style-type: none"> <li>○ gels</li> <li>○ glazes</li> <li>○ lotions</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• product instructions</li> <li>• current plain English health and hygiene regulatory documents distributed by government regulators</li> <li>• organisational procedures for:</li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different haircutting requirements; these can be: <ul style="list-style-type: none"> <li>○ clients in a hairdressing or barbering industry workplace, or</li> </ul> </li> </ul>

**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"> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>one blow dryer with heat diffuser per workstation</li> <li>hairdressing chisels</li> <li>one operator trolley per workstation stocked with: <ul style="list-style-type: none"> <li>haircutting scissors</li> <li>texturising and thinning shears</li> <li>combs: <ul style="list-style-type: none"> <li>cutting combs with fine and coarse ends</li> <li>tapering</li> </ul> </li> <li>brushes: <ul style="list-style-type: none"> <li>Denman style</li> <li>round</li> <li>vent</li> </ul> </li> </ul> </li> <li>sectioning clips.</li> </ul>	<ul style="list-style-type: none"> <li>mousses</li> <li>setting lotions</li> <li>sprays</li> <li>waxes</li> <li>disposable blade safety razors</li> <li>disposable razor blades</li> <li>disinfectant products for hairdressing tools.</li> </ul>	<ul style="list-style-type: none"> <li>client comfort, safety and hygiene</li> <li>work health, safety and hygiene for haircutting</li> <li>waste minimisation</li> <li>disposal of hair waste.</li> </ul>	<ul style="list-style-type: none"> <li>clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> <li>sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBHCU005 Cut hair using over-comb techniques	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace or</li> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>one mirror per workstation</li> <li>one adjustable client services chair per workstation</li> <li>one blow dryer per workstation</li> <li>haircutting scissors</li> <li>texturising and thinning shears</li> <li>electric clippers and attachments</li> <li>combs: <ul style="list-style-type: none"> <li>cutting combs with fine and coarse ends</li> <li>tapering</li> <li>flattopper</li> </ul> </li> <li>sectioning clips</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>clean client gowns or wraps</li> <li>disposable blade safety razors</li> <li>disposable razor blades</li> <li>professional styling and finishing products which can be: <ul style="list-style-type: none"> <li>clay</li> <li>gels</li> <li>glazes</li> <li>lotions</li> <li>waxes</li> </ul> </li> <li>disinfectant products for hairdressing tools</li> <li>lubricants and coolants for electric clippers.</li> </ul>	<ul style="list-style-type: none"> <li>product instructions</li> <li>current plain English health and hygiene regulatory documents distributed by government regulators</li> <li>organisational procedures for: <ul style="list-style-type: none"> <li>client comfort, safety and hygiene</li> <li>work health, safety and hygiene for haircutting</li> <li>waste minimisation</li> </ul> </li> <li>disposal of hair waste.</li> </ul>	<ul style="list-style-type: none"> <li>paying clients with different haircutting requirements; these can be: <ul style="list-style-type: none"> <li>clients in a hairdressing or barbering industry workplace, or</li> <li>clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SHBH006 Create combined haircut structures	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace or</li> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>neck brushes.</li> <li>a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>one mirror per workstation</li> <li>one adjustable client services chair per workstation</li> <li>one blow dryer with heat diffuser per workstation</li> <li>electric clippers and attachments</li> <li>hairdressing chisels</li> </ul> </li> <li>one operator trolley per workstation stocked with: <ul style="list-style-type: none"> <li>haircutting scissors</li> <li>texturising and thinning shears</li> <li>disposable blade safety razors</li> <li>disposable razor blades</li> <li>combs: <ul style="list-style-type: none"> <li>cutting combs with fine and coarse ends</li> <li>tapering</li> </ul> </li> <li>brushes: <ul style="list-style-type: none"> <li>Denman style</li> <li>round</li> <li>vent</li> </ul> </li> </ul> </li> <li>sectioning clips.</li> </ul>	<ul style="list-style-type: none"> <li>clean client gowns or wraps</li> <li>professional styling and finishing products which can be: <ul style="list-style-type: none"> <li>gels</li> <li>glazes</li> <li>lotions</li> <li>mousses</li> <li>setting lotions</li> <li>sprays</li> <li>waxes</li> </ul> </li> <li>disinfectant products for hairdressing tools</li> <li>lubricants and coolants for electric clippers.</li> </ul>	<ul style="list-style-type: none"> <li>product instructions.</li> </ul>	<ul style="list-style-type: none"> <li>paying clients with different haircutting requirements; these can be: <ul style="list-style-type: none"> <li>clients in a hairdressing or barbering industry workplace, or</li> <li>clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBH007 Create combined traditional and classic men's haircut structures	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace or</li> </ul>	<ul style="list-style-type: none"> <li>a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>one mirror per workstation</li> <li>one adjustable client services chair per workstation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>clean client gowns or wraps</li> <li>disposable blade safety razors</li> <li>disposable razor blades</li> <li>professional styling and finishing products which can be:</li> </ul>	<ul style="list-style-type: none"> <li>product instructions.</li> </ul>	<ul style="list-style-type: none"> <li>paying clients with different haircutting requirements; these can be: <ul style="list-style-type: none"> <li>clients in a hairdressing or barbering industry workplace, or</li> </ul> </li> </ul>

**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"> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>one blow dryer per workstation</li> <li>haircutting scissors</li> <li>texturising and thinning shears</li> <li>electric clippers and attachments</li> <li>hairdressing chisels</li> <li>combs:               <ul style="list-style-type: none"> <li>cutting combs with fine and coarse ends</li> <li>tapering</li> <li>flattopper</li> </ul> </li> <li>sectioning clips</li> <li>neck brushes.</li> </ul>	<ul style="list-style-type: none"> <li>clay</li> <li>gels</li> <li>glazes</li> <li>lotions</li> <li>mousses</li> <li>waxes</li> <li>disinfectant products for hairdressing tools</li> <li>lubricants and coolants for electric clippers.</li> </ul>		<ul style="list-style-type: none"> <li>clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> <li>sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBHCUT008 Design and perform creative haircuts	Skills must be demonstrated in a hairdressing or barbering environment; this can be: <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace, or</li> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public, or</li> <li>industry venues and sites where session events are operated, or</li> <li>session venues and sites operated within a training organisation where real session events are staged in live time.</li> </ul>	<ul style="list-style-type: none"> <li>a hairdressing or barbering services workstation with:               <ul style="list-style-type: none"> <li>one mirror per workstation</li> <li>one adjustable client services chair per workstation</li> <li>one blow dryer with heat diffuser per workstation</li> <li>electric clippers and attachments</li> <li>hairdressing chisels</li> </ul> </li> <li>one operator trolley per workstation stocked with:               <ul style="list-style-type: none"> <li>haircutting scissors</li> <li>texturising and thinning shears</li> <li>combs:                   <ul style="list-style-type: none"> <li>cutting combs with fine and coarse ends</li> <li>tapering</li> </ul> </li> <li>brushes:</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>clean client gowns or wraps</li> <li>professional styling and finishing products which can be:               <ul style="list-style-type: none"> <li>gels</li> <li>glazes</li> <li>lotions</li> <li>mousses</li> <li>setting lotions</li> <li>sprays</li> <li>waxes</li> </ul> </li> <li>disposable blade safety razors</li> <li>disposable razor blades</li> <li>disinfectant products for hairdressing tools</li> <li>lubricants and coolants for electric clippers.</li> </ul>	<ul style="list-style-type: none"> <li>product instructions</li> <li>template haircut plans.</li> </ul>	<ul style="list-style-type: none"> <li>clients, with different haircutting requirements; these can be:               <ul style="list-style-type: none"> <li>paying clients in a hairdressing or barbering industry workplace, or</li> <li>paying clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> <li>models or performers in a session styling setting</li> </ul> </li> <li>sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>

**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"> <li>▪ Denman style</li> <li>▪ round</li> <li>▪ vent</li> </ul> <ul style="list-style-type: none"> <li>• sectioning clips.</li> </ul>			
SHBHCUT009 Cut hair using freehand clipper techniques	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace, or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> <li>◦ one blow dryer per workstation</li> <li>◦ electric clippers and different sized attachments</li> <li>◦ combs</li> </ul> </li> <li>• neck brushes.</li> </ul>	<ul style="list-style-type: none"> <li>• clean client gowns or wraps</li> <li>• disposable blade safety razors</li> <li>• disposable razor blades</li> <li>• professional styling and finishing products which can be: <ul style="list-style-type: none"> <li>◦ clay</li> <li>◦ gels</li> <li>◦ glazes</li> <li>◦ lotions</li> <li>◦ waxes</li> </ul> </li> <li>• disinfectant products for hairdressing tools</li> <li>• lubricants and coolants for electric clippers.</li> </ul>	<ul style="list-style-type: none"> <li>• product instructions</li> <li>• current plain English health and hygiene regulatory documents distributed by government regulators</li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ client comfort, safety and hygiene</li> <li>◦ work health, safety and hygiene for haircutting</li> <li>◦ waste minimisation</li> </ul> </li> <li>• disposal of hair waste.</li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different haircutting requirements; these can be: <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBHCUT010 Create haircuts using tracks and carving	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> <li>◦ hairdressing scissors</li> <li>◦ electric clippers and different sized attachments</li> </ul> </li> <li>• battery operated or cordless rechargeable</li> </ul>	<ul style="list-style-type: none"> <li>• clean client gowns or wraps</li> <li>• disposable blade safety razors</li> <li>• disposable razor blades</li> <li>• disinfectant products for hairdressing tools</li> <li>• lubricants and coolants for electric clippers.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• current plain English health and hygiene regulatory documents distributed by government regulators</li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ client comfort, safety and hygiene</li> <li>◦ work health, safety and hygiene for haircutting</li> <li>◦ waste minimisation</li> </ul> </li> <li>• disposal of hair waste.</li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different haircutting requirements; these can be: <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect</li> </ul> </li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		precision trimmers ("pencil/tattoo" trimmers).			<p>those of a commercial business</p> <ul style="list-style-type: none"> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBHCUT011 Design and maintain beards and moustaches	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• basins with hot and cold running water and adjustable temperature controls</li> <li>• a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> <li>◦ haircutting scissors</li> <li>◦ texturising and thinning shears</li> <li>◦ electric clippers and attachments</li> <li>◦ beard and moustache trimmer</li> <li>◦ cutting combs with fine and coarse ends</li> <li>◦ shaving brushes</li> </ul> </li> <li>• bowls.</li> </ul>	<ul style="list-style-type: none"> <li>• clean client gowns or wraps</li> <li>• clean client towels</li> <li>• disposable blade safety razors</li> <li>• disposable razor blades</li> <li>• shaving lather</li> <li>• pre-shave conditioning oil</li> <li>• after shave products: <ul style="list-style-type: none"> <li>◦ after shave lotion or conditioning cream</li> <li>◦ styptic lotion (not pencil)</li> <li>◦ talcum powder</li> </ul> </li> <li>• disinfectant products for beard and moustache cutting equipment</li> <li>• lubricants and coolants for electric clippers.</li> </ul>	<ul style="list-style-type: none"> <li>• product instructions</li> <li>• current plain English regulatory documents distributed by government regulators for health, hygiene, skin penetration and use of razor types</li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ client comfort, safety and hygiene</li> <li>◦ work health, safety and hygiene for beard and moustache maintenance</li> </ul> </li> <li>• disposal of hair waste.</li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different beard and moustache maintenance requirements; these can be: <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBHCUT012 Shave heads and faces	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of</li> </ul>	<ul style="list-style-type: none"> <li>• basins with hot and cold running water and adjustable temperature controls</li> <li>• a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• clean client gowns or wraps</li> <li>• clean client towels</li> <li>• disposable blade safety razors</li> <li>• disposable razor blades</li> <li>• shaving lather</li> <li>• pre-shave conditioning oil</li> <li>• after shave products:</li> </ul>	<ul style="list-style-type: none"> <li>• product instructions</li> <li>• current plain English regulatory documents distributed by government regulators for health, hygiene, skin penetration and use of razor types</li> <li>• organisational procedures for:</li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different head and face shaving requirements; these can be: <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace</li> </ul> </li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	skills assessment that provides services to paying members of the public.	<ul style="list-style-type: none"> <li>◦ one adjustable client services chair per workstation</li> <li>◦ shaving brushes</li> <li>◦ bowls.</li> </ul>	<ul style="list-style-type: none"> <li>◦ after shave lotion or conditioning cream</li> <li>◦ styptic lotion (not pencil)</li> <li>◦ talcum powder</li> <li>• disinfectant products for shaving tools.</li> </ul>	<ul style="list-style-type: none"> <li>◦ client comfort, safety and hygiene</li> <li>◦ work health, safety and hygiene for head and face shaving</li> <li>◦ waste minimisation</li> <li>• disposal of hair waste.</li> </ul>	<ul style="list-style-type: none"> <li>• within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBHCUT013 Provide men's general grooming services	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• basins with hot and cold running water and adjustable temperature controls</li> <li>• a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> <li>◦ grooming scissors</li> <li>◦ electric clippers and fine trimming attachments</li> <li>◦ battery operated or cordless rechargeable fine grooming trimmers</li> <li>◦ cutting combs with fine and coarse ends</li> <li>◦ shaving brushes</li> <li>◦ bowls.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• clean client gowns or wraps</li> <li>• clean client towels</li> <li>• disposable blade safety razors</li> <li>• disposable razor blades</li> <li>• shaving lather</li> <li>• pre-shave conditioning oil</li> <li>• after shave products: <ul style="list-style-type: none"> <li>◦ after shave lotion or conditioning cream</li> <li>◦ styptic lotion (not pencil)</li> <li>◦ talcum powder</li> </ul> </li> <li>• disinfectant products for grooming and shaving tools</li> <li>• lubricants and coolants for electric clippers.</li> </ul>	<ul style="list-style-type: none"> <li>• product instructions</li> <li>• current plain English regulatory documents distributed by government regulators for health, hygiene, skin penetration and use of razor types</li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ client comfort, safety and hygiene</li> <li>◦ work health, safety and hygiene for grooming and shaving</li> <li>◦ waste minimisation</li> <li>◦ disposal of hair waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different grooming requirements; these can be: <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
<b>Hair Design (DES)</b>					
SHBHDES001 Dry hair to shape	Skills must be demonstrated in a hairdressing or barbering environment; this can be:	<ul style="list-style-type: none"> <li>• a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• professional styling and finishing products which can be: <ul style="list-style-type: none"> <li>◦ gels</li> <li>◦ lotions</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• product instructions</li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a supervising hairdresser or barber from whom the individual takes instructions</li> </ul>

**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"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>◦ one adjustable client services chair per workstation</li> <li>◦ one blow dryer with heat diffuser per workstation</li> <li>◦ clean client gowns or wraps</li> <li>• one operator trolley per workstation stocked with:               <ul style="list-style-type: none"> <li>◦ combs</li> <li>◦ brushes:                   <ul style="list-style-type: none"> <li>▪ Denman style</li> <li>▪ round</li> <li>▪ vent</li> </ul> </li> <li>◦ sectioning clips</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>◦ mousses</li> <li>◦ sprays</li> <li>◦ waxes.</li> </ul>	<ul style="list-style-type: none"> <li>◦ work health and safety for hair styling services</li> <li>◦ waste minimisation</li> <li>◦ waste disposal.</li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different hair drying and styling requirements; these can be:</li> <li>• clients in a hairdressing or barbering industry workplace, or</li> <li>• clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence</li> </ul>
SHBHDES002 Braid hair	<p>Skills must be demonstrated in a hairdressing environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing industry workplace or</li> <li>• a simulated hairdressing workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a hairdressing services workstation with:               <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> </ul> </li> <li>• one operator trolley per workstation stocked with:               <ul style="list-style-type: none"> <li>◦ combs</li> <li>◦ pins</li> <li>◦ sectioning clips.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• clean client gowns or wraps</li> <li>• professional holding products which can be:               <ul style="list-style-type: none"> <li>◦ gels</li> <li>◦ sprays</li> </ul> </li> <li>• hair bands.</li> </ul>	<ul style="list-style-type: none"> <li>• product instructions</li> <li>• organisational procedures for:               <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> <li>◦ work health and safety for hair styling services.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients, with different hair braiding requirements; these can be:               <ul style="list-style-type: none"> <li>◦ clients in a hairdressing industry workplace or</li> <li>◦ clients in a simulated hairdressing workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SHBHDES003 Create finished hair designs	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace or</li> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>one mirror per workstation</li> <li>one adjustable client services chair per workstation</li> <li>one blow dryer with heat diffuser per workstation</li> <li>heat lamps</li> <li>hair dryers</li> <li>thermal straightening and curling tools</li> </ul> </li> <li>one operator trolley per workstation stocked with: <ul style="list-style-type: none"> <li>combs</li> <li>brushes: <ul style="list-style-type: none"> <li>Denman style</li> <li>round</li> <li>vent</li> </ul> </li> <li>sectioning clips</li> <li>as required in the hairdressing or barbering context: <ul style="list-style-type: none"> <li>hair rollers of different sizes</li> <li>pin curl clips</li> <li>pins.</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>clean client gowns or wraps</li> <li>professional styling and finishing products which can be: <ul style="list-style-type: none"> <li>gels</li> <li>glazes</li> <li>lotions</li> <li>mousses</li> <li>setting lotions</li> <li>sprays</li> <li>waxes.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>product instructions</li> <li>organisational procedures for: <ul style="list-style-type: none"> <li>client comfort and safety</li> <li>work health and safety for hair styling services</li> <li>waste minimisation</li> <li>waste disposal.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>paying clients with different hair styling requirements; these can be: <ul style="list-style-type: none"> <li>clients in a hairdressing or barbering industry workplace, or</li> <li>clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBHDES004 Create classic long hair up-styles	<p>Skills must be demonstrated in a hairdressing environment; this can be:</p> <ul style="list-style-type: none"> <li>a hairdressing industry workplace or</li> <li>a simulated hairdressing workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>a hairdressing services workstation with: <ul style="list-style-type: none"> <li>one mirror per workstation</li> <li>one adjustable client services chair per workstation</li> <li>one blow dryer with heat diffuser per workstation</li> </ul> </li> <li>hair dryers</li> </ul>	<ul style="list-style-type: none"> <li>clean client gowns or wraps</li> <li>professional styling and finishing products which can be: <ul style="list-style-type: none"> <li>gels</li> <li>glazes</li> <li>lotions</li> <li>mousses</li> <li>setting lotions</li> <li>sprays</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>product instructions</li> <li>organisational procedures for: <ul style="list-style-type: none"> <li>client comfort and safety</li> <li>work health and safety for hair styling services</li> <li>waste minimisation</li> <li>waste disposal.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>paying clients with different with different requirements for long hair up-styles; these can be: <ul style="list-style-type: none"> <li>clients in a hairdressing industry workplace, or</li> <li>clients in a simulated hairdressing workplace within a training organisation who have the expectation that the</li> </ul> </li> </ul>

**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"> <li>• one operator trolley per workstation stocked with:               <ul style="list-style-type: none"> <li>◦ combs</li> <li>◦ brushes:                   <ul style="list-style-type: none"> <li>▪ Denman style</li> <li>▪ round</li> <li>▪ vent</li> </ul> </li> <li>◦ sectioning clips</li> <li>◦ hair rollers of different sizes</li> <li>◦ pin curl clips</li> <li>◦ padding.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>◦ waxes</li> <li>• hair bands, hooks and pins to secure hair.</li> </ul>		<ul style="list-style-type: none"> <li>• services provided reflect those of a commercial business</li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBHDES005 Select and apply hair extensions	<p>Skills must be demonstrated in a hairdressing environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing industry workplace or</li> <li>• a simulated hairdressing workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a hairdressing services workstation with:               <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> <li>◦ one blow dryer with heat diffuser per workstation</li> <li>◦ hair dryers</li> <li>◦ thermal tools:                   <ul style="list-style-type: none"> <li>▪ thermostatically controlled ceramic flat irons</li> <li>▪ styling tongs</li> </ul> </li> </ul> </li> <li>• one operator trolley per workstation stocked with:               <ul style="list-style-type: none"> <li>◦ haircutting scissors</li> <li>◦ texturising and thinning shears</li> <li>◦ combs</li> <li>◦ brushes:                   <ul style="list-style-type: none"> <li>▪ Denman style</li> <li>▪ round</li> <li>▪ vent</li> </ul> </li> <li>◦ sectioning clips</li> <li>◦ hair rollers of different sizes</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• clean client gowns or wraps</li> <li>• professional styling and finishing products which can be:               <ul style="list-style-type: none"> <li>◦ gels</li> <li>◦ glazes</li> <li>◦ lotions</li> <li>◦ mousses</li> <li>◦ setting lotions</li> <li>◦ sprays</li> <li>◦ waxes</li> </ul> </li> <li>• a hair extension system that includes hair, bonding products and tools; hair extension type can be:               <ul style="list-style-type: none"> <li>◦ tape extensions</li> <li>◦ micro-links</li> <li>◦ flexi-bonds</li> </ul> </li> <li>• disposable blade safety razors</li> <li>• disposable razor blades.</li> </ul>	<ul style="list-style-type: none"> <li>• product instructions</li> <li>• manuals or product and equipment instructions for hair extension systems</li> <li>• organisational procedures for:               <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> <li>◦ work health and safety for hair extension services</li> <li>◦ waste minimisation</li> <li>◦ waste disposal.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different with different hair extension requirements; these can be:               <ul style="list-style-type: none"> <li>◦ clients in a hairdressing industry workplace, or</li> <li>◦ clients in a simulated hairdressing workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>

**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"> <li>◦ pin curl clips</li> <li>◦ pins.</li> </ul>			
SHBHDES006 Design and style long hair creatively	<p>Skills must be demonstrated in a hairdressing environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing industry workplace, or</li> <li>• a simulated hairdressing workplace, set up for the purpose of skills assessment that provides services to paying members of the public, or industry venues and sites where session events are operated, or</li> <li>• session venues and sites operated within a training organisation where real session events are staged in live time.</li> </ul>	<ul style="list-style-type: none"> <li>• a hairdressing services workstation with: <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> <li>◦ one blow dryer with heat diffuser per workstation</li> <li>◦ heat lamps</li> <li>◦ hair dryers</li> <li>◦ thermal straightening and curling tools</li> </ul> </li> <li>• one operator trolley per workstation stocked with: <ul style="list-style-type: none"> <li>◦ combs</li> <li>◦ brushes: <ul style="list-style-type: none"> <li>▪ Denman style</li> <li>▪ round</li> <li>▪ vent</li> </ul> </li> <li>◦ sectioning clips</li> <li>◦ hair rollers of different sizes</li> <li>◦ pin curl clips</li> <li>◦ padding</li> <li>◦ hairpieces</li> <li>◦ ornamentation.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• clean client gowns or wraps</li> <li>• professional styling and finishing products which can be: <ul style="list-style-type: none"> <li>◦ gels</li> <li>◦ glazes</li> <li>◦ lotions</li> <li>◦ mousses</li> <li>◦ setting lotions</li> <li>◦ sprays</li> <li>◦ waxes</li> </ul> </li> <li>• hair bands, hooks and pins to secure hair.</li> </ul>	<ul style="list-style-type: none"> <li>• product instructions</li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> <li>◦ work health and safety for hair styling services</li> <li>◦ waste minimisation</li> <li>◦ waste disposal.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• clients with different with different creative hair styling requirements; these can be: <ul style="list-style-type: none"> <li>◦ paying clients in a hairdressing industry workplace, or</li> <li>◦ paying clients in a simulated hairdressing workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business, or</li> <li>◦ models or performers in a session styling setting</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBHDES007 Apply and maintain wigs and hairpieces	<p>Skills must be demonstrated in a hairdressing environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace, or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to</li> </ul>	<ul style="list-style-type: none"> <li>• facilities for washing and conditioning wigs and hairpieces with: <ul style="list-style-type: none"> <li>◦ basins with hot and cold running water and adjustable temperature controls</li> </ul> </li> <li>• a hairdressing or barbering services workstation with:</li> </ul>	<ul style="list-style-type: none"> <li>• shampoo and conditioning products for a range of wig and hairpiece fibre types</li> <li>• clean towels</li> <li>• clean client gowns or wraps</li> <li>• professional styling and finishing products which can be: <ul style="list-style-type: none"> <li>◦ gels</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• product instructions</li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> <li>◦ work health and safety for hair styling services</li> <li>◦ waste minimisation</li> <li>◦ waste disposal.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• clients with different wig or hairpiece cutting and styling requirements; these can be: <ul style="list-style-type: none"> <li>◦ paying clients in a hairdressing or barbering industry workplace, or</li> <li>◦ paying clients in a simulated hairdressing or barbering workplace</li> </ul> </li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	<p>paying members of the public, or</p> <ul style="list-style-type: none"> <li>• industry venues and sites where session events are operated, or</li> <li>• session venues and sites operated within a training organisation where real session events are staged in live time.</li> </ul>	<ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> <li>◦ one blow dryer with heat diffuser per workstation</li> <li>◦ heat lamps</li> <li>◦ hair dryers</li> <li>◦ thermal tools: <ul style="list-style-type: none"> <li>▪ thermostatically controlled ceramic flat irons</li> <li>▪ styling tongs</li> </ul> </li> <li>• wig blocks and tools to attach wigs and hairpieces</li> <li>• one operator trolley per workstation stocked with: <ul style="list-style-type: none"> <li>◦ haircutting scissors</li> <li>◦ texturising and thinning shears</li> <li>◦ combs</li> <li>◦ brushes: <ul style="list-style-type: none"> <li>▪ Denman style</li> <li>▪ round</li> <li>▪ vent</li> </ul> </li> <li>◦ sectioning clips</li> <li>◦ hair rollers of different sizes</li> <li>◦ pin curl clips</li> <li>◦ pins.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>◦ glazes</li> <li>◦ lotions</li> <li>◦ mousses</li> <li>◦ setting lotions</li> <li>◦ sprays</li> <li>◦ waxes</li> <li>• clips, pins and tape used to secure wigs and hairpieces to client</li> <li>• a range of full head wigs and hairpieces to include those made from human hair, synthetic fibre and animal hair.</li> </ul>		<p>within a training organisation who have the expectation that the services provided reflect those of a commercial business, or</p> <ul style="list-style-type: none"> <li>◦ models or performers in a session styling setting</li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBHDES008 Make wigs and hairpieces	<p>Skills must be demonstrated in a wig making environment, which may or may not be a hairdressing salon; this can be:</p> <ul style="list-style-type: none"> <li>• an industry workplace or</li> <li>• a simulated workplace, set up for the purpose of</li> </ul>	<ul style="list-style-type: none"> <li>• a client consultation area with: <ul style="list-style-type: none"> <li>◦ client chairs</li> <li>◦ mirrors</li> <li>◦ sample wigs and hairpieces</li> <li>◦ measuring equipment</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a range of materials for wig or hairpiece base which can be: <ul style="list-style-type: none"> <li>◦ galloon</li> <li>◦ tulle</li> <li>◦ net (caul)</li> <li>◦ springs</li> <li>◦ weft</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> <li>◦ work health and safety for making wigs</li> <li>◦ waste disposal.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients, with different wig or hairpiece making requirements; these can be: <ul style="list-style-type: none"> <li>◦ clients in an industry workplace or</li> <li>◦ clients in a simulated industry workplace</li> </ul> </li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	skills assessment, that provides services to paying members of the public.	<ul style="list-style-type: none"> <li>• wig blocks and tools to attach wigs and hairpieces</li> <li>• wig making tools:               <ul style="list-style-type: none"> <li>◦ wefting frame</li> <li>◦ crochet hooks</li> <li>◦ haircutting tools for finalised wig or hairpiece.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a supply of hair fibres of different types to include:               <ul style="list-style-type: none"> <li>◦ human hair</li> <li>◦ synthetic fibre</li> <li>◦ animal hair.</li> </ul> </li> </ul>		within a training organisation who have the expectation that the services provided reflect those of a commercial business.
<b>Hair Reformation (REF)</b>					
SHBHREF001 Curl and volumise hair with chemical treatments	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a ventilated product preparation area with:               <ul style="list-style-type: none"> <li>◦ preparation benches</li> <li>◦ product storage areas including secure storage for hazardous substances</li> <li>◦ washing up sink with hot and cold running water for cleaning equipment</li> <li>◦ operator hand washing facilities:                   <ul style="list-style-type: none"> <li>▪ basin with hot and cold running water</li> <li>▪ liquid soap</li> <li>▪ single use towels or hand dryer</li> </ul> </li> </ul> </li> <li>• a hairdressing or barbering services workstation with:               <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> </ul> </li> <li>• one operator trolley per workstation stocked with:               <ul style="list-style-type: none"> <li>◦ applicator brushes</li> <li>◦ plastic bowls</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a diverse professional range of chemical hair curling and volumising products of various strengths to include:               <ul style="list-style-type: none"> <li>◦ pre-perm porosity treatments</li> <li>◦ alkaline perms</li> <li>◦ acid perms</li> <li>◦ neutralisers</li> </ul> </li> <li>• clean client gowns or wraps</li> <li>• clean client towels</li> <li>• disposable safety masks or safety goggles</li> <li>• cotton wool rubber or disposable gloves</li> <li>• skin barrier cream</li> <li>• perm papers</li> <li>• a diverse professional range of:               <ul style="list-style-type: none"> <li>◦ pre-process shampoos and softeners</li> <li>◦ post-process conditioning products.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• product:               <ul style="list-style-type: none"> <li>◦ instructions</li> <li>◦ Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content</li> </ul> </li> <li>• template client history records</li> <li>• organisational procedures for:               <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> <li>◦ work health and safety for providing chemical hair reformation treatments</li> <li>◦ waste minimisation</li> <li>◦ water efficiency</li> <li>◦ disposal of hazardous and other waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different hair curling or volumising requirements; these can be:               <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>

**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"> <li>◦ perm rods of various sizes</li> <li>◦ personal protective equipment: <ul style="list-style-type: none"> <li>▪ apron</li> </ul> </li> <li>• a basin services area with: <ul style="list-style-type: none"> <li>◦ shampoo back wash basins with hot and cold running water and adjustable temperature controls</li> <li>◦ shampoo hoses or spray attachments</li> <li>◦ client shampoo chairs or couches.</li> </ul> </li> </ul>			
<p>SHBhref002 Straighten and relax hair with chemical treatments</p>	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a ventilated product preparation area with: <ul style="list-style-type: none"> <li>◦ preparation benches</li> <li>◦ product storage areas including secure storage for hazardous substances</li> <li>◦ washing up sink with hot and cold running water for cleaning equipment</li> <li>◦ operator hand washing facilities: <ul style="list-style-type: none"> <li>▪ basin with hot and cold running water</li> <li>▪ liquid soap</li> <li>▪ single use towels or hand dryer</li> </ul> </li> </ul> </li> <li>• a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a diverse professional range of chemical straightening products of various strengths to include: <ul style="list-style-type: none"> <li>◦ pre-process fillers</li> <li>◦ curl relaxers for chemically treated hair</li> <li>◦ hair straighteners for untreated naturally curly or wavy hair</li> <li>◦ hair straighteners for strong or resistant natural curls</li> <li>◦ neutralisers</li> </ul> </li> <li>• clean client gowns or wraps</li> <li>• clean client towels</li> <li>• cotton wool</li> <li>• disposable safety masks or safety goggles</li> <li>• rubber or disposable gloves</li> <li>• skin barrier cream</li> </ul>	<ul style="list-style-type: none"> <li>• product: <ul style="list-style-type: none"> <li>◦ instructions</li> <li>◦ Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content</li> </ul> </li> <li>• template client history records</li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> <li>◦ work health and safety for providing chemical straightening treatments</li> <li>◦ waste minimisation</li> <li>◦ water efficiency</li> <li>◦ disposal of hazardous and other waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different hair straightening requirements; these can be: <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>

**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"> <li>◦ one adjustable client services chair per workstation</li> <li>◦ one blow dryer per workstation</li> <li>• one operator trolley per workstation stocked with:               <ul style="list-style-type: none"> <li>◦ applicator brushes</li> <li>◦ medium-toothed combs with even edges</li> <li>◦ plastic bowls</li> <li>◦ straightening boards</li> <li>◦ personal protective equipment:                   <ul style="list-style-type: none"> <li>▪ apron</li> </ul> </li> </ul> </li> <li>• a basin services area with:               <ul style="list-style-type: none"> <li>◦ shampoo back wash basins with hot and cold running water and adjustable temperature controls</li> <li>◦ shampoo hoses or spray attachments</li> <li>◦ client shampoo chairs or couches.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a diverse professional range of:               <ul style="list-style-type: none"> <li>◦ pre-process shampoos and softener</li> <li>◦ post-process conditioning products.</li> </ul> </li> </ul>		
<p>SHBHREF003 Straighten and relax hair with protein treatments</p>	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace; or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a product preparation area with:               <ul style="list-style-type: none"> <li>◦ preparation benches</li> <li>◦ product storage areas</li> <li>◦ washing up sink with hot and cold running water for cleaning equipment</li> <li>◦ operator hand washing facilities:                   <ul style="list-style-type: none"> <li>▪ basin with hot and cold running water</li> <li>▪ liquid soap</li> <li>▪ single use towels or hand dryer</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a diverse professional range of protein straightening products to include:               <ul style="list-style-type: none"> <li>◦ protein smoothing treatments</li> <li>◦ booster sprays</li> </ul> </li> <li>• clean client gowns or wraps</li> <li>• clean client towels</li> <li>• rubber or disposable gloves</li> <li>• cotton wool</li> <li>• skin barrier cream.</li> </ul>	<ul style="list-style-type: none"> <li>• product:               <ul style="list-style-type: none"> <li>◦ instructions</li> <li>◦ Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content</li> </ul> </li> <li>• template client history records</li> <li>• organisational procedures for:               <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different hair straightening requirements; these can be:               <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect</li> </ul> </li> </ul>

**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"> <li>• a hairdressing or barbering services workstation with:               <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> <li>◦ one blow dryer per workstation</li> <li>◦ one thermal straightening tool per workstation</li> </ul> </li> <li>• one operator trolley per workstation stocked with:               <ul style="list-style-type: none"> <li>◦ applicator brushes</li> <li>◦ medium-toothed combs with even edges</li> <li>◦ plastic bowls</li> <li>◦ sectioning clips</li> <li>◦ straightening boards</li> <li>◦ tail comb</li> <li>◦ paddle or vent brush</li> <li>◦ personal protective equipment:                   <ul style="list-style-type: none"> <li>▪ apron.</li> </ul> </li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>◦ work health and safety for providing protein straightening treatments</li> <li>◦ waste minimisation</li> <li>◦ disposal of hazardous and other waste.</li> </ul>	<p style="text-align: center;">those of a commercial business</p> <ul style="list-style-type: none"> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
<p>SHBHREF004 Enhance hair designs using chemical reformation techniques</p>	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace; or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a ventilated product preparation area with:               <ul style="list-style-type: none"> <li>◦ preparation benches</li> <li>◦ product storage areas including secure storage for hazardous substances</li> <li>◦ washing up sink with hot and cold running water for cleaning equipment</li> <li>◦ operator hand washing facilities:                   <ul style="list-style-type: none"> <li>▪ basin with hot and cold running water</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a diverse professional range of chemical straightening products of various strengths to include:               <ul style="list-style-type: none"> <li>◦ pre-process fillers</li> <li>◦ curl relaxers for chemically treated hair</li> <li>◦ hair straighteners for untreated naturally curly or wavy hair</li> <li>◦ hair straighteners for strong or resistant natural curls</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• product:               <ul style="list-style-type: none"> <li>◦ instructions</li> <li>◦ Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content</li> </ul> </li> <li>• template client history records</li> <li>• organisational procedures for:               <ul style="list-style-type: none"> <li>◦ client comfort and safety</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with different hair curling, volumising and straightening requirements; these can be:               <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have</li> </ul> </li> </ul>

**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"> <li>▪ liquid soap</li> <li>▪ single use towels or hand dryer</li> <li>• a hairdressing or barbering services workstation with:               <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> <li>◦ one blow dryer per workstation</li> <li>◦ heat lamps</li> <li>◦ heat diffuser</li> </ul> </li> <li>• one operator trolley per workstation stocked with:               <ul style="list-style-type: none"> <li>◦ applicator brushes</li> <li>◦ hair rollers of different sizes</li> <li>◦ medium-toothed combs with even edges</li> <li>◦ perm papers</li> <li>◦ perm rods of various sizes</li> <li>◦ pin curl clips</li> <li>◦ plastic bowls</li> <li>◦ straightening boards</li> <li>◦ personal protective equipment:                   <ul style="list-style-type: none"> <li>▪ apron</li> </ul> </li> </ul> </li> <li>• a basin services area with:               <ul style="list-style-type: none"> <li>◦ shampoo back wash basins with hot and cold running water and adjustable temperature controls</li> <li>◦ shampoo hoses or spray attachments</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>◦ neutralisers</li> <li>• a diverse professional range of chemical hair curling and volumising products of various strengths to include:               <ul style="list-style-type: none"> <li>◦ pre-perm porosity treatments</li> <li>◦ alkaline perms</li> <li>◦ acid perms</li> <li>◦ neutralisers</li> </ul> </li> <li>• clean client gowns or wraps</li> <li>• clean client towels</li> <li>• cotton wool</li> <li>• post process styling products</li> <li>• disposable safety masks or safety goggles</li> <li>• rubber or disposable gloves</li> <li>• skin barrier cream</li> <li>• a diverse professional range of:               <ul style="list-style-type: none"> <li>◦ pre-process shampoos and softeners</li> <li>◦ post process conditioning products.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>◦ work health and safety for providing chemical reformation treatments</li> <li>◦ waste minimisation</li> <li>◦ water efficiency</li> <li>◦ disposal of hazardous and other waste.</li> </ul>	<p>the expectation that the services provided reflect those of a commercial business.</p>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SHBHREF005 Rinse and neutralise chemically restructured hair	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace or</li> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>client shampoo chairs or couches.</li> <li>a basin services area with: <ul style="list-style-type: none"> <li>shampoo back wash basins with hot and cold running water and adjustable temperature controls</li> <li>shampoo hoses or spray attachments</li> <li>client shampoo chairs or couches.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>a diverse professional range of neutralisers</li> <li>a diverse professional range of conditioning products used after reformation treatments</li> <li>clean client gowns or wraps</li> <li>clean client towels.</li> </ul>	<ul style="list-style-type: none"> <li>product: <ul style="list-style-type: none"> <li>instructions</li> <li>Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content</li> </ul> </li> <li>organisational procedures for: <ul style="list-style-type: none"> <li>client comfort, safety and hygiene</li> <li>work health, safety and hygiene for providing chemical hair reformation treatments</li> <li>waste minimisation</li> <li>water efficiency</li> <li>disposal of hazardous and other waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>a supervising hairdresser or barber from whom the individual takes instructions</li> <li>paying clients with different hair reformation requirements; these can be: <ul style="list-style-type: none"> <li>clients in a hairdressing or barbering industry workplace, or</li> <li>clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> </ul> </li> <li>sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
<b>Technical Leadership (TLS)</b>					
SHBH TLS001 Provide technical leadership to hairdressing teams	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace, or</li> <li>a simulated hairdressing or barbering workplace, set up for the purpose of</li> </ul>	<ul style="list-style-type: none"> <li>a ventilated product preparation area with: <ul style="list-style-type: none"> <li>preparation benches</li> <li>product storage areas including secure storage for hazardous substances</li> <li>washing up sink with hot and cold running water for cleaning equipment</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>clean client gowns or wraps</li> <li>clean client towels</li> <li>foils</li> <li>client skin stain prevention products</li> <li>disposable safety masks or safety goggles</li> <li>rubber or disposable gloves</li> </ul>	<ul style="list-style-type: none"> <li>organisational client service and complaint resolution policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>paying clients with different service requirements; these can be: <ul style="list-style-type: none"> <li>clients in a hairdressing or barbering industry workplace, or</li> <li>clients in a simulated hairdressing or barbering workplace</li> </ul> </li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	<p>skills assessment that provides services to paying members of the public, or</p> <ul style="list-style-type: none"> <li>• industry venues and sites where session events are operated, or</li> <li>• session venues and sites operated within a training organisation where real session events are staged in live time.</li> </ul>	<ul style="list-style-type: none"> <li>◦ operator hand washing facilities: <ul style="list-style-type: none"> <li>▪ basin with hot and cold running water</li> <li>▪ liquid soap</li> <li>▪ single use towels or hand dryer</li> </ul> </li> <li>• a basin services area with: <ul style="list-style-type: none"> <li>◦ shampoo back wash basins with hot and cold running water and adjustable temperature controls</li> <li>◦ shampoo hoses or spray attachments</li> <li>◦ client shampoo chairs or couches</li> </ul> </li> <li>• hairdressing or barbering services workstations with: <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> </ul> </li> <li>• tools and equipment used to provide the following services: <ul style="list-style-type: none"> <li>◦ haircutting: <ul style="list-style-type: none"> <li>▪ haircutting scissors</li> <li>▪ texturising and thinning shears</li> <li>▪ electric clippers and attachments</li> </ul> </li> <li>◦ hair colouring and lightening: <ul style="list-style-type: none"> <li>▪ tint brushes and combs</li> </ul> </li> <li>◦ hair styling and finishing:</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• skin barrier cream</li> <li>• a diverse professional range of hair products for: <ul style="list-style-type: none"> <li>◦ shampooing and conditioning</li> <li>◦ hair colouring and lightening</li> <li>◦ hair styling and finishing.</li> </ul> </li> </ul>		<p>within a training organisation who have the expectation that the services provided reflect those of a commercial business, or</p> <ul style="list-style-type: none"> <li>◦ models or performers in a session styling setting</li> <li>• a team whose technical performance is the responsibility of the individual; this can comprise: <ul style="list-style-type: none"> <li>◦ team members in a hairdressing or barbering industry workplace, or</li> <li>◦ people who participate as team members in a simulated hairdressing or barbering workplace, or</li> <li>◦ people who participate in session styling events</li> </ul> </li> <li>• sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>

**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"> <li>▪ thermostatically controlled ceramic flat irons</li> <li>▪ blow dryers with heat diffusers</li> <li>▪ heat lamps</li> <li>▪ hairdryers</li> <li>• general cross-service tools:               <ul style="list-style-type: none"> <li>◦ liquid measure</li> <li>◦ plastic bowls</li> <li>◦ combs</li> <li>◦ hair and neck brushes</li> <li>◦ sectioning clips</li> <li>◦ hair rollers of different sizes</li> <li>◦ pin curl clips</li> <li>◦ personal protective equipment:                   <ul style="list-style-type: none"> <li>▪ apron.</li> </ul> </li> </ul> </li> </ul>			
SHBHTLS002 Research and use hairdressing trends to advance creative work	<p>Skills for experimentation must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace, or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment, or</li> <li>• industry venues and sites where session events are operated, or</li> <li>• session venues and sites operated within a training organisation where real session events are staged in live time.</li> </ul>	<ul style="list-style-type: none"> <li>• a ventilated product preparation area with:               <ul style="list-style-type: none"> <li>◦ preparation benches</li> <li>◦ product storage areas including secure storage for hazardous substances</li> <li>◦ washing up sink with hot and cold running water for cleaning equipment</li> <li>◦ operator hand washing facilities:                   <ul style="list-style-type: none"> <li>▪ basin with hot and cold running water</li> <li>▪ liquid soap</li> <li>▪ single use towels or hand dryer</li> </ul> </li> </ul> </li> <li>• a basin services area with:</li> </ul>	<ul style="list-style-type: none"> <li>• clean client gowns or wraps</li> <li>• clean client towels</li> <li>• foils</li> <li>• client skin stain prevention products</li> <li>• disposable safety masks or safety goggles</li> <li>• rubber or disposable gloves</li> <li>• skin barrier cream</li> <li>• a diverse professional range of hair products for:               <ul style="list-style-type: none"> <li>◦ shampooing and conditioning</li> <li>◦ hair colouring and lightening</li> <li>◦ hair styling and finishing.</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• clients, models or performers on whom designs and techniques can be trialled</li> <li>• people with whom the individual can engage in professional discussion; these can be:               <ul style="list-style-type: none"> <li>◦ people in an industry workplace or</li> <li>◦ people who participate in project activities, role plays or simulated activities within a training organisation.</li> </ul> </li> </ul>

**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"> <li>◦ shampoo back wash basins with hot and cold running water and adjustable temperature controls</li> <li>◦ shampoo hoses or spray attachments</li> <li>◦ client shampoo chairs or couches</li> <li>● hairdressing or barbering services workstations with:               <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> </ul> </li> <li>● tools and equipment used to provide the following services:               <ul style="list-style-type: none"> <li>◦ haircutting:                   <ul style="list-style-type: none"> <li>▪ haircutting scissors</li> <li>▪ texturising and thinning shears</li> <li>▪ electric clippers and attachments</li> </ul> </li> <li>◦ hair colouring and lightening:                   <ul style="list-style-type: none"> <li>▪ tint brushes and combs</li> </ul> </li> <li>◦ hair styling and finishing:                   <ul style="list-style-type: none"> <li>▪ thermostatically controlled ceramic flat irons</li> <li>▪ blow dryers with heat diffusers</li> <li>▪ heat lamps</li> <li>▪ hairdryers</li> </ul> </li> </ul> </li> <li>● general cross-service tools:               <ul style="list-style-type: none"> <li>◦ liquid measure</li> </ul> </li> </ul>			

**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"> <li>◦ plastic bowls</li> <li>◦ combs</li> <li>◦ hair and neck brushes</li> <li>◦ sectioning clips</li> <li>◦ hair rollers of different sizes</li> <li>◦ pin curl clips</li> <li>◦ personal protective equipment: <ul style="list-style-type: none"> <li>▪ apron.</li> </ul> </li> </ul>			
SHBHTLS003 Work as a session stylist	<p>Skills must be demonstrated in venues or sites where sessions are staged; these can be:</p> <ul style="list-style-type: none"> <li>• industry venues and sites or</li> <li>• venues and sites operated within a training organisation where real session events are staged in live time.</li> </ul>	<ul style="list-style-type: none"> <li>• a hairdressing or barbering services workstation set up at a session venue or site</li> <li>• hairdressing equipment and a diverse range of tools, set up at a session venue or site, that match the hair design requirements of the particular session.</li> </ul>	<ul style="list-style-type: none"> <li>• a diverse professional range of hair products that match the hair design requirements of the particular session.</li> </ul>	<ul style="list-style-type: none"> <li>• client briefs for sessions to allow the individual to consider appropriate hair design concepts</li> <li>• organisational procedures for: <ul style="list-style-type: none"> <li>◦ model or performer comfort and safety</li> <li>◦ work health and safety when working as a session stylist at external venues.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• models or performers, for whom the individual provides services</li> <li>• session directors or coordinators with whom the individual can consult; these can be: <ul style="list-style-type: none"> <li>◦ people in industry; or</li> <li>◦ people who participate in project activities, role plays or simulated activities within a training organisation.</li> </ul> </li> </ul>
SHBHTLS004 Provide creative leadership to the hairdressing industry		<ul style="list-style-type: none"> <li>• computers and the Internet to research information</li> </ul>		<ul style="list-style-type: none"> <li>• publications and texts on leadership and creativity.</li> </ul>	
SHBHTLS005 Conceive, develop and realise innovative hairdressing concepts for media	<p>Skills for realisation of hair designs must be demonstrated in media production venues or sites; these can be:</p> <ul style="list-style-type: none"> <li>• industry venues and sites or</li> <li>• venues and sites operated within a training organisation where media</li> </ul>	<ul style="list-style-type: none"> <li>• computers and general software programs to document concept proposals and operational plans</li> <li>• hairdressing services workstations set up at a media production venue or site</li> </ul>	<ul style="list-style-type: none"> <li>• a diverse professional range of hair products that match the requirements of the particular hair designs.</li> </ul>	<ul style="list-style-type: none"> <li>• template concept proposals and operational plans</li> <li>• client briefs including comprehensive information about promotional objectives, format of the media presentation, and style preferences</li> </ul>	<ul style="list-style-type: none"> <li>• models, for whom the hairdressing team provides services</li> <li>• a team of session stylists</li> <li>• a media production team with equipment to capture hair design images</li> <li>• people with whom the individual can interact for preferences</li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	production activities are operated in live time.	<ul style="list-style-type: none"> <li>hairdressing equipment and a diverse range of tools, set up at a media production venue or site, that match the requirements of the particular hair designs.</li> </ul>		<ul style="list-style-type: none"> <li>comprehensive information about the production schedule to allow the individual to develop an operational plan for hair design services.</li> </ul>	<p>all consultation aspects of this unit; these can be:</p> <ul style="list-style-type: none"> <li>people in an industry workplace or</li> <li>people who participate in project activities, role plays or simulated activities within a training organisation.</li> </ul>
SHBHTLS006 Conceive, develop and realise innovative hairdressing concepts for events	<p>Skills for realisation of hair designs must be demonstrated in venues or sites where events are staged; these can be:</p> <ul style="list-style-type: none"> <li>industry venues and sites or</li> <li>venues and sites operated within a training organisation where real events are staged in live time.</li> </ul>	<ul style="list-style-type: none"> <li>computers and general software programs to document concept proposals and operational plans</li> <li>hairdressing services workstations set up at an event venue or site</li> <li>hairdressing equipment and a diverse range of tools, set up at an event venue or site, that match the requirements of the particular hair designs.</li> </ul>	<ul style="list-style-type: none"> <li>a diverse professional range of hair products that match the requirements of the particular hair designs.</li> </ul>	<ul style="list-style-type: none"> <li>template concept proposals and operational plans</li> <li>client briefs including comprehensive information about event objectives, themes and format of the event, and style preferences</li> <li>comprehensive information about the event schedule to allow the individual to develop an operational plan for hair design services.</li> </ul>	<ul style="list-style-type: none"> <li>models, for whom the hairdressing team provides services</li> <li>a team of session stylists</li> <li>an event staging team</li> <li>people with whom the individual can interact for all consultation aspects of this unit; these can be: <ul style="list-style-type: none"> <li>people in an industry workplace or</li> <li>people who participate in project activities, role plays or simulated activities within a training organisation.</li> </ul> </li> </ul>
SHBHTLS007 Plan and deliver professional hairdressing presentations	<p>Skills must be demonstrated in venues or sites where presentations are delivered; these can be:</p> <ul style="list-style-type: none"> <li>industry venues and sites or</li> <li>venues and sites operated within a training organisation where presentations are delivered in live time.</li> </ul>	<ul style="list-style-type: none"> <li>computers and general software programs to plan for presentations</li> <li>audio visual equipment.</li> </ul>		<ul style="list-style-type: none"> <li>presentation briefs including comprehensive information about objectives, audience characteristics, themes and format of the presentation.</li> </ul>	<ul style="list-style-type: none"> <li>models for hair designs</li> <li>an audience of a size and nature that would be expected for the relevant topic or context</li> <li>people with whom the individual can interact for all consultation aspects of this unit; these can be: <ul style="list-style-type: none"> <li>people in an industry workplace or</li> <li>people who participate in project activities, role plays or simulated</li> </ul> </li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					activities within a training organisation.
SHBHTLS008 Originate and refine hair design concepts		<ul style="list-style-type: none"> <li>computers and general software programs to document concept proposals.</li> </ul>		<ul style="list-style-type: none"> <li>templates to record concept proposals.</li> </ul>	<ul style="list-style-type: none"> <li>people with whom the individual can interact for all communication aspects of this unit; these can be: <ul style="list-style-type: none"> <li>people in an industry workplace; or</li> <li>people who participate in project activities, role plays or simulated activities within a training organisation.</li> </ul> </li> </ul>
SHBHTLS009 Work to a brief to develop and refine hair designs		<ul style="list-style-type: none"> <li>computers and general software programs to document concept proposals.</li> </ul>		<ul style="list-style-type: none"> <li>templates to record concept proposals</li> <li>client briefs on which to work, including product and style preferences, budgets, operational requirements and constraints for implementation of designs; these can be actual briefs or those generated by a registered training organisation for the purposes of project and assessment activities.</li> </ul>	<ul style="list-style-type: none"> <li>people with whom the individual can interact for all communication aspects of this unit; these can be: <ul style="list-style-type: none"> <li>people in an industry workplace or</li> <li>people who participate in project activities, role plays or simulated activities within a training organisation.</li> </ul> </li> </ul>
<b>Trichology (TRI)</b>					
SHBHTRI001 Identify and treat hair and scalp conditions	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace or</li> </ul>	<ul style="list-style-type: none"> <li>a product preparation area with: <ul style="list-style-type: none"> <li>preparation benches</li> <li>product storage areas</li> <li>washing up sink with hot and cold running water for cleaning equipment</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>disinfectant and sterilising products for equipment and work surfaces</li> <li>disposable safety masks</li> <li>rubber or disposable gloves</li> <li>hand care cream</li> </ul>	<ul style="list-style-type: none"> <li>product instructions</li> <li>template client history records</li> <li>current plain English regulatory documents distributed by government regulators for health, and infection control</li> </ul>	<ul style="list-style-type: none"> <li>paying clients, with different hair and scalp treatment requirements; these can be: <ul style="list-style-type: none"> <li>clients in a hairdressing or barbering industry workplace, or</li> </ul> </li> </ul>

**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"> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>operator hand washing facilities: <ul style="list-style-type: none"> <li>basin with hot and cold running water</li> <li>liquid soap</li> <li>single use towels or hand dryer</li> </ul> </li> <li>operator personal protective equipment: <ul style="list-style-type: none"> <li>apron</li> </ul> </li> <li>a hairdressing or barbering services workstation: <ul style="list-style-type: none"> <li>one mirror per workstation</li> <li>one adjustable client services chair per workstation</li> </ul> </li> <li>a basin services area with: <ul style="list-style-type: none"> <li>shampoo back wash basins with hot and cold running water and adjustable temperature controls</li> <li>shampoo hoses or spray attachments</li> <li>client shampoo chairs or couches.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>alcohol-based hand rub solutions</li> <li>a diverse professional range of hair and scalp treatment products: <ul style="list-style-type: none"> <li>for dry hair and scalp</li> <li>for oily hair and scalp</li> <li>for chemically treated hair</li> <li>for physically damaged hair</li> <li>for highly stressed hair</li> <li>for abnormal skin conditions, including psoriasis, seborrhoea, and dry and oily dandruff</li> <li>medicated shampoos and treatments</li> </ul> </li> <li>clean client gowns or wraps.</li> </ul>	<ul style="list-style-type: none"> <li>organisational procedures for: <ul style="list-style-type: none"> <li>infection control</li> <li>waste minimisation</li> <li>water efficiency</li> <li>disposal of clinical (infectious) and other waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business</li> <li>sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence.</li> </ul>
SHBHTRI002 Conduct trichological assessments	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace or</li> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to</li> </ul>	<ul style="list-style-type: none"> <li>a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>one mirror per workstation</li> <li>one adjustable client services chair per workstation</li> </ul> </li> <li>operator personal protective equipment: <ul style="list-style-type: none"> <li>apron</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>clean client gowns or wraps</li> <li>clean client towels</li> <li>disposable safety masks</li> <li>rubber or disposable gloves</li> <li>disinfectant and sterilising products for equipment and work surfaces.</li> </ul>	<ul style="list-style-type: none"> <li>template trichological assessment records</li> <li>current plain English regulatory documents distributed by government regulators for health, and infection control</li> <li>organisational procedures for: <ul style="list-style-type: none"> <li>infection control</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>paying clients, with different hair and scalp conditions; these can be: <ul style="list-style-type: none"> <li>clients in a hairdressing or barbering industry workplace, or</li> <li>clients in a simulated hairdressing or barbering workplace within a training organisation who have</li> </ul> </li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	<p>paying members of the public.</p>	<ul style="list-style-type: none"> <li>microscope and slides suitable for microscopic analysis of hairs.</li> </ul>		<ul style="list-style-type: none"> <li>disposal of clinical (infectious) waste.</li> </ul>	<p>the expectation that the services provided reflect those of a commercial business.</p>
<p>SHBHTRI003 Develop and apply scalp treatment therapies</p>	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>a hairdressing or barbering industry workplace or</li> <li>a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>a product preparation area with: <ul style="list-style-type: none"> <li>preparation benches</li> <li>product storage areas</li> <li>washing up sink with hot and cold running water for cleaning equipment</li> </ul> </li> <li>operator hand washing facilities: <ul style="list-style-type: none"> <li>basin with hot and cold running water</li> <li>liquid soap</li> <li>single use towels or hand dryer</li> </ul> </li> <li>operator personal protective equipment: <ul style="list-style-type: none"> <li>apron</li> </ul> </li> <li>a hairdressing or barbering services workstation with: <ul style="list-style-type: none"> <li>one mirror per workstation</li> <li>one adjustable client services chair per workstation</li> </ul> </li> <li>a basin services area with: <ul style="list-style-type: none"> <li>shampoo back wash basins with hot and cold running water and adjustable temperature controls</li> <li>shampoo hoses or spray attachments</li> <li>client shampoo chairs or couches.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>disinfectant and sterilising products for equipment and work surfaces</li> <li>a diverse professional range of trichological scalp treatment products: <ul style="list-style-type: none"> <li>conditioning creams</li> <li>medicated shampoos and treatments</li> <li>creams for scaly problems</li> <li>premixed creams</li> <li>for dry hair and scalp</li> <li>for oily hair and scalp</li> <li>for chemically treated hair</li> <li>for physically damaged hair</li> <li>for abnormal skin conditions, including psoriasis, seborrhoea, and dry and oily dandruff</li> </ul> </li> <li>alcohol-based hand rub solutions</li> <li>disposable safety masks</li> <li>rubber or disposable gloves</li> <li>hand care cream</li> <li>clean client gowns or wraps</li> <li>clean client towels.</li> </ul>	<ul style="list-style-type: none"> <li>product instructions</li> <li>trichological assessments on which to base the treatment regime</li> <li>template client history records</li> <li>current plain English regulatory documents distributed by government regulators for health, and infection control</li> <li>organisational procedures for: <ul style="list-style-type: none"> <li>infection control</li> <li>waste minimisation</li> <li>water efficiency</li> <li>disposal of clinical (infectious) and other waste.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>paying clients with different scalp treatment requirements; these can be: <ul style="list-style-type: none"> <li>clients in a hairdressing or barbering industry workplace, or</li> <li>clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business.</li> </ul> </li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
<b>Working in Industry (IND)</b>					
SHBHIND001 Maintain and organise tools, equipment and work areas	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• a cleaning and storage area with: <ul style="list-style-type: none"> <li>◦ preparation benches</li> <li>◦ secure storage for hazardous substances</li> <li>◦ clean client gowns and towels and storage area</li> <li>◦ washing up sink with hot and cold running water for cleaning equipment</li> <li>◦ operator hand washing facilities: <ul style="list-style-type: none"> <li>▪ basin with hot and cold running water</li> <li>▪ liquid soap</li> <li>▪ single use towels or hand dryer</li> </ul> </li> <li>◦ cleaning equipment: <ul style="list-style-type: none"> <li>▪ brooms</li> <li>▪ mops</li> <li>▪ buckets</li> <li>▪ cleaning cloths</li> </ul> </li> </ul> </li> <li>• hairdressing or barbering services workstations with: <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> </ul> </li> <li>• other areas relevant to the business type which can include: <ul style="list-style-type: none"> <li>◦ a basin services area</li> <li>◦ a client reception and sales area</li> <li>◦ production preparation area</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• disinfectant products for hairdressing and barbering tools</li> <li>• oil for hairdressing scissors and or clippers</li> <li>• cleaning and disinfectant products for work surfaces, areas and floors</li> <li>• disposable blade safety razors</li> <li>• rubber or disposable gloves</li> <li>• skin barrier cream.</li> </ul>	<ul style="list-style-type: none"> <li>• cleaning and disinfectant product: <ul style="list-style-type: none"> <li>◦ instructions</li> <li>◦ Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content</li> </ul> </li> <li>• manufacturer instructions for equipment cleaning and maintenance</li> <li>• current plain English regulatory documents distributed by government regulators for health and hygiene applicable to hairdressing and barbering services</li> <li>• organisational policies and procedures for: <ul style="list-style-type: none"> <li>◦ housekeeping</li> <li>◦ waste disposal</li> <li>◦ reducing water and energy use</li> <li>◦ cleaning, disinfecting and maintaining, tools, equipment and work areas.</li> </ul> </li> </ul>	

**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"> <li>• tools and equipment as relevant to the business type which can include:               <ul style="list-style-type: none"> <li>◦ hairdressing scissors</li> <li>◦ clippers and attachments</li> <li>◦ tint brushes and combs</li> <li>◦ combs</li> <li>◦ hair and neck brushes</li> <li>◦ shaving brushes</li> <li>◦ thermostatically controlled ceramic flat irons</li> <li>◦ blow dryers</li> <li>◦ heat lamps</li> <li>◦ hairdryers</li> <li>◦ personal protective equipment:                   <ul style="list-style-type: none"> <li>▪ apron.</li> </ul> </li> </ul> </li> </ul>			
SHBHIND002 Research and use hairdressing industry information		<ul style="list-style-type: none"> <li>• computers and the Internet to source information.</li> </ul>		<ul style="list-style-type: none"> <li>• either electronic or hard copies of trade magazines</li> <li>• current plain English regulatory documents distributed by government regulators for:               <ul style="list-style-type: none"> <li>◦ Australian Consumer Law</li> <li>◦ health</li> <li>◦ privacy.</li> </ul> </li> </ul>	
SHBHIND003 Develop and expand a client base	<p>Skills must be demonstrated in a hairdressing or barbering environment; this can be:</p> <ul style="list-style-type: none"> <li>• a hairdressing or barbering industry workplace or</li> <li>• a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that</li> </ul>	<ul style="list-style-type: none"> <li>• a client reception and sales area with:               <ul style="list-style-type: none"> <li>◦ reception desk</li> <li>◦ computer with booking software currently used by the hairdressing industry</li> <li>◦ telephone system</li> <li>◦ point-of-sale system, including credit card and EFTPOS facilities</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a diverse professional range of hair products that match the requirements of the particular service being delivered</li> <li>• clean client gowns or wraps</li> <li>• clean client towels</li> <li>• display of professional products for retail sale.</li> </ul>	<ul style="list-style-type: none"> <li>• organisational client service policies and procedures.</li> <li>• information on customer loyalty programs.</li> </ul>	<ul style="list-style-type: none"> <li>• paying clients with whom the individual can interact; these can be:               <ul style="list-style-type: none"> <li>◦ clients in a hairdressing or barbering industry workplace, or</li> <li>◦ clients in a simulated hairdressing or barbering workplace within a training organisation who have</li> </ul> </li> </ul>

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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	<p>provides services to paying members of the public.</p>	<ul style="list-style-type: none"> <li>• a hairdressing or barbering services workstation with:               <ul style="list-style-type: none"> <li>◦ one mirror per workstation</li> <li>◦ one adjustable client services chair per workstation</li> </ul> </li> <li>• one operator trolley per workstation stocked with tools that match the particular service being delivered.</li> </ul>			<p>the expectation that the services provided reflect those of a commercial business.</p>
<p>SHBHIND004 Participate in session styling teams</p>	<p>Skills must be demonstrated in venues and sites where sessions are operated; these can be:</p> <ul style="list-style-type: none"> <li>• industry venues and sites</li> <li>• venues and sites operated within a training organisation where real session events are staged in live time.</li> </ul>	<ul style="list-style-type: none"> <li>• a hairdressing or barbering services workstation set up at a session venue or site</li> <li>• hairdressing equipment and a diverse range of tools, set up at a session styling venue or site, that match the hair design requirements of the particular session.</li> </ul>	<ul style="list-style-type: none"> <li>• a diverse professional range of hair products that match the hair design requirements of the particular session.</li> </ul>	<ul style="list-style-type: none"> <li>• documented:               <ul style="list-style-type: none"> <li>◦ overall brief or objectives of the session</li> <li>◦ technical and design brief for individual models or performers</li> <li>◦ checklists of resources required for individual session stylists</li> </ul> </li> <li>• organisational procedures for:               <ul style="list-style-type: none"> <li>◦ model or performer comfort and safety</li> <li>◦ work health and safety when working in session teams at an external venue.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• a session team leader from whom the individual takes direction</li> <li>• models or performers, for whom the individual provides services during the assessment process.</li> </ul>

