Work placement guide for students

Certificate II in hairdressing
(Pre-apprenticeship)
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MY DETAILS

Name: ____________________________________________
Student ID no.: __________________________________
Training organisation: ______________________________
Trainer/Course coordinator: __________________________
Contact no.: ______________________________________

WORK PLACEMENT DETAILS

Work placement salon: ______________________________
Address: _________________________________________
Contact no.: ______________________________________
Mentor’s/Supervisor’s name: __________________________
Mentor’s/Supervisor’s contact no.: _____________________

Work placement salon: ______________________________
Address: _________________________________________
Contact no.: ______________________________________
Mentor’s/Supervisor’s name: __________________________
Mentor’s/Supervisor’s contact no.: _____________________

Work placement salon: ______________________________
Address: _________________________________________
Contact no.: ______________________________________
Mentor’s/Supervisor’s name: __________________________
Mentor’s/Supervisor’s contact no.: _____________________
EMERGENCY CONTACT INFORMATION

Please provide the following information in case an emergency arises while you’re on work placement.

Person to contact: ____________________________________________

Relationship to you (eg parent, neighbour): ____________________________________________

Contact no.: ____________________________________________

Mentor’s/Supervisor’s name: ____________________________________________

Mentor’s/Supervisor’s contact no.: ____________________________________________

CONFIDENTIALITY AGREEMENT

I understand that during this work placement I may have access to information that is private and confidential. I agree that I will not convey to any person outside my host employer’s workplace any knowledge or information of a confidential nature that I may gain.

I will at all times show loyalty towards my host employer(s).

Failure to maintain confidentiality may result in the immediate termination of my work placement, disciplinary action by my school/training organisation, and possible legal action by my host employer (depending on the seriousness of the breach).

My signature confirms that I understand the consequences of any breach of this confidentiality agreement.

Name: ____________________________________________

Signature: ____________________________________________

Date: ____________________________________________
INTRODUCTION

The information in this guide is for you [and your parent(s) or guardian(s)] to use while you’re enrolled in the Certificate II in Hairdressing (Pre-apprenticeship) course. Careers within the hairdressing industry are often based on working in a hairdressing salon, but once you are qualified, you can explore a range of exciting opportunities all over the world. Whether your dream is to own and manage your own salon or to work with models and celebrities for film and television work, this course is your first step.

Part of the work required for this course involves your participation in a period of work placement in a salon. This guide provides you with information about the requirements for the workplace experience, the course generally and an overview of related courses and career training options for you to consider.

Hairdressing is more than just cutting and styling hair; it’s about providing a personal service and creating an individual style for every client, so you need to develop not only your creative skills and technical abilities, but also your communication and customer service skills. The work placement will help you in all of these areas.

We encourage you to embrace this opportunity to experience what it’s like to be part of this creative industry.
TERMINOLOGY, ABBREVIATIONS AND DEFINITIONS

As you work your way through the course and this guide, you will come across some of the following common terminology, abbreviations and definitions relating to the qualification.

ASSESSMENT

On completion of each unit in your course, you will complete an assessment task (or tasks). Assessment involves demonstrating your skills and knowledge so that you can be deemed ‘competent’.

COMPETENCY-BASED TRAINING (CBT)

To be ‘competent’ means being able to do something. CBT is training based on the requirements needed to operate effectively in industry and achieve competency standards. CBT focuses on the skills and knowledge you have, rather than on how you attained the skills and knowledge.

ELEMENTS OF COMPETENCY

Elements describe what you need to be able to demonstrate in a unit of competency. Your assessment task is based on these.

EMPLOYABILITY SKILLS

These are non-technical skills and knowledge you need to have to be able to participate effectively in the workforce. They are not unique to any specific industry or type of work; they are skills that most individuals need in most jobs.

INDUSTRY MENTOR

A person who provides coaching, training, and usually supervision in the workplace.
PERFORMANCE CRITERIA

Performance criteria specify the level of performance required to demonstrate achievement of the elements within a unit of competency.

RTO

Registered training organisation.

TRAINING PACKAGE

A training package is a set of nationally endorsed standards and qualifications for recognising and assessing people’s skills in a specific industry, industry sector or enterprise. They are developed by national Industry Skills Councils, to ensure that they meet the needs of industry.

UNIT OF COMPETENCY (UOC)

This is a statement of a key function or role in a particular job or occupation. It specifies the knowledge and skill required, how they should be applied and the standard expected in the workplace.

WORK PLACEMENT

A structured workplace learning program that prepares a person for the workplace. Unlike work experience, where a person may not actually ‘work’, work placement expects that you will undertake appropriate tasks that put classroom theory into practice.
COURSE OVERVIEW

This Certificate II in Hairdressing (Pre-apprenticeship) course, is aimed at individuals who are considering seeking an apprenticeship in the hairdressing industry. As it can sometimes be difficult to get an apprenticeship when you don’t have any experience in the industry, a pre-apprenticeship can give you a real head start. The skills, knowledge and work experience you’ll gain will help you to impress potential employers.

By completing a pre-apprenticeship course, you may also complete some of the training required in the full apprenticeship course.

This course specifies the outcomes required for you to work effectively in a hair salon such as:

- working safely
- greeting and preparing clients
- shampoo and massage treatments
- applying colour products
- drying hair to shape
- applying braiding techniques
- working with tools and equipment.

Your course has formal study plus a period of work placement. These two components together – study and work – will give you an opportunity to put the new skills and knowledge you gain in training into practice in the workplace. You will also develop some business-related skills as well as employability skills like teamwork, communication, problem-solving, and planning and organising.

FURTHER TRAINING

Starting your hairdressing career with this pre-apprenticeship course is a smart move, as it will give you a solid foundation on which to build your future.

Later on, you may like to further your study and perhaps pursue a management role or specialist hairdressing work. Maybe you’d like to become a salon owner one day. If so, there are higher level courses that cover these areas and more.
UNITS OF COMPETENCY (UOC)

There are 15 units of competency in this course—eight are core (mandatory) units, and the other seven are elective units that have been chosen specifically for this program. All units must be successfully completed and your competency assessed for you to achieve your Certificate II qualification.

Successful course and UoC completion depends on achieving competency with the assessment items specified in each unit. The time taken to achieve competency may vary from person to person, but generally all assessment items have to be completed during each semester period of course enrolment. Your trainer/course coordinator will be able to give you more details about this. The units you’ll be completed are listed below.

<table>
<thead>
<tr>
<th>Unit code</th>
<th>Unit of competency</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core units</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SIHHOH5201A</td>
<td>Apply salon safety procedures</td>
<td>20</td>
</tr>
<tr>
<td>SIRXCOM001A</td>
<td>Communicate in the workplace</td>
<td>50</td>
</tr>
<tr>
<td>SIHHHDS201A</td>
<td>Dry hair to shape</td>
<td>35</td>
</tr>
<tr>
<td>SIHHCCS201A</td>
<td>Greet and prepare clients for salon services</td>
<td>10</td>
</tr>
<tr>
<td>SIHHIND201A</td>
<td>Maintain and organise tools, equipment and work areas</td>
<td>5</td>
</tr>
<tr>
<td>BSBSUS201A</td>
<td>Participate in environmentally sustainable work practices</td>
<td>10</td>
</tr>
<tr>
<td>SIHHBAS201A</td>
<td>Perform shampoo and basin services</td>
<td>10</td>
</tr>
<tr>
<td>SIRXIND001A</td>
<td>Work effectively in a retail environment</td>
<td>40</td>
</tr>
<tr>
<td>Elective units</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SIHHHDS202A</td>
<td>Apply hair braiding techniques</td>
<td>10</td>
</tr>
<tr>
<td>SIHHCLS201A</td>
<td>Apply hair colour products</td>
<td>20</td>
</tr>
<tr>
<td>SIHHBAS202A</td>
<td>Perform head, neck and shoulder massage</td>
<td>20</td>
</tr>
<tr>
<td>SIRXRPK002A</td>
<td>Recommend hair, beauty and cosmetic products and services</td>
<td>40</td>
</tr>
<tr>
<td>SIHHHRS201A</td>
<td>Rinse and neutralise chemically restructured hair</td>
<td>50</td>
</tr>
<tr>
<td>SIRXMER001A</td>
<td>Merchandise products</td>
<td>35</td>
</tr>
<tr>
<td>BSBWOR202A</td>
<td>Organise and complete daily work activities</td>
<td>15</td>
</tr>
<tr>
<td>Total course hours</td>
<td></td>
<td>370</td>
</tr>
</tbody>
</table>

Unit codes starting with ‘SI’ are from the Service Industries field—‘SIH’ units are from the Hairdressing Training Package, and ‘SIR’ units are from the Retail Training Package. The ‘BSB’ units are from the Business Services Training Package. The hours noted in the table are nominal and may vary slightly.

In addition to the units listed above, you will complete 120 hours of supervised skills practice and 120 hours of work placement.
YOUR CAREER IN HAIRDRESSING

According to Myfuture, Australia’s career information and exploration service, hairdressing currently employs the largest number of individuals in the personal services sector*. The Australian Government’s Job Outlook also states that the number of job openings for hairdressers is expected to be high (greater than 50 000) between now and 2017**.

Because the industry is constantly evolving, with changes in fashion trends and products, as well as techniques and technology changing all the time, hairdressing can be an exciting and challenging career choice. While nothing is guaranteed in a job market, a graduate with a qualification will always have an advantage over an unqualified candidate. Because hairdressing is a trade there are formal requirements to become a qualified hairdresser. The skills and experience you gain from your qualification will provide you with a strong foundation on which to build your future.

The following table provides a summary overview of how your career in the hairdressing industry can develop from this entry level course.

<table>
<thead>
<tr>
<th>Level of qualification</th>
<th>Job title(s)</th>
<th>Skills/specialisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate II</td>
<td>Pre-apprentice</td>
<td>Entry-level salon procedures and processes under supervision</td>
</tr>
<tr>
<td>(Pre-apprenticeship)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificate III</td>
<td>Qualified hairdresser</td>
<td>Apprenticeship program</td>
</tr>
<tr>
<td>Certificate IV</td>
<td>Senior stylist</td>
<td>Advanced hairdressing</td>
</tr>
<tr>
<td></td>
<td>Session stylist</td>
<td>Leadership in creativity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Creative cutting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Complex colouring solutions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Creative colouring</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chemical reformation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hair extensions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Session styling</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Photographic work</td>
</tr>
<tr>
<td>Diploma</td>
<td>Salon manager</td>
<td>Human resources</td>
</tr>
<tr>
<td></td>
<td>Salon owner</td>
<td>Recruiting staff business planning</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sustainability</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Business and financial management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Marketing and promotion</td>
</tr>
<tr>
<td>Vocational Graduate</td>
<td>Creative director</td>
<td>Technical and creative leadership</td>
</tr>
<tr>
<td>Certificate</td>
<td>Artistic director</td>
<td>Training</td>
</tr>
<tr>
<td></td>
<td>Freelance designer/stylist</td>
<td>Competitions and expos</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fashion, trends, design</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Special effects hair design</td>
</tr>
<tr>
<td></td>
<td></td>
<td>High-fashion model styling for catwalk or magazines</td>
</tr>
</tbody>
</table>

Table 1.1: Qualifications and professions

* source: www.myfuture.edu.au
** source: http://joboutlook.gov.au
QUALIFICATION PATHWAYS

The following pathways chart shows the types of pathways into and from qualifications that are possible with the Hairdressing Training Package via either direct enrolment to study or through receiving recognition of other training you have done (and/or your industry experience).

SIH20111 Certificate II in Hairdressing
This qualification reflects the role of individuals who are competent in communicating in the workplace, interacting with and providing service to clients, assistance to colleagues, and performing routine functions under direct supervision as part of a hairdressing team.

SIH30111 Certificate III in Hairdressing
This qualification reflects the role of individuals employed as hairdressers working as part of a team in salon, who are competent in communicating in the workplace, consulting with clients, selling products and services, and designing and applying a broad range of technical hairdressing services on clients.

SIH40111 Certificate IV in Hairdressing
This qualification reflects the role of highly skilled hairdressers, working as part of a salon team or coordinating a salon team, a technical adviser with a hairdressing products company; or independently as a freelance session stylist. The role provides technical leadership to other hairdressers and specialised, complex services/treatments to clients.

SIH80113 Graduate Certificate in Hairdressing Creative Leadership
This qualification reflects the role of individuals who apply specialised knowledge and skills in determining and leading the future hair design directions to the hairdressing industry. The job roles include creative or artistic directors who work for larger hairdressing organisations or a hairdressing products company or independently as a freelance session stylist and provide technical and creative leadership, training and support to colleagues and the industry at large.

SIB50210 Diploma of Salon Management
This qualification reflects the role of individuals who are competent in managing the overall operation of a business involved in services and sales delivery in personal services environments such as beauty salons, spas and hairdressing.
EMPLOYABILITY SKILLS

Employability skills are the non-technical skills and knowledge you need to be able to participate effectively in the workforce. They are not unique to any specific industry or type of work; they are skills that most individuals need in most jobs. The term ‘employability skills’ came about because these have been identified as the skills most potential employers look for – the skills that appeal to them most. The more developed your employability skills, the more competitive you’ll be when you go job hunting.

The hairdressing industry has identified the following employability skills as valuable at Certificate II level. As you progress through your work placement, look for opportunities where you can develop and demonstrate these skills. Ask yourself, ‘How well do I do these things?’

<table>
<thead>
<tr>
<th>Employability skill</th>
<th>Industry/enterprise requirements for this qualification include</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive experience that reflects salon values; regularly carrying out verbal instructions from other team members and supervisors; reading and interpreting simple workplace documents; completing simple written workplace forms and sharing work related information with other team members.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>Working collaboratively with other team members; supporting the team; respecting and understanding other views and giving and receiving feedback in the context of a salon environment where employees are expected to perform their individual tasks but also look for opportunities to assist others.</td>
</tr>
<tr>
<td>Problem-solving</td>
<td>Demonstrating sensitivity to customer needs and concerns, anticipating problems and acting to avoid them where possible; solving problems in the context of a team structure where, after clarification, customer service issues or recognition of risk may be referred to a senior operator for resolution depending upon salon policy and procedures.</td>
</tr>
<tr>
<td>Initiative and enterprise</td>
<td>Adapting to new situations, including changing workplace procedures.</td>
</tr>
<tr>
<td>Planning and organising</td>
<td>Planning and carrying out simple salon tasks to timelines and priorities that are set by a senior operator.</td>
</tr>
<tr>
<td>Self-management</td>
<td>Understanding and following salon policies regarding work availability, rosters and work duties; working within the salon culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; efficiently prioritising and completing delegated tasks under instruction.</td>
</tr>
<tr>
<td>Learning</td>
<td>Identifying personal strengths and weaknesses in the context of the job role; recognising own learning style, at work; accepting opportunities to learn new ways of doing things; implementing changes under instruction within the context of salon procedures.</td>
</tr>
<tr>
<td>Technology</td>
<td>Using and maintaining a range of salon technology in the context of available equipment and salon procedures; recognising and reporting faulty equipment; following salon occupational health and safety procedures.</td>
</tr>
</tbody>
</table>
ABOUT YOUR WORK PLACEMENT

Structured work placement is a great way to integrate theory with practice in a realistic work environment. It gives you the opportunity to experience a period of time in a working hair salon. While you’re learning, you will be given various tasks to complete, and will be supported by your industry mentor and, where possible, others in the salon.

The tasks you do during your work placement will be closely supervised at all times.

Once you know your allocated salon(s), arrangements will be made through your school/training organisation and your trainer/course coordinator will provide you with all the details.

As this may be your first attendance at a workplace within the hairdressing industry, you may find that it operates a little differently from other work situations you might have experienced. The following guidelines will help you to make the most of this opportunity.

GUIDELINES

When you’re doing work placement, you must always remember that you’re working in someone’s business and dealing with their clients. You should treat it just like a ‘real’ job, and always conduct yourself in a professional manner. Please consider the following aspects of the work placement and make sure you are prepared and organised.
CHECK BEFORE YOUR FIRST DAY …

- Your industry mentor’s website before going to their premises so that you have some knowledge of the type of work the salon does.
- Start/finish times – find out what time you need to be there.
- Required dress (clothing) – make sure your clothes and shoes are clean.
- The food situation, if you’re not taking your own lunch with you. There may not be a lunch bar or café nearby.
- Transport – if you’re driving, is parking available? If you’re using public transport, do you know the routes and times you need to get to the salon?
- Make sure this guide is in your bag! Take your own pen, so that you can take notes through the day as needed and complete your journal at the end of each day.

CHECK ON YOUR FIRST DAY …

- The salon’s health and safety procedures, evacuation routes, etc in case there’s an emergency.

REMEMBER TO …

- Plan your time carefully to make sure you’re always punctual.
- Always phone your mentor if you cannot attend a scheduled day of attendance. You should treat your work placement the same as you would if it were a paid job.
- Ask well in advance if you need to take some time off – for example, perhaps you have a doctor’s appointment one afternoon and you need to leave a bit early – don’t leave it until the last minute, and never just leave without asking.
- Be prepared to tackle any task assigned to you (within reason), and politely ask for help when you need it.
- Report any uncomfortable situations to your trainer/course coordinator.
- Switch off your mobile phone while working, and don’t invite friends to visit you at work.
- Thank your industry mentor(s) for having you in the salon when the placement period is up.
AND MOST OF ALL …

Display a positive attitude and enthusiasm when you’re in the salon. You will probably meet a lot of people during your period of work placement and they will warm to you and support you if you get involved with the work routine and behave in a professional manner.

Many hairdressers are passionate about their work, and sometimes a salon can be like a second home and colleagues become like family. Treat their place and their people with respect and care.

You may not be a ‘real’ employee, but you are dealing with real clients and therefore you are representing the salon while you’re there.

DEALING WITH ISSUES

Should any problems or issues arise during your work placement, please contact your training organisation immediately. Your trainers want this work placement to be a positive experience for you, so it is important that you talk to them if something is not right. Any concerns you raise will be treated as confidential.

FINALLY…

Treat this work placement as a great opportunity, because it is! The experience you gain here will be valuable later when the time comes for you to start your full apprenticeship.
WORK PLACEMENT TASKS

This guide contains eight structured tasks that are aligned to the units in your course. The tasks include elements of planning, organising and completing daily work activities while you:

- work with tools and equipment
- greet and prepare clients
- undertake shampoo and/or basin duties
- carry out head, neck and shoulder massage
- dry hair to shape
- apply braiding techniques
- rinse and neutralise clients’ hair.

Please note that you are required to do these tasks only under direct supervision while on your work placement.

You can perform the workplace tasks in the order they appear in this guide, or in any order that is your focus of skills in the workplace.

You’ll find all the work placement tasks at Annex A to this guide (behind the first coloured divider), along with task tracker and a mapping guide that shows how each of the tasks aligns with the units you’re studying. Completing these work placement tasks will help you to build your skills and knowledge so that you feel more confident in your abilities when it’s time for your competency-based assessment.

RECORDING AND TRACKING YOUR TASKS

During your work placement, you’ll be expected to participate in a range of structured tasks and activities as part of the salon’s daily work. These tasks will be supervised.

There are three things you need to do to make sure you’re keeping a good record of the work you’re doing and what you’re learning during your work placement. You must:

1. check each component of the tasks to ensure that you’re covering every aspect
2. track the number of times you complete each task
3. keep a daily journal of the tasks and activities you do in the salon.
USING THE TASK TRACKER

The task tracker provides you with a record of all the tasks you’ve completed, summarised on to one page – the dates you record will enable you to cross-check the tasks to your journal where you’ll record the details of that day’s work. You’ll find the task tracker at Annex A, behind the first coloured divider.

Pictured below is an example of how to use the task tracker.

<table>
<thead>
<tr>
<th>Task</th>
<th>Date</th>
<th>Date</th>
<th>Date</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Tools, equipment and work areas</td>
<td>12 Mar</td>
<td>4 Apr</td>
<td>6 Apr</td>
<td></td>
</tr>
<tr>
<td>2 Prepare clients</td>
<td>12 Mar</td>
<td>12 Mar</td>
<td>18 Mar</td>
<td>19 Mar</td>
</tr>
<tr>
<td>3 Shampoo / basin</td>
<td>11 Mar</td>
<td>13 Mar</td>
<td>13 Mar</td>
<td></td>
</tr>
<tr>
<td>4 Treatment / massage</td>
<td>13 Mar</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 Braiding</td>
<td>6 Mar</td>
<td>9 May</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

YOUR DAILY JOURNAL

As part of your course, you need to keep a daily journal of the tasks you do, the kind of work you undertake, and your experiences during each day. Keeping a journal is an excellent way of keeping track and recording the work you do, and the experience you gain. It may also be helpful when it comes time for assessment later in the course.

Your industry mentor may give you a task to complete before your next attendance at the salon, and your journal can also be used to record these tasks so that you remember to complete them. Here’s an example of a completed day’s journal.

Day/date: Monday 8/9/14
Attendance time: 8:00 am – 4:30 pm
Task summary: Shampoo client
Equipment used: Basin, shampoo, towels, gown
Things I learned: Test the water temperature on my hand before applying it to client’s hair.
Challenges: It’s tricky to get myself and the tap and the client’s head all in the right place!
What to focus on for next time: Working out the best place to stand so that I can easily reach the taps and make sure the client is comfortable.
Actions to be followed up: Practise my basin technique! Watch Sarah to see how she does it.

You’ll find your daily journal pages at Annex B, behind the second coloured divider.

EVALUATION

At Annex C, behind the third coloured divider, is an evaluation for yourself and your industry mentor to complete.
GUIDELINES FOR PARENT(S) AND GUARDIAN(S)

Parents (and/or guardians) can play a big role in helping you to get the most out of your work placement. They can assist by:

- encouraging you to be prepared, punctual and enthusiastic
- taking you to the first day of your work placement so you arrive on time
- listening to your review of each day’s activities, and providing support where needed.

INSURANCE GUIDELINES

Students should be covered for the period of work placement within the salon by their training organisation’s insurance policy. Make sure this insurance policy is in place before starting the work placement, and check its details so that you know what type of cover is provided.

Students are undertaking a period of ‘volunteer’ work placement and should not expect to be paid or otherwise compensated while in the workplace. Payments of any kind may void any insurance policies in place – whether held by the training organisation or the industry mentor.

PERFORMANCE EVALUATION

There is an evaluation component to the work placement, where both the student and the industry mentor are asked to provide feedback on the experience. We encourage you to discuss this evaluation with the student and encourage them to keep working on developing their skills and abilities.

CONCERNS/DISPUTES

Should any issue arise during the work placement that causes you concern, please contact the trainer/course coordinator immediately. We do not recommend speaking directly to the industry mentor and/or salon owner, as that may complicate matters. All communication on any such matters will remain confidential. The school/training organisation will act in the best interests of the student at all times.

If there be any issues with the student’s attendance and/or performance during their work placement, the industry mentor will not contact you directly but will liaise with the trainer/course coordinator.
ANNEX A

STRUCTURED TASKS
1-8
## TASK TRACKER

Every time you complete one of these tasks, add the date to the boxes below.

<table>
<thead>
<tr>
<th>Task Description</th>
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### Task Mapping Guide

This guide shows how the tasks align with the units; however, in many cases, competency areas from other units may also be included in the work tasks. For more detailed information about this, please refer to the tasks and the competency details provided for each one.

<table>
<thead>
<tr>
<th>Units</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIHHOHS201A Apply salon safety procedures</td>
<td>1  2  3  4  5  6  7  8</td>
</tr>
<tr>
<td>SIRXCOM001A Communicate in the workplace</td>
<td></td>
</tr>
<tr>
<td>SIHHHDS201A Dry hair to shape</td>
<td></td>
</tr>
<tr>
<td>SIHHCCS201A Greet and prepare clients for salon services</td>
<td></td>
</tr>
<tr>
<td>SIHHIND201A Maintain and organise tools, equipment and work areas</td>
<td></td>
</tr>
<tr>
<td>BSBSUS201A Participate in environmentally sustainable work practices</td>
<td></td>
</tr>
<tr>
<td>SIHHBAS201A Perform shampoo and basin services</td>
<td>1  2  3  4  5  6  7  8</td>
</tr>
<tr>
<td>SIRXIND001A Work effectively in a retail environment</td>
<td>Depending on salon policy, students may have limited opportunities to experience the retail aspects of salon work.</td>
</tr>
<tr>
<td>SIHHHDS202A Apply hair braiding techniques</td>
<td></td>
</tr>
<tr>
<td>SIHHCLS201A Apply hair colour products</td>
<td></td>
</tr>
<tr>
<td>SIHHBAS202A Perform head, neck and shoulder massage</td>
<td></td>
</tr>
<tr>
<td>SIRXPK002A Recommend hair, beauty and cosmetic products and services</td>
<td>1  2  3  4  5  6  7  8</td>
</tr>
<tr>
<td>SIHHHR201A Rinse and neutralise chemically restructured hair</td>
<td>1  2  3  4  5  6  7  8</td>
</tr>
<tr>
<td>SIRXMER001A Merchandise products</td>
<td></td>
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<tr>
<td>BSBWOR202A Organise and complete daily work activities</td>
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</tbody>
</table>
TASK 1 — TOOLS, EQUIPMENT AND WORK AREAS

Demonstrate the correct disassembling, cleaning, disinfecting, sterilisation, reassembling and storage of hairdressing equipment and maintaining of work areas.

Units related to this task are:
- SIHHIND201A Participate in environmentally sustainable work practices
- BSBSUS201A Maintain and organise tools, equipment and work areas
- SIHHOHS201A Apply salon safety procedures.

This task must be under direct supervision.

<table>
<thead>
<tr>
<th>Knowledge, skills and abilities</th>
<th>Student</th>
<th>Mentor/Supervisor</th>
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</thead>
<tbody>
<tr>
<td>Observe workplace health and safety at all times.</td>
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<tr>
<td>Ensure tools and equipment are checked for faults.</td>
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<tr>
<td>Make sure faults are reported to the appropriate person(s).</td>
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<tr>
<td>Remove all hair from brushes, combs, brush rollers and scissors, etc.</td>
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<tr>
<td>Wash equipment in cold running water and use a suitable detergent to remove traces of dirt, hairspray, etc.</td>
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<tr>
<td>Make sure you don’t use an abrasive cleaning cloth/brush on equipment.</td>
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<tr>
<td>Thoroughly rinse equipment in cold running water.</td>
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<tr>
<td>Thoroughly dry all equipment before disinfecting.</td>
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<tr>
<td>Make sure the equipment is completely clean before disinfecting.</td>
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<tr>
<td>Follow manufacturer’s instructions when using the disinfecting solution, eg soaking for correct time.</td>
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</tr>
<tr>
<td>Thoroughly clean and put away bowls and brushes from colour services.</td>
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<tr>
<td>Thoroughly clean a work station after use to prepare to receive a new client.</td>
<td></td>
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<tr>
<td>Thoroughly clean a basin area after use to prepare to receive a new client.</td>
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<tr>
<td>Demonstrate correct procedures for laundering towels/gowns.</td>
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<tr>
<td>Dispose of unused colour in a sustainable way, eg not down sink.</td>
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<tr>
<td>Store disinfecting solution, tools and equipment in the appropriate place.</td>
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</table>
On successful completion of this task, please sign below and add comments for feedback.

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<th>Name</th>
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<tr>
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</table>

Please add comments for feedback and/or follow-up.
TASK 2 — GREET AND PREPARE CLIENT/MODEL FOR A SERVICE

Demonstrate the procedure for greeting and preparing a client/model for an in-salon service.

Units related to this task are:

- SIHHCCS201A Greet and prepare clients for salon services
- SIRXCOM001A Communicate in the workplace
- SIHHIND201A Maintain and organise tools, equipment and work areas
- SIHHOHS201A Apply salon safety procedures.

This task must be under direct supervision.

<table>
<thead>
<tr>
<th>Knowledge, skills and abilities</th>
<th>Student</th>
<th>Mentor/Supervisor</th>
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<tbody>
<tr>
<td>Observe workplace health and safety at all times.</td>
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<tr>
<td>Ensure work bay is ready for client/model.</td>
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<tr>
<td>Demonstrate effective communication when greeting a client/model, including introducing self.</td>
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<tr>
<td>Demonstrate effectively escorting client/model to consultation area or work bay.</td>
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<tr>
<td>Demonstrate ability to follow seniors’ instructions on gowning for type of service.</td>
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<tr>
<td>Suitably gowned and protect the client/model.</td>
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<tr>
<td>Offer client/model a beverage based on the salon’s offerings, eg tea, coffee.</td>
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<tr>
<td>Mentor/Supervisor</td>
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</table>

Please add comments for feedback and/or follow-up.
TASK 3 — PERFORM A SHAMPOO AND CONDITIONING SERVICE

Perform a shampoo and conditioning service on a client/model.

Units related to this task are:

- SIHHBAS201A Perform shampoo and basin services
- SIHHIND201A Maintain and organise tools, equipment and work areas
- SIHHOHS201A Apply salon safety procedures
- SIHHCCS201A Greet and prepare clients for salon services
- SIRXCOM001A Communicate in the workplace.

This task must be under direct supervision.

<table>
<thead>
<tr>
<th>Knowledge, skills and abilities</th>
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<tbody>
<tr>
<td>Observe workplace health and safety at all times.</td>
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<tr>
<td>Communicate effectively with the client/model.</td>
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<tr>
<td>Communicate effectively with the senior operator.</td>
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<tr>
<td>Suitably gown and protect the client/model.</td>
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<tr>
<td>Suitably prepare the client/model's hair, checking for any unusual scalp or hair conditions.</td>
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<tr>
<td>Select and use the appropriate shampoo for cleansing the hair, based on hair and scalp type, after confirming selection with mentor/supervisor.</td>
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<tr>
<td>Check water temperature and pressure with client/model for comfort.</td>
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<tr>
<td>Apply the correct amount of product and demonstrate correct shampooing process (× 2).</td>
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<tr>
<td>Adequately rinse shampoo from hair, ensuring all residual products are removed.</td>
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<tr>
<td>Select and use appropriate conditioning products and amount and perform the correct massage techniques, where appropriate, after confirming selection with mentor/supervisor.</td>
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<tr>
<td>Adequately rinse conditioner and remove accordingly.</td>
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<tr>
<td>Remove tangles correctly, towel-dry hair and prepare the client/model for a subsequent service before leaving basin area.</td>
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<tr>
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Please add comments for feedback and/or follow-up.
TASK 4 – HEAD, NECK AND SHOULDER TREATMENT

Perform a head, neck and shoulder massage treatment on a suitable client/model.

Units related to this task are:

- SIHHBAS202A Perform head, neck and shoulder massage
- SIHHIND201A Maintain and organise tools, equipment and work areas
- SIHHOHS201A Apply salon safety procedures
- SIHHCCS201A Greet and prepare clients for salon services
- SIRXCOM001A Communicate in the workplace
- SIHHBAS201A Perform shampoo and basin services.

This task must be under direct supervision.

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<tr>
<th>Knowledge, skills and abilities</th>
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<tbody>
<tr>
<td>Observe workplace health and safety at all times.</td>
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<tr>
<td>Communicate effectively with the client/model.</td>
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<tr>
<td>Communicate effectively with the senior operator.</td>
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<tr>
<td>Suitably gown and protect the client/model.</td>
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<tr>
<td>Suitably prepare the client/model’s hair.</td>
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<tr>
<td>Select and use the correct shampoo and amount, where applicable, after confirming selection with mentor/supervisor.</td>
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<tr>
<td>Select the appropriate treatment product, after confirming selection with mentor/supervisor.</td>
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<tr>
<td>Apply the product to the hair and scalp according to the manufacturer’s instructions.</td>
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<tr>
<td>Apply the correct amount of product to the scalp and process the product according to the manufacturer’s instructions.</td>
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<tr>
<td>Perform the correct head, neck and shoulder massage techniques where appropriate.</td>
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<tr>
<td>Remove the product according to the manufacturer’s instructions.</td>
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<tr>
<td>Ensure client/model comfort and safety throughout the entire service.</td>
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<tr>
<td>Apply conditioner, if required, massage and remove accordingly.</td>
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<tr>
<td>Remove tangles correctly, towel-dry hair and prepare the client/model for a subsequent service.</td>
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TASK 5 – BRAIDING SERVICE

Perform one, two and three-strand braid.

Units related to this task are:

- SIHHHDS202A Apply hair braiding techniques
- SIHHIND201A Maintain and organise tools, equipment and work areas
- SIHHOHS201A Apply salon safety procedures
- SIHHCCS201A Greet and prepare clients for salon services
- SIRXCOM001A Communicate in the workplace
- SIHHBAS201A Perform shampoo and basin services.

This task must be under direct supervision.

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<tbody>
<tr>
<td>Observe workplace health and safety at all times.</td>
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<tr>
<td>Demonstrate effective communication and consultation skills with client/model to determine an agreed finished design and result.</td>
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<tr>
<td>Complete a design analysis sheet correctly.</td>
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<tr>
<td>Suitably gown and protect the client/model/manikin.</td>
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<tr>
<td>Suitably prepare the client/model/manikin’s hair.</td>
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<tr>
<td>Select and use the correct shampoo and amount where applicable.</td>
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<tr>
<td>Apply conditioner if required and massage and remove accordingly.</td>
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<tr>
<td>Remove tangles correctly and towel-dry hair or dry for further service if appropriate.</td>
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<tr>
<td>Blow-dry hair appropriate to the design.</td>
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<tr>
<td>Use clean sections and partings.</td>
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<tr>
<td>Prepare the hair appropriately for the hair design service.</td>
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<tr>
<td>Select and apply appropriate styling equipment/aids and technique to achieve the desired result.</td>
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<tr>
<td>Complete the design with even tension.</td>
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<tr>
<td>Secure the loose ends with an elastic band appropriately for the design.</td>
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<tr>
<td>Conceal pins.</td>
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<tr>
<td>Demonstrate braiding techniques using single, two or three-strand braids.</td>
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<tr>
<td>Use appropriate finishing techniques/product to complete the design (smoothing loose hairs etc).</td>
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<table>
<thead>
<tr>
<th>Knowledge, skills and abilities</th>
<th>Student</th>
<th>Mentor/ Supervisor</th>
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<tbody>
<tr>
<td>Complete the design, taking into consideration the client/model/manikin’s facial features.</td>
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<tr>
<td>Demonstrate a finish which shows controlled blending, correct shape, balance and proportion when viewed from all angles.</td>
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<tr>
<td>Confirm client/model satisfaction.</td>
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<tr>
<td>Perform the task considering the client/model/manikin comfort at all times.</td>
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<tr>
<td>Confirm the client’s/model’s satisfaction.</td>
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<td></td>
</tr>
<tr>
<td>Complete the design taking into consideration the client’s/model’s/manikin’s facial features.</td>
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</tr>
<tr>
<td>Recommend an appropriate home hair care procedure to meet the capability and lifestyle of the client/model.</td>
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<tr>
<td>Perform the task considering the client’s/model’s comfort at all times.</td>
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TASK 6 — BLOW-DRY SERVICE

Perform a basic ‘dry hair to shape’ service, eg on base, volume, smooth on a suitable client/model/manikin.

Units related to this task are:

- SIHHHDS201A Dry hair to shape
- SIRXRPK002A Recommend hair, beauty and cosmetic products and services
- SIHHIND201A Maintain and organise tools, equipment and work areas
- SIHHOHS201A Apply salon safety procedures
- SIHHCCS201A Greet and prepare clients for salon services
- SIRXCOM001A Communicate in the workplace
- SIHHBAS201A Perform shampoo and basin services.

This task must be under direct supervision.

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<tbody>
<tr>
<td>Observe workplace health and safety at all times.</td>
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<tr>
<td>Demonstrate effective communication and consultation skills with client/model to determine an agreed finished design and result.</td>
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<tr>
<td>Design takes into consideration the client/model/manikin’s facial features.</td>
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<tr>
<td>Suitably gown and protect the client/model/manikin.</td>
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<tr>
<td>Select and use the correct shampoo and amount where applicable.</td>
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<tr>
<td>Apply conditioner if required, massage and remove accordingly.</td>
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<tr>
<td>Remove tangles correctly and towel-dry hair or dry for further service if appropriate.</td>
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<tr>
<td>Mould the hair appropriate to the design.</td>
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<tr>
<td>Use clean sections and partings.</td>
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<tr>
<td>Prepare the hair appropriately for the hair design service.</td>
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<tr>
<td>Select and apply appropriate styling equipment/aids and technique to achieve the desired result.</td>
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<tr>
<td>Wind the hair smoothly around the brush/roller with even tension and no fishhooks.</td>
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<tr>
<td>Use correct roller/brush placement for desired result.</td>
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<tr>
<td>Dry the hair adequately before combing up.</td>
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<tr>
<td>Perform backcombing/brushing techniques correctly where appropriate.</td>
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<tr>
<td>Smooth backcombing appropriately to achieve a professional finish.</td>
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<tr>
<td>Use appropriate finishing techniques/product to complete the design (smoothing loose hairs etc).</td>
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<tr>
<td>Demonstrate a finish which shows controlled blending, correct shape, balance and proportion when viewed from all angles.</td>
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TASK 7 — APPLY COLOUR SERVICE

Apply full or retouch hair colour products for a suitable client/model as directed by mentor/supervisor who consults and selects colour. Student is responsible for application only. Ranges can include temporary, semi, demi and tint colour products.

Units related to this task are:

- SIHHCLS201A Apply hair colour products
- SIHHOHS201A Apply salon safety procedures
- SIHHIND201A Maintain and organise tools, equipment and work areas
- SIHHCCS201A Greet and prepare clients for salon services
- SIRXCOM001A Communicate in the workplace
- SIHHBAS201A Perform shampoo and basin services
- SIHHHDS201A Dry hair to shape
- SIRXRPK002A Recommend hair, beauty and cosmetic products and services.

This task must be under direct supervision.

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<td>Observe workplace health and safety at all times.</td>
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<tr>
<td>Consult with the senior operator and discuss application process.</td>
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<tr>
<td>Discuss and confirm the planned course of action with the client/model.</td>
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<tr>
<td>Suitably gown and protect the client/model.</td>
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<tr>
<td>Suitably prepare the client/model’s hair.</td>
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<tr>
<td>Select and use the correct shampoo and amount where applicable.</td>
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<tr>
<td>Apply conditioner if required, massage and remove accordingly.</td>
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<td>Remove tangles correctly and towel-dry hair or dry for further service if appropriate.</td>
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<tr>
<td>Perform an allergy/skin test.</td>
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<tr>
<td>Select and use the appropriate application technique, eg virgin head, regrowth application, according to the manufacturer’s instructions and the desired result.</td>
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<tr>
<td>Apply product(s) cleanly and evenly throughout the hair, avoiding contact with ears, eyes, face and neckline, according to the desired result.</td>
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<tr>
<td>Process/develop the product(s) according to the manufacturer’s instructions.</td>
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<tr>
<td>Remove the product(s) according to the manufacturer’s instructions and salon policy and occupational health and safety, eg gloves and apron.</td>
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<tr>
<td>Complete the hair colour service, avoiding stains around the hairline.</td>
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<td>Apply and remove post-treatment as required.</td>
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<tr>
<td>Achieve the desired result according to the analysis and pre-determined result.</td>
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<tr>
<td>Apply appropriate finishing techniques to meet the client’s/model’s requirements.</td>
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<tr>
<td>Offer advice regarding home maintenance for the completed hair colour and recommend suitable after-care products where applicable.</td>
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<tr>
<td>Confirm client’s/model’s satisfaction with the final result.</td>
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<td>Record the service according to salon policy.</td>
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TASK 8 — RINSE AND NEUTRALISE CHEMICAL REFORMATION SERVICE

Perform rinsing and neutralising of a perm or chemical straightening service on a suitable client/model/manikin.

Units related to this task are:

- SIHHHRS201A Rinse and neutralise chemically restructured hair
- SIHHIND201A Maintain and organise tools, equipment and work areas
- SIHHOH201A Apply salon safety procedures
- SIHHCCS201A Greet and prepare clients for salon services
- SIRXCOM001A Communicate in the workplace
- SIHHBAS201A Perform shampoo and basin services.

This task must be under direct supervision.

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<tr>
<td>Observe workplace health and safety at all times.</td>
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<tr>
<td>Set up basin area in a safe and organised manner for rinsing and neutralising service.</td>
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<tr>
<td>Communicate effectively with the client/model and protect the client/model/manikin with capes and towels.</td>
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<tr>
<td>Ensure the client’s/model’s/manikin’s comfort and safety throughout the entire process.</td>
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<tr>
<td>Take personal precautions to prevent operator skin reactions when neutralising by wearing gloves.</td>
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<tr>
<td>Controlled water temperature and flow during rinsing process.</td>
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<tr>
<td>Rinse hair gently and evenly to remove all residual product, following manufacturer’s instructions for timing.</td>
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<tr>
<td>Gently and evenly blot excess water from hair without disturbing hair or rods.</td>
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<tr>
<td>Select correct neutraliser to match solution applied.</td>
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<tr>
<td>Demonstrate ability to measure, apply and process neutralising chemicals and mentor’s/supervisor’s advice and direction.</td>
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<tr>
<td>Use products according to manufacturer’s instructions.</td>
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<td>Demonstrate removal of rods in a manner that does not apply undue stretch on the newly reformed hair.</td>
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<td>Demonstrate removal of all residual neutralising chemicals from the hair.</td>
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<td>Demonstrate application of conditioning product after neutralising.</td>
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<td>Relocate client/model/manikin to the finishing station at completion of process.</td>
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ANNEX B

DAILY JOURNAL
# WORK PLACEMENT 
**GUIDE FOR STUDENTS**

## DAILY ATTENDANCE SUMMARY

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Date/day: __________________________ Attendance time: __________________________

Salon: __________________________

Tasks and activities completed: __________________________

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________________________________________________________________________

EQUIPMENT USED

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THINGS I LEARNED

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CHALLENGES

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WHAT TO FOCUS ON FOR NEXT TIME

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ACTIONS TO BE FOLLOWED UP

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<tbody>
<tr>
<td>Salon: __________________________________________________________________________</td>
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<tr>
<td>Tasks and activities completed: ___________________________________________________________________________________</td>
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</tbody>
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### THINGS I LEARNED

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### CHALLENGES

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ANNEX C

WORK PLACEMENT EVALUATION
WORK PLACEMENT EVALUATION — YOUR FEEDBACK

When you have finished your work placement, please complete this self-evaluation. This will help you to clarify what you have gained (or not gained) from the experience, and how you believe the work placement program could be improved for others who enrol in this course.

Once you have completed the evaluation, please pass a copy onto your trainer/course coordinator so that your recommendations can be considered for future participants. Your feedback and comments will be kept confidential.

Name: ___________________________ Signature: ___________________________
Mentor/salon: ___________________________ Date: ___________________________

What were the most enjoyable aspects of your period of work placement?
____________________________________________________________________
____________________________________________________________________

What were the least enjoyable aspects (if any)?
____________________________________________________________________
____________________________________________________________________

Did the work placement fulfil the outcomes you thought it would? Yes/No
If no, why not?
____________________________________________________________________
____________________________________________________________________

Would you recommend this work placement program to other students? Yes/No
If no, why not?
____________________________________________________________________
____________________________________________________________________

Do you have any suggestions for improving the work placement program?
____________________________________________________________________
____________________________________________________________________

Any other comments or suggestions?
____________________________________________________________________
____________________________________________________________________
WORK PLACEMENT EVALUATION — INDUSTRY MENTOR’S FEEDBACK
(INDUSTRY MENTOR TO COMPLETE)

When you have completed your work placement, we encourage your industry mentor to provide constructive feedback in writing. This feedback might consist of comments on your attendance, attitude to work, work or task performance, level of skills attained, suitability for the industry, etc.

On the final day of your attendance at the mentor’s premises, you should arrange a suitable meeting time to have this form completed. Feedback from your mentor can provide you with a valuable insight into your performance and help you to make decisions about your future career path.

<table>
<thead>
<tr>
<th>Mentor/salon: ____________________________</th>
<th>Signature: ____________________________</th>
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</thead>
<tbody>
<tr>
<td>Student: ________________________________</td>
<td>Date(s): ______________________________</td>
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</tbody>
</table>

Please comment on the performance of the student while at the workplace. If appropriate, tick more than one square in each of the following groups.

**Attitude to the job**
- □ Enthusiastic
- □ Interested
- □ Appears indifferent

**Appearance and dress**
- □ Appropriate
- □ Well groomed, neatly dressed
- □ Inappropriate

**Ability to work with others**
- □ Shows flexibility
- □ Works well in a team environment
- □ Prefers to work alone

**Ability to work unsupervised**
- □ Shows initiative
- □ Readily seeks further advice
- □ Needs encouragement
- □ Waits to be told what to do
- □ Not applicable to this position

**Adjustment to the work environment**
- □ Settled immediately
- □ Settled in well after a while
- □ Experienced difficulty

**Client service**
- □ Excellent
- □ Good
- □ Needs development

**Persistence with tasks given**
- □ Highly motivated
- □ Persistent
- □ Needs encouragement

**Punctuality**
- □ Always on time
- □ Satisfactory
- □ Unsatisfactory

**Ability to communicate**
- □ Outstanding communication skills
- □ Communicates well
- □ Has difficulty

**Ability to follow instructions**
- □ Shows good understanding
- □ Willing to seek clarification
- □ Needs close supervision

**Attention to safety**
- □ Excellent
- □ Adequate
- □ Could take more care

**Hairdressing general tasks**
- □ Very skilled
- □ Adequate
- □ Needs further development
Please use this page to comment on specific areas of the student’s skills and knowledge in relation to basic hairdressing tasks such as shampooing, blowdrying, braiding, using tools and equipment, colouring, etc (as appropriate to level).

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WORK PLACEMENT GUIDE FOR STUDENTS
CERTIFICATE II IN HAIRDRESSING
(Pre-apprenticeship)
SIH20111

DESCRIPTION
The information in this guide is for students (and parent(s) or guardian(s)) to use during the work placement component of the Certificate II in Hairdressing Pre-apprenticeship (SIH20111) course.

This guide contains helpful information to help students get the most out of their work placement experience, as well as eight structured tasks that are aligned to the 15 units in the Certificate II course. The tasks include:
• working with tools and equipment
• greeting and preparing clients
• undertaking shampoo and/or basin duties
• carrying out head, neck and shoulder massage
• drying hair to shape
• applying colour products
• applying braiding techniques
• rinsing and neutralising clients’ hair.

Elements of planning, organising and completing daily work activities are also incorporated into the tasks, and a mapping guide is provided. A daily journal is included, so that students can record the skills and experience they are gaining.

EDITION
Edition 1, 2013

TRAINING PACKAGE
• HAIRDRESSING

COURSE / QUALIFICATION
• SIH20111

UNITS OF COMPETENCY

RELATED PRODUCTS
• HC2072 WORK PLACEMENT GUIDE FOR INDUSTRY MENTORS