

Competency Standards for Caribbean Vocational Qualifications (CVQ)

CCCSB20103 Level II in Cosmetology

Unit Number	Unit Title	Mandatory /Elective	Hours
CSBCOR0001A	Perform interactive workplace communication	Mandatory	20
CSBCOR0011A	Maintain a safe, clean and efficient work environment	Mandatory	40
CSBCOR0021A	Plan and organise work	Mandatory	20
CSBCOR0031A	Carry out measurement and calculations	Mandatory	20
CSBCOS0001A	Prepare clients for salon service	Mandatory	40
CSBCOS0011A	Perform temporary hair colour services	Mandatory	20
CSBCOS0021A	Perform roller placement and basic hair styling	Mandatory	20
CSBCOS0031A	Perform shampooing and conditioning services	Mandatory	20
CSBBTH0002A	Provide manicure and pedicure services	Mandatory	30
CSBCOS0022A	Perform hair shaping	Mandatory	30
CSBCOS0062B	Remove chemicals from hair	Mandatory	20
CSBCOS0102A	Perform semi-permanent hair colour services	Mandatory	20
CSBCOS0142A	Perform thermal straightening, curling and waving	Mandatory	30
CSBBTH0022A	Merchandise beauty care and related products	Mandatory	20
CSBCOS0002A	Receive and direct clients	Mandatory	20
CSBCOS0012A	Schedule and check out clients	Mandatory	30
CSBCOS0032A	Sell products and services	Mandatory	20
CSBCOS0042A	Conduct financial transactions	Mandatory	30
CSBCOS0052A	Perform stock control procedures	Mandatory	20
CSBBTH0082A	Demonstrate retail beauty care products	Mandatory	20
CSBBTH0012A	Apply nail enhancement	Mandatory	20
CSBBTH0032A	Apply nail art	Mandatory	20
CSBBTH0042A	Design and apply make-up	Mandatory	20
CSBBTH0052A	Provide facial treatments	Mandatory	30
CSBBTH0062B	Provide lash and brow treatment	Mandatory	20
CSBBTH0072B	Provide temporary epilation and bleaching treatments	Mandatory	20
CSBCOS0072A	Consult with clients and diagnose hair and scalp conditions	Mandatory	30
CSBCOS0082A	Treat hair and scalp	Mandatory	40
CSBCOS0092A	Perform permanent wave and chemical straightening services	Mandatory	60
CSBCOS0152B	Style hair	Mandatory	20

CCCSB20103**Level II in Cosmetology (Cont'd)**

Unit Number	Unit Title	Mandatory /Elective	Hours
ITICOR0011A	Carry out data entry and retrieval procedures	Elective	40
CSBBAR0042A	Perform face shave	Elective	20
BSBSBM0012A	Craft personal entrepreneurial strategy	Elective	50
CSBCOS0122B	Design and apply hair extensions	Elective	30
CSBCOS0132A	Maintain wigs and hair pieces	Elective	40
CSBCOS0003A	Make wigs	Elective	20
CSBCOS0013A	Perform permanent hair colour services	Elective	40
CSBCOS0023A	Provide specialist hair styling services	Elective	40
CSBCOS0033A	Provide specialist hair design services	Elective	40
CSBCOS0182A	Perform hair braiding services	Elective	10

To be awarded this Caribbean Vocational Qualification (CVQ) all Mandatory competency standards must be achieved. Electives achieved with the qualification will be awarded unit statement of competency.

The nominal training hours are a guide for planning the delivery of Training Programmes.

KEY: Man – Mandatory; COS – Cosmetology; BTH – Beauty Therapy; BAR – Barbering; SBM – Small Business Management; ITI – Information Technology (Information); BSB – Business Service (Business); CSB – Community Service (Beauty)

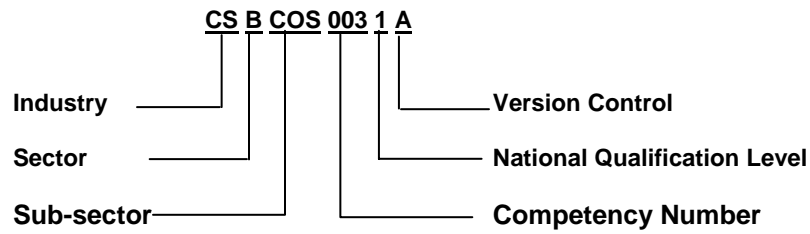
NOTATION: Persons who achieve the qualification in Cosmetology Level II are able to perform the work of the following:

- Shampoo Technician
- Chemical Technician
- Hair Stylist
- Manicurist
- Hair weaver and braider
- Nail technician
- Facial make-up artist
- Facial therapist

Legend to Unit Code

Example: CSBCOS0031A

CS B COS 003 1 A



KEY: COR – Mandatory; COS – Cosmetology; BTH – Beauty Therapy; SBM – Small Business Management; ITI – Information Technology (Information); BSB – Business Service (Business); CSB – Community Service (Beauty)

**CSBCOR0001A: Perform interactive workplace communication**

Competency Descriptor:

This unit deals with the skills and knowledge required to for effective communication in the workplace.

Competency Field: Beauty services

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1. Follow routine instructions and information	1.1	Instructions received are acted upon.
	1.2	Effective questioning is used to elicit information.
	1.3	Salon information relevant to the particular task is assessed, comprehended and acted upon.
	1.4	Daily work routine is planned and organised.
	1.5	Tasks are prioritised and completed without undue delay.
	1.6	Manufacturers written technical instructions are read, comprehended and acted upon
	1.7	Simple written information is recorded for reference.
2. Participate in workgroups and teams	2.1	Allocated tasks are identified.
	2.2	Allocated tasks are completed willingly, without undue delay.
	2.3	Assistance is actively sought from or provided to other team members when difficulties arise.
	2.4	Feedback provided by others in the workgroup is encouraged, acknowledged, and acted upon.
	2.5	Questioning used to minimise misunderstandings.
	2.6	Signs of potential workplace conflict identified and conflict avoided wherever possible.



- 2.7 Participation in team problem solving demonstrated.
- 2.8 Support is offered and provided to colleagues.
- 3. Apply profession ethics
 - 3.1 Standards of decorum, good manners and social behaviour are maintained according to salon policy.
 - 3.2 A competent, professional manner/attitude is projected through non-verbal presentation.
 - 3.3 Confidentiality and tact are demonstrated.
 - 3.4 Responsibilities of employer/employee are mutually recognised and carried out.
- 4. Support the organization
 - 4.1 Personal hygiene and deportment reflect salon policy.
 - 4.2 Clients are treated with courtesy
- 5. Receive and refer clients complaints
 - 5.1 Positive helpful attitude is conveyed to clients when handling complaints.
 - 5.2 Complaints are handled sensitively, courteously and with discretion.
 - 5.3 Nature of complaint is established by active listening and questioning and confirmed with the client.
 - 5.4 Action is taken to resolve complaint to client's satisfaction wherever possible.
 - 5.5 Unresolved client dissatisfaction or complaints promptly referred to more experienced hairdresser or supervisor.
 - 5.6 Opportunities taken to turn incidents of client dissatisfaction into a demonstration of high quality service to clients in line with salon policy,
 - 5.7 Follow up action taken as necessary to ensure client satisfaction.



RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's policies and procedures in regard to:

- contact with clients
- job descriptions/responsibilities
- interaction with other team members
- interaction with supervision/management
- orientation for new workers

Teams may include:

- small work teams or salon team.
- management, or other staff members.
- full-time or part-time staff

Legislation, codes and national standards relevant to the workplace may include:

- National Association of Hair Dressers and Cosmetologists codes of regulation (NAHC)
- OHS and hygiene requirements
- First Aid regulations/requirements

Communication may occur with external clients and internal contacts, including management and other team members.

Information may include telephone, written or verbal messages, computer (e-mail/memos

Clients may include:

- people from a range of cultural backgrounds and physical and mental abilities
- regular and new clients

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively and consistently apply salon policies and procedures and industry codes of practice in regard to verbal and non-verbal presentation according to the performance criteria and the range statement.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to verbal and non-verbal presentation to external and internal client contact in the appropriate context and to the level acceptable by the enterprise
- participate in a team situation in a courteous helpful manner, to complete allocated tasks willingly, to avoid misunderstandings and conflict where possible.
- to communicate with supervisors and peers and to seek assistance when necessary.
- solve problems with the team.
- follow routine instructions, perform tasks according to salon procedures, plan and prioritise tasks.

**Critical Aspects of Evidence (Cont'd)**

- maintain standards of decorum, good manners and social behaviour and to maintain a competent professional manner.
- provide a consistently welcoming client environment by treating clients in a courteous, professional manner.
- accurately interpret the nature of client complaints, resolve complaints and provide service to clients according to the range of variables.

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to verbal and non-verbal presentation, communication within the team, allocated duties and personal presentation

The following, which aid communication within the team:

- roles and responsibilities of self, peers and management
- questioning/listening techniques
- conflict resolution skills
- negotiation skills
- goal setting
- ability to collect and organise information

The following, which aid self-development:

- maintenance of personal health and fitness.
- maintenance of personal hygiene and deportment
- personal goal setting
- importance of self esteem
- stress management
- time management
- services provided by salon
- technical terms found in manufacturers' product information
- literacy skills in regard to workplace documents
- numeracy skills in regard to workplace functions



Skills

The ability to:

- consistently apply salon policies and procedures and industry codes of practice in regard to verbal and non-verbal presentation
- participate in a team situation in a courteous helpful manner, to complete allocated tasks willingly, to avoid misunderstandings and conflict where possible.
- to communicate with supervisors and peers and to seek assistance when necessary.
- problem solve with the team
- follow routine instructions, perform tasks according to salon procedures, plan and prioritise tasks.
- maintain standards of decorum, good manners and social behaviour and to maintain a competent professional manner.
- provide a consistently welcoming client environment by treating clients in a courteous, professional manner.
- accurately interpret the nature of client complaints, resolve complaints and provide service to clients according to the range of variables
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid
- apply the following which aid communication within the team:
 - questioning/listening techniques
 - conflict resolution skills
 - negotiation skills
 - goal setting
 - collect and organise information.

(4) Resource Implications

The following resources should be made available:

- access to clients in workplace situations, dealing with a variety of services and a range of communication processes in a salon/simulated assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:
One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

**(3) Method of Assessment**

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with a variety of services and a range of communication processes with clients result until competency is achieved.

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of short answer or case studies.

CRITICAL EMPLOYMENT SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 1	
Planning and organising activities	Level 1	
Working with others and in teams	Level 1	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOR0011A: Maintain a safe, clean and efficient work environment

Competency Descriptor:

This unit incorporates the Occupational Health and Safety regulations required for beauty salon operation. It encompasses basic first aid procedures, personal hygiene, the provision of a caring client environment and the efficient operation of the salon.

Competency Field:

Beauty Therapy

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Comply with health regulations	1.1	Procedures and practices implemented in a variety of salon situations in accordance with state and local government health regulations.
		1.2	Store policies and procedures for personal hygiene applied.
2.	Provide a relaxed and caring environment	2.1	Clients are made to feel comfortable according to salon policy.
		2.2	Responded to clients needs.
		2.3	Facilitated clients with refreshments.
3.	Prepare and maintain work area	3.1	Reception, work areas and walkways maintained in a safe, uncluttered and organised manner according to salon policy.
		3.2	All routines carried out safely, effectively and efficiently with minimum inconvenience to clients and staff.
		3.3	Waste is stored and disposed of according to local health regulations.
		3.4	Spills, food, waste, hair, water and/or other potential hazards promptly removed from floors according to salon policy.
		3.5	Linen is stored, cleaned and disinfected in line with local health regulations and salon procedures.
		3.6	Walls, floor and working surfaces are cleaned to meet salon requirements and health and safety standards without causing damage.
4.	Check and maintain tools and equipment	4.1	Tools and equipment are prepared for specific services as required.
		4.2	Tools and equipment are checked for maintenance requirements.

- 4.3 Tools and equipment are referred for repair as required.
 - 4.4 Tools and equipment are cleaned and stored safely and in position to comply with salon requirements and local health regulations.
- 5. Check and rotate stock
 - 5.1 Stock rotation procedures are carried out routinely and accurately according to salon procedures.
 - 5.2 Stock levels are accurately recorded according to salon procedures.
 - 5.3 Under or over supplied stock items are notified immediately to the salon supervisor.
 - 5.4 Incorrectly ordered or delivered stock is referred to the salon supervisor for return to supplier.
 - 5.5 Safe lifting and carrying techniques maintained in line with salon occupational health and safety policy and government legislation.
- 6. Observe basic safety procedure
 - 6.1 Procedures to achieve a safe working environment followed and maintained in line with occupational health and safety regulations and requirements according to salon policy.
 - 6.2 All unsafe situations recognised and reported according to salon policy.
 - 6.3 All breakdowns in relation to machinery and equipment reported to supervisor.
 - 6.4 Fire and safety hazards identified and necessary precautions taken or reported according to salon policy and procedures.
 - 6.5 Dangerous goods and substances identified, handled and stored according to salon policy and procedures and occupational health and safety regulations.
 - 6.6 Salon policy regarding manual handling practice is followed.
 - 6.7 Participation in consultative arrangements established by salon for occupational health and safety is demonstrated.
- 7. Observe emergency
 - 7.1 Salon policies and procedures in regard to illness or accident are identified and observed.
 - 7.2 First Aid requirements identified and observed.

- 7.3 Safety alarms are identified accurately.
- 7.4 Qualified person contacted in the event of accident or sickness of clients or staff and accident details correctly recorded according to salon policy.

RANGE STATEMENT

This unit applies to all establishments where beauty services are provided.

This unit of competency should be demonstrated in accordance with the salon's :

- salon policies and procedures in regard to occupational health and safety, general duty of care, emergency procedures, hygiene, security and salon operation policies

Legislation, codes and national standards relevant to the workplace may include:

- Labour laws of the country
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements

Emergency procedures may include: sickness, accidents, fire or store evacuation involving staff or clients.

- clients and team members may include people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- cleaning may include counters, benches, walkways, walls, fixtures or other working surfaces
- salon service range
- products from various manufacturers' ranges
- tools and equipment
- linen may be cleaned on or off the premises

Relevant salon policies and procedures should include:

- hazard policies and procedures
- emergency, fire and accident procedures
- personal safety procedures
- procedures for the use of personal protective clothing and equipment
- use of motor vehicles
- hazard identification
- issue resolution procedures
- job procedures
- work instructions

Unsafe situations may deal with but are not restricted to:

- toxic substances
- damaged packaging material or containers
- broken or damaged equipment
- inflammable materials and fire hazards
- lifting practices
- spillages
- waste, including hair, especially on floors
- ladders
- trolleys

Occupational health and safety procedures may deal with:

- clients
- staff
- equipment/tools
- premises
- stock

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively maintain a safe, clean and efficient work environment in accordance with the performance criteria and the range statement.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to consistently:

- knowledge and consistent application of salon policies and procedures and industry codes of practice in regard to Occupational Health and Safety Codes of Practice for First Aid in the workplace
- apply safe work practices and emergency procedures in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid as required
- apply salon policies and procedures and industry codes of practice in regard to the performance of cleaning procedures
- provide a consistently welcoming client environment by treating clients in a courteous helpful manner, by responding to clients' needs
- clean and maintain the work area according to the range of variables
- use and maintain cleaning equipment and use and store cleaning chemicals
- check, rotate and record stock
- check and maintain tools and equipment and prepare for specific services as required
- refer tools and equipment for repair as required and store to comply with health regulations and salon procedures
- interpret and apply manufacturers' instructions for products, tools and equipment
- apply First Aid procedures for emergency life support
- record sickness/accident/emergency details

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- Health and Hygiene regulations/requirements
- Occupational Health and Safety and First Aid regulations/requirements.
- salon policies and procedures in regard to Occupational Health and Safety Codes
- procedures to be applied in the event of fire or salon evacuation or in events likely to endanger staff or clients
- salon policies and procedures in regard to client service, personal hygiene practices, preparation and maintenance of work areas, tools, equipment and the salon stock system
- maintenance and storage procedures for tools and equipment used
- use of stock control systems/technology

Skills

The ability to:

- recognise and respond appropriately to emergency situations
- refer clients to appropriate professionals/qualified persons
- identify and apply knowledge of reporting procedures relating to occupational Health and safety
- use and maintain cleaning equipment
- use and store cleaning chemicals

(4) Resource Implications

The following resources should be made available:

- salon environment (simulated or actual enterprise)

(5) Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the beauty salon services are provided.

The underpinning knowledge may be assessed off the job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 2	
Using technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOR0021A: Plan and organise work

Competency Descriptor:

This unit deals with the skills and knowledge required to effectively plan and organise work assignments, and applies to all individuals working in the beauty services sector.

Competency Field:

Beauty services

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1. Identify work requirements	1.1	Instructions for work schedule and performance and quality assurance requirements received, understood and clarified where necessary.
2. Plan process to complete work	2.1	Tasks identified, prioritised and sequenced to achieve effective completion of work.
3. Select tools and equipment	3.1	Personal protective equipment correctly identified and selected to suit job requirements.
	3.2	Appropriate tools and equipment identified and selected for required service.
4. Demonstrate safe and efficient sequence of work	4.1	Service provided safely in a logical and efficient sequence.
	4.2	Tools, supplies and equipment safely stored when not in immediate use.
5. Report outcomes	5.1	Verbal report given to appropriate person on completion of service and relevant client details entered on database.
6. Clean up	6.1	Unused materials safely stored at appropriate area.
	6.2	Empty containers and waste material removed from service area.
	6.3	Service area left clean, safe and secure on completion.
	6.4	Tools and equipment cleaned, maintained and stored.

RANGE STATEMENT

Work organisation sequence may range from receiving instructions, to carrying out task, to cleaning up task.

Work plan may be either written or verbal and may include the following:

- preparation of work area
- selections of tools and equipment
- handling of materials, tools and equipment
- housekeeping requirements

Work schedule may be carried out in a singular application or in a team situation.

Work schedule and performance may have to adhere to quality assurance policy and procedures.

EVIDENCE GUIDE

Competency is to be demonstrated by safe and effective preparation using any of the range of work sequences listed within the range of variables statement relative to the work environment.

(1) Critical Aspects and Evidence

It is essential that competence is observed in the following aspects:

- indicate compliance with Occupational Health and Safety regulations applicable to salon operations including relevant National Association of Hair Dressers and Cosmetologist's (NAHC) regulations
- indicate compliance with organisational policies and procedures including quality assurance requirements
- carry out correct procedures prior to and during the provision of service to clients
- communicate to enable efficient individual/organisational planning of work

(2) Pre-requisite Relationship of Units

CSBCOR0011A Maintain a safe, clean and efficient work environment

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to planning and organising allocated duties
- salon and equipment safety requirements
- equipment
- materials appropriate to the task
- products handling
- quality assurance

Skills

The ability to:

- follow routine instructions, perform tasks according to salon procedures, plan and prioritise tasks
- use equipment correctly
- prepare and maintain work area
- select and use products according to manufacturer's instructions
- apply quality assurance

(4) Resource Implications

The following resources should be made available:

- access to clients in workplace situations, requiring a range of services in a salon/simulated assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

- one in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with a variety of services and a range of communication processes with clients result until competency is achieved.

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of short answer or case studies.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
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Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 1	
Planning and organising activities	Level 1	
Working with others and in teams	Level 1	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOR0031A: Carry out measurement and calculations

Competency Descriptor:

This unit deals with the skills and knowledge required to perform related calculations and estimations and applies to all individuals working in the beauty services industry.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Apply the four basic rules of calculation	1.1 Simple calculations are correctly performed using the four basic arithmetic rules- addition, subtraction, multiplication and division. 1.2 An understanding of the concept of angles as it relates to hair cutting and shaping is correctly demonstrated. 1.3 Simple calculation involving time, volume and length are correctly calculated.
2. Perform basic calculations involving fractions and decimals	2.1 Simple calculations are performed involving fractions and decimals.
3. Perform basic calculations involving percentages	3.1 Simple calculations involving profit and loss and discounts are correctly performed.
4. Perform basic calculations involving proportions	4.1 Simple calculations involving ratios are correctly performed.
5. Use measurement instruments	5.1 Measurement taken to 100 % accuracy. 5.2 Used measurement instruments according to manufacturer's/supervisor's instructions. 5.3 Observed indicator lines and/or manufacturer's and supervisor's instructions when using pre-measured products.
6. Estimate temperature	6.1 Water temperature is correctly estimated.

RANGE STATEMENT

Calculations may be mental/using pen and paper/calculator/cash register. All problems should have appropriate applications to the beauty service industry and relate to the normal operation in this environment.

Calculations may include:

- ratio and proportion
- percentages – profit and loss, discounts
- fractions and decimals
- addition and subtraction e.g. stock count
- time intervals

Measurement may include:

- length of natural/synthetic hair
- liquids e.g. activators and hair treatment
- semi-solids eg. relaxer, conditioners and gels
- temperature

EVIDENCE GUIDE

Competency is to be demonstrated by individual computations in accordance with the performance criteria and as related to the work environment.

(1) Critical Aspects of Evidence

This unit could be assessed alone or in conjunction with any other units addressing the safety, materials handling, recording and reporting; associated with the computations being performed or other units requiring the exercise of the skills and knowledge covered by this unit.

During assessment the individual will:

- take responsibility for the quality of their own work
- perform computations in accordance with standard principles
- perform computations accurately
- use accepted mathematical procedures, practices, processes and workplace procedures

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- numbers and basic arithmetic operations
- percentages
- fractions and decimals
- ratio and proportion
- costing
- interpretation of measurement and calculations
- data relative to the beauty services industry
- basic measurement of angles
- basic stock valuation

Skills

The ability to:

- measure using specified instruments
- interpret measurements and calculations
- perform work related calculations
- communicate effectively
- calculate mentally
- use calculate and/or cash register
- count stock

(4) Resource Implications

The candidate will be provided with:

- all tools, equipment, materials and documentation required where necessary
- any relevant workplace procedures
- any relevant product, manufacturing specifications and or prices
- any relevant codes, standards, manuals and reference materials or tables

(5) Method of Assessment

The candidate will be required to orally, or in writing or by any other methods of communication:

- answer questions put by the assessor

Assessor must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge.

(6) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. The competencies covered by this unit should be demonstrated by an individual working alone. The assessment environment should not disadvantage the candidate.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0001A: Prepare clients for salon service

Competency Descriptor:

This unit deals with the skills and knowledge required to prepare clients for a range of beauty salon services

Competency Field:

Beauty services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Gown and protect clients	1.1 Service to be provided has been verified with operator and client. 1.2 Clean gown/wrap and towels of suitable size for client, selected and applied. 1.3 Relevant health and sanitation regulations are observed.
2. Shampoo hair (cosmetology)	2.1 Service to follow shampoo is verified with client and operator. 2.2 Correct shampoo is selected, applied and removed thoroughly. 2.3 Client comfort and safety is ensured during the procedure. 2.4 Water temperature and flow is controlled during process. 2.5 Hair and scalp are massaged using appropriate technique. 2.6 After shampoo, conditioning agents are applied and removed according to manufacturer's instruction.
3. Cleanse skin (Beauty therapy)	3.1 Make up removed correctly. 3.2 Skin cleanse correctly. 3.3 Skin analysis is performed using appropriate forms and tools/equipment. 3.4 Followed correct procedure for using equipment. 3.5 Correct products are selected and used for second cleansing and toning. 3.6 Water is used at the appropriate temperature. 3.7 Followed correct procedure for disposal of used products.

- 3.8 Followed appropriate hygiene and sanitation throughout entire process.
- 3.9 Client's comfort and safety is ensured during entire process.

RANGE STATEMENT

This unit applies to all establishments where beauty salon services are provided.

Preparing clients for salon services include:

- the application of salon policies and procedures in regard to the preparation of clients for salon services including colour, styling, permanent waves and chemical relaxer, hair cutting and treatment services at varying levels of staffing, staff training and trading conditions.

These may include but not limited to customers and team members from a range of cultural backgrounds and physical and mental abilities.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively prepare clients for salon services according to the performance criteria and the range statement

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently

- apply salon policies and procedures and industry codes of practice in regard to the performance of a range of salon services
- apply safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements
- read, accurately interpret and consistently apply manufacturers' instructions for products and equipment, especially in regard to water temperature and flow
- use effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service
- verify the service to be provided
- select and apply appropriate gown/wrap and towel/s for salon services according to the range of variables
- select, apply and remove of a variety of shampoo and conditioning products, according to manufacturers' instructions and salon procedures
- apply hair and scalp massage according to client requirements and salon procedures
- use time effectively and to control product waste

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with:

CSBCOR0011A	Maintain a safe, clean and efficient work environment
CSBCOR0001A	Perform interactive workplace communication”

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to salon services, product range and procedures
- preparation of the service area, products and equipment
- use of shampoo equipment, care
- care and protection of client
- selection, application and removal of shampoo and conditioning products according to the manufacturer’s instructions
- hair/scalp massage procedures suitable for the type of salon service to follow
- post shampoo procedures
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements
- communication techniques and skills
- insurance against malpractice

Skills

The ability to:

- read, accurately interpret and consistently apply manufacturer’s instructions for products and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients
- consistently verify the service to be provided
- consistently select and apply appropriate gown/wrap and towel(s) for salon services according to the range statement
- select, apply and remove shampoo and conditioning products according to the manufacturer’s and salon procedures
- use time and products efficiently
- coordinate shampoo services with other salon services that are being offered to different clients simultaneously

(4) Resource Implications

The following resources should be made available:

- access to a range of shampoo and conditioning products and equipment and to clients presenting with a range of requirements in a salon/simulated assessment area

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with a variety of beauty salon services and a range of communication processes. The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skill.

**CSBCOS0011A: Perform temporary hair colour services**

Competency Descriptor:

This unit deals with the skills and knowledge required to perform a range of temporary hair colour services on clients. Services involving an application of colour that is usually rinsed out after shampooing the hair about four (4) times.

Competency Field: Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Consult and analyse for colour	<p>1.1 Assessment is based on the characteristics of % white, level of existing colour, texture, porosity, density, elasticity, existing chemical services and time span between service.</p> <p>1.2 Presence and effects of the temporary colour on hair structure and scalp identified.</p> <p>1.3 A colour result to complement skin tone and features is pre-determined with the client.</p>
2. Select and use hair colouring products	<p>2.1 Product knowledge is developed and applied in the selection of colouring according to the principles of the colour wheel.</p> <p>2.2 Products are mixed and removed according to manufacturers' instructions.</p> <p>2.3 Techniques are selected and applied appropriate to the products being used and client requirements.</p> <p>2.4 Client comfort and safety is ensured during processes.</p> <p>2.5 Hair colouring services are completed within defined commercial times.</p> <p>2.6 Client satisfaction with colour result is confirmed and recorded.</p> <p>2.7 Informed clients on after care products and maintenance.</p>



3. Rectify colour problems
 - 3.1 Colour problems are assessed and a course of action is planned with supervisor.
 - 3.2 Planned process is discussed and confirmed with client.
 - 3.3 Colour correction is achieved using relevant techniques in line with manufacturer's specifications.

RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard to the performance of temporary colour services.
- ethical standards
- client service standards
- designated operating hours

Product may include:

- Temporary colour from various manufacturers' product ranges and appropriate to the commercially operating salon range

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients.

Legislation, codes and national standards relevant to the workplace may include:

- National Association of Hair Dressers and Cosmetologists codes of regulation (NAHC)
- OHS and hygiene requirements
- First Aid regulations/requirements

Hair colouring may be performed on clients:

- with different hair textures, colour, styles and effects and hair growth patterns
- with virgin hair
- requiring full head and partial head colours
- requiring current commercial and classic effects

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice in regard to the performance of a range of temporary hair colour services on to produce current commercial fashion result.

**(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to efficiently and consistently:

- Apply salon policies and procedures and industry codes of practice in regard to the performance of a range of temporary hair colour services on clients.
- Incorporate a combination of techniques to produce current commercial fashion result in the appropriate context and to the level acceptable by the enterprise.
- Knowledge and consistent application of safe work practices in regard to the provision of services, and safe use of product to Occupational Health and Safety regulations/requirements.
- Ability to consistently use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure clients' comfort and safety throughout the service.
- To be innovative and resourceful in the use of colour application tools.

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- CSBCOS0001A Prepare clients for salon service
- CSBCOS0062A Remove chemicals from hair
- CSBCOS0032A Sell products and services

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the performance of a range of temporary colour services
- current available salon services, procedures and product range including :
 - preparation of the service area
 - preparation of products and equipment
 - manufacturers' instructions for products and equipment
 - preparation of the client including gowning/draping
 - care and protection of client
 - selection, processing, timing and application of a variety of temporary colour products
 - selection, application and removal of temporary colour conditioning products.
- the factors likely to affect the suitability of each salon process to clients' needs
- effects on the temporary colour on hair condition, hair growth patterns
- the use of various tools and techniques to produce a range of temporary hair colouring.
- the importance of correct removal of temporary colour from the hair.



Knowledge

Knowledge of: (Cont'd)

- the colour wheel and its importance in the selection of temporary hair colouring. manufacturers colour chart systems
- the elements and principles of design
- processing and development timings for a defined temporary colour product range(s) the action and durability of temporary, colours on the structure of the hair
- negotiation techniques.
- listening and questioning techniques
- verbal and non-verbal communication skills
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- consistently use effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service
- read, accurately interpret and consistently apply manufacturers' instructions for temporary colour products
- consistently select, prepare, apply and remove products according to manufacturers' instructions and salon procedures
- achieve outcomes as discussed and agreed with the client.
- analyse the client's characteristics, identify the client's requirements/needs, and develop and record a pre-determined design, taking into account factors including:
 - natural hair, texture, porosity, density, elasticity, scalp condition
 - percentage of white hair
 - level and type of existing colour
 - existing chemical services
 - presence of lightening agents or artificial hair colourants on hair
 - length of hair
 - client's skin tone, facial features, hair growth patterns, and characteristics or limitations
 - client preferences/expressed requirements/occasion/
- consult with the client, develop and record a client analysis and recommend a course of action/service and finished look that is compatible with the client analysis and according to agreed client requirements.
- consistently select techniques and apply procedures which are appropriate to the products being used, desired outcomes and pre-determined design according to manufacturers' instructions, salon procedures and client requirements.
- consistently select colouring products which are appropriate to the desired outcomes and pre-determined design according to manufacturers' instructions and salon procedures.



Skills

The ability to: (Cont'd)

- analyse and assess a range of colour problems and planning a pre-determined course of action to achieve outcomes as discussed and agreed with the client and supervisor
- consistently use time effectively and to perform services within defined commercial times.
- evaluate the completed hair colour and/or lightening and confirm client satisfaction with the finished result.
- correctly select, apply, and process various manufacturers' product ranges in temporary services.
- consistently use time efficiently
- apply salon policies/procedures in regard to the performance of a range of temporary hair colour services on clients
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

- Access to clients presenting with a range of requirements for temporary hair colour services to produce current commercial fashion result in a salon/simulated assessment area.

For the purpose of assessment a workplace or simulated hairdressing salon is defined as :

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business.

(4) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

**(6) Context of Assessment**

This unit must be assessed through practical demonstration on -the-job or in a simulated workplace environment dealing with clients requiring a range of temporary hair colour services to produce current commercial fashion result until competency is achieved.

The underpinning knowledge may be assessed off -the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 2	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 1	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0021A: Perform roller placement and basic hair styling

Competency Descriptor:

This unit deals with the skills and knowledge required to perform roller placement after a shampoo service, remove rollers and pins, apply scalp moisturizer, brush and comb hair in basic hair styles using varied techniques.

Competency Field: Beauty

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Consult and analyse client characteristics	1.1 Hair type, texture and movement are established by physical and visual examination. 1.2 A basic hair style to complement facial features, bone structure, client requirements and occasion is determined with client.
2. Prepare hair	2.1 Hair is appropriately towel dried. 2.2 Appropriate setting lotion is applied. 2.3 Hair is combed out smoothly. 2.4 Client comfort and safety is ensured during process. 2.5 After care products and maintenance is advised and applied.
3. Set hair	3.1 Hair is set according to length and base requirement. 3.2 Hair is moulded, ribboned and curls formed and pinned correctly. 3.3 Client comfort and safety is ensured during process.
4. Style hair	4.1 Rollers and pins are removed and scalp moisturizer applied if necessary. 4.2 Curls are brushed out if required by client. 4.3 Hair is combed and styled appropriately. 4.4 Client satisfaction with finished style is confirmed. 4.5 Client comfort and safety is ensured during process. 4.6 After care products and maintenance procedures correctly explained.

RANGE STATEMENT

This unit applies to all beauty salon establishments which provide a range of hair styling services for their clients.

- salon policies and procedures in regard to performance of roller placement and basic hair styling services
- clients with different hair types, shapes, styles and effects
- hair growth patterns
- techniques may include waving, moulding, roller placements
- tools may include, hair dryers, brushes, combs etc
- relevant occupational health and safety regulations and codes of practice
- national and local government health regulations
- styling aids may include setting lotions, gels, glazes, mousses, waxes and sprays from a variety of manufacturers'
- product ranges and appropriate to the salon range
- long and short hair styles
- defined salon times for services
- regular and new clients
- these may include but not limited to clients and team members from a range of social, cultural or ethnic backgrounds and physical and mental abilities

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice in regard to the performance of hair and scalp treatments.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures, industry codes of practice in regard to the performance of a range of classic and commercial hairstyles and finishes
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- use effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service
- use a combination of tools, basic styling aids and appropriate techniques according to the range of variables, to achieve outcomes as discussed and agreed with the client
- use time effectively and to perform services within defined commercial times
- evaluate the completed hair style and confirm client satisfaction with the finished result

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the performance of roller placement and basic hair styling services
- current available salon services/processes and product range
- the effects of hair condition, growth pattern, humidity on set hair
- balancing hair length and volume
- hair growth patterns
- indications of abnormal hair and scalp conditions
- listening and questioning techniques
- verbal and non-verbal communication skills
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- communicate with client and develop a basic hair style in accordance to agreed client requirements
- determine the effects of hair condition, growth pattern, humidity on set hair
- recognise and respond to abnormal hair and scalp conditions
- confirm client's satisfaction with the finished result
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- consistently use time efficiently
- apply salon policies/procedures in regard to the performance of roller placement and basic hairstyling and finishes
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

Access to clients requiring roller placement and basic hair styling services in a salon environment in a salon/simulated assessment area.

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business.

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- case study
- portfolio

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring of a range of classic and current commercial hairstyles and finishes until competency is achieved. The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skill.

CSBCOS0031A: Perform shampooing and conditioning services

Competency Descriptor:

This unit deals with the skills and knowledge required to prepare clients for a range of beauty salon services

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Gown and protect clients	1.1 Service to be provided has been verified with operator and client. 1.2 Clean gown/wrap and towels of suitable size for client, selected and applied. 1.3 Relevant health regulations are observed.
2. Apply shampoo to hair	2.1 Service to follow shampoo is verified with client and operator. 2.2 Appropriate shampoo is selected, applied and removed thoroughly. 2.3 Client comfort and safety is ensured during the procedure. 2.4 Water temperature and flow is controlled during process. 2.5 Hair and scalp are massaged using appropriate technique. 2.6 After shampoo, conditioning agents are applied and removed according to manufacturer's instruction.
3. Apply conditioner to hair	3.1 Excess moisture is removed from hair 3.2 Conditioner is applied evenly to hair shaft in appropriate quantity 3.3 Conditioner is combed through hair with shampoo comb 3.4 Conditioner is thoroughly removed from hair 3.5 Water is used at the appropriate temperature. 3.6 Correct procedures for disposal of used products are followed. 3.7 Appropriate hygiene and sanitation procedures are applied throughout entire process. 3.8 Client's comfort and safety is ensured during entire process.

RANGE STATEMENT

This unit applies to all establishments where beauty salon services are provided.

Preparing clients for salon services include:

- the application of salon policies and procedures in regard to the preparation of clients for salon services including colour, styling, permanent waves and chemical relaxer, hair cutting and treatment services at varying levels of staffing, staff training and trading conditions

These may include but not limited to customers and team members from a range of cultural backgrounds and physical and mental abilities

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively prepare clients for salon services according to the performance criteria and the range statement

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently apply industry codes of practice and salon policies and procedures to prepare clients requiring a range of beauty services in the appropriate context and to the level acceptable by the enterprise.

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with:

- CSBCOR0011A Maintain a safe, clean and efficient work environment
- CSBCOR0001A Perform interactive workplace communication

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard salon services, product range and procedures
- preparation of the service area, products and equipment
- use of shampoo equipment, care
- care and protection of client
- selection, application and removal of shampoo and conditioning products according to the manufacturer's instructions
- hair/scalp massage procedures suitable for the type of salon service to follow
- post shampoo procedures
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements
- communication techniques and skills
- insurance against malpractice

Skills

The ability to:

- read, accurately interpret and consistently apply manufacturer's instructions for products and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients
- consistently verify the service to be provided
- consistently select and apply appropriate gown/wrap and towel(s) for salon services according to the range statement
- select, apply and remove shampoo and conditioning products according to the manufacturer's and salon procedures
- use time and products efficiently
- coordinate shampoo services with other salon services that are being offered to different clients simultaneously

(4) Resource Implications

The following resources should be made available:

- Access to a range of shampoo and conditioning products and equipment and to clients presenting with a range of requirements in a salon/simulated assessment area.

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with a variety of beauty salon services and a range of communication processes. The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skill.

CSBBTH0002A: Provide manicure and pedicure services

Competency Descriptor:

This unit deals with the skills and knowledge required to perform a range of manicure and pedicure treatments in accordance with Occupational Health and Safety requirements, Health regulations and organization's requirements.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Prepare client for manicure/pedicure service	1.1	Treatment area client and operator prepared for manicure/pedicure service according to Health and Hygiene requirements and salon procedures.
		1.2	Client protection, comfort and relaxation ensured throughout service.
		1.3	Client's characteristics accurately identified.
		1.4	Clients' needs and expectations evaluated to enable accurate advice and recommendations for a treatment plan including, desired shape of nail, treatment/service procedures and varnish/polish application.
		1.5	Nail and skin condition of hands and feet accurately identified by physical and visual examination.
		1.6	Areas of the hands/feet requiring special treatment identified and noted.
		1.7	Contra-indications including infectious and non-infectious skin and nail disorders identified where applicable, explained to client, and referred to appropriate professional where required.
		1.8	Hand/skin care products, materials, tools and equipment selected according to treatment plan and confirmed with client.
		1.9	Client requested to remove hand and nail jewellery.
		1.10	Client reassured during treatment as required and all questions answered fully and accurately.

2. Perform a basic manicure/pedicure service
- 2.1 Manicure/Pedicure products and equipment are used sequentially according to Health and Hygiene regulations, manufacturers' instructions and client's requirements.
 - 2.2 Client's hands/feet and nails cleansed thoroughly according to treatment plan.
 - 2.3 Nail varnish/polish removed effectively, without damage to the nail or skin, as required.
 - 2.4 Nails shaped/filed to a smooth even finish according to treatment plan requirements.
 - 2.5 Exfoliation and/or treatments applied as required according to treatment plan and manufacturers instructions.
 - 2.6 Cuticles softened and pushed back gently and hangnails trimmed as required with no cuts or abrasions to skin or cuticles according to client requirements, Health and Hygiene requirements and salon procedures.
 - 2.7 Nail mend (fabric) applied to fingernails as required and adhered securely with a clean smooth finish.
 - 2.8 Massage movements to hand and lower arm /foot and leg applied smoothly and evenly and to include:
 - effleurage
 - petrissage
 - tapotement
 - according to client requirements
 - 2.9 Polish/varnish applied smoothly and evenly to clean nail plate according to manufacturers instructions and client requirements.
 - 2.10 Polish/varnish applied to nail only, and any excess product removed to leave a fine clear edge between nail plate and cuticle.
 - 2.11 Manicure service completed according to client requirements, Health and Hygiene requirements and salon procedures with no cut and abrasion.
 - 2.12 Nail clippings, filing dust, and cleansing pads disposed of according to Health and Hygiene regulations and salon procedures.
 - 2.13 Equipment including files disinfected/disposed of according to Health and Hygiene regulations and salon procedures.

- | | | | |
|----|--------------------------|--|---|
| | 2.14 | Treatment completed within designated salon time frames. | |
| | 2.15 | Portion control used to minimise wastage. | |
| 3. | Provide aftercare advice | 3.1 | Questioning and active listening used to obtain client feedback. |
| | | 3.2 | Relevant outcomes of treatment recorded accurately and legibly. |
| | | 3.3 | Future treatment program recommended according to clients needs. |
| | | 3.4 | Treatment plan revised as required. |
| | | 3.5 | After care advice and guidelines accurately provided according to clients need. |
| | | 3.6 | Homecare product recommendations made according to client requirement. |
| | | 3.7 | Client rebooked according to agreed treatment plan. |

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range statement also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon policies and procedures in regard to the performance of a manicure/pedicure treatment/service
- salon hygiene policies and procedures
- state and local Health Regulations
- relevant sanitary requirements in regard to Occupational Health and Safety
- salon product range and manufacturers instructions
- salon time frame allocated for the performance of a manicure/pedicure treatment

Contraindications may include:

- skin or nail disorders or diseases
- allergic reactions
- bruising or swelling
- areas exhibiting loss of tactile sensation
- cuts or abrasions
- recent operations
- areas of recent fractures or sprains

Non contagious hand/foot/nail disorders may include:

- onycholysis
- white spots (leuconychia)
- corrugated furrows
- split or brittle nails
- hang nails
- bruised nails
- onychophagy (bitten nails)
- blisters
- calluses
- heel fissures
- bunions
- hammer toes
- corns
- dermatitis
- circulatory problems
- eggshell nails
- congenital or trauma induced nail malformations

Manicure/pedicure treatments/services may include:

- shaping
- cuticle care
- nail varnish/polish (single or multi layer) application of varying colours
- French manicure
- paraffin wax treatments
- nail mend
- buffing
- callous rasping
- hot oil treatments

Equipment used may include:

- nail clippers /scissors/hang nail trimmer
- emery board, rasp, file
- orange stick/ cuticle pusher
- paraffin wax bath
- buffer
- foot spa/electric spa machines (vibrating and whirlpool)

Products may include:

- sanitisers
- skin/cuticle massage and treatment creams
- paraffin wax
- exfoliants
- remedial products
- cuticle remover/softener
- nail hardener
- nail soaking solution
- base coat/varnish/top coat /drier/thinners
- wrap fabric
- resin
- activator (spray/brush)
- exfoliation cream

Hand/foot/nail disorders may be contagious or non contagious.

Contagious disorders may include:

- bacterial, viral, or fungal infections
- warts
- tinea pedis
- tinea unguium
- papillomas
- paronychia

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients

Appropriate professionals may include:

- medical practitioner
- podiatrist

Special precautions may be required for medical conditions including:

- diabetes or blood disorders/diseases

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range of Variables. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

Consistent repetition as part of the daily routine will ensure competence and lead to an understanding of the underpinning critical issues involved in this unit.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated:

- salon policies and procedures in regard to the performance of a manicure/pedicure treatment
- safe work practices, including first aid and sanitation, in regard to the performance of manicure/pedicure treatments and safe use of product according to Occupational Health and Safety regulations/requirements
- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables
- read, accurately interpret, and consistently apply, manufacturers' instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's nails and skin and design a treatment plan to meet the client's needs
- apply manicure and pedicure treatments/services including hand/arm massage, paraffin wax treatments, exfoliation treatments, nail mends, French polish, buffing, callous rasping, polish/varnish application
- apply a variety of manicure and pedicure products according to the range of variables
- consistently use time effectively and control product waste
- evaluate a manicure/pedicure service and advise the client on future treatments, home care and complementary products

(2) Pre-requisite Relationship of Units

- CSBCOR0001B Perform Interactive workplace communication
- CSBCOS0001A Prepare clients for salon services
- CSBCOS0032A Sell products and services

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to the performance of a manicure/pedicure treatment
- state and local Health and Hygiene requirements/regulations and salon hygiene policies, including disinfection procedures
- safe work practices, including first aid, in regard to the performance of manicure/pedicure treatments and safe use of product according to Occupational Health and Safety regulations/requirements
- the transmission routes of infectious conditions
- manicure and pedicure treatments/services including hand/arm massage, paraffin wax treatments, exfoliation treatments, nail mends, French polish, buffing, callous rasping, polish/varnish application
- a variety of manicure and pedicure products according to the range of variables
- the gross anatomy and physiology of the skin and skin structures including:
 - dermis, epidermis and subcutaneous layers
- the anatomy and physiology of the nail structure and shape and the function and growth of nails
- the anatomy and physiology of the hands, feet, lower legs, lower arms, bones muscles, circulation in regards to manicure and Pedicure service
- cosmetic chemistry/ingredients in relevant treatment products particularly in regard to their likely effects on the nail and possible contraindications in combination with other products or circumstances
- pH scale of human skin, nails and products used in manicure and pedicure

Skills

The ability to:

- apply salon policies and procedures in regard to the performance of a manicure/pedicure treatment
- apply state and local Health and Hygiene requirements/regulations and salon hygiene policies, including disinfection procedures
- apply safe work practices, including first aid, in regard to the performance of manicure/pedicure treatments and safe use of product according to Occupational Health and Safety regulations/requirements
- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables
- apply standard infection control precautions
- read, accurately interpret, and consistently apply, manufacturers instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's nails and skin and design a treatment plan to meet the client's needs including:
 - areas requiring special treatment
 - product application techniques
 - areas requiring corrective/remedial services

Underpinning Knowledge and Skills (Cont'd)Skills

The ability to:

- apply manicure and pedicure treatments/services including hand/arm massage, paraffin wax treatments, exfoliation treatments, nail mends, French polish, buffing, callous rasping, polish/varnish application
- apply a variety of manicure and pedicure products according to the range of variables and manufacturer's instructions
- consistently use time effectively and to control product waste
- evaluate a manicure/pedicure service and advise the client on future treatments, home care and complementary products

(4) Resource Implications

The following resources should be made available:

- access to a range of clients with differing manicure and pedicure requirements using a professional manicure table/operator chair/ client chair in a fully equipped treatment area with a range of products

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0022A: Perform hair shaping

Competency Descriptor:

This unit deals with the skills and knowledge required to perform a range of classic and current commercial hair cutting, beard designing and finishes using a wide variety of techniques

Competency Field:

Beauty services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Analyse client characteristics and recommend finished hair cut	1.1 Natural hair type, texture, growth patterns, fall and movement are established by physical and visual examination. 1.2 A haircut concept is designed to complement facial features, bone structure and client requirements. 1.3 A finished look is suggested and pre-determined with the client and recorded
2. Cut hair to produce a variety of finished styles	2.1 A range of tools and techniques are selected appropriate to a variety of haircuts. 2.2 Client comfort and safety is ensured during haircutting processes. 2.3 Haircuts are performed within defined commercial times. 2.4 Client satisfaction with hair cut results is confirmed. 2.5 After care products and maintenance advised and applied.
3. Perform beard design and shaping techniques	3.1 Differences in facial shapes and features are determined. 3.2 Beard/moustache is designed to complement facial features, bone structure and clients' requirements. 3.3 Appropriate tools and techniques are selected to achieve pre-planned design. 3.4 Client comfort and safety is ensured during process. 3.5 Beard/moustache design is completed according to pre-determined plan. 3.6 Tools and equipment cleaned and sanitised.

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|----|--------------------------|-----|--|
| 4. | Perform an outline shave | 4.1 | Lather technique performed and applied for perimeter outline. |
| | | 4.2 | Shaving strokes are applied to ensure that a smooth result is obtained without causing discomfort to the skin. |
| | | 4.3 | Client comfort and safety ensured during the outline shave service. |
| | | 4.4 | Client satisfaction is confirmed by questioning. |
| | | 4.5 | Service/s completed within defined salon time frame. |

RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures
- ethical standards
- client service standards
- designated operating hours
- quality and continuous improvement processes and standards

Tools and equipment eg:

- scissors of various sizes, neck strips
- texturising scissors,
- disposable blade razors, cape
- clippers,
- combs
- sectioning clips
- flat (razor)

Hair cuts may be performed on clients with different:

- hair types, shapes
- styles and effects
- hair growth patterns e.g. Cowlicks, whorls
- alopecia
- baldness

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements

Techniques may include:

- graduation
- texturing,
- layering,
- solid form
- scissor over comb techniques
- various razor and clipper techniques

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice in regard to the performance of a range of classic and current commercial hair cutting, beard designing and finishes using a wide variety of techniques.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to the performance of hair shaping in the appropriate context and to the level acceptable by the enterprise
- knowledge and consistent application of safe work practices in regard to the provision of services and safe use of product according to occupational health and safety regulations/requirements
- ability to consistently use effective questioning and active listening techniques to consult and negotiate with clients
- ensure client comfort and safety throughout the service
- ability to analyse the client's characteristics, identify the client's requirements/needs, and develop and record a pre-determined design, taking into account the clients features and characteristics of hair
- ability and skill in the application of a range of haircutting, beard/moustache shaping and outline shaving services, using a combination of tools and appropriate techniques
- ability and skill to consistently use time effectively and to perform services within defined commercial times
- ability to evaluate the completed hair/beard/moustache design and confirm client satisfaction with the finished result

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- CSBCOS0001A Prepare clients for salon services
- CSBCOS0072A Consult with clients and diagnose hair and scalp conditions

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the performance of a wide range of haircut and beard/moustache designs
- current available salon services/processes
- the effects of:
 - hair condition
 - hair growth patterns
 - angles of cut on the natural fall
 - movement of hair
 - various cutting methods on hair
 - various cutting tools on hair
 - differences in cutting wet and dry hair
- the use of various tools and techniques
- contingency strategies for blood and body fluid contact, clients suspected with infectious diseases, injury
- basic mathematical concepts in relation to measurement
- A variety of finishing products from various manufacturers appropriate to the salon range
- the elements and principles of design
- negotiation techniques
- listening and questioning techniques
- verbal and non-verbal communication skills
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- consult with client, analyse the client's characteristics, identify the client's requirements/needs, and develop and record a pre-determined hair or beard/moustache design, taking into account factors including:
 - natural hair type, texture
 - hair growth patterns, fall and movement
 - facial shapes and features, bone structure
 - client characteristics/limitations
 - client preferences/expressed requirements
 - natural hair type, texture
 - hair growth patterns, fall and movement
 - facial shapes and features, bone structure
 - client characteristics/limitations
- apply a range of haircutting, beard/moustache shaping and outline shaving services, using a combination of tools and appropriate techniques, to achieve outcomes as discussed and agreed with the client
- evaluate the completed hair/beard/moustache design and confirm client satisfaction with the finished result
- to determine the effects of:
 - hair condition
 - hair growth patterns
 - angles of cut on the natural fall
 - movement of hair
 - various cutting methods on hair
 - various cutting tools on hair
 - differences in cutting wet and dry hair
 - the relationship between angle of head and desired result

Underpinning Knowledge and Skills (Cont'd)

Skills

The ability to:

- consistently select and use tools and techniques/procedures which are appropriate to the products being used, desired outcomes and pre-determined design
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- consistently use time efficiently
- apply salon policies/procedures in regard to the performance of a range of classic and current commercial hair cutting, beard designing and finishes
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

Access to clients presenting with a range of requirements for classic and current commercial hair cut, beard designs and finishes in a salon/simulated assessment area.

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(4) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of classic and current commercial hair cut, beard designs and finishes until competency is achieved.

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0062B: Remove chemicals from hair

Competency Descriptor:

This unit deals with the skills and knowledge required to complete the rinsing and neutralising process of permanent wave and chemical relaxation treatments and to remove colour chemicals.

Competency Field:

Beauty services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Remove permanent wave lotion/crème from hair (optional)	1.1	Waving lotion/crème is rinsed from hair with perm rods intact for approximately 3-5 minutes with warm water (Caucasian or Mongoloid).
		1.2	Wave lotion/crème is removed from hair with warm water for approximately five (5) minutes
2.	Remove chemical straightening from hair	2.1	Relaxer is removed from hair with warm water, starting at the hairline, through to the entire head for approximately five (5) minutes depending on length, density of hair and water force.
3.	Neutralise hair after permanent wave treatment	3.1	Water temperature and flow is controlled during rinsing.
		3.2	Hair is rinsed thoroughly before application of neutraliser.
		3.3	Excess moisture is removed from hair.
		3.4	Products are prepared, applied and removed according to manufacturer's instructions.
		3.5	Perm rods are removed with a minimum of curl disturbance.
		3.6	Client comfort and safety is ensured during process.
4.	Neutralise hair after chemical relaxation	4.1	Water temperature and flow is controlled during rinsing.
		4.2	Hair is rinsed thoroughly before application of neutraliser.
		4.3	Products are prepared, applied and removed according to manufacturer's instructions.
		4.4	Neutraliser is applied; with care to hair disturb hair, to whole area being treated.
		4.5	Client comfort and safety is ensured during process.

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| 5. Remove colour chemicals from hair | 5.1 Water temperature and flow is controlled during rinsing. |
| | 5.2 Excess product is emulsified and thoroughly removed according to manufacturer's instructions. |
| | 5.3 Colour conditioner is applied and removed according to manufacturer's instructions. |

RANGE STATEMENT

This unit applies to all establishments where permanent wave chemical relaxation treatment and hair colouring services are provided.

- removing chemicals from hair include the application of salon policies and procedures in regard to the removal of chemicals from hair
- permanent wave and chemical relaxation methods and products from a variety of product brands
- methods for the removal of permanent, semi-permanent and temporary colour products from a variety of product brands
- different types of hair
- these may include but not limited to customers and team members from a range of social, cultural or ethnic backgrounds and physical and mental abilities

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively remove chemicals from hair according to the performance criteria and the range statement

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to the performance of rinsing and neutralising processes for permanent wave, chemical relaxation treatments and the removal of colour chemicals from hair
- apply safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- accurately interpret and consistently apply manufacturers' instructions for permanent wave, chemical relaxation and colour products
- use effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service
- control water temperature and flow during the service according to salon procedures
- ensure that hair is rinsed thoroughly prior to the application of neutraliser and that excess moisture is removed from the hair according to manufacturers' instructions and salon procedures
- apply neutraliser to ensure that hair is not disturbed and that the whole area is treated according to manufacturer's instructions and salon procedures

Critical Aspects of Evidence (Cont'd)

- ensure that excess colour product is emulsified and thoroughly removed from the hair according to manufacturer's instructions and salon procedures
- remove colour conditioning products according to manufacturers instructions and salon procedures
- use time effectively and to control product waste

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- CSBCOS0001A Prepare clients for salon service
- CSBCOS0011A Perform temporary hair colour service
- CSBCOS0092A Perform permanent wave and chemical straightening services
- CSBCOS0102A Perform semi permanent hair colour service

(3) Underpinning Knowledge and Skills

Knowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the rinsing and neutralising processes for permanent wave and chemical relaxation treatments and the removal of colour chemicals from hair
- salon services, product range and , care and protection of client
- selection, application and removal of shampoo and conditioning products according to the manufacturer's instructions
- scalp and hair massage procedures suitable for the type of service to follow
- post shampoo procedures
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements
- communication techniques and skills

Skills

The ability to:

- read, accurately interpret and consistently apply manufacturer's instructions for products and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients
- consistently verify the service to be provided
- consistently select and apply appropriate gown/wrap and towel(s) for salon services according to the range statement
- select, apply and remove shampoo and conditioning products according to the manufacturer's and salon procedures
- use time and products efficiently
- coordinate shampoo services with other salon services that are being offered to different clients simultaneously

(4) Resource Implications

The following resources should be made available:

- access to a range of shampoo and conditioning products and equipment and to clients presenting with a range of requirements in a salon/simulated assessment area

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with a variety of beauty salon services and a range of communication processes. The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skill.

**CSBCOS0102A: Perform semi-permanent hair colour services**

Competency Descriptor:

This unit deals with the skills and knowledge required to perform a range of semi-permanent hair colour services on clients. Services incorporate a combination of techniques to produce a current commercial fashion result.

Competency Field: Beauty services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Consult and analyse for colour and lightening services	1.1 Assessment is based on the characteristics of % white, level of existing colour, texture, porosity, density, elasticity, existing chemical services and time span between service. 1.2 Presence and effects of the following on hair structure and scalp identified, lightening agents, temporary colour, semi permanent colour and metallic based dyes. 1.3 A colour result to complement skin tone and features is pre-determined with the client
2. Select and use hair colouring and lightening products	2.1 Product knowledge is developed and applied in the selection of colouring and lightening products according to the principles of the colour wheel. 2.2 Products are mixed and removed according to manufacturers' instructions. 2.3 Techniques are selected and applied appropriate to the products being used and client requirements. 2.4 Client comfort and safety is ensured during processes. 2.5 Hair colouring services are completed within defined commercial times. 2.6 Client satisfaction with colour result is confirmed and recorded. 2.7 Informed clients on after care products and maintenance



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| 3. Rectify colour problems | 3.1 Colour problems are assessed and a course of action is planned. |
| | 3.2 Planned process is discussed and confirmed with client. |
| | 3.3 Colour correction is achieved using relevant techniques in line with manufacturer's specifications. |

RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard to the performance of temporary, semi-permanent and permanent colour and lightening services.
- ethical standards
- client service standards
- designated operating hours

Products may include:

- Semi-permanent colour and lightening products from various manufacturers' product ranges and appropriate to the commercially operating salon range

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients.

Legislation, codes and national standards relevant to the workplace may include:

- National Association of Hair Dressers and Cosmetologists codes of regulation (NAHC)
- OHS and hygiene requirements
- First Aid regulations/requirements

Colour correction techniques may include:

- pre-softening
- pre-pigmentation
- colour lightening

Hair colouring may be performed on clients:

- with different hair textures, colour, styles and effects and hair growth patterns
- with a variety of colour and lightening problems
- with virgin hair or a range of pre-existing hair colouring products on the hair
- requiring full head and partial head colours
- requiring current commercial and classic effects



EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice in regard to the performance of a range of semi-permanent hair colour services on clients incorporating a combination of techniques to produce current commercial fashion result.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- Apply salon policies and procedures and industry codes of practice in regard to the performance of a range of semi permanent hair colour services on clients.
- Incorporate a combination of techniques to produce current commercial fashion result in the appropriate context and to the level acceptable by the enterprise.
- Knowledge and consistent application of safe work practices in regard to the provision of services, and safe use of product to Occupational Health and Safety regulations/requirements.
- Ability to consistently use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure clients' comfort and safety throughout the service.
- Apply and develop new criteria and techniques.
- To be innovative and resourceful in the use of colour application tools.

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with :

- CSBCOS0001A Prepare clients for salon service
- CSBCOS0062A Remove Chemicals from hair
- CSBCOS0032A Sell Products and Services

(3) Underpinning Knowledge and Skills

Knowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the performance of a range of semi-permanent colour and services
- current available salon services, procedures and product range including:
 - preparation of the service area
 - preparation of products and equipment
 - manufacturers' instructions for products and equipment



Knowledge

Knowledge of: (Cont'd)

- preparation of the client including gowning/draping
- care and protection of client
- selection, processing, timing and application of a variety of semi-permanent permanent colour products
- selection, application and removal of colour and products
- the factors likely to affect the suitability of each salon process to clients' needs
- effects on the hair colour on hair condition, hair growth patterns
- the use of various tools and techniques to produce a range of hair colouring and lightening effects
- the importance of correct removal of colour from the hair
- the colour wheel and its importance in the selection of hair colouring products
- manufacturers colour chart systems
- the elements and principles of design
- the effects of hydrogen peroxide on the hair and hair colour
- the effects of colour/lightening products onto hair and skin
- the effects of metallic-based products on the hair
- processing and development timings for a defined salon colour and lightening product range(s)
- the action and durability of temporary, semi-permanent and permanent colours and lightening on the structure of the hair
- negotiation techniques
- listening and questioning techniques
- verbal and non-verbal communication skills
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- consistently use effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service
- read, accurately interpret and consistently apply manufacturers' instructions for semi-permanent colour
- consistently select, prepare, apply and remove products according to
- manufacturers' instructions and salon procedures
- achieve outcomes as discussed and agreed with the client
- analyse the client's characteristics, identify the client's requirements/needs, and develop and record a pre-determined design, taking into account factors including:
 - natural hair, texture, porosity, density, elasticity
 - percentage of white hair
 - level and type of existing colour
 - existing chemical services
 -



Skills

The ability to: (Cont'd)

- presence of lightening agents or artificial hair colourants on hair
- length of hair
- client's skin tone, facial features, hair growth patterns, and characteristics or limitations
- client preferences/expressed requirements/occasion/
- perform and analyse the outcomes of skin tests
- consult with the client, develop and record a client analysis and recommend a course of action/service and finished look that is compatible with the client analysis and according to agreed client requirements
- consistently select techniques and apply procedures which are appropriate to the products being used, desired outcomes and pre-determined design according to manufacturers' instructions, salon procedures and client requirements
- consistently select colouring and lightening products which are appropriate to the desired outcomes and pre-determined design according to manufacturers' instructions and salon procedures
- analyse and assess a range of colour correction problems and planning a pre-determined course of action to achieve outcomes as discussed and agreed with the client
- consistently use time effectively and to perform services within defined commercial times
- evaluate the completed hair colour and/or lightening and confirm client satisfaction with the finished result
- correctly select, apply, and process various manufacturers' product ranges in temporary, semi-permanent and colour correction services
- consistently use time efficiently
- apply salon policies/procedures in regard to the performance of a range of hair colour services on clients
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

- Access to clients presenting with a range of requirements for hair colour services incorporating a combination of techniques to produce current commercial fashion result in a salon/simulated assessment area.

For the purpose of assessment a workplace or simulated hairdressing salon is defined as :

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business.

**(3) Method of Assessment**

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on -the-job or in a simulated workplace environment dealing with clients requiring a range of hair colour services incorporating a combination of techniques to produce current commercial fashion result until competency is achieved.

The underpinning knowledge may be assessed off -the-job with the use of written or verbal items inclusive of multiple choice, short answer case study or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 2	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 1	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 2	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0142A Perform thermal straightening, curling and waving

Competency Descriptor:

This unit deals with the skills and knowledge required to perform thermal straightening and curling.

Competency Field:

Beauty

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Perform thermal straightening	1.1 Client is draped and prepared for service according to salon procedures. 1.2 Hair is shampooed, towel blotted, dried and prepared for Thermal Straightening. 1.3 Hair is sectioned for control. 1.4 Pressing oil is applied. 1.5 Hair is straightened to achieve desired smoothness.
2. Perform thermal curling	2.1 Hair is curled and combed in desired style. 2.2 Client's comfort is ensured at all times. 2.3 Service is completed in defined Salon time.
3. Perform thermal waving	3.1 Hair is picked up and iron inserted with groove facing upward. 3.2 Iron is closed and turned approximately a one-quarter turn forward. 3.3 Iron is rolled one full turn forward. 3.4 Hair is unrolled to accomplish reverse movement. 3.5 Iron is opened and placed below ridge. 3.6 Iron is kept perfectly still and comb used to direct the hair upward to form a half circle. 3.7 Iron is kept closed and rolled one-half turn forward.

RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard to the performance of temporary, semi-permanent and permanent colour and lightening services
- ethical standards
- client service standards
- designated operating hours

Equipment and tools may include:

- conventional curling iron
- conventional thermal heater/stove
- electric self heated vaporizing
- conventional pressing combs
- blow dryer
- hard rubber combs
- blow drying brushes

Products may include:

- curling wax
- pressing oil
- finishing spray

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice in regard to the performance of thermal straightening and curling on clients incorporating a combination of techniques to produce current commercial fashion result.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to performing thermal straightening and waving
- prepare client's hair for thermal straightening
- perform thermal waving and curling to the level acceptable by the enterprise
- consult with clients, assess their needs and recommend appropriate products and services
- use appropriate questioning techniques to elicit information from client
- negotiate with client on proposed course of action

Critical Aspects of Evidence (Cont'd)

- maintain accurate client records
- manage time efficiently

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with:

- CSBCOS0001A Prepare clients for salon services
- CSBCOS0032A Sell products and services

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- Salon policies and procedures and industry codes in regards to Thermal straightening and curling
- pressing fine hair
- pressing short, fine hair
- pressing coarse hair
- pressing tinted, lightened hair
- pressing grey hair
- the pressure needed to maintain straightness
- manipulating curling irons
- negotiation techniques
- listening and questioning techniques
- verbal and non-verbal communication skills
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- analyse the client's characteristics, identify the client's requirements/needs, and develop and record a pre-determined design, taking into account factors including:
 - natural hair type, texture, porosity, density, elasticity
 - existing chemical services
 - length of hair
 - facial features, hair growth patterns, and characteristics or limitations
 - client preferences/expressed requirements/occasion/
- consult with the client, develop and record a client analysis and recommend a course of action/service and finished look that is compatible with the client analysis and according to agreed client requirements
- consistently select techniques and apply procedures which are appropriate to the products being used, desired outcomes and pre-determined design according to manufacturers' instructions, salon procedures and client requirements

Skills

The ability to: **(Cont'd)**

- keep combs clean and free of carbon
- avoid overheating pressing combs
- test temperature of combs before applying to hair
- adjust temperature to texture and hair condition
- use heated comb carefully to avoid burning skin, scalp or hair
- prevent smoking or burning during pressing and curling treatments
- use moderate comb to press short hair on the temple and back of the neck
- consistently use time effectively and to perform services within defined commercial times
- evaluate the completed thermal straightening and curling and confirm client satisfaction with the finished result
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

Access to clients requiring thermal hair straightening and curling services incorporating a combination of techniques to produce current commercial fashion result in a salon/simulated assessment area.

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business.

(4) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring thermal hair straightening and curling incorporating a combination of techniques to produce current commercial fashion result until competency is achieved.

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBTH0022A: Merchandise beauty care and related products

Competency Descriptor:

This unit is equivalent to Unit "Merchandise Products". It involves the arrangement and presentation of product displays within the salon/store. It includes the setting up and maintenance of displays and checking, maintaining and labelling or pricing stock.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Place and arrange merchandise	1.1	Merchandise unpacked in accordance with salon/store procedure.
		1.2	Merchandise placed on floor, fixtures and shelves in determined locations.
		1.3	Merchandise displayed to promote sales.
		1.4	Damaged, soiled or out of date stock identified and corrective action taken as required according to salon/store procedure.
		1.5	Stock range placed according to salon/store procedures.
		1.6	Stock rotated according to stock requirements and salon/store procedure.
		1.7	Stock presentation conforms to special handling techniques and other safety requirements.
2.	Place, arrange and display price tickets and labels	2.1	Labels/tickets replaced according to salon/store policy.
		2.2	Correct pricing and information maintained on merchandise according to salon/store procedures, industry codes and government requirements.
3.	Maintain displays	3.1	Product/stock selected for display.
		3.2	Products/stock arranged according to layout specifications, if available, and load bearing capacity of fixtures.
		3.3	Unsuitable or out of date displays identified, reset and/or removed as directed.
		3.4	Optimum stock levels identified and stock replenished according to salon/store policy.
		3.5	Display areas maintained in a clean and tidy manner.

- | | | |
|----|---------------------|---|
| | 3.6 | Excess packaging removed from display areas. |
| 4. | Protect merchandise | 4.1 Correct handling, storage and display techniques identified and used according to stock characteristics and industry codes. |

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance. Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon/store policy and procedures in regard to merchandising of products and displays
- size, type and location of salon/store
- size, type and location of display areas and fittings
- salon/store product range
- Industry codes of practice
- setting of new displays or maintaining existing displays
- tickets may be provided, produced electronically or manually

Salon/store ticketing and pricing policy may include:

- written labels
- bar coding
- Handling techniques may vary according to stock characteristics and industry codes of practice
- availability of staff, e.g. staff shortages
- routine or busy trading conditions
- full-time or part-time staff

Products may be characterised by:

- type
- size
- brand
- client market
- colour

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range of Variables. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

Consistent repetition as part of the daily routine will ensure competence and lead to an understanding of the underpinning critical issues involved in this unit.

(1) Critical Aspects of Evidence

- apply salon policies and procedures and industry codes of practice in regard to merchandising, ticketing, pricing and storage of stock
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- read, accurately interpret and consistently apply manufacturers instructions for handling or using products, tools and equipment
- merchandise, ticket, price, handle, maintain and store stock according to the range of variables
- apply correct pricing procedures and to use and maintain pricing equipment
- maintain stock levels
- consistently use time effectively

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to merchandising, ticketing, pricing and storage of stock
- safe work practices and emergency procedures in regard to the provision of services and safe handling of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- the provisions of relevant health and hygiene regulations/requirements, Skin Penetration Acts, relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act

Skill

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to merchandising, ticketing, pricing and storage of stock
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- read, accurately interpret and consistently apply manufacturers instructions for handling or using products, tools and equipment
- merchandise, ticket, price, handle, maintain and store stock according to the range of variables
- apply correct pricing procedures and to use and maintain pricing equipment
- maintain stock levels consistently use time effectively

Underpinning Knowledge and Skills: (Cont'd)Knowledge

Knowledge of:

- the following:
 - basic principles of display
 - manufacturers instructions for handling products or using tools and equipment
 - salon/store promotional themes
 - location of display areas
 - product and service range
 - use of electronic labelling/ticketing equipment
 - availability and use of display materials
 - correct handling techniques for protection of self and merchandise
- salon/store procedures regarding:
 - product quality standards
 - correct unpacking of goods
 - missing or damaged stock
 - methods of storage
 - delivery documentation
 - stock rotation
 - required stock levels
 - stock replenishment procedures

(4) Resource Implications

This refers to the resources that are necessary for undertaking the assessment.

Competency for this unit should be assessed through access to a salon/simulated salon situation and to a range of merchandising, ticketing and pricing materials and equipment.

5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0002A: Receive and direct clients

Competency Descriptor:

This unit deals with the skills and knowledge required to receive and direct clients in the reception area where beauty salon services are provided.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Receive and direct clients	1.1 Clients are acknowledged on arrival, and greeted in a positive manner and promptly attended to promptly. 1.2 Relevant questions are asked of clients to directly identify their needs. 1.3 Client card is sourced from file or client's personal details are recorded on a new client card. 1.4 Appropriate operator is informed of client's arrival. 1.5 Clients are directed to designated areas for specific service.
2. Answer the telephone	2.1 Telephone is answered promptly and salon telephone procedure is implemented. 2.2 Questioning and active listening techniques used to identify caller and accurately establish and confirm requirements. 2.3 Client is informed of any problems and the action that is being taken. 2.4 Follow up action taken as necessary. 2.5 Telephone messages are given and recorded accurately and information received/relays to the appropriate person.
3. Complete client detail	3.1 Clients' relevant personal details are collected and recorded accurately in the client record system.

RANGE STATEMENT

This unit applies to all establishments where beauty salon services are provided.

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard to the client reception, telephone answering and client records
- ethical standards
- designated operating hours

Communication may occur with:

- external and internal contacts including management

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients
- colleagues

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements

Written information may include:

- clients record and appointment cards

Working conditions may include:

- working with full or part time staff
- varying levels of staff training
- varying levels of staffing e.g. staff shortages
- routine or busy trading periods

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively receive and direct clients in accordance with the performance criteria and the range statement.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to verbal and non-verbal presentation and to external and internal client contact
- apply safe work practices in regard to the provision of services according to Occupational Health and Safety regulations/requirements and First Aid procedures as required
- apply salon policies and procedures in regard to client reception and telephone procedures according to the range of variables
- interpret and consistently apply manufacturers' instructions for use of communication equipment
- provide a consistently welcoming client environment and treat clients in a courteous manner
- accurately interpret and communicate information to clients, supervisors and peers
- accurately source client cards and to collect relevant details and accurately record in the client record system

Critical Aspect of Evidence (Cont'd)

- use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- use time effectively

(2) Pre-requisite Relationship of Units

CSBCOR0011A	Maintain a safe, clean and efficient work environment
CSBCOR0011A	Carry out interactive workplace communication

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to client reception, telephone answering and client records
- salon policies and procedures and industry codes of practice in regard to verbal and non-verbal presentation, internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements
- telephone function and procedures
- filing and retrieval system
- maintenance of salon filing system
- full range of products and services and prices of products and services offered by salon
- communication techniques and skills including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
 - types of client need e.g. Functional and psychological

Skills

The ability to:

- read, and accurately interpret and use communication equipment according to manufacturer's instruction
- consistently provide a welcoming client environment
- consistently interpret and communicate information to internal and external customers
- efficiently source client's file and maintain client record system
- use appropriate communication techniques to consult and negotiate with clients
- carry out tasks in a timely manner

(4) Resource Implications

The following resources should be made available:

- clients presenting with a range of requirements in a salon/simulated assessment area, telephone equipment and client information system

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration of a range of workplace situations on-the-job or in a simulated workplace environment where the beauty salon reception services are provided.

The underpinning knowledge may be assessed of the job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYMENTABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1	Level 2	Level 3
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills

CSBCOS0012A Schedule and check out clients

Competency Descriptor:

This unit deals with the skills and knowledge required to provide a full receptionist service in a beauty salon.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Schedule clients	1.1	Appointments are scheduled according to timing of services, availability of operators and salon procedures.
		1.2	Appointment arrangements are confirmed with client and details recorded neatly and accurately in the appointment book.
2.	Process payment	2.1	Clients' bills are calculated accurately.
		2.2	Items sold are recorded.
		2.3	Payments for salon goods and services are received and recorded.
		2.4	Relevant credit card sales vouchers are completed accurately and credit clearance are facilitated when required.
3.	Supervise staff	3.1	Client service history is neatly and accurately recorded on salon record system.
4.	Implement stock control measures	4.1	Existing stock is counted and recorded on stock systems in line with salon policy.
		4.2	Items received are checked against delivery documentations to ensure accuracy.
		4.3	Items received are recorded on stock control systems and placed in appropriate area.

RANGE STATEMENT

This unit applies to all beauty salon establishments where clients are scheduled and checked-out.

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard to scheduling and checking out clients
- policies regarding levels of staffing, staff training and trading conditions
- ethical standards
- client service standards
- designated operating hours
- cash handling
- policies for credit arrangements and lay away

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements
- Insurance against malpractice and premises

Products and equipment may include:

- Point of sale equipment for cash and credit and debit card transactions
- Clients record system
- Salon's service and price list
- Stock control system

Scheduling and checking out techniques may include:

- effective questioning and active listening
- negotiating
- accurate recording

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients
- those with routine and specialist request

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice to receive and schedule clients according to the performance criteria and the range statement.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to client services, receiving and scheduling clients, making appointments, processing payments, assisting in stock control and recording client service histories
- Apply safe work practices and emergency procedures in regard to the provision of services and safe handling of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- schedule clients, make and confirm appointments and to accurately record details
- collect accurate relevant client service details and accurately record in the client record system
- provide a consistently welcoming client environment by treating clients in a courteous, professional manner
- apply point of sale techniques/procedures
- operate point of sale equipment according to design specifications
- apply salon policies/procedures in regards to cash handling and point of sale transactions

(2) Pre-requisite Relationship of Units

CSBCOR0001A Perform interactive workplace communication

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard salon policies and procedures and industry codes of practice in regard to client service are as follow
 - receiving and scheduling clients
 - making appointments
 - processing payments
 - assisting stock control
 - recording clients service history
- listening and questioning techniques
- verbal and non-verbal communication skills
- negotiation techniques
- time allowed for various services
- availability of operators
- appointment booking system
- salon products and service range
- methods of collecting and recording client details
- client record system
- point of sale procedures
- numeracy skills to enable accuracy in calculating client bills
- procedures client returns/refunds, client refund rights, gift vouchers lay-away procedures

Underpinning Knowledge and Skills (Cont'd)Knowledge

Knowledge of: (Cont'd)

- processing methods for credit cards and cheques
- methods for obtaining credit clearances
- methods for receiving and recording payments
- stock control systems and procedures
- internal and external client contact and personal hygiene and department
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- receive and schedule clients, make and confirm appointments and accurately record details
- process payments made with cash, credit card or check
- calculate client bills
- process client returns/refunds, lay-away and gift vouchers
- receive and record payments
- assist in stock control
- read, accurately interpret and consistently apply manufacturer's instructions in relation to point of sale techniques and procedures
- operate point of sale equipment according to design specifications
- consistently use effective questioning and active listening techniques to consult and negotiate with clients
- accurately collect and record data from client precisely
- apply salon policies/procedures in regard to cash handling and point of sale transactions
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

- access to clients receiving a range of beauty services in a salon/simulated assessment area

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with a variety of clients and/or situations in regard beauty salon services. The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYMENTABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills

CSBCOS0032A: Sell products and services

Competency Descriptor:

This unit involves the use of sales techniques and encompasses the key selling skills from approaching the customer to closing the sale. It requires a basic level of product knowledge.

Competency Field: Beauty/Retail Operations

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Apply product knowledge	1.1	Knowledge of the use and application of relevant products and services demonstrated.
		1.2	Experienced sales staff or product information guide consulted to increase product knowledge.
2.	Approach customer	2.1	Timing of customer approach determined and applied.
		2.2	Effective sales approach identified and applied.
		2.3	Positive impression conveyed to arouse customer interest.
		2.4	Knowledge of customer buying behaviour demonstrated.
		2.5	Customer focused on specific merchandise.
3.	Gather information	3.1	Questioning techniques applied to determine customer buying motives.
		3.2	Listening skills used to determine customer requirements.
		3.3	Non-verbal communication cues interpreted and clarified.
		3.4	Customers identified by name where possible.
4.	Sell benefits	4.1	Customer needs matched to appropriate products and services.
		4.2	Knowledge of products' features and benefits communicated clearly to customers.
		4.3	Product use and safety requirements described to customers.
		4.4	Customers referred to appropriate product specialist as required.
		4.5	Routine customer questions are answered accurately and honestly or referred to more experienced senior sales staff.

- | | | | |
|----|------------------------------|-----|---|
| 5. | Overcome Objections | 5.1 | Customer objections identified and accepted. |
| | | 5.2 | Objections categorised into price, time and merchandise characteristics. |
| | | 5.3 | Solutions offered according to store policy. |
| | | 5.4 | Problem solving applied to overcome customer objections. |
| 6. | Close Sale | 6.1 | Customer buying signals monitored, identified and responded to appropriately. |
| | | 6.2 | Customer encouraged to make purchase decisions. |
| | | 6.3 | Appropriate method of closing sale selected and applied. |
| 7. | Maximise Sales Opportunities | 7.1 | Opportunities for making additional sales recognized and applied. |
| | | 7.2 | Customer advised of complementary products or services according to customer's identified need. |
| | | 7.3 | Personal sales outcomes reviewed to maximise future sales. |

RANGE STATEMENT

Routine customer questions about merchandise may include:

- price
- price reductions
- quality
- usage

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to sell products and services in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects of Evidence

- applying product knowledge and using an appropriate sales approach to sell the benefits of products, overcome objections and close sales
- using questioning, listening and observation skills to accurately determine customer requirements
- consistently applying store policies and procedures, in regard to selling products and services
- maximising sales opportunities according to store policies and procedures
- consistently applying industry codes of practice, relevant legislation and statutory requirements in regard to selling products and services
- evaluating personal sales performance to maximise future sales

(2) Pre-requisite Relationship of Units

- Nil

**(3) Underpinning Knowledge and Skills **Knowledge

Knowledge of:

- store policies and procedures, in regard to:
 - selling products and services
 - allocated duties and responsibilities
- store merchandise and service range
- Specific product knowledge for area/section.
- Basic operational knowledge of relevant:
 - statutory requirements including consumer protection law (Fair Trading Commission) industry codes of practice,
 - Non-Government consumer organizations

Skills

The ability to:

- apply verbal and non verbal communications
- use effective questioning/listening/observation techniques
- handle difficult customers
- negotiate with client to finalise sale
- solve problems that may arise during the sales negotiation
- appreciate sales performance

(4) Resource Implications

All resources must be provided for the assessment. If workplace based, the resources should relate specifically to store policies, procedures and range of stock and equipment. If an off the job or simulated work environment is used then resources should be generic and be applicable to a wide variety of stores/work environments. Resources may include:

A real or simulated retail environment.

Access to a range of customers with different requirements (real or simulated).

Relevant documentation, such as:

- stock/inventory/price lists
- sales order forms
- store policy and procedures manuals

A range of merchandise and products appropriate to the retail workplace

Product labels and sources of product information.

(5) Method of Assessment

Competency is demonstrated by performance of all stated criteria according to the range of variables applicable to the workplace.

Evidence should be gathered attesting to the achievement of competence by the candidate to the standard required for each element in this unit of competency.

Evidence is best gathered using the products, processes and procedures of the individual workplace context as the means by which the candidate achieves retail industry competencies. In order to ensure consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of retail situations

Assessment activities may also include written or verbal short answer testing, multiple choice testing, practical exercises, role plays, research/project work or observation of practical demonstration.

(6) Context of Assessment

Elements of competency contain both theoretical and practical components. The theoretical components may be assessed off the job. The practical components should be assessed either in a work or simulated work environment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0042A: Conduct financial transactions

Competency Descriptor:

This unit provide the skills and knowledge required to operate at the point of sale area. It encompasses procedures for use of point of sale equipment for maintaining a cash float, reconciling takings and for completing a sales transaction.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Operate point of sale equipment	1.1 Point of sale equipment operated according to design specifications. 1.2 Point of sale terminal opened and closed according to salon/store procedure. 1.3 Point of sale terminal cleared and tender transferred according to salon/store procedure. 1.4 Cash handled according to salon/store security procedures. 1.5 Supplies of change/cash float in point of sale terminal maintained according to salon/store policy. 1.6 Active point of sale terminals attended according to salon/store policy. 1.7 Records completed for transaction errors according to salon/store policy. 1.8 Adequate supplies of dockets, vouchers and point of sale documents maintained.
2. Perform point of sale transactions	2.1 Point of sale transactions completed according to salon/store policy. 2.2 Salon/store procedures identified and applied in respect of cash and non-cash transactions, eg. EFTPOS, credit card, cheque and lay-by, gift vouchers. 2.3 Salon/store procedures identified and applied in regard to exchanges and returns. 2.4 Information entered into point of sale equipment accurately. 2.5 Price/total/amount of cash received stated verbally to client. 2.6 Correct change tendered.

- | | | | |
|----|---------------------|-----|--|
| 3. | Complete sales | 3.1 | Client order forms, invoices, receipts completed accurately. |
| | | 3.2 | Sales transactions processed without undue delay or clients directed to point of sale terminals according to salon/store policy. |
| 4. | Wrap and pack goods | 4.1 | Adequate supplies of wrapping material or bags maintained/requested. |
| | | 4.2 | Appropriate packaging material selected. |
| | | 4.3 | Merchandise wrapped neatly and effectively where required. |
| | | 4.4 | Items packed safely to avoid damage in transit, and labels attached where required. |
| 5. | Reconcile takings | 5.1 | Cash counted accurately. |
| | | 5.2 | Non-cash documents calculated accurately. |
| | | 5.3 | Balance between register/terminal reading and sum of cash and non cash transactions determined accurately. |
| | | 5.4 | Takings accurately recorded. |

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

Cash handling may include:

- opening and closing point of sale terminal
- clearance of terminal and transference of tender
- maintenance of cash float
- tendering of change
- counting cash
- calculating non-cash documents
- balancing point of sale terminal recording takings

Regular and new clients

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities

The following variables may be present:

- salon/store policies and procedures in regard to operation of point of sale equipment, security and sales transactions
- salon/store facilities in regard to client service
- size, type and location of salon/store
- salon/store beauty product range
- salon/store beauty services range

Point of sale equipment may be:

- manual or electronic

Point of sale transactions may include cash or non-cash transactions including:

- debit cards
- cheques
- credit cards
- smart cards
- lay-by
- credits and returns
- customer refunds
- gift vouchers
- client credit ratings

Wrapping techniques may vary according to product range:

- availability of staff
- routine or busy trading conditions
- full-time or part-time staff
- clients with routine or special requests

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range of Variables. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

Consistent repetition as part of the daily routine will ensure competence and lead to an understanding of the underpinning critical issues involved in this unit.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated:

- apply salon policies and procedures and industry codes of practice in regard to client service and point of sale techniques
- apply state and local Health and Hygiene requirements, relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- apply safe work practices and emergency procedures in regard to the provision of client service and point of sale techniques according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- read, accurately interpret and consistently apply manufacturers instructions in regard to point of sale techniques/procedures
- consistently operate point of sale equipment according to design specifications
- apply salon/store policies/procedures in regard to cash handling and point of sale transactions according to the range of variables
- apply salon/store policies/procedures in regard to wrapping and packing items, according to the range of variables
- consistently use time effectively
- wrap and pack goods effectively

Critical Aspects of Evidence (Cont'd)

- use Point of Sale equipment and apply procedures including the following:
 - registers
 - calculators
 - debit cards
 - credit cards
 - lay-by
 - credits and returns
 - customer refunds
 - customer credit ratings

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to client service and point of sale techniques
- state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, of relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- safe work practices and emergency procedures in regard to the provision of client service and point of sale techniques according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- salon/store policies/procedures in regard to cash handling and point of sale transactions according to the range of variables
- salon/store policies/procedures in regard to wrapping and packing items, according to the range of variables
- the provisions of relevant Health and Hygiene regulations/requirements, Skin Penetration Acts, relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- the following techniques and skills in relation to provision of client service and point of sale techniques:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
- cash handling procedures including:
 - opening and closing point of sale terminal
 - clearance of terminal and transference of tender
 - maintenance of cash float
 - tendering of change
 - counting cash
 - calculating non-cash documents
 - balancing point of sale terminal
 - recording takings
 - security of cash and non-cash transactions
- change required and denominations of change

Underpinning Knowledge and Skills (Cont'd)**Skill**

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to client service and point of sale techniques
- apply state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, of relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- apply safe work practices and emergency procedures in regard to the provision of client service and point of sale techniques according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- read, accurately interpret and consistently apply manufacturers instructions in regard to point of sale techniques/procedures
- consistently operate point of sale equipment according to design specifications
- apply salon/store policies/procedures in regard to cash handling and point of sale transactions according to the range of variables
- apply salon/store policies/procedures in regard to wrapping and packing items, according to the range of variables
- consistently use time effectively
- wrap and pack goods effectively
- use Point of Sale equipment and apply procedures including the following:
 - registers
 - calculators
 - EFTPOS
 - credit cards
 - lay-by
 - credits and returns
 - customer refunds
 - customer credit ratings

(4) Resource Implications

Competency for this unit should be assessed through access to a range of point of sale equipment and cash and non cash procedures in a salon/simulated salon or store/simulated store assessment area.

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed

(6) Context of Assessment

Competency should be assessed in the workplace or simulated workplace environment in accordance with work practices and safety procedures.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0052A: Perform stock control procedures

Competency Descriptor:

This unit deals with the skills and knowledge required to handle stocks and includes receiving, unpacking and dispatching of goods and participating in stocktaking under supervision.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Receive and process incoming goods	1.1 Cleanliness and orderliness in receiving bay maintained according to salon/store policy. 1.2 Goods unpacked using correct techniques and equipment in line with store policy. 1.3 Packing materials removed and disposed of promptly according to salon/store policy. 1.4 Incoming stock accurately checked and validated against purchase orders and delivery documentation according to salon/store policy. 1.5 Items received inspected for damage, quality, use-by dates, breakage or discrepancies and recorded according to salon/store policy. 1.6 Stock levels accurately recorded on salon/store stock systems, according to salon/store policy. 1.7 Secure storage of goods arranged according to salon/store policy and government legislation. 1.8 Stock dispatched to appropriate area/department. 1.9 Stock price labels applied when required according to salon/store policy.
2. Rotate stock	2.1 Stock rotation procedures for merchandise and wrapping and packing materials carried out routinely and accurately according to salon/store policy. 2.2 Excess stock placed in storage or disposed of in accordance with salon/store policy. 2.3 Safe lifting and carrying techniques maintained in line with salon/store Occupational Health and Safety policy and government legislation.

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|----|--------------------------|---|
| 3. | Participate in stocktake | 3.1 Stocktaking and cyclical counts assisted with according to salon/store policy/procedures. |
| | | 3.2 Stock records documentation completed according to salon/store stock control system. |
| | | 3.3 Discrepancies in stock recorded and reported. |
| | | 3.4 Electronic recording equipment operated and maintained according to manufacturer's specifications. |
| 4. | Reorder stock | 4.1 Minimum stock levels identified according to salon/store policy. |
| | | 4.2 Stock requisition forms or electronic orders completed accurately. |
| | | 4.3 Undelivered stock orders identified on stock system and followed up without undue delay. |
| 5. | Dispatch goods | 5.1 Goods to be returned to supplier identified and labelled with date, supplier and reason for return or referred to management if required. |
| | | 5.2 Credit request documentation completed according to salon/store procedure. |
| | | 5.3 Goods salon/stored securely while awaiting dispatch. |
| | | 5.4 Delivery documentation completed according to salon/store procedures. |
| | | 5.5 Special delivery instructions noted. |
| | | 5.6 Items packed safely and securely to avoid damage in transit. |

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon/store policies and procedures in regard to stock control and dispatch
- size and type of salon/store
- manual or electronic stock recording
- stock takes may be cyclical or compliance driven
- type of equipment
- salon/store merchandise range
- merchandise may need to conform to established quality guidelines
- salon/store stock control may include checking incoming or existing stock and special orders
- stock may be moved manually or mechanically
- delivery procedures
- levels of staffing, e.g. staff shortages
- varying levels of staff training
- routine or busy trading conditions
- full-time, part-time or casual staff
- handling techniques may vary according to stock characteristics and industry codes of practice

EVIDENCE GUIDE

These relate to particular knowledge and skills that are considered essential to demonstrate competency in this unit. Evidence of the following needs to be demonstrated.

Consistent repetition as part of the daily routine will ensure competence and lead to an understanding of the underpinning critical issues involved in this unit.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated:

- apply salon policies and procedures and industry codes of practice in regard to stock control
- apply state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, of relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of product/stock according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- read, accurately interpret and consistently apply manufacturers' instructions for handling or using products, tools and equipment
- receive and process incoming goods and dispatch outgoing goods
- apply salon/store procedures to correctly rotate stock and assist in stocktaking procedures according to the range of variables
- maintain stock levels
- rotate stock and assist in stocktaking according to store procedures
- consistently use time effectively
- apply literacy and numeracy skills to stock records and documentation

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, of relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- safe work practices and emergency procedures in regard to the provision of services and safe handling of product/stock according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- the provisions of relevant Health and Hygiene regulations/requirements, Skin Penetration Acts, relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- salon policies and procedures in regard to receiving and processing incoming goods and dispatching outgoing goods
- the following procedures:
 - correct handling techniques for protection of self and merchandise
 - stock rotation and required stock levels
 - manufacturers instructions for handling products or using tools and equipment
 - correct unpacking of goods
 - delivery documentation
 - out of date, missing or damaged stock
 - product quality standards
 - salon/store product and service range
 - use of electronic labelling/ticketing equipment

Skill

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to stock control
- apply state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, of relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of product/stock according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- read, accurately interpret and consistently apply manufacturers' instructions for handling or using products, tools and equipment
- receive and process incoming goods and dispatch outgoing goods
- apply salon/store procedures to correctly rotate stock and assist in stocktaking procedures according to the range of variables
- maintain stock levels
- rotate stock and assist in stocktaking according to store procedures
- consistently use time effectively
- apply literacy and numeracy skills to stock records and documentation

Knowledge

Knowledge of: (Cont'd)

- stock location and methods of storage
- stock record documentation
- dispatch documentation
- waste disposal

(4) Resource Implications

This refers to the resources that are necessary for undertaking the assessment.

Competency for this unit should be assessed through access to a salon/simulated salon or store situation and to a range of stock control facilities and equipment.

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills

CSBBTH0082A: Demonstrate retail beauty care products

Competency Descriptor:

This unit relates to those competencies required to cleanse skin and apply skin care products for the purpose of retail cosmetic sales.

Competency Field: Beauty Therapy

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Prepare client for skin cleansing	1.1	Service area and operator prepared according to Health and Hygiene requirements and salon/store procedure.
		1.2	Protective covering and headband placed to protect client's hair and clothes.
		1.3	Client positioned comfortably on the chair or couch.
		1.4	Abnormal skin conditions/contra-indications accurately identified, noted and the client advised accordingly.
		1.5	Client's skin type and condition accurately assessed according to manufacturers product manual.
2.	Cleanse face	2.1	Suitable cleansing product identified for clients skin type and for different areas of the face.
		2.2	Cleansing product applied in a prescribed sequence according to manufacturer's product specifications.
		2.3	Client's skin cleansed thoroughly and all make-up removed.
3.	Apply skin care products	3.1	Products suitable to achieve identified outcomes selected and agreed with the client.
		3.2	Products applied in sequence according to product manufacturer's recommendations, salon/store procedures and Health and Hygiene requirements.
		3.3	Procedures explained accurately to the client during the treatment.
		3.4	Products removed completely and without distress to client.
		3.5	Treatment result matches client's expectations and specified outcomes.

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|----|-------------------------------|-----|---|
| 4. | Advise on further product use | 4.1 | Client advised of suitable homecare products and treatments. |
| | | 4.2 | Product use clearly explained and application demonstrated as required. |
| | | 4.3 | Possible contra-indications clearly explained to client. |

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon/store policies and procedures in regard to skin
- analysis and selection of skin care products
- salon/store hygiene policies and procedures
- state and local health regulations
- salon/store product range and manufacturers instructions
- manufacturers product manuals
- salon/store time-frame allocated for the performance
- skin cleansing treatment

Skin types may include:

- normal
- dry
- combination
- oily
- sensitive
- dehydrated
- damaged
- mature
- acne

Contra-indications/precautions may include:

- contagious and non contagious skin diseases/disorders
- cuts, bruises, trauma to skin
- burns, including sunburn

Abnormal conditions may include:

- sunburn, trauma
- bruises, significant scarring, herpes, eczema,
- psoriasis, acne and other visible non-normal skin

Skin care products may include:

- cleansers
- toners
- moisturisers
- masks
- products

Clients may include:

- people from a range of social
- cultural or ethnic backgrounds and physical and mental abilities

Contra-actions may include:

- product reactions

Regular and new clients

EVIDENCE GUIDE

These relate to particular knowledge and skills that are considered essential to demonstrate competency in this unit.

Evidence of the following needs to be demonstrated.

(1) Critical Aspects of Evidence

- salon/store policies and procedures and industry codes of practice in regard to selection of skin care products and cleansing the face for the purpose of application of skin care products
- state and local Health and Hygiene requirements/regulations, and of salon/store policies and procedures in regard to hygiene
- safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- recognise the appearance of and procedures to be followed in regard to local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables
- read, accurately interpret and consistently apply manufacturers instructions for products
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- recognise client's skin type according to manufacturers product manual, and identify the client's requirements/needs
- prepare the face for cleansing and to perform a face cleansing procedure
- apply a variety of skin care products according to the range of variables
- consistently use time effectively and to control product waste
- advise and demonstrate to the client on product use, home care and complementary products
- recognise the physical appearance of various skin types
- recognise skin disorders and diseases, their appearance and management or referral to appropriate professional where required

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon/store policies and procedures and industry codes of practice in regard to selection of skin care products and cleansing the face for the purpose of application of skin care products
- state and local Health and Hygiene requirements/regulations, and of salon/store policies and procedures in regard to hygiene
- safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- a variety of skin care products according to the range of variables
- the anatomy and physiology of the skin as it relates to demonstration of retail skin care products including a simplified cross section of the skin
- abnormal skin conditions; their appearance, and symptom
- the causes of skin reactions/allergies in regard to skin care products
- the salon/store product range and manufacturers instructions/data sheets
- the effects and benefits of a defined range of salon/store skin care products

Skill

The ability to:

- apply salon/store policies and procedures and industry codes of practice in regard to selection of skin care products and cleansing the face for the purpose of application of skin care products
- state and local Health and Hygiene requirements/regulations, and of salon/store policies and procedures in regard to hygiene
- apply safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- recognise the appearance of and procedures to be followed in regard to local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables
- read, accurately interpret and consistently apply manufacturers instructions for products
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- recognise client's skin type according to manufacturers product manual, and identify the client's requirements/needs
- prepare the face for cleansing and to perform a face cleansing procedure
- apply a variety of skin care products according to the range of variables
- consistently use time effectively and to control product waste
- advise and demonstrate to the client on product use, home care and complementary products

Underpinning Knowledge and Skills Cont'd.Skill

The ability to:

- recognise the physical appearance of:- various skin types, normal skin, minor skin blemishes, inflammation arising from skin care products
- recognise skin disorders and diseases, their appearance and management or referral to appropriate professional where required
- apply skin care products for the following skin types:
- combination, oily

(4) Resource Implications

The following resources should be made available:

Access to clients with a range of skin care product requirements, a full home skin care product range and may occur in treatment area or in a retail setting.

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 2	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBTH0012A: Apply nail enhancement

Competency Descriptor:

This unit deals with the skills and knowledge required to carry out activities relating to the application of a range of artificial nail application services.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Prepare client for artificial nail application	1.1	Treatment area, client and operator prepared for artificial nail application service according to Health and Hygiene requirements, Occupational Health and Safety regulations and salon procedures.
		1.2	Client protection, comfort and relaxation ensured throughout service.
		1.3	Clients' characteristics accurately identified.
		1.4	Clients' needs and expectations evaluated to enable accurate advice and recommendations for a treatment plan.
		1.5	Client clearly and accurately advised of maintenance requirements and advantages/disadvantages of various types of artificial nails.
		1.6	Nail and skin condition accurately identified by physical and visual examination.
		1.7	Areas of the hands/nails requiring special treatment identified and noted.
		1.8	Contra-indications including infectious and non infectious skin and nail disorders identified where applicable, explained to client, and referred to appropriate professional where required.
		1.9	Type of artificial nail application and finished nail shape selected according to treatment plan and confirmed with client.
		1.10	Artificial nail products materials, tools and equipment selected according to treatment plan and confirmed with client.

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- 1.11 Client requested to remove hand and nail jewellery if applicable.
 - 1.12 Client reassured during treatment as required and all questions answered fully and accurately.
2. Remove artificial nails
- 2.1 Artificial nail removal products and equipment are used sequentially according to Health and Hygiene regulations, manufacturers' instructions and clients' requirements.
 - 2.2 Artificial nails removed according to manufacturers' instructions and clients requirements.
 - 2.3 After care advice and guidelines and homecare product recommendations, after removal of acrylic/artificial nails, accurately provided according to clients needs.
3. Apply/refill artificial nails
- 3.1 Artificial nail products and equipment selected and used sequentially according to Health and Hygiene regulations, manufacturers' instructions and clients requirements.
 - 3.2 Safety goggles/glasses worn to protect operators and clients eyes from particles of artificial nail product, as required.
 - 3.3 Nails cleansed and prepared without damage to nail bed or cuticle according to manufacturers recommendations and treatment plan.
 - 3.4 Cuticles prepared/pushed back gently as required without damage to nail bed.
 - 3.5 Nail lightly sanded in direction of growth to remove natural shine.
 - 3.6 Nails disinfected/cleansed and completely dried.
 - 3.7 Tips/overlay applied as required, blended and shaped to smooth even finish.
 - 3.8 Nail products applied accurately in sequence according to manufacturers instructions.
 - 3.9 Artificial nails applied/refilled as required and secured according to manufacturers recommendations and treatment plan.

- | | | |
|----|--------------------------|--|
| | 3.10 | Artificial nail application service completed according to client and Health and Hygiene requirements and salon procedures. |
| | 3.11 | Finished result to be structurally correct and well balanced, smooth and neat with no excess product on cuticle or surrounding skin and no cuts or abrasions to skin or cuticle. |
| | 3.12 | Filing dust, and desk mats disposed of and equipment sanitised, according to Health and Hygiene regulations and salon procedures. |
| | 3.13 | Excess monomer in the dampen dish discarded after each client application. |
| | 3.14 | Finished result including nail shape and refinement match treatment plan. |
| | 3.15 | Treatment completed within designated salon time frames. |
| | 3.16 | Portion control used to minimise wastage. |
| 4. | Provide aftercare advice | |
| | 4.1 | Questioning and active listening used to obtain client feedback. |
| | 4.2 | Relevant outcomes of service recorded accurately and legibly. |
| | 4.3 | Future treatment program recommended according to clients needs. |
| | 4.4 | Treatment plan revised as required. |
| | 4.5 | After care advice and guidelines accurately provided according to clients needs. |
| | 4.6 | Client rebooked according to agreed treatment plan. |

RANGE STATEMENT

The Range statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon policies and procedures in regard to the performance of artificial nail application and maintenance
- salon hygiene policies and procedures
- relevant regulations/legislation in regard to Occupational Health and Safety
- salon product range and manufacturers instructions in particular for artificial nail products
- salon time-frame allocated for the performance of an artificial nail application
- methods of venting air
- temperature and air currents within
- treatment area

Maintenance procedures may include:

- french refills
- refills
- removal of loose acrylic
- repair damaged, chipped or broken nails (natural or artificial)
- blend regrowth lines
- repolish (colour/French polish)
- filing/buffing
- shortening
- reshaping
- reapplying new nail
- rebalancing stress curve
- correction to side walls of extension

Nail enhancement application will include:

- filing
- shaping
- buffing
- repairs
- natural nail overlays
- natural nail extensions
- natural nail (mends)

Skin/nail disorders may be contagious or non contagious. Contagious conditions may include:

- bacterial
- viral, or fungal infections

Types of nail procedures will include:

- tips
- overlays
- French refill
- refill
- acrylic resin
- sculptured nails
- sculpting forms
- tips and overlays
- French tips
- UV and non light gels

Types of product used may include:

- primer, acid and non acid
- adhesive (thin and gel)
- tips (various styles)
- acrylic powder (polymer)
- acrylic liquid (monomer)
- dehydrator
- hand/nail sanitisers
- Gel (UV and non UV)
- fibreglass/silk wrap
- resin
- activator (spray, brush)
- artificial nail remover

Types of nail procedures may include:

- fibreglass/silk wrap
- special occasion/temporary tips
- odourless acrylics
- UV gel coating over acrylic
- UV acrylic

Special precautions may be required for medical conditions including diabetes or blood disorders/diseases.

Appropriate professionals may include:

- medical practitioner
- clients' needs may include health of natural nail
- home care products may include: buffer/files, cuticle oil, polish, polish remover, hand/cuticle cream, jewellery

Knowledge and access of material safety data sheets.

- clients may include people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients

Equipment used may include:

- electric drill
- buffers
- table with air venting facility/chair
- ultra violet light especially for use in conjunction with gel nails
- desk lamp
- desk mats
- desk towels
- masks, goggles, gloves
- dappen dishes
- brushes for application of artificial nails, primer brushes
- emery boards/files/buffers
- tip cutters/acrylic clippers
- cuticle pushers

Contraindications may include:

- skin or nail disorders or diseases
- allergic reactions
- bruising or swelling
- areas exhibiting loss of tactile sensation
- cuts or abrasions
- recent operations
- areas of recent fractures or sprains

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range Statements. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

These relate to particular knowledge and skills that are considered essential to demonstrate competency in this unit. Evidence of the following needs to be demonstrated.

(1) Critical Aspects of Evidence:

Evidence of the following needs to be demonstrated:

- salon policies and procedures in regard to the performance and maintenance of nail enhancement application
- safe work practices, including first aid, in regard to the performance of nail enhancement applications and safe use of product according to Occupational Health and Safety regulations/requirements

Critical Aspects of Evidence: (Cont'd)

- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables
- read, accurately interpret, and consistently apply, manufacturers instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- apply a variety of artificial nail products according to the range of variables
- consistently use time effectively and to control product waste
- evaluate an artificial nail service and advise the client on future treatments, home care and complementary products

(2) Pre-requisite Relationship of Units

This refers to an assessment relationship between units.

- CSBCOR0001A Perform Interactive Workplace communication
- CSBCOS0001A Prepare clients for salon services
- CSBCOS0032A Sell products and services
- CSBBTH0002A Provide manicure and pedicure service

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to the performance and maintenance of nail enhancement application by the enterprise
- state and local Health and Hygiene requirements/regulations and salon hygiene policies, including disinfection procedures
- safe work practices, including first aid, in regard to the performance of manicure/pedicure treatments and safe use of product according to Occupational Health and Safety regulations/requirements
- the transmission routes of infectious conditions and skills in the application of standard infection control precautions

Skill

The ability to:

- salon policies and procedures in regard to the performance and maintenance of nail enhancement application by the enterprise
- state and local Health and Hygiene requirements/regulations and salon hygiene policies, including disinfections procedures
- safe work practices, including first aid, in regard to the performance of nail enhancement treatments and safe use of product according to Occupational Health and Safety regulations/requirements
- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables

Underpinning Knowledge and Skills (Cont'd)Knowledge

Knowledge of:

- artificial nail services including: artificial nail removal and application and refill of artificial nails and polish/varnish application
- a variety of artificial nail products according to the range of variables
- the effects of health and disease on nails and nail growth and maintenance of artificial nails
- the anatomy and physiology of the hands, lower arms, bones muscles, circulation
- benefits and effects to clients and natural nails of various artificial nail application advantages and disadvantages

Skill

The ability to:

- recognise and manage specific treatment complications including:
 - product reaction
 - natural nail separation
 - discolouring of product
 - lifting of product (acrylic)
 - peeling of product (gel)
 - water mould (pseudomonas)
 - damage to natural nail due to trauma to artificial nail
- read, accurately interpret, and consistently apply, manufacturers instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's nails and skin and design a treatment plan to meet the client's needs including:
 - type of artificial nails
 - procedure/product
 - product application techniques
 - areas requiring corrective/remedial services
- apply artificial nail services including: artificial nail removal and application and refill of artificial nails and polish/varnish application
- apply a variety of artificial nail products according to the range of variables
- consistently use time effectively and to control product waste
- evaluate an artificial nail service and advise the client on future treatments, home care and complementary products

(4) Resource Implications

Competency in this unit may be assessed through access to:

- a range of clients with a variety of artificial nail requirements
- a professional manicure table, operator/client chair in a fully equipped
- adequately ventilated area with a full range of products.

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency may be assessed in the workplace or simulated workplace setting. Assessment should be while tasks are undertaken either individually or as part of a team under limited supervision.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBTH0032A: Apply nail art

Competency Descriptor:

This unit deals with those competencies involved with the application of a range of nail art services.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Prepare client for nail art service	1.1 Treatment area, client, operator and equipment prepared for nail art service according to Health and Hygiene requirements, Occupational Health and Health Safety regulations and salon procedures. 1.2 Client protection, comfort and relaxation ensured throughout service. 1.3 Clients' characteristics accurately identified. 1.4 Client's needs and expectations evaluated to enable accurate advice and recommendations for a treatment plan. 1.5 Client to plan clearly and accurately advised of maintenance requirements for decorated nails. 1.6 Nail and skin condition accurately identified by physical and visual examination. 1.7 Areas of the hands/nails requiring special treatment identified and noted. 1.8 Contra-indications including infectious and non infectious skin and nail disorders identified where applicable, explained to client, and referred to appropriate professional where required. 1.9 Type of nail art selected suitable for size of nail, according to treatment plan and confirmed with client. 1.10 Nail art products selected according to treatment plan and confirmed with client. 1.11 Client requested to remove hand and nail jewellery if applicable.

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- 1.12 Client reassured during treatment as required and all questions answered fully and accurately.
 - 1.13 Prepared all necessary materials, tools and equipment before the beginning the service
 2. Apply nail art
 - 2.1 Nail art products and equipment selected and applied sequentially according to health and hygiene regulations, manufacturers' instructions and clients' requirements.
 - 2.2 Nails prepared according to manufacturers recommendations and treatment plan
 - 2.3 Masks worn to protect operator and client when airbrushing, where required.
 - 2.4 Nail art applied as required and secured according to manufacturers' recommendations and treatment plan.
 - 2.5 Nail art service completed according to client requirements Health and Hygiene requirements and salon procedures.
 - 2.6 Waste disposed of according to Health and Hygiene regulations and salon procedures.
 - 2.7 Treatment completed within designated salon time frame
 - 2.8 Portion control used to minimise wastage
 3. Provide aftercare advice
 - 3.1 Questioning and active listening used to obtain client feedback.
 - 3.2 Relevant outcomes of service recorded accurately and legibly
 - 3.3 Future treatment program recommended according to clients needs.
 - 3.4 Treatment plan revised as required.
 - 3.5 After care advice and guidelines accurately provided according to clients needs.
 - 3.6 Product recommendations made according to client requirements.
 - 3.7 Client rebooked according to agreed treatment plan.

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon policies and procedures in regard to the performance of nail art application
- salon hygiene policies and procedures
- state and local Health Regulations
- salon hygiene policies and procedures
- state and local Health Regulations
- state and local Health Regulations
- salon product range and manufacturers instructions
- salon product range and manufacturers instructions
- salon time-frame allocated for the performance of nail art

Equipment used may include:

- electric drill/hand drill
- table with air venting facility
- brushes
- scissors
- marbilizer/dotter
- methods of venting air
- air brush machine (where applicable)

Nail art application may include:

- adornments/jewellery
- decorative designs
- water decals
- adhesive backed tape and decals
- rhinestones
- hand painted designs

Contraindications may include:

- skin or nail disorders or diseases
- clients may include people from a range of social
- cultural or ethnic backgrounds and physical and mental ability

Skin/nail disorders may be contagious or non contagious. Contagious conditions may include:

- bacterial,
- viral, or fungal infections

Specialist nail art may include:

- air brush designs

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide that relates directly to the Performance Criteria and the Range of Variables. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated:

- salon policies and procedures in regard to the performance and maintenance of nail art application
- safe work practices, including first aid, in regard to the performance of nail enhancement applications and safe use of product according to Occupational Health and Safety regulations/requirements
- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables
- read, accurately interpret, and consistently apply, manufacturers instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- perform nail art application for a variety of artificial nail products according to the range of variables
- consistently use time effectively and to control product waste
- evaluate the nail art application service and advise the client on future treatments, home care and complementary products

(2) Pre-requisite Relationship of Units

This refers to an assessment relationship between units.

- CSBCOR0001A Perform Interactive Workplace communication
- CSBCOS0001A Prepare clients for salon services
- CSBCOS0032A Sell products and services
- CSBBTH0002A Provide manicure and pedicure service

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to the performance of nail art application
- state and local Health and Hygiene requirements/regulations and salon hygiene policies, including disinfection procedures
- safe work practices, including first aid, in regard to the performance of nail art application and safe use of product according to Occupational Health and Safety regulations/requirements
- the performance of nail art application
- the performance of nail art application for a variety of artificial nail products according to the range of variables
- the effect of changes created by complementary nail shapes and designs
- the salon product and equipment range
- the effects and benefits of a defined range of salon nail art products
- ingredients and the effects of products used for nail art
- the conditions which indicate client referral to a medical practitioner or other professional and referral procedures
- methods of venting air

Skill

The ability to:

- apply salon policies and procedures in regard to the performance of nail art application
- apply state and local Health and Hygiene requirements/regulations and salon hygiene policies, including disinfection procedures
- apply safe work practices, including first aid, in regard to the performance of nail art application and safe use of product according to Occupational Health and Safety regulations/requirements
- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables
- read, accurately interpret, and consistently apply, manufacturers instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's nails and design a treatment plan to meet the client's needs including:
 - type of artificial nails
 - procedure/techniques/product
 - type of nail art to be used
 - areas requiring corrective/remedial services
- perform nail art application for a variety of artificial nail products according to the range of variables
- consistently use time effectively and to control product waste
- evaluate the nail art application service and advise the client on future treatments, home care and complementary products

(4) Resource Implications

Competency in this unit may be assessed through access to:

- a range of clients with a variety of artificial nail requirements
- a professional manicure table, operator/client chair in a fully equipped
- adequately ventilated area with a full range of nail art products

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- portfolio
- project

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBTH0042A: Design and apply make-up

Competency Descriptor:

This unit encompasses those competencies used in designing and applying suitable make up techniques for domestic street wear, business, pleasure, social, time of day and special occasion.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE	
1.	Prepare client and cleanse face	1.1	Protective covering placed to protect client's hair and clothes as required.
		1.2	Client positioned comfortably on chair or couch.
		1.3	Contra-indications/precautions accurately identified, noted and client advised accordingly.
		1.4	Clients' skin type/condition accurately assessed to determine appropriate product application techniques.
		1.5	Suitable cleansing product identified for clients skin type/different areas of face.
		1.6	Client's skin cleansed thoroughly, the procedure explained to the client.
2.	Analyse face and design make up plan	2.1	Client's facial shape accurately identified and noted.
		2.2	Facial areas requiring highlighting/shading techniques assessed to determine correct product application.
		2.3	Facial areas requiring corrective/camouflage make-up accurately identified, and client advised accordingly.
		2.4	Image identified accurately to design for occasion and wear suitability.
		2.5	Colour design principles including tonal values, applied according to client requirements.
		2.6	Pre-determined make-up plan accurately identified, noted and agreed with client.

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|----|-------------------------------|-----|---|
| 3. | Select products and equipment | 3.1 | Products suitable for make-up plan, including oil based, water based, solid or fluid and with varying degrees of coverage and pigmentation, selected and agreed with client. |
| | | 3.2 | Make-up tools including brushes and sponges identified and selected according to product manufacturers recommendations and make up plan. |
| | | 3.3 | Correct usage and care of make up and equipment identified and applied according to manufacturers recommendations. |
| 4. | Apply make-up | 4.1 | Products applied in sequence according to product manufacturer's recommendations, determined outcomes, salon/store, location procedures and Health and Hygiene requirements. |
| | | 4.2 | Procedures explained accurately to client during application. |
| | | 4.3 | Make-up application result matches client's expectation/specified outcomes where possible. |
| | | 4.4 | Make-up application result was stable and suitable for the day/evening, natural and artificial light and to client's requirements. |
| 5. | Advise on further product use | 5.1 | Client advised of suitable homecare products / treatments |
| | | 5.2 | Product use including various types of foundation, eye shadows, blushes, mascaras, lipsticks and complementary tools or equipment clearly explained and application demonstrated as required. |
| | | 5.3 | Possible contra-indications/contra-actions clearly explained to client. |

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon/store policies and procedures in regard to skin type and condition and selection of skin care products
- salon/store hygiene policies and procedures
- state and local health regulations
- salon/store product range and manufacturer's instructions
- Salon/store time-frame allocated for the performance of make-up application
- facial shapes to elements and principals of design and their combinations
- skin types may include, normal, dry, combination, sensitive, mature, pigmented, colour and tone
- make-up context may be, business, pleasure, social, time of day, and special occasion

Contra-indications/precautions may include:

- contagious and non contagious diseases
- sunburn
- trauma
- bruises
- cosmetic and general surgery and other visible non-normal skin

Skin disorders may be contagious or non contagious. Contagious conditions may include:

- bacterial
- viral or fungal infections

Make-up equipment may include:

- brushes
- sponges
- applicators
- pallets
- lash curlers
- artificial lashes
- tweezers
- magnifying mirror
- containers/tray etc
 - pencil sharpeners
 - spatulas
- make up box

Make up products may include:

- pre make-up products and stabilisers
- concealers
- foundation (liquid/solid)
- powders
- eyeshadows (matt/frosted)
- blushes
- mascaras (powder, liquid, wand)
- lipsticks
- pencils

Non contagious disorders may include:

- various types of acne
- dermatitis
- eczema
- allergic reactions

Work may be performed in a salon/store, situation or on location.

- the range of skills may vary between the salon/store

Make-up equipment may include:

- brushes
- sponges
- applicators
- pallets
- lash curlers
- artificial lashes
- tweezers
- magnifying mirror
- containers/tray etc
- pencil sharpeners
- spatulas
- make up box

Clients may include:

- people from a range of social, cultural ethnic backgrounds
- varying physical abilities
- mental abilities
- regular clients
- new clients

Techniques may include:

- the incorporation of elements and principles of design,
- corrective
- colour principles

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range Statement. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated:

- apply salon/store policies and procedures in regard to facial shape, selection of make up products, tools/equipment and make up application
- safe work practices, including first aid, in regard designing and applying make-up and safe use of products according to Occupational Health and Safety regulations/requirements
- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables
- read, accurately interpret, and consistently apply, manufacturers instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's face and the image/occasion/basic wardrobe and design and record a make-up plan
- apply a variety of make up products according to the range of variables
- apply make-up products for a variety of skin types and contexts according to the range of variables
- evaluate a make-up and to both advise and demonstrate to the client on methods of self application
- consistently use time effectively and control product waste

(2) Pre-requisite Relationship of Units

- CSBCOR0021A Carry out Interactive Workplace communication
- CSBCOS0001A Prepare clients for salon services
- CSBCOS0032A Sell products and services

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon/store policies and procedures in regard to facial shape, selection of make up products, tools/equipment and make up application
- state and local Health and Hygiene requirements/regulations and of salon/store policies and procedures in regard to hygiene
- safe work practices in regard to the provision of make up services and safe use of product according to Occupational Health and Safety regulations/requirements
- the transmission routes of infectious conditions
- a variety of make up products according to the range of variables
- make-up products for a variety of skin types and contexts according to the range of variables
- face and body shapes and their relationship to the elements and principles of design
- anatomy and physiology of the skin and skin structures as it relates to make up services, including a simplified cross-section of skin
- the body systems as listed below, in regard to their relationship to facial and body shapes and to the skin, muscles and nerves:
 - skeletal and muscular
 - nervous system and its relationship to skin sensations
 - circulatory systems in regard to its relationship to skin function

Skill

The ability to:

- apply salon/store policies and procedures in regard to facial shape, selection of make up products, tools/equipment and make up application
- apply state and local Health and Hygiene requirements/regulations and of salon/store policies and procedures in regard to hygiene
- apply safe work practices in regard to the provision of make up services and safe use of product according to Occupational Health and Safety regulations/requirements
- follow procedures in regard to local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables
- apply standard infection control precautions
- to read, accurately interpret and consistently apply manufacturers instructions for products, tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's face and the image/occasion/basic wardrobe and design and record a make-up plan, including:
 - facial areas requiring highlighting/shading
 - product application techniques
 - areas requiring corrective make-up
 - recognition of client image and occasion
 - colour design principles
 - application to lighting natural and artificial

Underpinning Knowledge and Skills (Cont'd)

Knowledge

Knowledge of:

- the following in regard to make-up services:
 - effects of lighting natural/artificial on cosmetics
 - colour design principles
 - colour wheel, primary, secondary,
 - complementary colours, grey scale
 - tonal value
 - differences between tone, value, hue and shade
 - cosmetic chemistry/ingredients in relevant make up products particularly in regard to their likely effects on the skin

Skill

The ability to:

- apply a variety of make up products according to the range of variables
- apply make-up products for a variety of skin types and contexts according to the range of variables
- consistently use time effectively and to control product waste
- evaluate a make-up and to both advise and demonstrate to the client on methods of self application

(4) Resource Implications

The following resources should be made available:

- access to a range of clients, presenting with a range of requirements in a salon, store/simulated salon/store assessment area or on location
- access to a make up kit including a range of products and equipment, make up mirror, lighting, chair and make up plan proforma will be required

(5) Method of Assessment

This refers to what assessment is appropriate, how often it is required to be demonstrated and where assessment should be undertaken for this unit.

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- portfolio assessment
- project

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency may be assessed in the workplace or simulated workplace setting.

Assessment should be done while tasks are undertaken either individually under limited supervision.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBTH0052A: Provide facial treatments

Competency Descriptor:

This unit deals with those competencies required to perform a range of manual facial and skin treatments.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1. Prepare client for facial treatment	1.1	Treatment area, operator and client prepared for treatment according to Health and Hygiene requirements and salon procedures
	1.2	Protective covering and headband placed to protect clients' hair and clothes.
	1.3	Treatment area, operator and client prepared for treatment according to Health and Hygiene requirements and salon procedures.
	1.4	Treatment routine selected and sequenced according to clients treatment plan.
	1.5	Areas of the skin requiring special treatment and any abnormal conditions or contraindications, identified and noted.
	1.6	Procedures explained accurately to the client during the treatment.
2. Prepare face	2.1	Client's skin cleansed thoroughly and all make-up removed.
	2.2	Client's skin exfoliated according to agreed treatment plan as required.
	2.3	Steaming of the skin performed according to agreed treatment plan as required.
	2.4	Minor blemishes extracted/removed, according to treatment plan, skin piercing regulations and Health and Hygiene requirements as required.
	2.5	Treatment procedures undertaken with extreme care in sensitive facial areas especially around the eyes and ears to minimise skin trauma and avoid infection.
	2.6	After care treatment/procedures applied as required according to treatment plan.

- 3. Perform massage
 - 3.1 Appropriate massage medium applied according to treatment requirements.
 - 3.2 Massage movements are smooth and flowing, including transitions between strokes, and applied with pressure suited to client needs.
 - 3.3 No pressure to be applied to the trachea
 - 3.4 Rhythm, repetition and variation of massage movements suited to elasticity of skin, degree of subcutaneous fat, treatment products and clients needs.
 - 3.5 Length of massage routine suited to the client's requirements.
- 4. Apply skin care products
 - 4.1 Mask/s suitable to achieve identified outcomes selected and agreed with the client.
 - 4.2 Mask/s applied in sequence according to product manufacturers' recommendations, Health and Hygiene requirements and salon procedures.
 - 4.3 Mask/s removed completely as required and without discomfort to client.
 - 4.4 Treatment result matches client's expectations and specified outcomes as far as possible.
 - 4.5 After-treatment products applied to ensure the skin is clean and protected.
- 5. Advise on further treatments
 - 5.1 Relevant outcomes of treatment accurately evaluated, noted and recommendations for further treatment/s made according to client requirements.
 - 5.2 Relevant treatment plan revised according to evaluation outcomes.
 - 5.3 Client advised of suitable homecare products, treatments and appropriate lifestyle changes.
 - 5.4 Product use clearly explained and application demonstrated as required.
 - 5.5 Possible contra-indications and contra actions clearly explained to client.
 - 5.6 Client advised of expected outcomes of future treatments.

- 5.7 Product recommendations made according to client requirements.
- 5.8 Client rebooked according to agreed treatment plan.

RANGE STATEMENT

The Range statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

Skin types/conditions may include:

- normal
- dry
- oily
- combination
- sensitive
- dehydrated
- mature
- congested
- acne
- sun damaged
- couperose

Abnormal conditions may be contagious or non contagious.

Contagious conditions may include:

- bacterial, viral or fungal infections
- herpes
- impetigo
- warts
- scabies
- pediculosis
- boils and carbuncles
- erysipelas
- candidiasis

The following variables may be present:

- salon policies and procedures in regard to skin analysis, selection of face and skin care products and performance of a manual facial massage
- salon hygiene policies and procedures
- state and local health regulations
- salon product range and manufacturers instructions
- salon time-frame allocated for the performance of a facial/skin treatment

Contra-indications/precautions may include: contagious and non contagious skin diseases/disorders:

- fragile skin
- respiratory diseases
- cuts, bruises, trauma to skin
- burns, including sunburn
- claustrophobia
- conditions requiring medical attention - especially skin cancer

Non-contagious conditions may include:

- pigmentation disorders
- hypertrichosis
- various types of acne
- dermatitis
- rosacea/couperose
- psoriasis
- eczema
- atopic
- discoid
- dishydrotic
- pityriasis alba
- winter eczema
- varicose eczema
- xanthelasma/rashes
- dry skin
- ichthyosis/excessively dry skin
- sensitivity of the skin due to physical, chemical, environment, caused or induced by medication (internal/external)
- hirsutism
- disorders of aging skin
- sun related disorders, sun burn, sun/climate related skin damage
- skin cancers, benign and malignant tumours
- biological changes including puberty, menopause, premature aging, anorexia, anaemia
- moles, lesions
- milia, open and closed comedones
- various types of cysts
- open pores
- dilated capillaries/couperose
- puffiness around eyes
- ephelides
- trauma, bruises, significant scarring
- allergic reactions
- pityriasis rosea
- and other visible non normal skin

Preparation of clients and provision of skin care treatments may include:

- exfoliants, friction, biological and chemical
- setting masks
- non-setting masks
- specialised masks
- toning lotions
- moisturisers
- cosmetic treatment ampoules

After care treatment procedures may include:

- application of anti bacterial/anti septic lotion
- appropriate professionals may include:
- medical practitioner/specialist
- clients may include people from a range of social, cultural or ethnic backgrounds and physical and mental abilities regular and new clients

Methods of evaluating treatment and advising on aftercare may include homecare use of recommended products including:

- cleansers
- toners
- moisturisers
- remedial products
- and recommended lifestyle and behavioural changes

Steaming methods may include towel or Vapozone:

- length of treatment may be varied to suit the elasticity of skin, skin condition, degree of subcutaneous fat, client physical and psychological state
- treatment areas may include face, décolletage and back

Provision of face and neck massage will include the following movements:

- effleurage
- petrissage
- tapotement
- vibrations

Optional massage movements may include:

- Dr Jacquet
- pressure point
- superficial lymph drainage

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range Statement. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated.

- salon policies and procedures industry codes of practice in regard to the performance of facial treatments
- state and local Health and Hygiene requirements/regulations, and of salon policies and procedures in regard to hygiene
- safe work practices in regard to the provision of facial treatments services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- recognise and manage local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables
- standard infection control precautions
- read, accurately interpret and consistently apply manufacturers instructions for products, tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse client's face, and identify the client's requirements/needs,
- refer clients to appropriate professional as required
- develop and record a treatment plan
- prepare the face for treatment
- select massage movements of varying length to suit elasticity of skin, skin condition, degree of subcutaneous fat and clients relaxation needs
- apply a variety of treatment products, massage mediums/lubricants according to the range of variables
- apply a variety of facial treatment routines and procedures according to the range of variables
- consistently use time effectively and to control product waste
- evaluate a facial treatment and to advise the client on future treatments, home care and complementary products

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures industry codes of practice in regard to the performance of facial treatments
- state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, and of salon policies and procedures in regard to hygiene
- safe work practices in regard to the provision of facial treatments services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- the transmission routes of infectious conditions
- a variety of treatment products, massage mediums/lubricants according to the range of variables
- a variety of facial treatment routines and procedures according to the range of variables
- the effects and benefits of a defined range of salon skin care and facial treatment products
- factors likely to affect the suitability of each salon treatment to clients' needs and the effects and benefits of each step in facial treatments
- anatomy and physiology of the skin and skin structures as it relates to beauty treatments, including:
 - a simplified cross-section of skin
 - glands as they relate to basic skin function
 - skin chemicals including: sebum and sweat production, normal and abnormal, collagen, elastin, lipids

Skill:

The ability to:

- apply salon policies and procedures industry codes of practice in regard to the performance of facial treatments
- apply state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, and of salon policies and procedures in regard to hygiene
- apply safe work practices in regard to the provision of facial treatments services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- recognise and manage local and general contra-indications/special precautions for treatment and specific treatment complications/contraindications according to the range of variables
- standard infection control precautions
- read, accurately interpret and consistently apply manufacturers instructions for products, tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse client's face, and identify the client's requirements/needs, refer clients to appropriate professional as required and develop and record a treatment plan including:
 - areas of the face requiring special treatment
 - range of appropriate treatment products and application techniques

Knowledge

Knowledge of: (Cont'd)

- phases of growth, cell renewal, healing of skin and factors affecting epidermal mitosis
- normal process of skin aging and structural change
- physiological basis of skin colour
- electromagnetic spectrum and effect of light on the skin
- normal skin response to irritation and trauma
- scars including hypertrophic and keloid, their origin, evolution, and abnormal scar tissue
- the effects of salon treatments on the physical structure of the skin
- trans epidermal water loss
- wound healing in different skin types and locations
- percutaneous absorption and factors affecting penetration of cosmetics
- normal body flora
- physical appearance of:
 - various skin types
 - normal skin
 - abnormal skin condition
 - minor skin blemishes
- skeletal and muscular system including muscle contractibility and motor points, position and action of superficial muscles of the face, throat and chest
- nervous system and its relationship to skin sensations
- lymphatic, digestive, respiratory, and circulatory systems in regard to their relationship to skin function including, thermo regulation and homeostasis
- endocrine and reproductive systems in relationship to hormonal control of the skin
- abnormal skin conditions; their appearance, and symptoms
- skin disorders and diseases, their appearance and management

Skill:

The ability to: (Cont'd)

- range of appropriate massage movements and treatment procedures
- review of previous treatments
- prepare the face for treatment
- select massage movements of varying length to suit elasticity of skin, skin condition, degree of subcutaneous fat and clients relaxation needs
- apply a variety of treatment products, massage mediums/lubricants according to the range of variables
- apply a variety of facial treatment routines and procedures according to the range of variables
- consistently use time effectively and to control product waste
- evaluate a facial treatment and to advise the client on future treatments, home care and complementary products

Knowledge

Knowledge of: (Cont'd)

- of basic nutrition guidelines including basic food groups, vitamins, healthy food pyramid
- the relationship between nutrition and healthy skin Particularly foods which may have an effect on the skin or which may be contra indicated in combination with relevant skin conditions or products used in a treatment procedure
- cosmetic chemistry/ingredients in relevant treatment products particularly in regard to their likely effects on the skin, the toxic effects of various substances and their contribution to premature aging and possible contraindications in combination with other products or circumstances
- the operators legal and insurance liabilities and responsibilities in regard to services, and to use and preparation of treatment products
- the causes of skin reactions/allergies in regard to treatments
- the importance of the appearance and posture of operator

(4) Resource Implications

The following resources should be made available:

Access to clients presenting with a range of skin types and treatment requirements, a professional massage couch in a fully equipped treatment area; a client record system, and a range of facial treatment and skin care products.

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Method of Assessment (Cont'd)

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- portfolio

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBTH0062B Provide lash and brow treatment

Competency Descriptor:

This unit encompasses those competencies required to analyse the lash and brow needs of clients and provide a range of complementary services.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Prepare client for service	1.1 Treatment area, client and operator prepared according to Health and Hygiene requirements and salon procedures. 1.2 Patch test performed to determine possible allergic product reaction where required. 1.3 Patch test, where required checked to ensure clients skin did not demonstrate an allergic reaction. 1.4 Client's characteristics accurately identified. 1.5 Client's needs evaluated to enable accurate advice and recommendations for a treatment plan. 1.6 Protective covering placed to protect client's hair and clothes. 1.7 Client comfort and relaxation ensured throughout service. 1.8 Procedure/product/materials selected according to treatment plan and confirmed with client. 1.9 Areas of the skin requiring special treatment and any abnormal conditions are identified and noted. 1.10 Contra-indications/precautions including infectious and non infectious skin diseases/disorders and specific treatment contra-actions identified where applicable, explained to client, and referred to appropriate professional where required 1.11 Client's skin cleansed thoroughly and all make up removed from area. 1.12 Client reassured during service as required and all questions answered fully and accurately.

- 1.13 Prepare all necessary working materials before the beginning of task.
- 2. Chemically treat eyelash and eyebrows
 - 2.1 Client requested to remove contact lenses, if worn.
 - 2.2 Products prepared, applied and removed according to client's requirements, manufacturer's instructions, Health and Hygiene requirements and salon procedures.
 - 2.3 Skin in the treatment area and eyes protected at all times throughout service.
 - 2.4 Chemical treatment procedures performed in sequence recommended by manufacturer.
 - 2.5 After care product applied according to client's requirement.
 - 2.6 Skin, lashes and eyebrows are clean following treatment and all excess products removed.
 - 2.7 Result matches clients agreed treatment plan.
- 3. Shape eyebrows
 - 3.1 Products prepared, applied and removed according to clients' requirements, manufacturer's instructions, Health and Hygiene requirements and salon procedures.
 - 3.2 All unwanted hair removed with minimum trauma to skin, according to client's treatment plan.
 - 3.3 Soothing product applied according to clients requirements.
 - 3.4 Portion control used to minimise wastage.
 - 3.5 Tweezers/implements cleaned after use or wax disposed of according to health regulations and salon procedures.
 - 3.6 Hair disposed of according to health regulations and salon procedures.
 - 3.7 Eyebrows match shape agreed with client.
 - 3.8 Treatment completed within designated salon time frames.
- 4. Apply false eyelashes
 - 4.1 Patch test performed to determine possible allergic product reaction.
 - 4.2 Patch test checked to ensure client's skin did not demonstrate an allergic reaction.

- | | | |
|-----------------------------|-----|---|
| | 4.3 | Materials applied in the sequence recommended by manufacturer and salon procedures. |
| | 4.4 | Service result matches the client's agreed treatment plan. |
| 5. Provide aftercare advice | 5.1 | Questioning and active listening used to obtain client feedback |
| | 5.2 | Relevant outcomes of treatment recorded accurately and legibly. |
| | 5.3 | Future treatment program recommended according to clients needs. |
| | 5.4 | Treatment plan revised as required. |
| | 5.5 | After care advice and guidelines accurately provided according to clients needs |
| | 5.6 | Product recommendations made according to client requirements. |
| | 5.7 | Client rebooked according to agreed treatment plan. |

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

Salon policies and procedures in regard to lash and brow treatments.

- salon hygiene policies and procedures
- state and local Health Regulations
- salon product and equipment range and manufacturers instructions

Contagious conditions may include:

- bacterial, viral or fungal infections
- herpes simplex, varicellous
- impetigo
- warts
- pediculosis

Lash and brow treatments may include:

- eyebrow shaping including waxing or tweezing
- eyelash or eyebrow colouring
- application of false eyelashes
- lash perming

Clients may include:

- people from a range of social
- cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients

Contraindications to lash and brow treatments may include:

- allergic reactions
- trauma to skin
- skin diseases
- excessively dry flaky skin
- weeping eczema
- hypersensitive skin
- eye infections

Contra-actions may include:

- inflammation arising from use of hair removal/chemical treatment products
- infections of the hair follicle
- inflammation or damage to eye

Chemical treatments may include:

- eyelash or eyebrow colouring or perming
- abnormal conditions may be contagious or non contagious

Non-contagious conditions may include:

- sensitive eyes
- hirsutism
- sun related disorders, sun burn
- skin cancers, benign and malignant tumours
- moles, scar tissue, lesions and other visible non normal skin

Advice on use of homecare products may include:

- Cleanser
- Moisturiser
- remedial products

After care recommendations may include:

- follow up treatments
- permanent hair removal

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range of Variables. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated:

- salon policies and procedures and industry codes of practice in regard to the performance of lash and brow treatments
- apply state and local Health and Hygiene requirements/regulations, and of salon policies and procedures in regard to hygiene
- safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- recognise and manage local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables
- apply standard infection control precautions
- ability to read, accurately interpret and consistently apply manufacturers instructions for products, tools and equipment

Critical Aspects of Evidence (Cont'd)

- consistently use effective questioning and active listening techniques to consult and negotiate with clients
- analyse client's face, and identify the client's requirements/needs,
- refer clients to appropriate professional as required,
- develop and record a treatment plan
- prepare the brow/lash area for treatment
- apply a variety of treatment products, including chemical products, according to the range of variables
- apply patch tests for a variety of brow/lash treatments according to the range of variables
- apply a variety of brow/lash treatment techniques/procedures according to the range of variables
- consistently use time effectively and to control product waste
- evaluate a brow/lash treatment and to advise the client on future treatments, home care and complementary products

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the performance of lash and brow treatments
- state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, and of salon policies and procedures in regard to hygiene
- safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety
- regulations/requirements, including first aid procedures as required
- the transmission routes of infectious conditions
- a variety of treatment products, including chemical products, according to the range of variables

Skill

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to the performance of lash and brow treatments
- apply state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, and of salon policies and procedures in regard to hygiene
- apply safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- recognise and manage local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables

Underpinning Knowledge and Skills (Cont'd)

Knowledge

Knowledge of:

- patch tests for a variety of brow/lash treatments according to the range of variables
- a variety of brow/lash treatment techniques/procedures according to the range of variables
- waxing procedures including preparation of the area, pattern of wax application and removal
- cleansing/disposal of product/equipment
- post treatment procedures
- after care and home care advice to client
- causes of skin reactions in regard to lash/brow treatments and the appearance and management of specific treatment complications/contra-actions including:
 - inflammation arising from the performance of lash and brow treatments
 - infections of the eye or surrounding area
 - spotting on skin
 - hive like reactions
 - ingrown hair
 - infections of the hair follicle
- abnormal skin conditions; their appearance, and symptoms and contra-indications/precautions for lash and brow treatments
- salon/store product range and manufacturers instructions/data sheets

Skill

The ability to:

- apply standard infection control precautions
- ability to read, accurately interpret and consistently apply manufacturers instructions for products, tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients
- analyse client's face, and identify the client's requirements/needs, refer clients to appropriate professional as required, and develop and record a treatment plan including:
 - brow/lash areas of the face requiring special treatment
 - range of appropriate treatment products and application techniques
 - range of appropriate products, including chemical products, and treatment procedures
 - review of previous treatments
- prepare the brow/lash area for treatment
- apply a variety of treatment products, including chemical products, according to the range of variables
- apply patch tests for a variety of brow/lash treatments according to the range of variables
- apply a variety of brow/lash treatment techniques/procedures according to the range of variables
- consistently use time effectively and to control product waste
- evaluate a brow/lash treatment and to advise the client on future treatments, home care and complementary products

Underpinning Knowledge and Skills (Cont'd.)

- skin and hair structure and growth in regard to lash/brow treatments including:
 - types of hair: lanugo, vellus, terminal
 - factors affecting hair growth: hormonal, exposure to sunlight, heredity, drugs/chemicals
 - hair growth patterns
 - effects of waxing and tweezing on hair
 - the growth cycle of hair and its relationship to waxing/tweezing
 - histology of hair
 - factors to take into account when referring a client to permanent hair removal or to a medical practitioner
 - advantages and disadvantages of permanent hair removal versus temporary hair removal
 - permanent, semi permanent colour and permanent wave product ingredients and actions

(4) Resource Implications

The following resources should be made available:

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- portfolio

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
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Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBTH0072B: Provide temporary epilation and bleaching treatments

Competency Descriptor:

This unit encompasses those competencies required to analyse the temporary hair removal/bleaching needs of clients and provide the necessary service/s in a safe and hygienic manner.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Prepare client for service	1.1	Treatment area, client and operator prepared according to Health and Hygiene requirements and salon procedures.
		1.2	Client's needs evaluated to enable accurate advice and recommendations for a treatment plan.
		1.3	Client comfort and relaxation ensured throughout service.
		1.4	Contra-indications/precautions including infectious and non infectious skin diseases/disorders and specific treatment contra-actions identified where applicable, explained to client, and referred to appropriate professional where required.
		1.5	Wax type/procedure/bleaching product selected according to treatment plan and confirmed with client.
		1.6	Areas of the skin/hair growth requiring special treatment identified and noted.
		1.7	Client reassured during treatment as required and all questions answered fully and accurately.
		1.8	Client privacy and confidentiality maintained.
		1.9	Client kept appropriately covered.
		1.10	Prepared all necessary working materials before beginning task.
2.	Perform waxing treatments	2.1	Wax area prepared/cleansed according to Health and Hygiene requirements and salon procedures.
		2.2	Wax prepared, applied and removed according to client's requirements, manufacturer's instructions, Health and Hygiene requirements and salon procedures.

- 2.3 All unwanted hair removed against direction of hair growth with minimum trauma to skin, according to client's treatment plan.
- 2.4 Soothing product applied according to procedure.
- 2.5 Treatment completed within designated salon time frames.
- 2.6 Portion control used to minimise wastage.
- 2.7 Wax disposed of according to health regulations and salon procedures.
- 2.8 Skin support maintained throughout service.
- 2.9 Temperature of wax maintained according to manufacturers instructions.
- 3. Perform bleaching treatments
 - 3.1 Bleach product prepared applied and removed according to client requirements, manufacturer's instructions, Health and Hygiene requirements and salon procedures.
 - 3.2 Clients comfort and safety ensured during process.
 - 3.3 Treatment completed within designated salon time frames.
 - 3.4 Portion control used to minimise wastage.
 - 3.5 Protective cream is used where necessary according to manufacturer's instruction.
 - 3.6 Colour result matches agreed treatment plan.
 - 3.7 Soothing product applied according to client requirements.
- 4. Provide aftercare advice
 - 4.1 Questioning and active listening used to obtain client feedback.
 - 4.2 Relevant outcomes of treatment recorded accurately and legibly.
 - 4.3 Future treatment program recommended according to clients needs.
 - 4.4 Treatment plan revised as required.
 - 4.5 Before wax and after care advice and guidelines accurately provided according to clients needs.
 - 4.6 Product recommendations made according to client requirements.
 - 4.7 Client rebooked according to agreed treatment plan.

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon policies and procedures in regard to temporary hair removal/bleaching treatments
- salon hygiene policies and procedures
- state and local Health Regulations
- salon product and equipment range and manufacturers instructions

Hair removal treatments may include:

- strip wax
- hot wax
- tweezing, shaving, abrasive mitts
- depilatory creams

Treatment areas could include:

- lower legs
- knees
- full leg
- toes
- bikini line
- buttocks
- back
- chest
- feet
- abdomen underarm
- arm
- face including
 - lip
 - chin
 - neck and eyebrows

Abnormal conditions may be contagious or non contagious

Contagious conditions may include:

- bacterial, viral or fungal infections
- herpes simplex
- impetigo
- warts
- tinea
- scabies
- pediculosis

Non-contagious conditions may include:

- acne
- hypertrichosis
- hirsutism
- sun related disorders, sun burn
- skin cancers, benign and malignant tumours
- moles, scar tissue, lesions
- varicose veins
- fresh scars
- thrombosis
- allergic reactions i.e. eczema, dermatitis
- trauma e.g. bruising, sunburn
- other visible non normal skin

Contra-actions -may include:

- inflammation arising from the performance of temporary hair removal/bleaching treatments
- spotting of skin
- hive like reactions
- ingrown hairs
- trauma to skin
- torn skin
- bruising
- broken capillaries
- infections of the hair follicle
- burns to skin
- bleeding from follicles

Contraindications may include:

- sunburn or burns
- trauma to skin
- skin diseases
- excessively dry flaky skin
- weeping eczema
- hypersensitive skin
- allergy to bleach

Advice on use of homecare products may include:

- moisturiser
- remedial products

Skin types may include:

- normal
- dry
- oily
- combination

After care recommendations may include:

- follow up treatments
- future prevention of ingrown hairs
- wax may be recycled according to some state requirements/regulations with the exception of the following areas:
 - bikini line
 - underarms
 - face
 - areas where bleeding has occurred

Clients may include:

- Regular and new clients.
- people from a range of social
- cultural or ethnic backgrounds and physical and mental abilities

Hair treatments may include:

- bleaching
- body hair clipping

Skin support may include:

- holding skin taut

Climatic variations may affect treatment procedure

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range of Variables. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated:

- salon policies and procedures and industry codes of practice in regard to the performance of temporary hair removal/bleaching treatments
- state and local Health and Hygiene requirements/regulations, and of salon policies and procedures in regard to hygiene
- apply safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- recognise and manage local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables
- apply standard infection control precautions
- read, accurately interpret and consistently apply manufacturers instructions for products, tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients
- analyse and identify the client's requirements/needs,
- refer clients to appropriate professional as required,
- develop and record a treatment plan
- apply a variety of temporary hair removal/bleaching products, using a variety of techniques/procedures according to the range of variables
- consistently use time effectively and to control product waste
- evaluate a temporary hair removal/bleaching treatment and to advise the client on future treatments, home care and complementary products

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the performance of temporary hair removal/bleaching treatments
- state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, and of salon policies and procedures in regard to hygiene
- safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required

Skill

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to the performance of temporary hair removal/bleaching treatments
- apply state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, and of salon policies and procedures in regard to hygiene
- apply safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required

Underpinning Knowledge and Skills (Cont'd)

Knowledge

Knowledge of:

- the transmission routes of infectious conditions
- a variety of temporary hair removal/bleaching products, using a variety of techniques/procedures according to the range of variables
 - temporary hair removal/bleaching treatments procedures including:
 - preparation of the service area
 - preparation of products and equipment
 - preparation of the client
 - application of products
 - waxing procedures including preparation of the area, pattern of wax application and removal
 - cleansing/disposal of product/equipment
 - care and temperature control of equipment
 - post treatment procedures
 - after care and home care advice to client
- causes of skin reactions in regard to temporary hair removal/bleaching treatments and the appearance and management of specific treatment complications/contra-actions according to the range of variables
- abnormal skin conditions; their appearance, and symptoms and contra-indications for temporary hair removal/bleaching treatments
- the salon/store product range and manufacturers instructions/data sheets
- skin and hair structure and growth in regard to temporary hair removal/bleaching treatments including:
 - a simplified cross-section of skin
 - glands as they relate to basic skin function

Skill

The ability to:

- recognise and manage local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables
- apply standard infection control precautions
- read, accurately interpret and consistently apply manufacturers instructions for products, tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients
- analyse and identify the client's requirements/needs, refer clients to appropriate professional as required, and develop and record a treatment plan including:
 - areas of the face/body requiring special treatment
 - range of appropriate temporary hair removal/bleaching products and application techniques
 - range of appropriate temporary hair removal/bleaching procedures
 - review of previous treatments
 - apply a variety of temporary hair removal/bleaching products, using a variety of techniques/procedures according to the range of variables
 - consistently use time effectively and to control product waste evaluate a temporary hair removal/bleaching treatment and to advise the client on future treatments, home care and complementary products

Underpinning Knowledge and Skills (Cont'd)Knowledge

Knowledge of:

- types of hair: lanugo, vellus, terminal
- factors affecting hair growth: hormonal, exposure to sunlight, heredity, drugs/chemicals
- hair growth patterns
- effects of waxing and tweezing on hair
- the growth cycle of hair and its relationship to waxing/tweezing
- histology of hair
- normal skin response to irritation and trauma
- the body systems as listed below, in regard to their interdependence and purpose in relation to a healthy body and their relationship to the skin, muscles and nerves:
 - skeletal and muscular including muscle contractibility and motor points
 - nervous system and its relationship to skin sensations
 - lymphatic, digestive, respiratory, and circulatory systems in regard to their relationship to skin function including, thermo regulation and homeostasis
 - endocrine and reproductive systems in relationship to hormonal control of the skin
 - the following in regard to temporary hair removal/bleaching treatments including:
 - appearance of hypertrichosis and hirsutism
 - factors to take into account when referring a client to permanent hair removal or to a medical practitioner
 - advantages and disadvantages of permanent hair removal versus temporary hair removal
 - categories of wax and the advantages of each

Underpinning Knowledge and Skills (Cont'd)Knowledge

Knowledge of:

- issues involved in and the correct procedures for the recycling of wax if applicable
- bleach ingredients and actions
- advantages and disadvantages of bleaching
- alternative progressive hair removal methods e.g.: infra red and hair retarding products used in conjunction with waxing procedures
- relevant cosmetic chemistry

(4) Resource Implications

The following resources should be made available:

Access to a range of clients with differing hair removal/ bleaching needs, a professional treatment couch in a fully equipped treatment area and a range of waxing and bleaching products.

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0072A**Consult with clients and diagnose hair and scalp conditions**

Competency Descriptor:

This unit deals with the skills and knowledge required to consult with clients for the total range of hairdressing services.

Competency Field:

Beauty

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Determine clients' requirements	1.1	Relevant questions are asked of clients to correctly identify their needs.
		1.2	Clients' enquiries, suggestions, comments and requests are actively encouraged.
		1.3	Clients' needs are assessed so that correct recommendations of products and services can be made.
2.	Analyse hair and scalp conditions	2.1	Hair and scalp condition is determined by visual and physical examination.
		2.1	Abnormal scalp conditions are identified.
		2.3	Local health regulations are applied in relation to contagious disorders of the hair and scalp.
3.	Identify the presence of incorrectly treated hair	3.1	Hair is examined visually and physically.
		3.2	Used appropriate questioning techniques to elicit information from client.
		3.3	Previous processes are diagnosed by questioning client and by visual and physical examination
		3.4	Condition of hair is discussed with client.
4.	Identify factors which may affect future chemical processes of styling	4.1	Hairstyle is physically and visually examined.
		4.2	Client is questioned as to existing style's suitability and manageability.
		4.3	Client concerns are responded to appropriately.

	4.4	Hair growth patterns are determined by examining the hair physically and visually.
	4.5	Client characteristics considered and options/limitations for future treatment are discussed.
5. Explain hair services to client	5.1	Stages and outcomes of proposed services are outlined in clear, non-technical terms.
	5.2	Indication of times and costs involved for services is given.
6. Test skin for possible reactions	6.1	A skin test for allergic reaction is performed in accordance with manufacturer's instructions.
	6.2	Reaction to skin test is observed.
	6.3	Client is informed of results.
7. Reconcile client wishes and diagnosis in determining a course of action	7.1	Course of action/service described is compatible with analysis performed and clients' expressed requirements.
	7.2	Agreement is negotiated with client on proposed course of action.
	7.3	Sensitivity in the handling of clients' hair condition and diagnosis is ensured.
	7.4	Results of analysis/consultation are recorded on client record.

RANGE STATEMENT

This unit applies to all beauty salon establishments where consultation is made with clients, regarding the diagnosis of hair and scalp conditions.

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard to consulting with clients, and the diagnosing hair and scalp conditions
- policies regarding levels of staffing, staff training and trading conditions
- ethical standards
- client service standards
- designated operating hours

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements

Hair and scalp conditions may include:

- head lice
- normal hair and scalp
- alopecia
- alopecia areata oily/dry hair and scalp, dandruff

Products may include:

- Variety of products for use on different hair and skin types

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients

Consultation may be performed on clients:

- with different hair types, shapes, styles and effects and hair growth patterns

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice to consult with clients and diagnose hair and scalp conditions according to the performance criteria and the range statement

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to consultation with clients
- diagnose of hair and scalp conditions in the appropriate context and to the level acceptable by the enterprise
- consult with clients, assess their needs and recommend appropriate products and services
- use appropriate questioning techniques to elicit information from client
- analyse hair and scalp conditions
- identify abnormal or incorrectly treated hair
- explain hair services to client
- perform skin test in accordance with manufacturer's instructions
- negotiate with client on proposed course of action
- maintain accurate client records

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- CSBCOR0001A Perform Interactive Workplace communication
- CSBCOS0212A Perform hair and scalp treatments

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard consultation with clients for the whole range of hairdressing services ,and the diagnosis of hair and scalp conditions
- current available salon services/processes
- effects and benefits of a defined range of salon products and services
- effects of salon treatments on the physical structure of the hair
- factors likely to affect the suitability of each salon product or service to clients' needs and the effects and benefits of a variety of salon processes
- the physical structure of hair
- normal hair and scalp
- abnormal hair and scalp conditions including head lice, alopecia, alopecia areata, oily/dry hair, dandruff
- hair growth patterns
- negotiation techniques
- listening and questioning techniques:
 - verbal and non-verbal
 - communication skills
 - time allowed for various services
 - methods of collecting and recording client details
 - client record system
 - internal and external client contact and personal hygiene and department
 - Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- recognise and respond to abnormal hair and scalp conditions
- consult with client and analyse the client's characteristics/needs
- determine the physical appearance of various hair type, incorrectly treated hair and hair condition
- perform a skin/patch test procedure
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's hair, identify the client's requirements/needs, and develop and record a client analysis including hair and scalp condition, areas of the scalp/hair requiring special treatment, previous processes, hair growth pattern, client characteristics or limitations and client preferences or expressed requirements
- select a minimum of three manufacturers' ranges of appropriate products and techniques to achieve outcomes discussed and agreed with the client
- evaluate client analysis and to advise the client on times and costs for services recommended, and on future treatments, home care and complementary products
- consistently use time effectively
- apply salon policies/procedures in regard consultation with clients for the whole range of hairdressing services
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

Access to clients presenting with a range of requirements in a salon environment, including a range of hair and scalp conditions in a salon/simulated assessment area.

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with a range of client consultations involving a variety of hairdressing services. The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice and short answer questions.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1	Level 2	Level 3
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 2	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 1	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0082A: Treat hair and scalp

Competency Descriptor:

This unit deals with the skills and knowledge required to treat a range of hair and scalp conditions on clients.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Treat hair conditions	1.1 Product appropriate to condition of hair is selected. 1.2 Product is applied, processed and removed according to manufacturer's instructions. 1.3 Prescribed salon massage techniques are applied in conjunction with the treatment. 1.4 Heat acceleration is used in conjunction with treatment as required. 1.5 Client comfort and safety is ensured during process. 1.6 Client is prepared for subsequent service.
2. Treat scalp conditions	2.1 Treat scalp conditions. 2.2 Product appropriate to the condition of scalp is selected. 2.3 Products are applied, processed and removed according to manufacturers' instructions. 2.4 Massage techniques applied when indicated by scalp analysis. 2.5 Client comfort and safety is ensured during the process. 2.6 Client is prepared for subsequent service.

RANGE STATEMENT

This unit applies to all beauty salon establishments where clients are treated for hair and scalp
Conditions

- salon policies and procedures in regard to the treatment of hair and scalp conditions
- a variety of manufacturers' product ranges for use on different hair and skin types
- treatments on clients with different hair and skin types
- regular and new clients
- relevant occupational health and safety legislation and codes of practice
- state and local government health regulations
- abnormal conditions, which may include but are not exclusive to: psoriasis, seborrhoea, oily/dry dandruff, dry/oily/chemically treated hair
- varying levels of staffing, staff training and trading conditions
- these may include but not limited to clients and team members from a range of social, cultural or ethnic backgrounds and physical and mental abilities

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice in regard to the performance of hair and scalp treatments.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to consultation with clients
- diagnose of hair and scalp conditions in the appropriate context and to the level acceptable by the enterprise
- consult with clients, assess their needs and recommend appropriate products and services
- use appropriate questioning techniques to elicit information from client
- analyse hair and scalp conditions
- identify abnormal or incorrectly treated hair
- explain hair and scalp treatment services to client
- perform skin test in accordance with manufacturer's instructions
- negotiate with client on proposed course of action
- maintain accurate client records

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

CSBCOR0011A Perform Interactive workplace communication

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard consultation with clients for the whole range of hairdressing services ,and the diagnosis of hair and scalp conditions
- current available salon services/processes
- effects and benefits of a defined range of salon products and services
- effects of salon treatments on the physical structure of the hair
- factors likely to affect the suitability of each salon product or service to clients' needs and the effects and benefits of a variety of salon processes
- the physical structure of hair
- maintain normal hair and scalp
- corrective treatment
- abnormal hair and scalp conditions including, oily/dry hair, dandruff, alopecia, and alopecia areata
- hair growth patterns
- negotiation techniques
- listening and questioning techniques:
 - verbal and non-verbal
 - communication skills
 - time allowed for various services
 - methods of collecting and recording client details
 - client record system
 - internal and external client contact and personal hygiene and department
 - Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- recognise and respond to abnormal hair and scalp conditions
- consult with client and analyse the client's characteristics/needs
- determine the physical appearance of various hair type, incorrectly treated hair and hair condition
- perform a skin/patch test procedure
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's hair, identify the client's requirements/needs, and develop and record a client analysis including hair and scalp condition, areas of the scalp/hair requiring special treatment, previous processes, hair growth pattern, client characteristics or limitations and client preferences or expressed requirements
- select a minimum of three manufacturers' ranges of appropriate products and techniques to achieve outcomes discussed and agreed with the client
- evaluate client analysis and to advise the client on times and costs for services recommended, and on future treatments, home care and complementary products
- consistently use time effeciently
- apply salon polices/procedures in regard consultation with clients for the whole range of hairdressing services
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

- access to clients presenting with a range of requirements in a salon environment, including a range of hair and scalp conditions in a salon/simulated assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of hair and scalp treatment services until competency is achieved.

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0092A**Perform permanent wave and chemical straightening services**

Competency Descriptor:

This unit deals with the skills and knowledge required to perform a range of classic and current commercial permanent wave and chemical relaxation techniques using wide variety of techniques. services.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Consult and analyse hair for permanent wave and chemical relaxation services	1.1	Assessment is based on the hair and scalp condition, hair texture, density, porosity, existing chemical services, existing natural movement/curl, length.
		1.2	Desired outcome is confirmed with client and recorded.
2.	Select and use permanent wave products and techniques	2.1	Products selected and techniques used match analysis and pre-determined result.
		2.2	Products are used according to manufacturers' instructions.
		2.3	Client comfort and safety is ensured during service.
		2.4	Pre-determined curl result is achieved to the client's satisfaction with no hooked ends, breakage, rubber marks or drag.
		2.5	After service maintenance advice is offered to client.
		2.6	Permanent wave services are completed within defined salon time frames.
3.	Select and use chemical relaxation products and techniques	3.1	Relaxing products and techniques are selected and used to match analysis and pre-determined result.
		3.2	Products are used according to manufacturers' instructions.
		3.3	Client comfort and safety is ensured during service.
		3.4	Pre-determined result is achieved to client's satisfaction.
		3.5	After service maintenance advice is offered to client.

RANGE STATEMENT

This unit applies to all beauty salon establishments which provide a range of permanent wave and chemical relaxation services.

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard the performance of permanent wave and chemical relaxation services
- policies regarding levels of staffing, staff training and trading conditions
- ethical standards
- client service standards
- designated operating hours

Products and equipment may include:

- permanent wave and chemical relaxation products from various manufacturers' product ranges and appropriate to the commercially operating salon range
- winding equipment

Permanent wave and chemical relaxation techniques may include:

- winding techniques

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice in regard to the performance of hair and scalp treatments.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to the performance of permanent wave and chemical relaxation services in the appropriate context and to the level acceptable by the enterprise
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required

Critical Aspects of Evidence (Cont'd)

- use effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service
- read, accurately interpret and consistently apply manufacturers' instructions for permanent wave and chemical relaxation products and equipment/tools
- consult with the client, develop and record a client analysis and recommend a course of action/service and finished look that is compatible with the client analysis and according to agreed client requirements
- select techniques/procedures which are appropriate to the products being used, desired outcomes and pre-determined design according to manufacturers' instructions and salon procedures
- perform a range of permanent wave and chemical relaxation services, according to the range of variables, to achieve the pre-determined curl result/ outcomes (as discussed and agreed with the client)
- use time effectively and to perform services within defined commercial times
- evaluate the completed permanent wave or chemical relaxation service (confirm client satisfaction with the finished result and advise the client on maintenance requirements, home care and complementary products)

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with:

- CSBCOS0001A Prepare clients for salon services
- CSBCOS0032A Sell products and services
- CSBCOS0072A Consult with clients and diagnose hair and scalp conditions
- CSBCOS0062A Remove chemicals from hair

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the performance of permanent wave and chemical relaxation services
- current available salon services/processes and product range
- the effects on the permanent wave or chemical relaxation result, of factors such as hair and scalp condition, natural hair type, texture, porosity, density, elasticity, existing chemical services, presence of lightening agents or artificial hair colourants on hair, existing natural movement, curl and length of hair and client's hair growth patterns
- the use of various tools and techniques
- the physical structure of the hair
- effects and changes that occur in the internal hair structure during the permanent waving and relaxation processes
- effects of neutralising agents on hair
- effects of permanent wave products and relaxing chemicals on the skin and hair
- differences between the effects of permanent wave products and relaxing products on virgin, bleached or artificially coloured hair

Underpinning Knowledge and Skills (Cont'd)

Knowledge

Knowledge of:

- effects of temperature changes on process development
- preparation of the service area
- preparation of products and equipment
- manufacturers' instructions for products and equipment
- preparation of the client including gowning/wrapping, draping
- care and protection of client
- selection, processing, timing and application of a variety of permanent wave and chemical relaxation products and techniques
- selection, application and removal of permanent wave and chemical relaxation conditioning products
- factors likely to affect the suitability of each salon process to clients' needs
- the importance of correct removal of permanent wave and chemical relaxation products from the hair
- manufacturers' instructions for a defined range of salon products
- the elements and principles of design
- processing and development timings for a defined range of permanent wave and chemical relaxation products
- of the action of permanent wave and chemical relaxation products on the structure of the hair
- negotiation techniques
- listening and questioning techniques
- verbal and non-verbal communication skills
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- analyse the client's characteristics, identify the client's requirements/needs, and develop and record a pre-determined design, taking into account such as hair and scalp condition, natural hair type, texture, porosity, density, elasticity, existing chemical services, presence of lightening agents or artificial hair colourants on hair, existing natural movement, curl and length of hair and client's hair growth patterns, client characteristics/limitations and client preferences/expressed requirements
- consult with the client, develop and record a client analysis and recommend a course of action/service and finished look that is compatible with the client analysis and according to agreed client requirements
- consistently select and use tools and techniques/procedures which are appropriate to the products being used, desired outcomes and pre-determined design according to manufacturers' instructions and salon procedures
- consistently select permanent wave and chemical relaxation products which are appropriate to the desired outcomes and pre-determined design according to manufacturers' instructions and salon procedures
- apply the skill required to perform a range of permanent wave and chemical relaxation services, to achieve the pre-determined curl result/ outcomes (as discussed and agreed with the client)

Skills

The ability to: **(Cont'd)**

- evaluate the completed permanent wave or chemical relaxation service (confirm client satisfaction with the finished result and advise the client on maintenance requirements, home care and complementary products)
- correctly select, apply and process a minimum of three manufacturers' product ranges for permanent waving and chemical relaxation services
- read, accurately interpret and consistently apply manufacturers' instructions for permanent wave and chemical relaxation products and equipment/tools
- consistently prepare, apply and remove products according to manufacturers' instructions and salon procedures
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- consistently use time efficiently
- apply salon policies/procedures in regard to the performance of permanent wave and chemical relaxation services
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

Access to clients presenting with a range of requirements in a salon environment, including permanent wave and chemical relaxation services in a salon/simulated assessment area.

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business.

(4) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring permanent wave and chemical relaxation services until competency is achieved. The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 1	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

**CSBCOS0152B: Style hair**

Competency Descriptor:

This unit deals with the skills and knowledge required to perform a range of classic and current commercial hair styles and finishes using a wide variety of techniques

Competency Field: Beauty services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Consult and analyse client characteristics and recommend finished hair designs	1.1	Hair type, texture and movement is established by physical and visual examination.
		1.2	A hair style concept to complement facial features, bone structure, client requirements and occasion is pre-determined with client.
2.	Create classic and current hair design	2.1	Classic and current commercial hair styles are created for hair of all lengths using line, colour, direction, texture, shape and movement elements of design.
		2.2	Client comfort and safety is ensured during process.
		2.3	Hairstyles are completed within defined commercial times.
		2.4	Client satisfaction with finished style is confirmed.
		2.5	After care products and maintenance advised and applied.
3.	Provide a range of current commercial/classic braiding techniques	3.1	Current commercial fashion trends and classic hair designs produced using a wide variety of techniques according to the pre-determined design and client requirements.
		3.2	Partings are straight and clean with the size of sections even.
		3.3	Complete hair design to be consistent with the pre-determined current commercial / classic hair design.
		3.4	Client satisfaction is confirmed.

RANGE STATEMENT

This unit applies to all beauty salon establishments, which provide a range of hair styling services for their clients.

- Salon policies and procedures in regard to performance of a range of classic and current hairstyles and finishes
- Clients with different hair types, shapes, styles and effects
- Hair growth patterns
- Techniques may include waving, moulding, pincurling, blow drying, roller placements
- Tools may include heat diffusers, hair dryers, brushes, combs etc
- Relevant occupational health and safety legislation and codes of practice
- State and local government health regulations
- Styling aids may include setting lotions, gels, glazes, mousses, waxes and sprays from a variety of manufacturers'
- product ranges and appropriate to the salon range
- Long and short hair styles
- Defined salon times for services
- Regular and new clients
- These may include but not limited to clients and team members from a range of social, cultural or ethnic backgrounds and physical and mental abilities.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice in regard to the performance of hair and scalp treatments.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures, industry codes of practice in regard to the performance of a range of classic and commercial hairstyles and finishes.
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required.
- use effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service.
- analyse the client's characteristics, identify the client's requirements/needs, and develop and record a pre-determined design, taking into account client's features and hair characteristics:
- consult with the client, develop and record a client analysis and recommend a course of action/service and finished look that is compatible with the client analysis and according to agreed client requirements.
- apply a range of classic and current commercial hairstyles and finishes, using a combination of tools, styling aids and appropriate techniques according to the range of variables, to achieve outcomes as discussed and agreed with the client.
- use time effectively and to perform services within defined commercial times.
- evaluate the completed hair designs and confirm client satisfaction with the finished result

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- CSBCOR001A Prepare clients for salon services
- CSBCOS0032A Sell products and services
- CSBCOS0072A Consult with clients and diagnose hair and scalp conditions

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the performance of a range of classic and current commercial hairstyles and finishes
- current available salon services/processes and product range.
- the effects of hair condition, growth pattern, humidity on set hair, on hair design
- the use of various design tools, products and techniques on curl shape, wave movement, hair volume, hair texture and style
- balancing hair length and volume.
- knowledge of the elements and principles of design.
- hair growth patterns
- negotiation techniques.
- listening and questioning techniques
- verbal and non-verbal communication skills
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- consult with client, develop and record a client analysis and recommend a course of action/service and a pre-plan a hair design that is compatible with the client analysis and according to agreed client requirements
- determine the effects of hair condition, growth pattern, humidity on set hair, on hair design
- apply a range of classic and current commercial hairstyles and finishes, using a combination of tools, styling aids and appropriate techniques to achieve outcomes as discussed and agreed with the client.
- recognise and respond to abnormal hair and scalp conditions
- to evaluate the completed hair designs and confirm client satisfaction with the finished result.
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality.
- consistently use time efficiently
- apply salon policies/procedures in regard to the performance of a range of classic and current commercial hairstyles and finishes
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

**(4) Resource Implications**

The following resources should be made available:

- Access to clients presenting with a range of requirements in a salon environment, including a range of a range of classic and current commercial hairstyles and finishes
- in a salon/simulated assessment area.
- For the purpose of assessment a workplace or simulated hairdressing salon is defined as :
- One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- case study
- portfolio

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring of a range of classic and current commercial hairstyles and finishes until competency is achieved. The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.



CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skill.

ITICOR0011A: Carry out data entry and retrieval procedures

Competency Descriptor:

This unit deals with the skills and knowledge required to operate computer to enter, manipulate and retrieve data and to access information and communicate via the Internet.

Competency Field: Information Technology and Communications - Operations

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1. Initiate computer system	1.1	Equipment and work environment are correctly checked for readiness to perform scheduled tasks.
	1.2	The hardware components of the computer and their functions are correctly identified.
	1.3	Equipment is powered up correctly.
	1.4	Access codes are correctly applied.
	1.5	Appropriate software is selected or loaded from the menu.
2. Enter data	2.1	Types of data for entry correctly identified and collected.
	2.2	Input devices selected and used are appropriate for the intended operations.
	2.3	Manipulative procedures of Input device conform to established practices.
	2.4	Keyboard/mouse is operated within the designated speed and accuracy requirements.
	2.5	Computer files are correctly located or new files are created, named and saved.
	2.6	Data is accurately entered in the appropriate files using specified procedure and format.
	2.7	Data entered is validated in accordance with specified procedures.
	2.8	Anomalous results are corrected or reported in accordance with specified procedures.
	2.9	Back-up made in accordance with operating procedures.

- 3. Retrieve data
 - 3.1 The identity and source of information is established.
 - 3.2 Authority to access data is obtained where required.
 - 3.3 Files and data are correctly located and accessed.
 - 3.4 Integrity and confidentiality of data are maintained.
 - 3.5 The relevant reports or information retrieved using approved procedure.
 - 3.6 Formats to retrieved report or information conform to that required.
 - 3.7 Copy of the data is printed where required.
- 4. Amend data
 - 4.1 Source of data/information for amendment is established.
 - 4.2 Data to be amended is correctly located within the file.
 - 4.3 The correct data/Information is entered, changed or deleted using appropriate input device and approved procedures.
 - 4.4 The Integrity of data is maintained.
- 5. Use document layout and data format facilities
 - 5.1 Requirements for document are verified where necessary.
 - 5.2 The given format and layout are appropriately applied.
 - 5.3 Facilities to achieve the desired format and layout are correctly identified, accessed and used.
 - 5.4 Data manipulating facilities are used correctly.
 - 5.5 Format reflects accuracy and completeness.
- 6. Monitor the operation of equipment
 - 6.1 The system is monitored to ensure correct operation of tasks.
 - 6.2 Routine system messages are promptly and correctly dealt with.
 - 6.3 Non-routine messages are promptly referred in accordance with operating requirements.

	6.4	Error conditions within level of authority are dealt with promptly, and uncorrected errors are promptly reported.
	6.5	Output devices and materials are monitored for quality.
7. Access and transmit information via the Internet	7.1	Access to the Internet is gained in accordance with the provider's operating procedures.
	7.2	Evidence of the ability to negotiate web sites to locate and access specified information and other services is efficiently demonstrated.
	7.3	E-Mail is sent and retrieved competently.
8. Close down computer system	8.1	The correct shut down sequence is followed.
	8.2	Problem with shutting down computer is reported promptly.
	8.3	All safety and protective procedures are observed.
	8.4	The system integrity and security are preserved.
9. Maintain computer equipment	9.1	Cleaning materials and/or solutions used meet specified recommendation.
	9.2	The equipment is cleaned as directed.
	9.3	Wear and faults identified are promptly reported to the appropriate personnel.

RANGE STATEMENT

This unit applies to activities associated with essential operations linked to using and maintaining basic computer equipment.

Equipment:

- install supplied computer
- install supplied peripherals

Work environment:

- equipment
- furniture
- cabling
- power supply

Input devices:

- keyboard
- mouse
- scanner
- microphone
- camera

Software systems to include for:

- word processing
- spread sheet
- internet access

Files save on:

- network
- magnetic media
- personal PC

Data:

- textual
- numerical
- graphical

File operations:

Naming, updating, archiving, traversing field and records in database, use of search, sort, print

Maintenance:

- cleaning: enclosures, screen, input devices, output devices
- checking cables, etc

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to accurately carry out basic data entry and retrieval operations on a computer system in accordance with the performance criteria and the range listed within the range of variables statement .

(1) Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- Initiate the use on the equipment.
- Use document layout and data format facilities.
- Locate and access data.
- Use file operations.
- Manipulate input devices.
- Key-in and format reports.
- Access to the internet.

(2) Pre-requisite Relationship of Units

The pre-requisite for this unit is:

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

knowledge of:

- safety for working with and around computers
- computer hardware and software systems
- procedure for initiating and closing down computer
- the operation of the data entry management system
- methods of locating files
- organisation's standards applicable to accessing files
- files operations and their applications
- file operation in database setting
- creating, locating and saving files
- using input devices
- using data checking devices
- formatting functions of software
- layout function of software
- graphic productions and manipulation
- regard for accuracy and security of information
- functions on the internet

Skills

The ability to:

- identify computer hardware
- manipulate data input devices
- access data
- use file operations
- key-in and format reports and letters
- retrieve data
- amend data
- print data
- save data
- search and receive data from the internet
- send and receive E-Mail

(4) Resource Implications

Files saved on network, magnetic media, personal Computer

Input devices: Keyboard, mouse, other selection devices

(5) Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria .

(6) Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this

CRITICAL EMPLOYABILITY SKILLS

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Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level -	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level -	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBAR0042A: Perform face shave

Competency Descriptor:

This unit deals with the skills and knowledge required to perform face shaving on male clients.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Prepare to shave a client.	1.1 Consultation with client determined type and extent of shave required. 1.2 Client's facial area is examined for skin irregularities. 1.3 Client is appropriately prepared for service. 1.4 Client's chair is reclined in accordance with lathering, shaving requirements and comfort needs. 1.5 Selected tools matched required outcome and hair type. 1.6 Selected tools are of appropriate sharpness and are sanitized.
2. Shave client's beard	2.1 Techniques applied in the use of tools and implements are appropriate. 2.2 Where applicable, face cream is appropriately applied over area with identified irregularities before shaving. 2.3 Beard is removed in accordance with identified type and extent of shave. 2.4 Client's comfort and safety is ensured during process. 2.5 Face shave is completed within salon time-frame. 2.6 Client's satisfaction with face shave is confirmed.
3. Complete face shave service	3.1 Preparation, testing, application and removal of hot towel ensured client's safety and comfort and removal of excess face cream. 3.2 After-care products and maintenance advised and appropriately applied. 3.3 Protective clothing is removed in a manner which maintains client's comfort and cleanliness.

3.4 Tools and equipment are sanitised and stored in accordance to industry requirements.

3.5 Work area is cleaned and tidied.

RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard to face shaving
- ethical standards
- client service standards
- designated operating hours
- quality and continuous improvement processes and standards

Hair cuts may be performed on clients with different:

- hair types, shapes
- styles and effects
- hair growth patterns

Tools and equipment eg:

- disposable blade razors
- flat razor

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations.
- Local health regulations.
- OHS and hygiene requirements.
- First Aid regulations/requirements.

Clients may include:

- people from a range of cultural backgrounds and physical and mental abilities
- regular and new clients

Techniques may include:

- various razor and techniques
- tweezer (pointed)

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice in regard to the performance of a range of classic and current commercial hair cutting, beard designing and finishes using a wide variety of techniques.

(1) Critical Aspects of Evidence

- evidence should include a demonstrated ability to efficiently and consistently apply salon policies and procedures and industry codes of practice in regard to the performance of face shaving in the appropriate context and to the level acceptable by the enterprise
- ability to consistently use effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service
- ability to analyse the client's face, identify the client's requirements/needs, and develop a client analysis including - condition of skin, areas of the skin requiring special treatment, skin disorders, hair growth patterns, client characteristics/limitations, client preferences/expressed requirements
- ability to consistently select and apply appropriate gown/wrap and towel/s for face shaving services
- ability and skill in preparing the skin for a face shaving service
- knowledge and skill in the application of shaving strokes to ensure a smooth result, without discomfort to skin, according to client requirements and salon procedures
- ability to evaluate the completed face shaving service and confirm client satisfaction with the finished result
- ability to advise the client on a variety of home care and complementary products

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- CSBCOS0001A Prepare clients for salon services
- CSBCOS0072A Consult with clients and diagnose hair and scalp conditions

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the face shaving
- relevant Occupational Health and Safety issues, including the following:
 - infection control procedures
 - safe handling and disposal of sharps instrument/tools contingency strategies for blood and body fluid contact
 - physical structure of hair
 - various hair types
 - hair growth patterns
 - skin type
- salon services, product range and procedures including:
 - preparation of the service area
 - preparation of products and equipment
 - manufacturers' instructions for products and equipment
 - preparation of the client including gowning/wrapping
 - care and protection of client
 - selection, application and removal of products
 - post face-shaving procedures including application/removal of hot towels, facial massage and after shave/astringent

Knowledge

Knowledge of: (Cont'd)

- in the application and removal of towels to soften the beard and application of lather according to salon procedures
- in the application of shaving strokes including:
 - leading with the point
 - forehand and backhand strokes
 - negotiation techniques
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - internal and external client contact and personal hygiene and deportment
 - Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- identify the client's service requirements
- recognise and respond to abnormal skin conditions
- ability to determine the physical appearance of:
 - various hair types
 - hair growth patterns
- read, accurately interpret and consistently
- products and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service
- analyse the client's face, identify the client's requirements/needs,
- develop a client analysis including:
 - condition of skin, areas of the skin requiring special treatment, skin disorders, hair growth patterns, client characteristics/limitations, client preferences/expressed requirements
- apply manufacturers' instructions for
- consistently select and apply appropriate gown/wrap and towel/s for face shaving services
- preparing the skin for a face shaving service
- apply shaving strokes to ensure a smooth result, without discomfort to skin, according to client requirements and salon procedures
- consistently use time effectively and to control product waste
- evaluate the completed face shaving service and confirm client satisfaction with the finished result
- advise the client on a variety of home care and complementary products
- apply salon policies/procedures in regard to face shaving
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

- access to clients presenting with a range of requirements for face shaving in a salon/simulated assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of face shaving services until competency is achieved. The underpinning knowledge may be assessed off-the-job with the use of written or verbal short answer items.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1	Level 2	Level 3
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 2	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

BSBSBM0012A: Craft personal entrepreneurial strategy

Competency Descriptor:

This unit deals with the skills and knowledge required to craft an entrepreneurial strategy that fits with the attitudes, behaviours, management competencies and experience necessary for entrepreneurs to meet the requirements and demands of a specific opportunity.

Competency Field: Small Business Operations

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1. Demonstrate knowledge of the nature of entrepreneurship	1.1	Concepts associated with entrepreneurship are clearly defined.
	1.2	Factors which influence entrepreneurship in and outside of Jamaica are correctly identified and explained.
	1.3	The importance of entrepreneurship to economic development and employment is explained clearly.
	1.4	The findings of research conducted on entrepreneurial ventures and successes in the Caribbean region are clearly presented in an appropriate format.
	1.5	Differences between wage employment and entrepreneurial ventures are correctly stated.
2. Identify and assess entrepreneurial characteristics	2.1	Relevant research is carried out and required entrepreneurial characteristics identified.
	2.2	Entrepreneurial characteristics identified are assessed and ranked.
	2.3	An understanding of the process and discipline that enable an individual to evaluate and shape choices and to initiate effective action is correctly demonstrated.
	2.4	Factors that will help an entrepreneur to manage the risk and uncertainties of the future, while maintaining a future orientated frame of mind, are identified.

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|----|-----------------------------------|-----|---|
| 3. | Develop self-assessment profile | 3.1 | Self-assessment tools/methods to identify personal entrepreneurial potential are identified and properly used. |
| | | 3.2 | The ability to apply creativity, problem-solving techniques and principles to solve business related problems are demonstrated. |
| | | 3.3 | Feedback from others for the purpose of becoming aware of blind spots and for reinforcing or changing existing perceptions of strengths/ weaknesses is appropriately obtained. |
| 4. | Craft an entrepreneurial strategy | 4.1 | A profile of the past that includes accomplishments and preferences in terms of life and work styles, coupled with a look into the future and an identification of what one would like to do is developed. |
| | | 4.2 | Commitment, determination and perseverance; orientation towards goals; taking initiative and accepting personal responsibility; recognizing management competencies and identifying areas for development are determined. |
| | | 4.3 | Written guidelines to obtain feedback that is solicited, honest, straightforward, and helpful but not all positive or negative are developed to facilitate reviews. |
| | | 4.4 | Framework and process for setting goals which demand time, self-discipline, commitment, dedication and practice are developed. |
| | | 4.5 | Goals established are specific and concrete, measurable, relate to time, realistic and attainable. |
| | | 4.6 | Priorities, including identifying conflicts and trade-offs and how these may be resolved are established. |
| | | 4.7 | Potential problems, obstacles and risks in meeting goals are identified. |
| | | 4.8 | Specified action steps that are to be performed in order to accomplish goals are identified. |
| | | 4.9 | The method by which results will be measured is indicated. |

- 4.10 Milestones for reviewing progress and tying these to specific dates on a calendar are established.
- 4.11 Sources of help to obtain resources are identified.
- 4.12 Evidence of the ability to review process and periodically revise goals is demonstrated.

RANGE STATEMENT

At this stage of the entrepreneurial process the entrepreneur must be able to conduct a self-assessment profile, examine the frame work for self assessment, develop a personal entrepreneurial strategy, identify data to be collected in the self-assessment process and learn about receiving feedback and setting goals.

Concepts associated to include:

- risk
- entrepreneurship
- macro-screening
- micro-screening
- competition
- wage employment

Influencing factors to include:

- market conditions
- markets – demand/supply
- global trends
- level of economic activities
- funding
- economic stability
- social stability
- resources availability

The entrepreneur must be able to:

- understand the extreme complexity in predicting or aligning him/herself to specific careers in an environment of constant change
- determine the kind of entrepreneur he or she wants to become based on attitudes, behaviours, competencies, experience and how these fit with the requirements and demands for a specific opportunity
- evaluate thoroughly his or her attraction to entrepreneurship
- effectively develop personal plan
- utilize available information that will enhance his or her ability to achieve success

The entrepreneur may encounter setbacks if the planning process is not effectively pursued.

Pitfalls may include:

- proceeding without effective planning which may result in commitment to uncertainty
- commitment to a premature path with the desirability of flexibility can lead to disaster
- personal plans fail for the same reasons as business plans including frustration if the plan appears not to be working immediately and the challenges of changing behaviour from an activity-oriented routine to one that is goal oriented
- developing plans that fail to anticipate obstacles, and those that lack progress milestones and reviews

EVIDENCE GUIDE

Competency is to be demonstrated when the entrepreneur is able to undertake a personal entrepreneurial assessment exercise to determine if he or she possesses the necessary credentials to be a successful entrepreneur. This stage of the entrepreneurial process is critical since experience has shown that the founder is one of the deciding forces if the venture is to succeed and prosper.

(1) Critical Aspects of Evidence

The entrepreneur will be assessed by his/her action in developing an orchestrated plan in order to effectively pursue the business concept.

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- personal entrepreneurial profile systems
- effective management systems: marketing, operations/productions, finance, administration, law
- how to measure feedback
- the method of developing a personal plan and a business plan
- understanding the difference between entrepreneurial culture and management culture

Skills

The ability to:

- determine barriers to entrepreneurship
- minimize exposure to risk
- exploit any available resource pool
- tailor reward systems to meet a particular situation
- effectively plan and execute activities
- use computer technology to undertake assessments

(4) Resource Implications

The following resources should be made available:

Personal computer with access to the internet and appropriate software that will enable one to conduct the necessary analysis using the internet

(5) Method of Assessment

A useful method of assessment is to determine if the venture can stand up to the test of critical evaluation.

(6) Context of Assessment

This stage of the entrepreneurial process is assessed when comparisons are made between actual outcomes and plans/projections.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1	Level 2	Level 3
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0122B Design and apply hair extensions

Competency Descriptor: This unit encompasses those competencies required to select hair type, prepare materials and design and apply hair extensions.

Competency Field: Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Consult with client	1.1	Clients' needs and expectations are determined by use of questions and discussions.
		1.2	Client comfort is ensured throughout the service.
		1.3	Hairstyle concept to complement facial features, bone structure and natural hair is designed according to client requirements.
		1.4	Cost, application technique, maintenance requirements, and features and benefits of the service are identified and clearly explained to the client.
2.	Analyse and select hair	2.1	Human hair types correctly identified including: European, Asian, and Euro-Asian.
		2.2	Synthetic hair (monofibres) types correctly identified.
		2.3	Hair type is accurately identified and selected including: Human, Monofibre, Texture, Colour, Strand size according to client requirements and pre-determined design.
3.	Prepare hair	3.1	Client's hair is clean, dry and free of all styling aids.
		3.2	Client's hair is cut as required to suit pre-determined design.
		3.3	Client's hair is sectioned according to pre-determined design.
4.	Apply extension	4.1	Extensions to be applied according to client requirements, pre-determined design and salon procedures.
		4.2	Strand sizes are appropriate for the pre-determined design.
		4.3	Section sizes are appropriate for strand size chosen.
		4.4	Strands to be applied and securely sealed according to pre-determined design.

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|----|----------------------|-----|--|
| 5. | Complete hair design | 5.1 | Hair design is completed using cutting and finishing techniques according to client requirements and the pre-determined design. |
| | | 5.2 | Client's satisfaction with finished design is confirmed by questioning and discussion. |
| | | 5.3 | Maintenance procedures including: <ul style="list-style-type: none"> • brushing procedure • equipment required • cleansing • hair care |

RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's policies and procedures in regard to:

- design and application of hair extensions
- hair shapes, styles and effects
- defined salon times for services ethical standards
- client service standards
- designated operating hours
- Availability of hair types and cost
- Price and material range.
- Long and short hair
- Human, animal or synthetic hair
- Classic and current hair fashion looks

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients
- Privacy and confidentiality agreements between the parties concerned
- Modification for different client needs and types including men, women and children

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements
- Insurance against mal practice

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply broad complex knowledge and consistent application of policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to the design and application of hair extensions
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- consistently use effective questioning and active listening techniques to sympathetically consult and negotiate with clients, identify clients' requirements/needs,
- maintain confidentiality, and to ensure client comfort and safety throughout the service where applicable
- identify hair designs incorporating the application of hair extensions, analyse the client's characteristics and requirements/needs, and develop and record a pre-determined design, incorporating classic and current fashion looks
- consult with the client, maintain privacy as required and develop, record and recommend a course of action/service according to agreed client requirements
- read, accurately interpret and consistently apply manufacturers' instructions for materials, products and tools, where applicable
- consistently select and prepare hair/fibre according to salon procedures
- determine and quote cost of services according to salon policy
- evaluate the completed application of hair extensions and confirm client satisfaction with the finished result
- apply a range of applications for hair extensions using a combination of tools, materials and styling aids to achieve outcomes consistent with the predetermined design, as discussed and agreed with the client
- consistently use time effectively and to control product waste
- evaluate the completed wig/hairpiece and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- CSBCOS0032A Maintain wigs and hair pieces
- CSBCOS0152A Perform hair styling services

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to the selection of hair type, preparation of materials
- salon policies and procedures and industry codes of practice in regard to the design and application of hair extensions
- relevant national, state and local Health and Hygiene requirements/regulations and of salon policies and procedures in regard to hygiene
- safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- effects of the following factors on the design and hair extension:
 - natural hair type, quality, texture
 - hair growth patterns, fall and movement
 - hair characteristics including elasticity, diameter, hair length
 - facial shapes and features, bone structure, body shape
 - client characteristics/limitations
 - client preferences/expressed requirements/occasion
- the elements and principles of design
- wig making procedures including, hackling ,root turning, hair colouring and curling, hair blending for texture, matching client's hair type
- range of head blocks and their suitability for attaching wigs and hairpieces
- a range of attachment tools and tools of trade for making wigs and hairpieces
- a range of measuring/fitting requirements/procedures for wigs and hairpieces
- different fibres used in wigs and hairpieces including: human hair, European, Euro-Asian, Asian, synthetic, animal
- the following techniques and skills in relation to client consultation including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
 - selling skills
- internal and external client contact, personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to the selection of hair type, preparation of materials and making of wigs and hairpieces
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- ability to consult with the client, maintain client privacy as required, develop and record a client analysis based on the client's characteristics/needs, recommend a course of action/service, and pre-plan a wig/hairpiece design
- apply wig making procedures including, hackling ,root turning, hair colouring and curling, hair blending for texture, matching client's hair type
- determine the effects on the wig/hairpiece design of factors including:
 - selection of hair type, preparation of materials
 - design and structure of wigs, hairpieces and postiche
 - hair fibres, hair types and bases
 - head blocks and tools
 - facial shapes and features, bone structure, body shape
 - client characteristics/limitations
 - client preferences/expressed requirements/occasion
- the use of various design tools and techniques on curl shape, wave movement, hair volume
- balancing hair length and volume
- consistently use effective questioning and active listening techniques to sympathetically consult and negotiate with clients, identify clients' requirements/needs, maintain confidentiality, and to ensure client comfort and safety throughout the service where applicable
- identify procedures for making wigs and hairpieces, analyse the client's characteristics and requirements/needs and taking into account factors including:
 - design and structure of wigs, hairpieces and postiche
 - hair fibres, hair types and bases
 - head blocks and tools
 - preparation of hair
 - hair blending
 - hair colouring and curling
 - client measurements and fitting
 - ventilating procedures
- read, accurately interpret and consistently apply manufacturers' instructions for materials, products and tools, where applicable
- consistently select and prepare hair/fibre according to salon procedures
- apply a range of wig making procedures, cutting and styling techniques using a combination of tools, styling aids and appropriate combinations of techniques, to achieve outcomes consistent with the predetermined design, as discussed and agreed with the client

Skills

The ability to: **(Cont'd)**

- integrate and apply a range of wig making techniques suitable for photographic, theatre, film, television, special effects and prosthesis application
- consistently use time effectively and to control product waste
- evaluate the completed wig/hairpiece and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products
- apply the following techniques and skills in relation to client consultation including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
 - selling skills

(4) Resource Implications

The following resources should be made available:

Access to clients presenting with a range of requirements in a salon/simulated salon assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- portfolio

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of specialist hair styling services.

Evidence collected should encompass a range of procedures in regard to making wigs and hairpieces.

Integrated assessment should be considered where practicable. It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs.

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer, portfolio or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 2	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 3	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 2	
Solve problems	Level 2	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0132A: Maintain wigs and hair pieces

Competency Descriptor: This unit describes those competencies required to carry out normal cleaning and maintenance of wigs and hairpieces.

Competency Field: Beauty Services

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1.	Select and use cleaning products	1.1	Stitching, knotting and fibre type identified by visual and physical examination.
		1.2	Client is consulted and a pre-determined outcome is mutually agreed.
		1.3	Products selected are suitable for hand tied, human hair and synthetic type.
		1.4	Manufacturer's instructions are followed in regard to use of product.
		1.5	Cleaning technique is suitable for hand tied, human hair and synthetic type.
2.	Cut and style wigs and hair pieces	2.1	Wigs/hairpieces attached to head blocks for servicing.
		2.2	Follow correct procedures for removal of wig from block for cleaning services.
		2.3	Wigs/hairpieces applied securely to human heads.
		2.4	Cutting/styling result is matched to client's requirements.

RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard to the cleaning and maintenance of wigs and hairpieces
- defined salon times for services ethical standards
- client service standards
- designated operating hours

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements
- Insurance against mal practice

Hairpieces may include:

- full head wigs
- toupees
- wiglets
- Long and short hair
- Classic and current hair fashion looks

Hair types may include:

- human, animal or synthetic
- Hair shapes
- styles and effects

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients

Modification for different client needs and types including:

- men
- women and children

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply broad complex knowledge and consistent application of policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to the cleaning and maintenance of wigs and hairpieces
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- ability to consistently use effective questioning and active listening techniques to sympathetically consult and negotiate with clients, identify clients' requirements/needs, maintain confidentiality, and to ensure client comfort and safety throughout the service where applicable
- ability to identify cleaning and maintenance procedures for wigs and hairpieces
- analyse the client's characteristics and requirements/needs, according to the range of variables
- ability to consult with the client, maintain privacy as required and develop, record and recommend a course of action/service according to agreed client requirements
- ability to read, accurately interpret and consistently apply manufacturers' instructions for materials, products and tools, where applicable
- ability to consistently select, prepare, apply and remove products according to stitching/knotting and fibre type, manufacturers' instructions and salon procedures.
- ability to integrate and apply a range of wig and hairpiece maintenance procedures/techniques suitable for photographic, theatre, film, television, special effects and prosthesis applications

Critical Aspects of Evidence (Cont'd)

- ability and skill in the application of a range of cleaning and maintenance procedures, cutting and styling techniques using a combination of tools, styling aids and appropriate combinations of techniques, to achieve outcomes consistent with the predetermined design, as discussed and agreed with the client
- ability and skill to consistently use time effectively and to control product waste
- ability to evaluate the completed cleaning and maintenance procedure and confirm client satisfaction with the finished result
- ability to advise the client on a variety of maintenance techniques, home care and complementary products
- ability to advise the client on a variety of maintenance techniques, home care and complementary products

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- CSBCOS0202A Perform hair styling services

(3) Underpinning Knowledge and Skills

Knowledge

Knowledge of:

- salon policies and procedures in regard in regard to the cleaning and maintenance of wigs and hairpieces
- current available salon services/processes and product range
- effects on the cleaning and maintenance procedure of factors including
- selection of hair type, preparation of materials
- design and structure of wigs, hairpieces and postiche
- hair fibres, hair types and bases
- head blocks and tools
- facial shapes and features, bone structure, body shape
- client characteristics/limitations
- client preferences/expressed requirements/occasion
- the use of various design tools and techniques on curl shape, wave movement, hair volume
- balancing hair length and volume
- the elements and principles of design
- a range of head blocks and their suitability for attaching wigs and hairpieces
- a range of attachment tools and tools of trade for cleaning and maintaining wigs and hairpieces
- a range of repair requirements/procedures for wigs and hairpieces
- different fibres used in wigs and hairpieces and their reaction to cleaning and styling agents and processes

Knowledge

Knowledge of: **(Cont'd)**

- the following techniques and skills in relation to client consultation including:
- listening and questioning techniques
- verbal and non-verbal communication skills
- negotiation techniques
- selling skills
- internal and external client contact, personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to the cleaning and maintenance of wigs and hairpieces
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- to consult with the client, maintain privacy as required and develop, record and recommend a course of action/service according to agreed client requirements
- to identify cleaning and maintenance procedures for wigs and hairpieces, analyse the client's characteristics and requirements/needs, according to the range of variables and taking into account factors including:
 - design and structure of wigs, hairpieces and postiche
 - hair fibres, hair types and bases
 - head blocks and tools
- determine the effects on the cleaning and maintenance procedure of factors including:
 - selection of hair type, preparation of materials
 - design and structure of wigs, hairpieces and postiche
 - hair fibres, hair types and bases
 - head blocks and tools
- facial shapes and features, bone structure, body shape
- client characteristics/limitations
- client preferences/expressed requirements/occasion
- the use of various design tools and techniques on curl shape, wave movement, hair volume
- balancing hair length and volume
- consistently use effective questioning and active listening techniques to sympathetically consult and negotiate with clients, identify clients' requirements/needs, maintain confidentiality, and to ensure client comfort and safety throughout the service where applicable
- read, accurately interpret and consistently apply manufacturers' instructions for materials, products and tools, where applicable
- consistently select, prepare, apply and remove products according to stitching/knotting and fibre type, manufacturers' instructions and salon procedures
- integrate and apply a range of wig and hairpiece maintenance procedures/techniques suitable for photographic, theatre, film, television, special effects and prosthesis applications
- apply a range of cleaning and maintenance procedures, cutting and styling techniques using a combination of tools, styling aids and appropriate combinations of techniques, to achieve outcomes consistent with the predetermined design, as discussed and agreed with the client

Skills

The ability to: **(Cont'd)**

- consistently use time effectively and to control product waste
- evaluate the completed cleaning and maintenance procedure and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products
- apply the following techniques and skills in relation to client consultation including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
 - selling skills

(4) Resource Implications

The following resources should be made available:

- access to clients presenting with a range of requirements in a salon/simulated salon assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of cleaning and maintenance procedures for wigs and hairpieces.

Evidence collected should encompass a range of cleaning and maintenance procedures for wigs and hairpieces.

Integrated assessment should be considered where practicable. It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs.

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer, portfolio or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
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Collecting, analysing and organising ideas and information	Level 2	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 3	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 2	
Solve problems	Level 2	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0003A: Make wigs

Competency Descriptor:

This unit encompasses those competencies required to select hair type, preparation of materials for the making of hairpieces and full wigs and provide client services in a secure, safe, hygienic and confidential manner.

Competency Field:

Beauty

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Analyse and select hair	1.1	Clients' needs and expectations are determined by use of questions and discussions.
		1.2	Human hair is correctly identified.
		1.3	Animal or synthetic hair types are correctly identified.
		1.4	Hair colours are identified and selected according to client requirements.
		1.5	Contra-indications for completed hair types/procedures are correctly identified.
2.	Prepare hair	2.1	Procedures for the preparation of hair are accurately identified.
		2.2	Mixing of hair is demonstrated according to salon procedures.
		2.3	Hair attachment procedure is identified and demonstrated according to natural hair growth pattern, hair base to hair end.
3.	Colour hair	3.1	Contraindications of colouring, bleaching or tinting various hair types are correctly identified prior to use in wig making.
		3.2	Colour, bleaching or tinting products and procedures are selected according to the required outcome.
4.	Perform process curl on a variety of hair types	4.1	Contra-indications for curling various hair types are correctly identified prior to use in wig making.
		4.2	Procedures and methods are determined and selected according to the required outcome.

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| 5. | Perform hair blending for texture | 5.1 | Various types of hair are analysed and selected to achieve body, support and suppleness. |
| | | 5.2 | Blending of coarse, medium and fine hair are correctly identified. |
| | | 5.3 | Outcomes of human hair type blending are determined according to client requirements. |
| | | 5.4 | Outcomes of mixtures and proportions of human, animal and synthetic hair types are determined according to client requirements. |
| | | 5.5 | Blending of hair is determined to give texture, colour and curl. |
| | | 5.6 | Hair type is matched to the client's hair to reproduce a colour match and/or wave or curl according to client requirements. |
| 6. | Make wigs, hair pieces and postiche | 6.1 | Appropriate measurements for base of wig selected according to client requirements |
| | | 6.2 | Measurements accurately transferred to head block. |
| | | 6.3 | Materials selected for base and other parts of the wig determined according to client requirements. |
| | | 6.4 | Procedure for placing hair on base selected according to salon procedures |
| | | 6.5 | Selected tools according to salon procedures |
| | | 6.6 | Selected ventairlating procedures according to salon procedures |
| | | 6.7 | Wig is made according to client requirements and salon procedures |
| | | 6.8 | Hair pieces are accurately identified |
| | | 6.9 | Hair piece/postiche are made according to client requirements |
| 7. | Fit wigs or hair pieces | 7.1 | Client is prepared and fitted according to salon procedures. |
| | | 7.2 | Client needs and expectations are met. |
| | | 7.3 | Client satisfaction with the completed wig or hairpiece is confirmed by questioning. |

RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard to the selection of hair type, preparation of materials and making of wigs and hairpieces
- hair shapes, styles and effects
- defined salon times for services ethical standards
- client service standards
- designated operating hours

Materials for base and other parts of the wig include:

- galloon, tulle
- net (caul)
- springs
- weft

Hair types may include:

- human, animal or synthetic
- hair shapes, styles and effects
- availability of hair types and cost
- price and material range
- privacy and confidentiality agreements between the parties concerned

Tools of trade include:

- wefting frame
- crochet hook

Hair pieces include:

- frangia, long or short
- switch, one stem/two stem/three stem
- button
- postiche, square, round, heart or fantasy shape
- wiglet, variety of base shapes

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations.
- Local health regulations.
- OHS and hygiene requirements.
- First Aid regulations/requirements.
- Insurance against mal practice

Measurements include:

- circumference from head to nape
- ear to ear over top of head
- front hairline to centre of forehead
- ear to ear over the occipital area

Hairpieces may include:

- full head wigs
- toupees
- wiglets
- long and short hair
- classic and current hair fashion looks

Procedure for placing hair on base include:

- ventairlating
- weft

Ventairlating procedures include:

- single
- double
- triple
- English

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new client
- Modification for different client needs and types including men, women and children

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply broad complex knowledge and consistent application of policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to the selection of hair type, preparation of materials and making of wigs and hairpieces
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- ability to consistently use effective questioning and active listening techniques to sympathetically consult and negotiate with clients, identify clients' requirements/needs, maintain confidentiality, and to ensure client comfort and safety throughout the service where applicable
- ability to identify procedures for making wigs and hairpieces, analyse the client's characteristics and requirements/needs and taking into account factors including:
- ability to consult with the client, maintains privacy as required and develops, record and recommends a course of action/service according to agreed client requirements
- ability to read, accurately interpret and consistently apply manufacturers' instructions for materials, products and tools, where applicable
- ability to consistently select and prepare hair/fibre according to salon procedures
- ability and skill in the application of a range of wig making procedures, cutting and styling techniques using a combination of tools, styling aids and appropriate combinations of techniques, to achieve outcomes consistent with the predetermined design, as discussed and agreed with the client
- ability to integrate and apply a range of wig making techniques suitable for photographic, theatre, film, television, special effects and prothesis application
- ability and skill to consistently use time effectively and to control product waste
- ability to evaluate the completed wig/hairpiece and confirm client satisfaction with the finished result
- ability to advise the client on a variety of maintenance techniques, home care and complementary products

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

CSBCOS0132A	Maintain wigs and hair pieces
CSBCOS0152A	Perform hair styling services

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to the selection of hair type, preparation of materials and making of wigs and hair pieces contractual policies and procedures in regard to the performance of a wide range of specialist, classic competition or long hair design services
- current available salon services/processes and product range. the elements and principles of design
- effects on the wig/hairpiece design of factors including:
 - selection of hair type, preparation of materials
 - design and structure of wigs, hairpieces and postiche
 - hair fibres, hair types and bases
 - head blocks and tools
 - facial shapes and features, bone structure, body shape
 - client characteristics/limitations
 - client preferences/expressed requirements/occasion
 - the use of various design tools and techniques on curl shape, wave movement, hair volume
 - balancing hair length and volume
- the elements and principles of design
- wig making procedures including, hackling ,root turning, hair colouring and curling, hair blending for texture, matching client's hair type
- range of head blocks and their suitability for attaching wigs and hairpieces
- a range of attachment tools and tools of trade for making wigs and hairpieces
- a range of measuring/fitting requirements/procedures for wigs and hairpieces
- different fibres used in wigs and hairpieces including: human hair, European, Euro-Asian, Asian, synthetic, animal
- the following techniques and skills in relation to client consultation including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
 - selling skills
- internal and external client contact, personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Underpinning Knowledge and Skills (Cont'd)

Skills

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to the selection of hair type, preparation of materials and making of wigs and hairpieces
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- ability to consult with the client, maintain client privacy as required, develop and record a client analysis based on the client's characteristics/needs, recommend a course of action/service, and pre-plan a wig/hairpiece design
- apply wig making procedures including, hackling ,root turning, hair colouring and curling, hair blending for texture, matching client's hair type
- determine the effects on the wig/hairpiece design of factors including:
 - selection of hair type, preparation of materials
 - design and structure of wigs, hairpieces and postiche
 - hair fibres, hair types and bases
 - head blocks and tools
 - facial shapes and features, bone structure, body shape
 - client characteristics/limitations
 - client preferences/expressed requirements/occasion
 - the use of various design tools and techniques on curl shape, wave movement, hair volume
 - balancing hair length and volume
- consistently use effective questioning and active listening techniques to sympathetically consult and negotiate with clients, identify clients' requirements/needs, maintain confidentiality, and to ensure client comfort and safety throughout the service where applicable
- identify procedures for making wigs and hairpieces, analyse the client's characteristics and requirements/needs and taking into account factors including:
 - design and structure of wigs, hairpieces and postiche
 - hair fibres, hair types and bases
 - head blocks and tools
 - preparation of hair
 - hair blending
 - hair colouring and curling
 - client measurements and fitting
 - ventairlating procedures
- read, accurately interpret and consistently apply manufacturers' instructions for materials, products and tools, where applicable
- consistently select and prepare hair/fibre according to salon procedures
- apply a range of wig making procedures, cutting and styling techniques using a combination of tools, styling aids and appropriate combinations of techniques, to achieve outcomes consistent with the predetermined design, as discussed and agreed with the client
- integrate and apply a range of wig making techniques suitable for photographic, theatre, film, television, special effects and prosthesis application
- consistently use time effectively and to control product waste

Skills

The ability to: (Cont'd)

- evaluate the completed wig/hairpiece and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products
- apply the following techniques and skills in relation to client consultation including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
 - selling skills

(4) Resource Implications

The following resources should be made available:

- access to clients presenting with a range of requirements in a salon/simulated salon assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- portfolio

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated

Workplace environment dealing with clients requiring a range of specialist hair styling services
Evidence collected should encompass a range of procedures in regard to making wigs and hairpieces.

Integrated assessment should be considered where practicable. It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs.

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer, portfolio or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 2	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 3	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 2	
Solve problems	Level 2	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0013A: Perform permanent hair colour services

Competency Descriptor:

This unit deals with the skills and knowledge required to perform a range of permanent hair colour services on clients. Services incorporate a combination of techniques to produce a current commercial fashion result.

Competency Field: Beauty Services

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1.	Consult and analyse for colour and lightening services	1.1	Assessment is based on the characteristics of % white, level of existing colour, texture, porosity, density, elasticity, existing chemical services and time span between services.
		1.2	Presence and effects of the following on hair structure and scalp identified, lightening agents, temporary colour, semi permanent colour and metallic based dyes.
		1.3	A colour result to complement skin tone and features is pre-determined with the client.
2.	Select and use hair colouring and lightening products	2.1	Product knowledge is developed and applied in the selection of colouring and lightening products according to the principles of the colour wheel.
		2.2	Products are mixed and removed according to manufacturers' instructions.
		2.3	Techniques are selected and applied appropriate to the products being used and client requirements.
		2.4	Client comfort and safety is ensured during processes.
		2.5	Hair colouring services are completed within defined commercial times.
		2.6	Client satisfaction with colour result is confirmed and recorded.
		2.7	Informed clients on after care products and maintenance.
3	Rectify colour problems	3.1	Colour problems are assessed and a course of action is planned.
		3.2	Planned process is discussed and confirmed with client.
		3.3	Colour correction is achieved using relevant techniques in line with manufacturer's specifications.

RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard to the performance of temporary, semi-permanent and permanent colour and lightening services
- ethical standards
- client service standards
- designated operating hours

Legislation, codes and national standards relevant to the workplace may include:

- National Association of Hair Dressers and Cosmetologists codes of regulation (NAHC).
- OHS and hygiene requirements.
- First Aid regulations/requirements.

Hair colouring may be performed on clients:

- with different hair textures, colour, styles and effects and hair growth patterns
- with a variety of colour and lightening problems
- with virgin hair or a range of pre-existing hair colouring products on the hair
- requiring full head and partial head colours
- requiring current commercial and classic effects

Colour correction techniques may include:

- pre-softening
- pre-pigmentation
- colour lightening
- colour fillers in line with manufacturers' specifications

Products may include:

- Temporary and semi-permanent colour and lightening products from various manufacturers' product ranges and appropriate to the commercially operating salon range

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice in regard to the performance of a range of hair colour services on clients incorporating a combination of techniques to produce current commercial fashion result.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to the performance of a range of hair colour services on clients
- incorporate a combination of techniques to produce current commercial fashion result in the appropriate context and to the level acceptable by the enterprise
- knowledge and consistent application of safe work practices in regard to the provision of services, and safe use of product to Occupational Health and Safety regulations/requirements

Critical Aspects of Evidence (Cont'd)

- ability to consistently use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure clients' comfort and safety throughout the service
- apply and develop new criteria and techniques
- to be innovative and resourceful in the use of colour application tools

Note: Hair colouring products, tools and techniques must not be limited. Creativity and imagination is expected to be used at all times and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- CSBCOS0001A Prepare clients for salon services
- CSBCOS0062A Remove chemicals from hair
- CSBCOS0032A Sell products and services
- CSBCOS0102A Perform semi-permanent hair colour services

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the performance of a range of temporary, semi-permanent and permanent colour and lightening services
- current available salon services, procedures and product range including:
 - preparation of the service area
 - preparation of products and equipment
 - manufacturers' instructions for products and equipment
 - preparation of the client including gowning/draping
 - care and protection of client
 - selection, processing, timing and application of a variety of temporary, semi-permanent permanent colour and lightening products
 - selection, application and removal of colour and lightening conditioning products
- the factors likely to affect the suitability of each salon process to clients' needs
- effects on the hair colour on hair condition, hair growth patterns
- the use of various tools and techniques to produce a range of hair colouring and lightening effects
- the importance of correct removal of colour from the hair
- the colour wheel and it's importance in the selection of hair colouring and lightening products
- manufacturers colour chart systems.the elements and principles of design.
- the effects of hydrogen peroxide on the hair and hair colour
- the effects of colour/lightening products onto hair and skin

Skills

The ability to:

- consistently use effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service
- read, accurately interpret and consistently apply manufacturers' instructions for temporary, semi-permanent and permanent colour and lightening products
- consistently select, prepare, apply and remove products according to manufacturers' instructions and salon procedures
- achieve outcomes as discussed and agreed with the client
- analyse the client's characteristics, identify the client's requirements/needs, and develop and record a pre-determined design, taking into account factors including:
 - natural hair , texture, porosity, density, elasticity
 - percentage of white hair
 - level and type of existing colour
 - existing chemical services
 - presence of lightening agents or artificial hair colourants on hair
 - length of hair
 - client's skin tone, facial features, hair growth patterns, and characteristics or limitations
 - client preferences/expressed requirements/occasion/
- perform and analyse the outcomes of skin tests
- consult with the client, develop and record a client analysis and recommend a course of action/service and finished look that is compatible with the client analysis and according to agreed client requirements

Underpinning Knowledge and Skills (Cont'd)Knowledge

Knowledge of:

- the effects of metallic-based products on the hair
- processing and development timings for a defined salon colour and lightening product range(s)
- the action and durability of temporary, semi-permanent and permanent colours and lightening on the structure of the hair
- negotiation techniques
- listening and questioning techniques
- verbal and non-verbal communication skills
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- consistently select techniques and apply procedures which are appropriate to the products being used, desired outcomes and pre-determined design according to manufacturers' instructions, salon procedures and client requirements
- consistently select colouring and lightening products which are appropriate to the desired outcomes and pre-determined design according to manufacturers' instructions and salon procedures
- analyse and assess a range of colour correction problems and planning a pre-determined course of action to achieve outcomes as discussed and agreed with the client
- consistently use time effectively and to perform services within defined commercial times
- evaluate the completed hair colour and/or lightening and confirm client satisfaction with the finished result
- correctly select, apply, and process various manufacturers' product ranges in temporary, semi-permanent and colour correction services
- consistently use time efficiently
- apply salon policies/procedures in regard to the performance of a range of hair colour services on clients
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

- access to clients presenting with a range of requirements for hair colour services incorporating a combination of techniques to produce current commercial fashion result in a salon/simulated assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(4) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of hair colour services incorporating a combination of techniques to produce current commercial fashion result until competency is achieved.

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 3
Communicating ideas and information	Level 3
Planning and organising activities	Level 3
Working with others and in teams	Level 2
Use mathematical ideas & techniques	Level 1
Solve problems	Level 2
Using technology	Level 2

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0023A: Provide specialist hair styling services

Competency Descriptor:

This unit encompasses competencies that are required to produce specialist hair styling services on clients and mannequin heads. Services incorporate a combination of techniques including long hair, advanced roller and curl control and air-drying and specialist or classic competition result. It requires a broad range of applications in the offering of specialist hair styling services for qualified hairdressers. These skills are especially applicable but not restricted to film set, photographic studio, fashion parade or platform work.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Select hair type	1.1	Human or synthetic hair is chosen according to characteristics.
2.	Combine techniques to create specialist hair designs	2.1	A finished hair design is discussed and pre-determined with the client.
		2.2	A variety of techniques is selected and combined to produce a range of specialist or classic competition looks.
		2.3	A range of tools and products, which are appropriate for a variety of different combinations of hairstyling techniques are selected.
3.	Provide a range of specialist or classic competition hair designs	3.1	Hair designs produced using a wide variety of roller and curl control and air-drying techniques according to the pre-determined design and/or client requirements.
		3.2	Produced hair designs, which include a variety of straight and curved direction, volume and indentation, and a variety of shapes according to the pre-determined design.
		3.3	Gelled, moulded postiche is designed and attached to ornament the completed hair design according to the pre-determined design if required.
		3.4	Client satisfaction is confirmed where appropriate.
		3.5	Hair designs produced using a wide variety of roller and curl control and air-drying techniques according to the pre-determined design and/or client requirements.
4.	Use colour to enhance hair design	4.1	Hair designs produced using a wide variety of techniques according to the pre-determined design and client requirements.
		4.2	Completed hairstyle to be consistent with the pre-determined fashion/classic or long hair design.

- 4.3 Gelled, moulded postiche is designed and attached to ornament the completed hair design according to the pre-determined design if required.
- 4.4 Client satisfaction is confirmed.

RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's :

- policy and procedures in regard to the performance of a wide range of specialist, classic, competition, or long hair design techniques
- policy and procedures of the client contracting the services of the specialist hair designer in regard to the performance of specialist skills in a variety of locations
- ethical standards
- client service standards
- designated operating hours

Hair design tools to include

- brushes
- combs
- blow dryers
- heat diffusers
- a variety of pins
- other styling implements

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients within all environment

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations.
- Local health regulations.
- OHS and hygiene requirements.
- First Aid regulations/requirements.
- Insurance against mal practice

Styling and finishing products may be selected from a wide range available for use

- specialist
- classic competition
- long hair techniques

Hair designs may be performed on

- clients and/or mannequins with a variety of hair types and fashion requirements

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply broad complex knowledge and consistent application of policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply policies and procedures and industry codes of practice in regard to the performance of a wide range of specialist, classic competition or long hair design techniques
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure client comfort and safety throughout the service
- evaluate and synthesise specialist, classic competition or long hair designs
- develop and record the hair design according to the pre-determined design
- use time effectively and to control product waste
- evaluate the completed specialist hair design looks and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products if appropriate
- use creativity and imagination at all times and innovation and resourcefulness in the selection and application of techniques is to be emphasised

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- CSBCOS0001A Prepare clients for salon services
- CSBCOS0202A Perform hair styling services

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- policies and procedures and industry codes of practice in regard to the performance of a wide range of specialist, classic competition or long hair design techniques
- contractual policies and procedures in regard to the performance of a wide range of specialist, classic competition or long hair design services
- knowledge and application of available product ranges
- the elements and principles of design
- knowledge of the following techniques and skills in relation to client consultation including:
 - negotiation techniques
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - selling skills
- internal and external client contact, personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- apply policies and procedures and industry codes of practice in regard to the performance of a wide range of specialist, classic competition or long hair design techniques
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure client comfort and safety throughout the service
- ability to produce a range of finishing techniques including but not limited to hair ornament/s gelled and moulded postiche, padded rolls and wirework
- evaluate and synthesise specialist, classic competition or long hair designs
- develop and record the hair design according to the pre-determined design
- use time effectively and to control product waste
- evaluate the completed specialist hair design looks and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products if appropriate

Underpinning Knowledge and Skills (Cont'd)

Skills

The ability to:

- ability to determine the effects on the hair style of factors including:
 - natural and synthetic hair condition, quality and texture
 - hair growth patterns, fall and movement
 - hair characteristics including elasticity, diameter, density
 - facial shapes and features, skin tone, bone structure, body shape
 - client characteristics/limitations
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

- access to clients presenting with a range of requirements for specialist hair design services incorporating a combination of techniques in a salon/simulated assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(3) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- portfolio

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of specialist hair styling services.

Evidence collected should encompass a wide range of high fashion, specialist, classic competition or long hair design techniques.

Integrated assessment should be considered where practicable. It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs.

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer, portfolio or project.

Note: Styling tools and techniques must not be limited. Creativity and imagination is expected to be used at all times, and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 2	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 3	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 2	
Solve problems	Level 2	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0033A: Provide specialist hair design services

Competency Descriptor:

This unit deals with the skills and knowledge required to perform a range of specialist hair designs that include the use and application of combinations of hair cutting, colour, permanent wave and finishing techniques. It requires a broad range of applications in the offering of specialist hair design services for qualified hairdressers. These skills are especially applicable, but not restricted to, film set, photographic studio, fashion parade or platform work.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Combine techniques to create specialist hair designs	1.1 A finished look is suggested and pre-determined with the client including various combinations of techniques and products, which may be used to produce and enhance the specialist hair design service.
	1.2 Record confirmed technique and process.
	1.3 A range of tools and products, which are appropriate for a variety of different combinations of haircutting, hairstyling, permanent waving and hair colouring techniques, is selected.
2. Provide arrange of specialist hair cuts	2.1 Haircuts produced using a wide variety of techniques according to the pre-determined design and client requirements.
	2.2 Haircut techniques to be combined and applied to produce a change in perimeter design line, weight distribution, textural appearance and structured and unstructured designs.
	2.3 Complementary texturising techniques applied according to the pre-determined design and client requirements.
	2.4 Haircut result to be consistent with the pre-determined aim and client requirements.
	2.5 Client satisfaction is confirmed.
3. Use colour to enhance hair design	3.1 Client is advised of a variety of colour combinations and procedures to complement the hair design.
	3.2 Colour is selected from a wide range of colour products, according to the haircut design.
	3.3 Haircut design is evaluated and analysed to determine the appropriate colour selection and application technique.

- 3.4 Colour result to be consistent with the client requirements.
 - 3.5 Client satisfaction is confirmed.
- 4. Use permanent wave or strengthening techniques to enhance hair designs
 - 4.1 Client is advised of a variety of permanent wave or straightening techniques to complement the hair design.
 - 4.2 A range of permanent wave or straightening techniques and products are selected, according to the haircut design.
 - 4.3 Haircut design is evaluated and analysed to determine the appropriate permanent wave and/or straightening technique to be performed.
 - 4.4 Result to be consistent with the client requirements.
 - 4.5 Client satisfaction is confirmed.
- 5. Use finishing techniques to enhance hair designs
 - 5.1 Client is advised of a variety of finishing techniques to complement the hair design.
 - 5.2 A range of finishing techniques is evaluated and selected, appropriate to the finish required for the design.
 - 5.3 Finishing techniques are performed according to the hair design.
 - 5.4 Result to be consistent with the client requirements.
 - 5.5 Client satisfaction is confirmed
- 6 Advise clients
 - 6.1 Client is advised of a variety of maintenance techniques for the hair design.
 - 6.2 Client is advised and appropriate products are recommended to maintain the hair design.

RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's :

- policy and procedures in regard to the performance of a wide range of specialist haircuts, colour, permanent wave, straightening and finishing techniques
- policy and procedures of the client contracting the services of the specialist hair designer, in regard to the performance of specialist skills in a variety of locations
- ethical standards
- client service standards
- designated operating hours

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations.
- Local health regulations.
- OHS and hygiene requirements.
- First Aid regulations/requirements.
- Insurance against mal practice

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients within all environment

Hair designs may be performed on:

- clients or wigs and hair pieces with a variety of hair types and range of hair design requirements
- shapes, styles and effects and hair growth patterns
- with a variety of colour and lightening problems
- with virgin hair or a range of pre-existing hair colouring products on the hair

Hair design tools to include

- scissors of various sizes, texturising scissors
- razors, clippers, brushes, combs, blow dryers, heat diffusers
- permanent wave and colour tools
- colour, permanent wave and finishing products from a variety of manufacturers' product ranges

Product knowledge to include

- colour and permanent wave chemicals, styling aids, mousses, gels, hairsprays pre-softening

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply broad complex knowledge and consistent application of policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required

Critical Aspects of Evidence (Cont'd)

- use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure client comfort and safety throughout the service
- use hair design tools to include scissors of various sizes, texturising scissors, razors, clippers, brushes, combs, blow dryers, heat diffusers, permanent wave and colour tools
- develop and record the specialist hair design
- use time effectively and to control product waste
- evaluate the completed specialist hair design looks and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques and procedures

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- CSBCOS0001A Prepare clients for salon services
- CSBCOS0021A Style hair

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services
- contractual policies and procedures in regard to the performance of a range of specialist hair design services
- hair design tools to include scissors of various sizes, texturising scissors, razors, clippers, brushes, combs, blow dryers, heat diffusers, permanent wave and colour tools
- current available salon services
- effects on the hair design of factors including:
 - natural and synthetic hair type, hair condition, quality, texture
 - hair growth patterns, fall and movement
 - hair characteristics including elasticity, diameter, density, porosity/resistance
 - existing chemical treatment/s
 - natural colour
 - facial shapes and features, skin tone, bone structure, body shape
 - client characteristics/limitations
 - client preferences/expressed requirements/film set, photographic session, fashion parade, theatre or platform work
 - the use of various design tools and techniques on curl shape, wave movement, hair volume
 - balancing hair length and volume
- a range of combinations of perming and straightening techniques, products and tools to achieve hair design services

Knowledge

Knowledge of: (Cont'd)

- applications for permanent wave and straightening products including alkaline wave, acid wave, exothermic wave, thio relaxers, sodium hydroxide relaxers
- the elements and principles of design
- negotiation techniques
- listening and questioning techniques
- verbal and non-verbal communication skills
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- consistently use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure client comfort and safety throughout the service
- determine the effects on the hair design of factors including:
 - natural and synthetic hair type, hair condition, quality, texture
 - hair growth patterns, fall and movement
 - hair characteristics including elasticity, diameter, density, porosity/resistance
 - existing chemical treatment/s
 - natural colour
 - facial shapes and features, skin tone, bone structure, body shape
 - client characteristics/limitations
 - client preferences/expressed requirements/film set, photographic session, fashion parade, theatre or platform work
- the use of various design tools and techniques on curl shape, wave movement, hair volume
- balancing hair length and volume
- demonstrate manipulative skills in the application of specialist hair design services
- select and apply of a range of combinations of perming and straightening techniques, products and tools to achieve hair design services
- ability and skill in the application of a range of combinations of haircutting structures, techniques and tools to achieve specialised hair design looks
- apply and create new criteria and techniques
- evaluate and synthesise specialist hair design services
- Create design and record the specialist hair design
- consistently use time effectively and to control product waste
- evaluate the completed specialist hair design looks and confirm client satisfaction with the finished result
- ability to advise the client on a variety of maintenance techniques and procedures
- apply salon policies/procedures in regard to the performance of a range of classic and current commercial hair cutting, beard designing and finishes
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

access to clients presenting with a range of requirements for specialist hair design services incorporating a combination of techniques in a salon/simulated assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- case study
- portfolio

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of specialist hair services incorporating a range of finishing techniques to achieve pre-determined high fashion looks, incorporating a variety of techniques, styling and finishing tools and products until competency is achieved.

Note: Cutting tools and techniques must not be limited. Creativity and imagination is expected to be used at all times, and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

Styling tools, products and techniques must not be limited. Creativity and imagination is expected to be used at all times, and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

Perming and straightening products, tools and techniques must not be limited. Creativity and imagination is expected to be used at all times, and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

Hair colouring products, tools and techniques must not be limited. Creativity and imagination is expected to be used at all times, and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

Context of Assessment (Cont'd)

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer, portfolio or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 2	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 3	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 2	
Solve problems	Level 2	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0182A: Perform hair braiding services

Competency Descriptor:

This unit encompasses competencies that are required to produce specialist hair with braiding services.

Competency Field:

Beauty

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Consult and analyse client characteristics and recommend finished hair designs	1.1	Hair type, texture and movement are established by physical and visual examination.
		1.2	A hair style concept to complement facial features, bone structure, client requirements and occasion is pre-determined with client.
2.	Braid hair	2.1	A finished hair design is discussed and pre-determined with the client.
		2.2	Human or synthetic hair is chosen according to client's requirement.
		2.3	Extensions selected accurately match colour and texture of hair or contrast is to clients' satisfaction and pre-determined design.
		2.4	Extensions are attached following appropriate techniques that are required and conformed with client's natural hair.
3.	Combine techniques to create specialist or classic competition hair braid designs	3.1	A range of tools and products which are appropriate for a variety of different combinations of hair braiding techniques are selected.
		3.2	A variety of techniques is selected and combined to produce a range of specialist hair braid designs.

RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's :

- policy and procedures in regard to the performance of a wide range of specialist, classic, competition, or long hair design techniques
- policy and procedures of the client contracting the services of the specialist hair designer in regard to the performance of specialist skills in a variety of locations
- ethical standards
- client service standards
- designated operating hours

Styling and finishing products may be selected from a wide range available for use

- specialist
- classic competition
- long hair techniques

Braided hair designs may include:

- corn rows
- invisible braids
- twist
- micro braids

Hair designs may be performed on

- clients and/or mannequins with a variety of hair types and fashion requirements

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations.
- Local health regulations.
- OHS and hygiene requirements.
- First Aid regulations/requirements.
- Insurance against mal practice

Hair design tools to include

- brushes
- combs
- blow dryers, heat diffusers
- other styling implements

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients within all environment

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply broad complex knowledge and consistent application of policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply policies and procedures and industry codes of practice in regard to the performance of a wide range of specialist, classic competition or long hair design techniques
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure client comfort and safety throughout the service
- evaluate and synthesise specialist, classic competition braided hair designs
- develop and record the hair design according to the pre-determined design
- use time effectively and to control product waste
- evaluate the completed specialist/competition braided hair designs and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products if appropriate
- use creativity and imagination at all times and innovation and resourcefulness in the selection and application of techniques is to be emphasised

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- CSBCOS0001A Prepare clients for salon services
- CSBCOS0031A Perform shampooing and conditioning services

(3) Underpinning Knowledge and Skills**Knowledge**

Knowledge of:

- policies and procedures and industry codes of practice in regard to the performance of a wide range of specialist, classic competition or long hair design techniques
- contractual policies and procedures in regard to the performance of a wide range of specialist, classic competition or long hair design services
- procedures and techniques for a variety of classic/competition braided hair designs
- types of hair used for braided and weaved hair designs
- knowledge and application of available product ranges used with synthetic and human hair used for braided hair design
- the elements and principles of design

Underpinning Knowledge and Skills (Cont'd)

Knowledge

Knowledge of:

- knowledge of the following techniques and skills in relation to client consultation including:
 - negotiation techniques
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - selling skills
- internal and external client contact, personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- apply policies and procedures and industry codes of practice in regard to the performance of a wide range of specialist, classic competition or long hair design techniques
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure client comfort and safety throughout the service
- ability to produce a range of finishing techniques including but not limited to hair ornament/s gelled, padded rolls and braided hair designs
- evaluate and synthesise specialist, classic competition or long hair designs
- develop and record the hair design according to the pre-determined design
- use time effectively and to control product waste
- evaluate the completed specialist hair design looks and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products if appropriate
- ability to determine the effects on the hair style of factors including:
 - natural and synthetic hair condition, quality and texture
 - hair growth patterns, fall and movement
 - hair characteristics including elasticity, diameter, density
 - facial shapes and features, skin tone, bone structure, body shape
 - client characteristics/limitations
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

- access to clients presenting with a range of requirements for specialist hair design services incorporating a combination of techniques in a salon/simulated assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business.

(3) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- portfolio

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of specialist hair styling services.
- Evidence collected should encompass a wide range of high fashion, specialist, classic competition or long hair design techniques.
- Integrated assessment should be considered where practicable. It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs.
- The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer, portfolio or project.

Note: Styling tools and techniques must not be limited. Creativity and imagination is expected to be used at all times, and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

CRITICAL EMPLOYABILITY SKILLS

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