

Competency Standards for Caribbean Vocational Qualifications (CVQ)

CCCSB10103 Level I in General Cosmetology

Unit Code	Unit Title	Mandatory /Elective	Hours
CSBCOR0001A	Perform interactive workplace communication	Mandatory	40
CSBCOR0011A	Maintain a safe, clean and efficient work environment	Mandatory	20
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	30
CSBCOS0021A	Perform roller placement and basic hair styling	Mandatory	20
CSBCOS0152B	Style hair	Mandatory	20
CSBCOS0031A	Perform shampooing and conditioning services	Mandatory	20
CSBBTH0002A	Provide manicure and pedicure services	Mandatory	30
ITICOR0011A	Carry out data entry and retrieval procedures	Elective	40
CSBCOS0022A	Perform hair shaping	Elective	30
CSBCOS0062B	Remove chemicals from hair	Elective	30
CSBCOS0102A	Perform semi- permanent hair colour services	Elective	20
BSBSBM0012A	Craft personal entrepreneurial strategy	Elective	50
CSBCOS0142A	Perform thermal straightening, curling and waving	Elective	30
CSBBTH0012A	Apply nail enhancement	Elective	20
CSBCOS0092A	Perform permanent wave and chemical straightening services	Elective	60

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

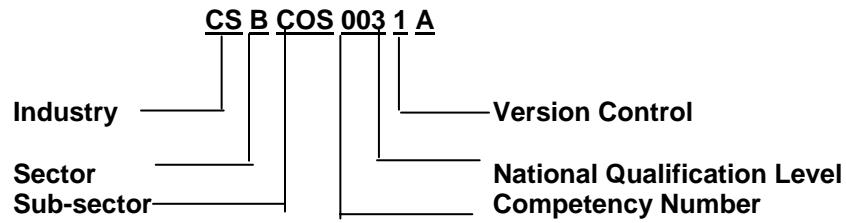
The Nominal Training Hours is a guide for Planning the Delivery of Training Programmes.

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

- Shampoo Technician; Hair Stylist; Manicurist

Legend to Unit Code

Example: CSBCOS0031A CS B COS 003 1 A



KEY: Man – 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.
<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.

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 Skills**Knowledge**

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.

**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.

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.

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|----|--------------------------|--|---|
| | 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.

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

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 -	
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.

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



- | | | | |
|----|-------------------------|-----|---|
| 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.

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.

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.

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.

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|----|--------------------------|--|
| | 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.

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

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

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

Clients may include:

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

Permanent wave and chemical relaxation techniques may include:

- winding techniques

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		
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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.