

## Competency Standards for Caribbean Vocational Qualifications (CVQ)

### CCCSB20203                      Level II in Hair Styling

Unit Number	Unit Title	Mandatory /Elective	Hours
CSBCOR0001A	Perform interactive workplace communication	Mandatory	40
CSBCOR0011A	Maintain a safe, clean and efficient work environment	Mandatory	40
CSBCOR0021A	Plan and organise work	Mandatory	20
CSBCOR0031A	Carry out measurement and calculations	Mandatory	20
CSBCOS0001A	Prepare clients for salon service	Mandatory	20
CSBCOS0011A	Perform temporary hair colour services	Mandatory	20
CSBCOS0021A	Perform roller placement and basic hair styling	Mandatory	20
CSBCOS0031A	Perform shampooing and conditioning services	Mandatory	20
ITICOR0011A	Carry out data entry and retrieval procedures	Mandatory	30
CSBCOS0022A	Perform hair shaping	Mandatory	30
CSBCOS0062B	Remove chemicals from hair	Mandatory	30
CSBCOS0102A	Perform semi-permanent hair colour services	Mandatory	20
CSBCOS0002A	Receive and direct clients	Mandatory	30
CSBCOS0012A	Schedule and check out clients	Mandatory	20
CSBCOS0072A	Consult with clients and diagnose hair and scalp conditions	Mandatory	30
CSBCOS0082A	Treat hair and scalp	Mandatory	40
CSBCOS0122B	Design and apply hair extensions	Mandatory	30
CSBCOS0142A	Perform thermal straightening, curling and waving	Mandatory	30
CSBCOS0152B	Perform hair styling services	Mandatory	20
CSBBAR0042A	Perform face shave	Elective	20
CSBBAR0022A	Perform hair shaping on excessively curly hair	Elective	40
CSBCOS0092A	Perform permanent wave and chemical straightening services	Elective	60
CSBCOS0182A	Perform hair braiding services	Elective	40
BSBSBM0012A	Craft personal entrepreneurial strategy	Elective	40
CSBCOS0132A	Maintain wigs and hair pieces	Elective	30
CSBCOS0013A	Provide permanent hair colour services	Elective	40
CSBCOS0023A	Provide specialist hair styling services	Elective	40
CSBCOS0033A	Provide specialist hair design services	Elective	40

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

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

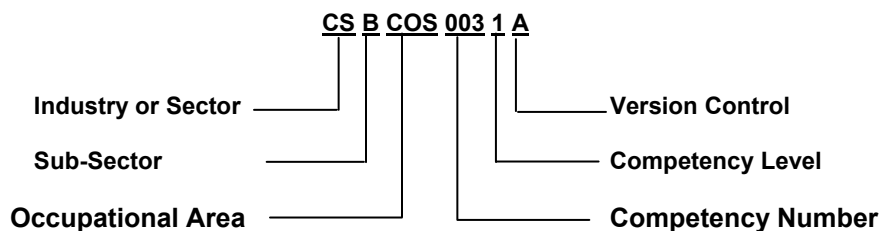
**NOTATION:** Persons who achieve the qualification in Hair Styling Level II are able to perform the work of the following:

- Shampoo Technician
- Hair Weaver and Braider
- Hair Stylist

**Legend to Unit Code**

Example: CSBCOS0031A

CS B COS 003 1 A



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

**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 Skills**Knowledge

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"> <li>• Carries out established processes</li> <li>• Makes judgement of quality using given criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Manages process</li> <li>• Selects the criteria for the evaluation process</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes principles and procedures</li> <li>• Evaluates and reshapes process</li> <li>• Establishes criteria for evaluation</li> </ul>

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 Skills****Knowledge**

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

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 Skills**Knowledge

Knowledge of:

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

Skills

The ability to:

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

**(4) Resource Implications**

The following resources should be made available:

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

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

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

**(5) Method of Assessment**

Evidence may be collected in a variety of ways including:

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

Competency in this unit may be demonstrated concurrently.

**(6) Context of Assessment**

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

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

## CRITICAL EMPLOYABILITY SKILLS

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

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

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

**CSBCOR0031A: Carry out measurement and calculations**

Competency Descriptor:

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

Competency Field:

Beauty Services

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

## RANGE STATEMENT

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

Calculations may include:

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

Measurement may include:

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

## EVIDENCE GUIDE

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

### (1) Critical Aspects of Evidence

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

During assessment the individual will:

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

### (2) Pre-requisite Relationship of Units

- Nil

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

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"> <li>• Carries out established processes</li> <li>• Makes judgement of quality using given criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Manages process</li> <li>• Selects the criteria for the evaluation process</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes principles and procedures</li> <li>• Evaluates and reshapes process</li> <li>• Establishes criteria for evaluation</li> </ul>

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 Skills**Knowledge

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"> <li>• Carries out established processes</li> <li>• Makes judgement of quality using given criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Manages process</li> <li>• Selects the criteria for the evaluation process</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes principles and procedures</li> <li>• Evaluates and reshapes process</li> <li>• Establishes criteria for evaluation</li> </ul>

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

<b>ELEMENT OF COMPETENCY</b>	<b>PERFORMANCE CRITERIA</b>
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"> <li>Carries out established processes</li> <li>Makes judgement of quality using given criteria</li> </ul>	<ul style="list-style-type: none"> <li>Manages process</li> <li>Selects the criteria for the evaluation process</li> </ul>	<ul style="list-style-type: none"> <li>Establishes principles and procedures</li> <li>Evaluates and reshapes process</li> <li>Establishes criteria for evaluation</li> </ul>

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 Skills**Knowledge

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"> <li>• Carries out established processes</li> <li>• Makes judgement of quality using given criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Manages process</li> <li>• Selects the criteria for the evaluation process</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes principles and procedures</li> <li>• Evaluates and reshapes process</li> <li>• Establishes criteria for evaluation</li> </ul>

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

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

**CSBCOS0031A: Perform shampooing and conditioning services**

Competency Descriptor:

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

Competency Field:

Beauty Services

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

**RANGE STATEMENT**

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

Preparing clients for salon services include:

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

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

**EVIDENCE GUIDE**

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

**(1) Critical Aspects of Evidence**

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

**(2) Pre-requisite Relationship of Units**

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

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

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

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"> <li>• Carries out established processes</li> <li>• Makes judgement of quality using given criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Manages process</li> <li>• Selects the criteria for the evaluation process</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes principles and procedures</li> <li>• Evaluates and reshapes process</li> <li>• Establishes criteria for evaluation</li> </ul>

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.



## **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

<b>ELEMENT OF COMPETENCY</b>		<b>PERFORMANCE CRITERIA</b>	
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 Skills**Knowledge

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

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.

- |    |                          |     |  |
|----|--------------------------|-----|--|
| 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 Skills**Knowledge

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

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.

- |                                      |   |
|--------------------------------------|---|
| 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"> <li>Carries out established processes</li> <li>Makes judgement of quality using given criteria</li> </ul>	<ul style="list-style-type: none"> <li>Manages process</li> <li>Selects the criteria for the evaluation process</li> </ul>	<ul style="list-style-type: none"> <li>Establishes principles and procedures</li> <li>Evaluates and reshapes process</li> <li>Establishes criteria for evaluation</li> </ul>

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"> <li>• Carries out established processes</li> <li>• Makes judgement of quality using given criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Manages process</li> <li>• Selects the criteria for the evaluation process</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes principles and procedures</li> <li>• Evaluates and reshapes process</li> <li>• Establishes criteria for evaluation</li> </ul>

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.

**CSBCOS0002A: Receive and direct clients**

Competency Descriptor:

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

Competency Field:

Beauty Services

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



## RANGE STATEMENT

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

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

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

Communication may occur with:

- external and internal contacts including management

Clients may include:

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

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

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

Written information may include:

- clients record and appointment cards

Working conditions may include:

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

## EVIDENCE GUIDE

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

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

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

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

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

**(2) Pre-requisite Relationship of Units**

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

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

Knowledge of:

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

Skills

The ability to:

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

**(4) Resource Implications**

The following resources should be made available:

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

**(5) Method of Assessment**

Evidence may be collected in a variety of ways including:

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

Competency in this unit may be demonstrated concurrently.

**(6) Context of Assessment**

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

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

## CRITICAL EMPLOYMENTABILITY SKILLS

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

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

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

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

## CSBCOS0012A      Schedule and check out clients

Competency Descriptor:

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

Competency Field:

Beauty Services

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

## RANGE STATEMENT

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

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

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

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

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

Products and equipment may include:

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

Scheduling and checking out techniques may include:

- effective questioning and active listening
- negotiating
- accurate recording

Clients may include:

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

## EVIDENCE GUIDE

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

**(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to efficiently and consistently:

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

**(2) Pre-requisite Relationship of Units**

CSBCOR0001A Perform interactive workplace communication

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

Knowledge of:

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

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

Knowledge of: (Cont'd)

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

Skills

The ability to:

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

**(4) Resource Implications**

The following resources should be made available:

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

**(5) Method of Assessment**

Evidence may be collected in a variety of ways including:

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

Competency in this unit may be demonstrated concurrently.



**(6) Context of Assessment**

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

**CRITICAL EMPLOYMENTABILITY SKILLS**

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

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

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

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

Competency Descriptor:

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

Competency Field:

Beauty

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

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

## RANGE STATEMENT

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

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

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

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

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

Hair and scalp conditions may include:

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

Products may include:

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

Clients may include:

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

Consultation may be performed on clients:

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

## EVIDENCE GUIDE

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

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

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

### (2) Pre-requisite Relationship of Units

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

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

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

Knowledge of:

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

Skills

The ability to:

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

**(4) Resource Implications**

The following resources should be made available:

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

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

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

**(5) Method of Assessment**

Evidence may be collected in a variety of ways including:

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

**(6) Context of Assessment**

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

## CRITICAL EMPLOYABILITY SKILLS

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

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

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

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

**CSBCOS0082A: Treat hair and scalp**

Competency Descriptor:

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

Competency Field:

Beauty Services

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



## RANGE STATEMENT

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

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

## EVIDENCE GUIDE

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

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

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

### (2) Pre-requisite Relationship of Units

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

CSBCOR0011A      Perform Interactive workplace communication

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

Knowledge of:

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

Skills

The ability to:

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

**(4) Resource Implications**

The following resources should be made available:

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

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

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

**(5) Method of Assessment**

Evidence may be collected in a variety of ways including:

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

Competency in this unit may be demonstrated concurrently.

**(6) Context of Assessment**

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

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

## CRITICAL EMPLOYABILITY SKILLS

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

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

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.

## CSBCOS0122B      Design and apply hair extensions

Competency Descriptor:      This unit encompasses those competencies required to select hair type, prepare materials and design and apply hair extensions.

Competency Field:          Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Consult with client	1.1	Clients' needs and expectations are determined by use of questions and discussions.
		1.2	Client comfort is ensured throughout the service.
		1.3	Hairstyle concept to complement facial features, bone structure and natural hair is designed according to client requirements.
		1.4	Cost, application technique, maintenance requirements, and features and benefits of the service are identified and clearly explained to the client.
2.	Analyse and select hair	2.1	Human hair types correctly identified including: European, Asian, and Euro-Asian.
		2.2	Synthetic hair (monofibres) types correctly identified.
		2.3	Hair type is accurately identified and selected including: Human, Monofibre, Texture, Colour, Strand size according to client requirements and pre-determined design.
3.	Prepare hair	3.1	Client's hair is clean, dry and free of all styling aids.
		3.2	Client's hair is cut as required to suit pre-determined design.
		3.3	Client's hair is sectioned according to pre-determined design.
4.	Apply extension	4.1	Extensions to be applied according to client requirements, pre-determined design and salon procedures.
		4.2	Strand sizes are appropriate for the pre-determined design.
		4.3	Section sizes are appropriate for strand size chosen.
		4.4	Strands to be applied and securely sealed according to pre-determined design.

- |    |                      |     |  |
|----|----------------------|-----|--|
| 5. | Complete hair design | 5.1 | Hair design is completed using cutting and finishing techniques according to client requirements and the pre-determined design.  |
|    |                      | 5.2 | Client's satisfaction with finished design is confirmed by questioning and discussion.   |
|    |                      | 5.3 | Maintenance procedures including: <ul style="list-style-type: none"> <li>• brushing procedure</li> <li>• equipment required</li> <li>• cleansing</li> <li>• hair care</li> </ul> |

## RANGE STATEMENT

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

- design and application of hair extensions
- hair shapes, styles and effects
- defined salon times for services ethical standards
- client service standards
- designated operating hours
- Availability of hair types and cost
- Price and material range.
- Long and short hair
- Human, animal or synthetic hair
- Classic and current hair fashion looks

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients
- Privacy and confidentiality agreements between the parties concerned
- Modification for different client needs and types including men, women and children

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

- State and Local Government regulations
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements
- Insurance against mal practice

## EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply broad complex knowledge and consistent application of policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services.

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to the design and application of hair extensions
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- consistently use effective questioning and active listening techniques to sympathetically consult and negotiate with clients, identify clients' requirements/needs,
- maintain confidentiality, and to ensure client comfort and safety throughout the service where applicable
- identify hair designs incorporating the application of hair extensions, analyse the client's characteristics and requirements/needs, and develop and record a pre-determined design, incorporating classic and current fashion looks
- consult with the client, maintain privacy as required and develop, record and recommend a course of action/service according to agreed client requirements
- read, accurately interpret and consistently apply manufacturers' instructions for materials, products and tools, where applicable
- consistently select and prepare hair/fibre according to salon procedures
- determine and quote cost of services according to salon policy
- evaluate the completed application of hair extensions and confirm client satisfaction with the finished result
- apply a range of applications for hair extensions using a combination of tools, materials and styling aids to achieve outcomes consistent with the predetermined design, as discussed and agreed with the client
- consistently use time effectively and to control product waste
- evaluate the completed wig/hairpiece and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products

### (2) Pre-requisite Relationship of Units

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

- CSBCOS0032A Maintain wigs and hair pieces
- CSBCOS0152A Perform hair styling services

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

Knowledge of:

- salon policies and procedures in regard to the selection of hair type, preparation of materials
- salon policies and procedures and industry codes of practice in regard to the design and application of hair extensions
- relevant national, state and local Health and Hygiene requirements/regulations and of salon policies and procedures in regard to hygiene
- safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- effects of the following factors on the design and hair extension:
  - natural hair type, quality, texture
  - hair growth patterns, fall and movement
  - hair characteristics including elasticity, diameter, hair length
  - facial shapes and features, bone structure, body shape
  - client characteristics/limitations
  - client preferences/expressed requirements/occasion
- the elements and principles of design
- wig making procedures including, hackling ,root turning, hair colouring and curling, hair blending for texture, matching client's hair type
- range of head blocks and their suitability for attaching wigs and hairpieces
- a range of attachment tools and tools of trade for making wigs and hairpieces
- a range of measuring/fitting requirements/procedures for wigs and hairpieces
- different fibres used in wigs and hairpieces including: human hair, European, Euro-Asian, Asian, synthetic, animal
- the following techniques and skills in relation to client consultation including:
  - listening and questioning techniques
  - verbal and non-verbal communication skills
  - negotiation techniques
  - selling skills
- internal and external client contact, personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements



### Skills

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to the selection of hair type, preparation of materials and making of wigs and hairpieces
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- ability to consult with the client, maintain client privacy as required, develop and record a client analysis based on the client's characteristics/needs, recommend a course of action/service, and pre-plan a wig/hairpiece design
- apply wig making procedures including, hackling ,root turning, hair colouring and curling, hair blending for texture, matching client's hair type
- determine the effects on the wig/hairpiece design of factors including:
  - selection of hair type, preparation of materials
  - design and structure of wigs, hairpieces and postiche
  - hair fibres, hair types and bases
  - head blocks and tools
  - facial shapes and features, bone structure, body shape
  - client characteristics/limitations
  - client preferences/expressed requirements/occasion
- the use of various design tools and techniques on curl shape, wave movement, hair volume
- balancing hair length and volume
- consistently use effective questioning and active listening techniques to sympathetically consult and negotiate with clients, identify clients' requirements/needs, maintain confidentiality, and to ensure client comfort and safety throughout the service where applicable
- identify procedures for making wigs and hairpieces, analyse the client's characteristics and requirements/needs and taking into account factors including:
  - design and structure of wigs, hairpieces and postiche
  - hair fibres, hair types and bases
  - head blocks and tools
  - preparation of hair
  - hair blending
  - hair colouring and curling
  - client measurements and fitting
  - ventilating procedures
- read, accurately interpret and consistently apply manufacturers' instructions for materials, products and tools, where applicable
- consistently select and prepare hair/fibre according to salon procedures
- apply a range of wig making procedures, cutting and styling techniques using a combination of tools, styling aids and appropriate combinations of techniques, to achieve outcomes consistent with the predetermined design, as discussed and agreed with the client

**Skills**

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

- integrate and apply a range of wig making techniques suitable for photographic, theatre, film, television, special effects and prosthesis application
- consistently use time effectively and to control product waste
- evaluate the completed wig/hairpiece and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products
- apply the following techniques and skills in relation to client consultation including:
  - listening and questioning techniques
  - verbal and non-verbal communication skills
  - negotiation techniques
  - selling skills

**(4) Resource Implications**

The following resources should be made available:

Access to clients presenting with a range of requirements in a salon/simulated salon assessment area

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

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

**(5) Method of Assessment**

Evidence may be collected in a variety of ways including:

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

Competency in this unit may be demonstrated concurrently.

**(6) Context of Assessment**

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of specialist hair styling services.

Evidence collected should encompass a range of procedures in regard to making wigs and hairpieces.

Integrated assessment should be considered where practicable. It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs.

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

**CRITICAL EMPLOYABILITY SKILLS**

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

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

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

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

## 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 Skills**Knowledge

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

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.



## CSBCOS0152B: Perform hair styling services

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 are established by physical and visual examination.
		1.2	A hair style concept to complement facial features, bone structure, client requirements and occasion is pre-determined with client.
2.	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 applied and advised.
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

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

- 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 Skills

#### Knowledge

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

**Skills**

The ability to:

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

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.

**CSBBAR0042A: Perform face shave**

Competency Descriptor:

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

Competency Field:

Beauty Services

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

- 3.4 Tools and equipment are sanitised and stored in accordance to industry requirements.
- 3.5 Work area is cleaned and tidied.

## RANGE STATEMENT

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

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

Hair cuts may be performed on clients with different:

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

Tools and equipment eg:

- disposable blade razors
- flat razor

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

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

Clients may include:

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

Techniques may include:

- various razor and techniques
- tweezer (pointed)

## EVIDENCE GUIDE

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

**(1) Critical Aspects of Evidence**

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

**(2) Pre-requisite Relationship of Units**

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

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

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

Knowledge of:

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



Knowledge

Knowledge of: (Cont'd)

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

Skills

The ability to:

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

**(4) Resource Implications**

The following resources should be made available:

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

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

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

**(5) Method of Assessment**

Evidence may be collected in a variety of ways including:

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

Competency in this unit may be demonstrated concurrently.

**(6) Context of Assessment**

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

## CRITICAL EMPLOYABILITY SKILLS

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

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

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

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

**CSBBAR0022A: Perform hair shaping on excessively curly hair**

Competency Descriptor:

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

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Prepare work station and tools	1.1	Work station cleansed and stocked with essential supplies, tools and equipment.
		1.2	Tools cleaned and sanitised before and after each use.
2.	Prepare for hair shaping service	2.1	Client is prepared for service in accordance with salon requirements.
		2.2	Consultation with client determined type and extent of hair cut required and any other additional requirements.
		2.3	Client is examined, analysis of hair and scalp is done, contra-indications identified and appropriate action taken.
		2.4	Selected tools matched required outcome and hair type.
		2.5	Selected tools are of appropriate sharpness and are sanitized.
3.	Cut client's hair using techniques appropriate to excessively curly hair	3.1	Techniques applied in the use of tools and implements are appropriate.
		3.2	Cutting techniques are appropriate for hair type and achieving the desired style.
		3.3	Hair is cut following correct procedures.
		3.4	Where applicable, hair cutting accommodates identified irregularities to prevent scalp damage.
		3.5	Surplus ear and nose hair is removed in accordance to confirmed outcome and salon procedures.
		3.6	Opening of cape and neck strip at rear allows hair to be trimmed.
		3.7	Client's comfort and safety is ensured during process.
		3.8	Hair cutting is completed within salon time-frame.

- |    |                               |  |
|----|-------------------------------|--|
|    | 3.9                           | Use of back mirror enables client to view and confirm final result.                            |
|    | 3.10                          | Client's satisfaction with hair cut is confirmed.  |
| 4. | Complete hair cutting service | 4.1 After care products and maintenance advised and applied.                                   |
|    | 4.2                           | Protective clothing is removed in a manner which maintains client's comfort and cleanliness.   |
|    | 4.3                           | Tools and equipment are sanitised and stored in accordance to industry and salon requirements. |
|    | 4.4                           | Work area is cleaned and tidied.   |

## RANGE STATEMENT

The Range Statement explains the scope and context of the unit of competency allowing for differences between workplaces. The scope of variables chosen for training and assessment requirements will depend on the particular work situation

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

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

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

Preparation for hair cutting includes:

- analysis of hair and scalp for:
  - elasticity, texture, density
  - skin irregularities and condition
  - hair length and growth pattern
- consultation for situational factors
  - the shape of the client's head and face
  - whether the client wears a hairpiece
  - baldness
  - client's lifestyle,
  - work environment and cultural practices
- seating and draping client
- cleansing hands,
- positioning cape and neck strip
- combing or brushing hair

Tools and equipment eg:

- scissors of various sizes,
- neck strips
- texturising scissors
- disposable blade and razors
- cape
- clippers
- cutting and fading combs, picks
- Sterilizers & sanitizers
- Comb attachments for clippers

Hair cuts may be performed on clients with different:

- hair types, shapes
- styles and effects
- hair growth patterns
- alopecia
- baldness
- skin and scalp disorders

Techniques may include:

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

Styles includes:

- basic haircut
- the fade
- flat tops

Clients may include:

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

Work attitude includes:

- a willingness to observe safety procedures
- following health and hygiene practices,
- being attentive to details,
- treating client with respect
- following instructions,
- using initiative

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects of assessment, and the essential knowledge and skills to be demonstrated to confirm competency in this unit. The Evidence Guide is an integral part of the assessment of competency and it should be read carefully in conjunction with the Range Statement, elements and performance criteria.

### (1) Critical Aspects and 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 cutting and outline 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

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

- ability and skill in the application of a range of hair cutting, outline shaping 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 design and confirm client satisfaction with the finished result
- ability to advise the client on a variety of home care and complementary products

**(2) Pre-requisite Relationship of Units**

This refers to an assessment relationship between units

- CSBCOS0072A Consult with clients and diagnose hair and scalp conditions
- CSBBAR0052A Select and maintain tools and equipment

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

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the performance of a wide range of haircut and outline shaping 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 department
- Occupational Health and Safety and First Aid regulations/requirements

## Underpinning Knowledge and Skills (Cont'd)

### 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 cut and outline shaping 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, outline shaping services, using a combination of tools and appropriate techniques, to achieve outcomes as discussed and agreed with the client
- evaluate the completed hair design and confirm client satisfaction with the finished result
- to advise the client on a variety of home care and complementary products.
- apply the elements and principles of design
- apply negotiation techniques
- listening and questioning techniques
- apply verbal and non-verbal communication skills
- apply internal and external client contact and personal hygiene and deportment
- apply Occupational Health and Safety and First Aid regulations/requirements

## (4) Resource Implications

The following resources should be made available:

- access to clients with excessively curly hair presenting with a range of requirements for hair cutting and outline shaping a salon/simulated assessment area

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

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



**(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
- questioning – oral/written
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- portfolio with a variety of hair shaping styles on excessively curly hair

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**

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

**CRITICAL EMPLOYABILITY SKILLS**

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET 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"> <li>• Carries out established processes</li> <li>• Makes judgement of quality using given criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Manages process</li> <li>• Selects the criteria for the evaluation process</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes principles and procedures</li> <li>• Evaluates and reshapes process</li> <li>• Establishes criteria for evaluation</li> </ul>

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

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

**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 Skills**Knowledge

Knowledge of:

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

## Underpinning Knowledge and Skills (Cont'd)

### Knowledge

Knowledge of:

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

### Skills

The ability to:

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

**Skills**

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

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

**(4) Resource Implications**

The following resources should be made available:

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

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

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

**(4) Method of Assessment**

Evidence may be collected in a variety of ways including:

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

Competency in this unit may be demonstrated concurrently.

**(6) Context of Assessment**

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

**CRITICAL EMPLOYABILITY SKILLS**

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

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

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

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

## CSBCOS0182A: Perform hair braiding services

Competency Descriptor:

This unit encompasses competencies that are required to produce specialist hair with braiding services.

Competency Field:

Beauty

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Consult and analyse client characteristics and recommend finished hair designs	1.1	Hair type, texture and movement are established by physical and visual examination.
		1.2	A hair style concept to complement facial features, bone structure, client requirements and occasion is pre-determined with client.
2.	Braid hair	2.1	A finished hair design is discussed and pre-determined with the client.
		2.2	Human or synthetic hair is chosen according to client's requirement.
		2.3	Extensions selected accurately match colour and texture of hair or contrast is to clients' satisfaction and pre-determined design.
		2.4	Extensions are attached following appropriate techniques that are required and conformed with client's natural hair.
3.	Combine techniques to create specialist or classic competition hair braid designs	3.1	A range of tools and products which are appropriate for a variety of different combinations of hair braiding techniques are selected.
		3.2	A variety of techniques is selected and combined to produce a range of specialist hair braid designs.



## RANGE STATEMENT

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

- policy and procedures in regard to the performance of a wide range of specialist, classic, competition, or long hair design techniques
- policy and procedures of the client contracting the services of the specialist hair designer in regard to the performance of specialist skills in a variety of locations
- ethical standards
- client service standards
- designated operating hours

Styling and finishing products may be selected from a wide range available for use

- specialist
- classic competition
- long hair techniques

Braided hair designs may include:

- corn rows
- invisible braids
- twist
- micro braids

Hair designs may be performed on

- clients and/or mannequins with a variety of hair types and fashion requirements

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

- State and Local Government regulations.
- Local health regulations.
- OHS and hygiene requirements.
- First Aid regulations/requirements.
- Insurance against mal practice

Hair design tools to include

- brushes
- combs
- blow dryers, heat diffusers
- other styling implements

Clients may include:

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

## EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply broad complex knowledge and consistent application of policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services.

**(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to efficiently and consistently:

- apply policies and procedures and industry codes of practice in regard to the performance of a wide range of specialist, classic competition or long hair design techniques
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure client comfort and safety throughout the service
- evaluate and synthesise specialist, classic competition braided hair designs
- develop and record the hair design according to the pre-determined design
- use time effectively and to control product waste
- evaluate the completed specialist/competition braided hair designs and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products if appropriate
- use creativity and imagination at all times and innovation and resourcefulness in the selection and application of techniques is to be emphasised

**(2) Pre-requisite Relationship of Units**

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

- CSBCOS0001A Prepare clients for salon services
- CSBCOS0031A Perform shampooing and conditioning services

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

Knowledge of:

- policies and procedures and industry codes of practice in regard to the performance of a wide range of specialist, classic competition or long hair design techniques
- contractual policies and procedures in regard to the performance of a wide range of specialist, classic competition or long hair design services
- procedures and techniques for a variety of classic/competition braided hair designs
- types of hair used for braided and weaved hair designs
- knowledge and application of available product ranges used with synthetic and human hair used for braided hair design
- the elements and principles of design

## Underpinning Knowledge and Skills (Cont'd)

### Knowledge

Knowledge of:

- knowledge of the following techniques and skills in relation to client consultation including:
  - negotiation techniques
  - listening and questioning techniques
  - verbal and non-verbal communication skills
  - selling skills
- internal and external client contact, personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

### Skills

The ability to:

- apply policies and procedures and industry codes of practice in regard to the performance of a wide range of specialist, classic competition or long hair design techniques
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure client comfort and safety throughout the service
- ability to produce a range of finishing techniques including but not limited to hair ornament/s gelled, padded rolls and braided hair designs
- evaluate and synthesise specialist, classic competition or long hair designs
- develop and record the hair design according to the pre-determined design
- use time effectively and to control product waste
- evaluate the completed specialist hair design looks and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products if appropriate
- ability to determine the effects on the hair style of factors including:
  - natural and synthetic hair condition, quality and texture
  - hair growth patterns, fall and movement
  - hair characteristics including elasticity, diameter, density
  - facial shapes and features, skin tone, bone structure, body shape
  - client characteristics/limitations
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

**(4) Resource Implications**

The following resources should be made available:

- access to clients presenting with a range of requirements for specialist hair design services incorporating a combination of techniques in a salon/simulated assessment area

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

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

**(3) Method of Assessment**

Evidence may be collected in a variety of ways including:

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

Competency in this unit may be demonstrated concurrently.

**(6) Context of Assessment**

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of specialist hair styling services.
- Evidence collected should encompass a wide range of high fashion, specialist, classic competition or long hair design techniques.
- Integrated assessment should be considered where practicable. It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs.
- The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer, portfolio or project.

**Note:** Styling tools and techniques must not be limited. Creativity and imagination is expected to be used at all times, and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

## CRITICAL EMPLOYABILITY SKILLS

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

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

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

**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.

- |    |                                   |     |   |
|----|-----------------------------------|-----|---|
| 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 Skills**Knowledge

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

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.

**CSBCOS0132A: Maintain wigs and hair pieces**

Competency Descriptor: This unit describes those competencies required to carry out normal cleaning and maintenance of wigs and hairpieces.

Competency Field: Beauty Services

**ELEMENT OF COMPETENCY PERFORMANCE CRITERIA**

1. Select and use cleaning products	1.1	Stitching, knotting and fibre type identified by visual and physical examination.
	1.2	Client is consulted and a pre-determined outcome is mutually agreed.
	1.3	Products selected are suitable for hand tied, human hair and synthetic type.
	1.4	Manufacturer's instructions are followed in regard to use of product.
	1.5	Cleaning technique is suitable for hand tied, human hair and synthetic type.
2. Cut and style wigs and hair pieces	2.1	Wigs/hairpieces attached to head blocks for servicing.
	2.2	Follow correct procedures for removal of wig from block for cleaning services.
	2.3	Wigs/hairpieces applied securely to human heads.
	2.4	Cutting/styling result is matched to client's requirements.

**RANGE STATEMENT**

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

- policies and procedures in regard to the cleaning and maintenance of wigs and hairpieces
- defined salon times for services ethical standards
- client service standards
- designated operating hours

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

- State and Local Government regulations
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements
- Insurance against mal practice

Hairpieces may include:

- full head wigs
- toupees
- wiglets
- Long and short hair
- Classic and current hair fashion looks

Clients may include:

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

Hair types may include:

- human, animal or synthetic
- Hair shapes
- styles and effects

Modification for different client needs and types including:

- men
- women and children

## EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply broad complex knowledge and consistent application of policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services.

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to the cleaning and maintenance of wigs and hairpieces
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- ability to consistently use effective questioning and active listening techniques to sympathetically consult and negotiate with clients, identify clients' requirements/needs, maintain confidentiality, and to ensure client comfort and safety throughout the service where applicable
- ability to identify cleaning and maintenance procedures for wigs and hairpieces
- analyse the client's characteristics and requirements/needs, according to the range of variables
- ability to consult with the client, maintain privacy as required and develop, record and recommend a course of action/service according to agreed client requirements
- ability to read, accurately interpret and consistently apply manufacturers' instructions for materials, products and tools, where applicable
- ability to consistently select, prepare, apply and remove products according to stitching/knotting and fibre type, manufacturers' instructions and salon procedures.
- ability to integrate and apply a range of wig and hairpiece maintenance procedures/techniques suitable for photographic, theatre, film, television, special effects and prosthesis applications

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

- ability and skill in the application of a range of cleaning and maintenance procedures, cutting and styling techniques using a combination of tools, styling aids and appropriate combinations of techniques, to achieve outcomes consistent with the predetermined design, as discussed and agreed with the client
- ability and skill to consistently use time effectively and to control product waste
- ability to evaluate the completed cleaning and maintenance procedure and confirm client satisfaction with the finished result
- ability to advise the client on a variety of maintenance techniques, home care and complementary products
- ability to advise the client on a variety of maintenance techniques, home care and complementary products

**(2) Pre-requisite Relationship of Units**

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

- CSBCOS0202A Perform hair styling services

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

Knowledge of:

- salon policies and procedures in regard in regard to the cleaning and maintenance of wigs and hairpieces
- current available salon services/processes and product range
- effects on the cleaning and maintenance procedure of factors including
- selection of hair type, preparation of materials
- design and structure of wigs, hairpieces and postiche
- hair fibres, hair types and bases
- head blocks and tools
- facial shapes and features, bone structure, body shape
- client characteristics/limitations
- client preferences/expressed requirements/occasion
- the use of various design tools and techniques on curl shape, wave movement, hair volume
- balancing hair length and volume
- the elements and principles of design
- a range of head blocks and their suitability for attaching wigs and hairpieces
- a range of attachment tools and tools of trade for cleaning and maintaining wigs and hairpieces
- a range of repair requirements/procedures for wigs and hairpieces
- different fibres used in wigs and hairpieces and their reaction to cleaning and styling agents and processes

KnowledgeKnowledge of: **(Cont'd)**

- the following techniques and skills in relation to client consultation including:
- listening and questioning techniques
- verbal and non-verbal communication skills
- negotiation techniques
- selling skills
- internal and external client contact, personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

## The ability to:

- apply salon policies and procedures and industry codes of practice in regard to the cleaning and maintenance of wigs and hairpieces
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- to consult with the client, maintain privacy as required and develop, record and recommend a course of action/service according to agreed client requirements
- to identify cleaning and maintenance procedures for wigs and hairpieces, analyse the client's characteristics and requirements/needs, according to the range of variables and taking into account factors including:
  - design and structure of wigs, hairpieces and postiche
  - hair fibres, hair types and bases
  - head blocks and tools
- determine the effects on the cleaning and maintenance procedure of factors including:
  - selection of hair type, preparation of materials
  - design and structure of wigs, hairpieces and postiche
  - hair fibres, hair types and bases
  - head blocks and tools
  - facial shapes and features, bone structure, body shape
  - client characteristics/limitations
  - client preferences/expressed requirements/occasion
- the use of various design tools and techniques on curl shape, wave movement, hair volume
- balancing hair length and volume
- consistently use effective questioning and active listening techniques to sympathetically consult and negotiate with clients, identify clients' requirements/needs, maintain confidentiality, and to ensure client comfort and safety throughout the service where applicable
- read, accurately interpret and consistently apply manufacturers' instructions for materials, products and tools, where applicable
- consistently select, prepare, apply and remove products according to stitching/knotting and fibre type, manufacturers' instructions and salon procedures
- integrate and apply a range of wig and hairpiece maintenance procedures/techniques suitable for photographic, theatre, film, television, special effects and prosthesis applications
- apply a range of cleaning and maintenance procedures, cutting and styling techniques using a combination of tools, styling aids and appropriate combinations of techniques, to achieve outcomes consistent with the predetermined design, as discussed and agreed with the client

**Skills**

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

- consistently use time effectively and to control product waste
- evaluate the completed cleaning and maintenance procedure and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products
- apply the following techniques and skills in relation to client consultation including:
  - listening and questioning techniques
  - verbal and non-verbal communication skills
  - negotiation techniques
  - selling skills

**(4) Resource Implications**

The following resources should be made available:

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

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

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

**(5) Method of Assessment**

Evidence may be collected in a variety of ways including:

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

Competency in this unit may be demonstrated concurrently.



**(6) Context of Assessment**

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of cleaning and maintenance procedures for wigs and hairpieces.

Evidence collected should encompass a range of cleaning and maintenance procedures for wigs and hairpieces.

Integrated assessment should be considered where practicable. It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs.

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

**CRITICAL EMPLOYABILITY SKILLS**

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

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

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

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

## CSBCOS0013A: Perform permanent hair colour services

### Competency Descriptor:

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

Competency Field: Beauty Services

### ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1.	Consult and analyse for colour and lightening services	1.1	Assessment is based on the characteristics of % white, level of existing colour, texture, porosity, density, elasticity, existing chemical services and time span between services.
		1.2	Presence and effects of the following on hair structure and scalp identified, lightening agents, temporary colour, semi permanent colour and metallic based dyes.
		1.3	A colour result to complement skin tone and features is pre-determined with the client.
2.	Select and use hair colouring and lightening products	2.1	Product knowledge is developed and applied in the selection of colouring and lightening products according to the principles of the colour wheel.
		2.2	Products are mixed and removed according to manufacturers' instructions.
		2.3	Techniques are selected and applied appropriate to the products being used and client requirements.
		2.4	Client comfort and safety is ensured during processes.
		2.5	Hair colouring services are completed within defined commercial times.
		2.6	Client satisfaction with colour result is confirmed and recorded.
		2.7	Informed clients on after care products and maintenance.
3	Rectify colour problems	3.1	Colour problems are assessed and a course of action is planned.
		3.2	Planned process is discussed and confirmed with client.
		3.3	Colour correction is achieved using relevant techniques in line with manufacturer's specifications.

## RANGE STATEMENT

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

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

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

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

Hair colouring may be performed on clients:

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

Colour correction techniques may include:

- pre-softening
- pre-pigmentation
- colour lightening
- colour fillers in line with manufacturers' specifications

Products may include:

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

Clients may include:

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

## EVIDENCE GUIDE

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

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to the performance of a range of hair colour services on clients
- incorporate a combination of techniques to produce current commercial fashion result in the appropriate context and to the level acceptable by the enterprise
- knowledge and consistent application of safe work practices in regard to the provision of services, and safe use of product to Occupational Health and Safety regulations/requirements

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

- ability to consistently use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure clients' comfort and safety throughout the service
- apply and develop new criteria and techniques
- to be innovative and resourceful in the use of colour application tools

**Note:** Hair colouring products, tools and techniques must not be limited. Creativity and imagination is expected to be used at all times and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

**(2) Pre-requisite Relationship of Units**

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

- CSBCOS0001A Prepare clients for salon services
- CSBCOS0062A Remove chemicals from hair
- CSBCOS0032A Sell products and services
- CSBCOS0102A Perform semi-permanent hair colour services

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

Knowledge of:

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

Skills

The ability to:

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

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

Knowledge of:

- the effects of metallic-based products on the hair
- processing and development timings for a defined salon colour and lightening product range(s)
- the action and durability of temporary, semi-permanent and permanent colours and lightening on the structure of the hair
- negotiation techniques
- listening and questioning techniques
- verbal and non-verbal communication skills
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

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

**(4) Resource Implications**

The following resources should be made available:

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

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

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

**(4) Method of Assessment**

Evidence may be collected in a variety of ways including:

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

Competency in this unit may be demonstrated concurrently.

**(6) Context of Assessment**

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

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

## CRITICAL EMPLOYABILITY SKILLS

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

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

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

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



**CSBCOS0023A: Provide specialist hair styling services****Competency Descriptor:**

This unit encompasses competencies that are required to produce specialist hair styling services on clients and mannequin heads. Services incorporate a combination of techniques including long hair, advanced roller and curl control and air-drying and specialist or classic competition result. It requires a broad range of applications in the offering of specialist hair styling services for qualified hairdressers. These skills are especially applicable but not restricted to film set, photographic studio, fashion parade or platform work.

**Competency Field:**

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Select hair type	1.1	Human or synthetic hair is chosen according to characteristics.
2.	Combine techniques to create specialist hair designs	2.1	A finished hair design is discussed and pre-determined with the client.
		2.2	A variety of techniques is selected and combined to produce a range of specialist or classic competition looks.
		2.3	A range of tools and products, which are appropriate for a variety of different combinations of hairstyling techniques are selected.
3.	Provide a range of specialist or classic competition hair designs	3.1	Hair designs produced using a wide variety of roller and curl control and air-drying techniques according to the pre-determined design and/or client requirements.
		3.2	Produced hair designs, which include a variety of straight and curved direction, volume and indentation, and a variety of shapes according to the pre-determined design.
		3.3	Gelled, moulded postiche is designed and attached to ornament the completed hair design according to the pre-determined design if required.
		3.4	Client satisfaction is confirmed where appropriate.
		3.5	Hair designs produced using a wide variety of roller and curl control and air-drying techniques according to the pre-determined design and/or client requirements.
4.	Use colour to enhance hair design	4.1	Hair designs produced using a wide variety of techniques according to the pre-determined design and client requirements.
		4.2	Completed hairstyle to be consistent with the pre-determined fashion/classic or long hair design.

- 4.3 Gelled, moulded postiche is designed and attached to ornament the completed hair design according to the pre-determined design if required.
- 4.4 Client satisfaction is confirmed.

## RANGE STATEMENT

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

- policy and procedures in regard to the performance of a wide range of specialist, classic, competition, or long hair design techniques
- policy and procedures of the client contracting the services of the specialist hair designer in regard to the performance of specialist skills in a variety of locations
- ethical standards
- client service standards
- designated operating hours

Hair design tools to include

- brushes
- combs
- blow dryers
- heat diffusers
- a variety of pins
- other styling implements

Clients may include:

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

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

- State and Local Government regulations.
- Local health regulations.
- OHS and hygiene requirements.
- First Aid regulations/requirements.
- Insurance against mal practice

Styling and finishing products may be selected from a wide range available for use

- specialist
- classic competition
- long hair techniques

Hair designs may be performed on

- clients and/or mannequins with a variety of hair types and fashion requirements

## EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply broad complex knowledge and consistent application of policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services.

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply policies and procedures and industry codes of practice in regard to the performance of a wide range of specialist, classic competition or long hair design techniques
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure client comfort and safety throughout the service
- evaluate and synthesise specialist, classic competition or long hair designs
- develop and record the hair design according to the pre-determined design
- use time effectively and to control product waste
- evaluate the completed specialist hair design looks and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products if appropriate
- use creativity and imagination at all times and innovation and resourcefulness in the selection and application of techniques is to be emphasised

### (2) Pre-requisite Relationship of Units

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

- CSBCOS0001A Prepare clients for salon services
- CSBCOS0202A Perform hair styling services

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

Knowledge of:

- policies and procedures and industry codes of practice in regard to the performance of a wide range of specialist, classic competition or long hair design techniques
- contractual policies and procedures in regard to the performance of a wide range of specialist, classic competition or long hair design services
- knowledge and application of available product ranges
- the elements and principles of design
- knowledge of the following techniques and skills in relation to client consultation including:
  - negotiation techniques
  - listening and questioning techniques
  - verbal and non-verbal communication skills
  - selling skills
- internal and external client contact, personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- apply policies and procedures and industry codes of practice in regard to the performance of a wide range of specialist, classic competition or long hair design techniques
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure client comfort and safety throughout the service
- ability to produce a range of finishing techniques including but not limited to hair ornament/s gelled and moulded postiche, padded rolls and wirework
- evaluate and synthesise specialist, classic competition or long hair designs
- develop and record the hair design according to the pre-determined design
- use time effectively and to control product waste
- evaluate the completed specialist hair design looks and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques, home care and complementary products if appropriate

## Underpinning Knowledge and Skills (Cont'd)

### Skills

The ability to:

- ability to determine the effects on the hair style of factors including:
  - natural and synthetic hair condition, quality and texture
  - hair growth patterns, fall and movement
  - hair characteristics including elasticity, diameter, density
  - facial shapes and features, skin tone, bone structure, body shape
  - client characteristics/limitations
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

### (4) Resource Implications

The following resources should be made available:

- access to clients presenting with a range of requirements for specialist hair design services incorporating a combination of techniques in a salon/simulated assessment area

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

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

### (3) Method of Assessment

Evidence may be collected in a variety of ways including:

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

Competency in this unit may be demonstrated concurrently.

**(6) Context of Assessment**

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of specialist hair styling services.

Evidence collected should encompass a wide range of high fashion, specialist, classic competition or long hair design techniques.

Integrated assessment should be considered where practicable. It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs.

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

**Note:** Styling tools and techniques must not be limited. Creativity and imagination is expected to be used at all times, and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

**CRITICAL EMPLOYABILITY SKILLS**

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

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

Collecting, analysing and organising ideas and information	Level 2	
Communicating ideas and information	Level 2	
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Working with others and in teams	Level 2	
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Solve problems	Level 2	
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Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

## CSBCOS0033A: Provide specialist hair design services

### Competency Descriptor:

This unit deals with the skills and knowledge required to perform a range of specialist hair designs that include the use and application of combinations of hair cutting, colour, permanent wave and finishing techniques. It requires a broad range of applications in the offering of specialist hair design services for qualified hairdressers. These skills are especially applicable, but not restricted to, film set, photographic studio, fashion parade or platform work.

### Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Combine techniques to create specialist hair designs	1.1 A finished look is suggested and pre-determined with the client including various combinations of techniques and products, which may be used to produce and enhance the specialist hair design service.  1.2 Record confirmed technique and process.  1.3 A range of tools and products, which are appropriate for a variety of different combinations of haircutting, hairstyling, permanent waving and hair colouring techniques, is selected.
2. Provide arrange of specialist hair cuts	2.1 Haircuts produced using a wide variety of techniques according to the pre-determined design and client requirements.  2.2 Haircut techniques to be combined and applied to produce a change in perimeter design line, weight distribution, textural appearance and structured and unstructured designs.  2.3 Complementary texturising techniques applied according to the pre-determined design and client requirements.  2.4 Haircut result to be consistent with the pre-determined aim and client requirements.  2.5 Client satisfaction is confirmed.
3. Use colour to enhance hair design	3.1 Client is advised of a variety of colour combinations and procedures to complement the hair design.  3.2 Colour is selected from a wide range of colour products, according to the haircut design.  3.3 Haircut design is evaluated and analysed to determine the appropriate colour selection and application technique.

- 3.4 Colour result to be consistent with the client requirements.
  - 3.5 Client satisfaction is confirmed.
- 4. Use permanent wave or strengthening techniques to enhance hair designs
  - 4.1 Client is advised of a variety of permanent wave or straightening techniques to complement the hair design.
  - 4.2 A range of permanent wave or straightening techniques and products are selected, according to the haircut design.
  - 4.3 Haircut design is evaluated and analysed to determine the appropriate permanent wave and/or straightening technique to be performed.
  - 4.4 Result to be consistent with the client requirements.
  - 4.5 Client satisfaction is confirmed.
- 5. Use finishing techniques to enhance hair designs
  - 5.1 Client is advised of a variety of finishing techniques to complement the hair design.
  - 5.2 A range of finishing techniques is evaluated and selected, appropriate to the finish required for the design.
  - 5.3 Finishing techniques are performed according to the hair design.
  - 5.4 Result to be consistent with the client requirements.
  - 5.5 Client satisfaction is confirmed
- 6 Advise clients
  - 6.1 Client is advised of a variety of maintenance techniques for the hair design.
  - 6.2 Client is advised and appropriate products are recommended to maintain the hair design.



## RANGE STATEMENT

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

- policy and procedures in regard to the performance of a wide range of specialist haircuts, colour, permanent wave, straightening and finishing techniques
- policy and procedures of the client contracting the services of the specialist hair designer, in regard to the performance of specialist skills in a variety of locations
- ethical standards
- client service standards
- designated operating hours

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

- State and Local Government regulations.
- Local health regulations.
- OHS and hygiene requirements.
- First Aid regulations/requirements.
- Insurance against mal practice

Clients may include:

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

Hair designs may be performed on:

- clients or wigs and hair pieces with a variety of hair types and range of hair design requirements
- shapes, styles and effects and hair growth patterns
- with a variety of colour and lightening problems
- with virgin hair or a range of pre-existing hair colouring products on the hair

Hair design tools to include

- scissors of various sizes, texturising scissors
- razors, clippers, brushes, combs, blow dryers, heat diffusers
- permanent wave and colour tools
- colour, permanent wave and finishing products from a variety of manufacturers' product ranges

Product knowledge to include

- colour and permanent wave chemicals, styling aids, mousses, gels, hairsprays pre-softening

## IDENTIFICATION GUIDE

Competency is to be demonstrated by the ability to effectively apply broad complex knowledge and consistent application of policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services.

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services
- apply safe work practices in regard to the provision of services, and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required

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

- use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure client comfort and safety throughout the service
- use hair design tools to include scissors of various sizes, texturising scissors, razors, clippers, brushes, combs, blow dryers, heat diffusers, permanent wave and colour tools
- develop and record the specialist hair design
- use time effectively and to control product waste
- evaluate the completed specialist hair design looks and confirm client satisfaction with the finished result
- advise the client on a variety of maintenance techniques and procedures

**(2) Pre-requisite Relationship of Units**

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

- CSBCOS0001A Prepare clients for salon services
- CSBCOS0021A Style hair

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

Knowledge of:

- policies and procedures and industry codes of practice in regard to the performance of a range of specialist hair design services
- contractual policies and procedures in regard to the performance of a range of specialist hair design services
- hair design tools to include scissors of various sizes, texturising scissors, razors, clippers, brushes, combs, blow dryers, heat diffusers, permanent wave and colour tools
- current available salon services
- effects on the hair design of factors including:
  - natural and synthetic hair type, hair condition, quality, texture
  - hair growth patterns, fall and movement
  - hair characteristics including elasticity, diameter, density, porosity/resistance
  - existing chemical treatment/s
  - natural colour
  - facial shapes and features, skin tone, bone structure, body shape
  - client characteristics/limitations
  - client preferences/expressed requirements/film set, photographic session, fashion parade, theatre or platform work
  - the use of various design tools and techniques on curl shape, wave movement, hair volume
  - balancing hair length and volume
- a range of combinations of perming and straightening techniques, products and tools to achieve hair design services

### Knowledge

Knowledge of: (Cont'd)

- applications for permanent wave and straightening products including alkaline wave, acid wave, exothermic wave, thio relaxers, sodium hydroxide relaxers
- the elements and principles of design
- negotiation techniques
- listening and questioning techniques
- verbal and non-verbal communication skills
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements

### Skills

The ability to:

- consistently use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs and to ensure client comfort and safety throughout the service
- determine the effects on the hair design of factors including:
  - natural and synthetic hair type, hair condition, quality, texture
  - hair growth patterns, fall and movement
  - hair characteristics including elasticity, diameter, density, porosity/resistance
  - existing chemical treatment/s
  - natural colour
  - facial shapes and features, skin tone, bone structure, body shape
  - client characteristics/limitations
  - client preferences/expressed requirements/film set, photographic session, fashion parade, theatre or platform work
- the use of various design tools and techniques on curl shape, wave movement, hair volume
- balancing hair length and volume
- demonstrate manipulative skills in the application of specialist hair design services
- select and apply of a range of combinations of perming and straightening techniques, products and tools to achieve hair design services
- ability and skill in the application of a range of combinations of haircutting structures, techniques and tools to achieve specialised hair design looks
- apply and create new criteria and techniques
- evaluate and synthesise specialist hair design services
- Create design and record the specialist hair design
- consistently use time effectively and to control product waste
- evaluate the completed specialist hair design looks and confirm client satisfaction with the finished result
- ability to advise the client on a variety of maintenance techniques and procedures
- apply salon policies/procedures in regard to the performance of a range of classic and current commercial hair cutting, beard designing and finishes
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

**(4) Resource Implications**

The following resources should be made available:

access to clients presenting with a range of requirements for specialist hair design services incorporating a combination of techniques in a salon/simulated assessment area

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**(5) Method of Assessment**

Evidence may be collected in a variety of ways including:

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

Competency in this unit may be demonstrated concurrently.

**(6) Context of Assessment**

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of specialist hair services incorporating a range of finishing techniques to achieve pre-determined high fashion looks, incorporating a variety of techniques, styling and finishing tools and products until competency is achieved.

**Note:** Cutting tools and techniques must not be limited. Creativity and imagination is expected to be used at all times, and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

Styling tools, products and techniques must not be limited. Creativity and imagination is expected to be used at all times, and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

Perming and straightening products, tools and techniques must not be limited. Creativity and imagination is expected to be used at all times, and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

Hair colouring products, tools and techniques must not be limited. Creativity and imagination is expected to be used at all times, and innovation and resourcefulness in the selection and application of techniques is to be emphasised.

**Context of Assessment (Cont'd)**

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

**CRITICAL EMPLOYABILITY SKILLS**

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

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