skindeep learning

CONTINUOUS IMPROVEMENT REPORT *2026*

SKIN DEEP LEARNING

This Report may be used in conjunction with the Customer's overall validation plans and overall compliance requirements outlined in the Standards for Registered Training Organisations (RTO's) 2025 and other related Acts.

Skin Deep Learning (SDL) does not represent that this document completes the Customer's compliance obligations.

Hayley

Hayley Costa **Managing Director**

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Notes to Customer

This Continuous Improvement Report is the property of Skin Deep Learning Pty Ltd (SDL). The Report has been prepared as part of the SDL services to the Customer and reflects proper purchases of the SDL Resources by the Customer in 2026. As such it is for the sole use of the Customer and SDL to assist with audit and Continuous Improvement purposes. Any breach of copyright, misuse or misrepresentation of the SDL materials, SDL system, or the contents of this report, by a Registered Training Organisation (RTO) or their representatives, invalidates the support provided by SDL and the authorised use of this report in all compliance and audit activities. SDL will not be responsible for any damages or consequences for tampering with or misuse of the SDL resources, or this document, and reserves all rights in this regard. SDL may request the return or destruction of this report if in its reasonable view the Customer has not complied with these and SDL's other Terms of Use.

Notes to Auditor

Properly purchased Skin Deep Assessment resources in 2026 are colour hardcopies, or the RTO will have a current User License for electronic use.

Properly purchased Learning Materials in 2026 are colour, bound, magazine-style resources. Each student should have their own copy to use and retain. Or SDL's Learning Management System (LMS) can be accessed through a User License for electronic use.

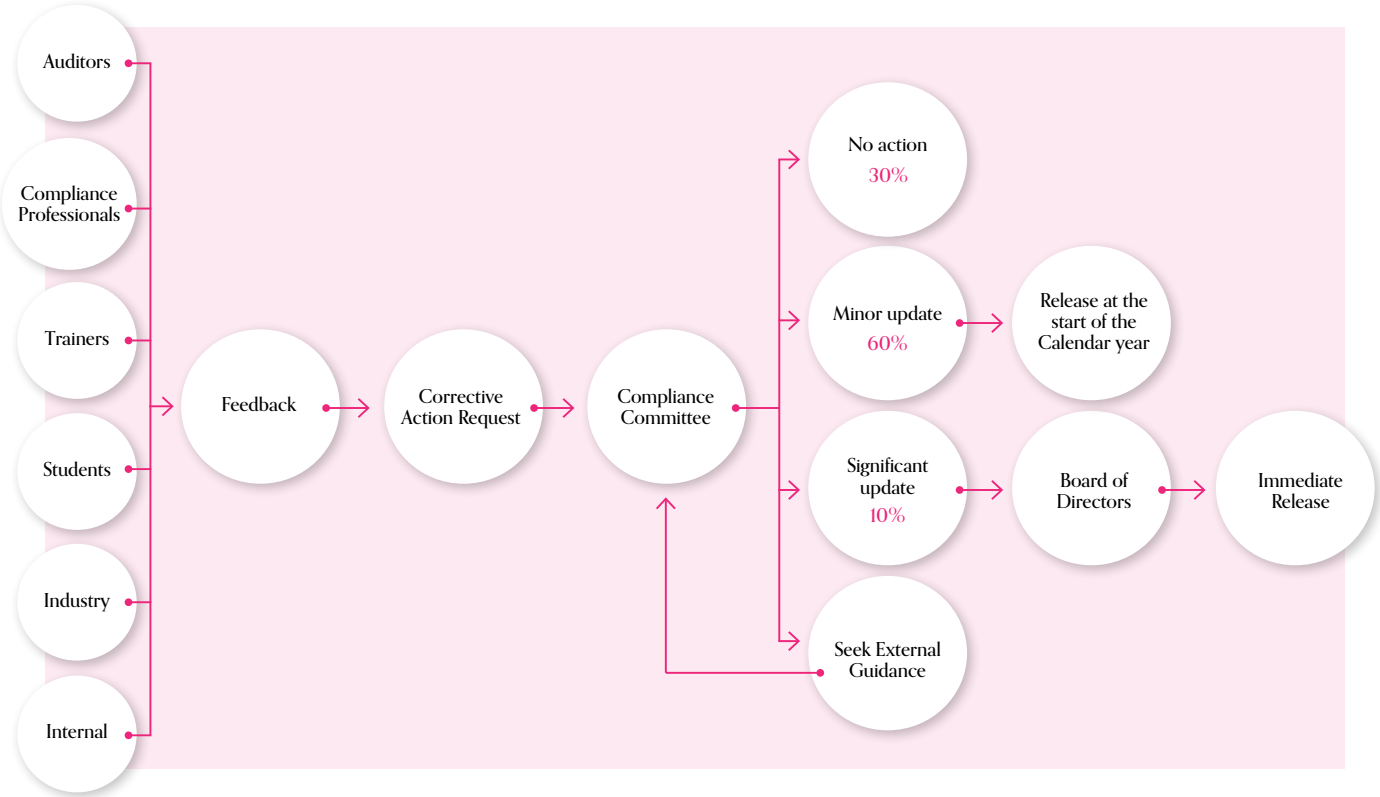
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1.0 CONTINUOUS IMPROVEMENT PHILOSOPHY AND PURPOSE

Skin Deep Learning (SDL) provides its Customers with a Continuous Improvement Report on an annual basis. This Report details the changes and improvements within the SDL Learning and Assessment system based on feedback from industry, students, teachers, auditors, and compliance professionals in that calendar year.

SDL receives feedback ad-hoc throughout the calendar year. The feedback is documented and managed by a Continuous Improvement process. SDL convenes a Compliance Committee Meeting in which all feedback is reviewed and considered. If any matters are considered significant, the Compliance Committee makes an immediate recommendation for correction to the Board of SDL. If the feedback results in a minor change, that change is made as part of SDL Continuous Improvement but is released as part of the updated version of that document at the beginning of each calendar year. If there is disagreement on a matter, the Compliance Committee shall seek third party review, often from SkillsEQuipped (SkillsIQ in the past) or Australian Skills Quality Authority (ASQA).

Diagram 1 *A simplified diagram of SDL Continuous Improvement and Quality Assurance process for 2026. Approximate percentages are shown for the actions arising from the Continuous Improvement process.*



Support by SDL Continuous Improvement encompasses the subsections 185(1) and subsection 186(1) of the National Vocational Education and Training Regulator Act 2011. Most especially, the 2025 Standards for Registered Training Organisations (RTOs);

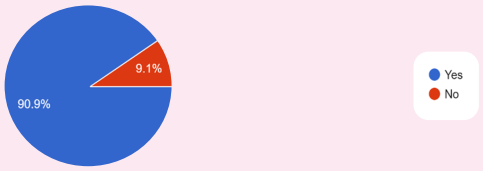
- Standard 1.1: Training is engaging, well-structured and enables VET students to attain skills and knowledge consistent with the training product.
- Standard 1.2: Engagement with industry, employer and community representatives effectively informs the industry relevance of training offered by the NVR registered training organisation.
- Standard 1.3: The assessment system is fit-for-purpose and consistent with the training product.
- Standard 1.4: The assessment system ensures assessment is conducted in a way that is fair and appropriate and enables accurate assessment judgement of VET student competency.

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2.0 THE STUDENT JOURNEY

This section details student feedback on their experience with Skin Deep Learning resources.

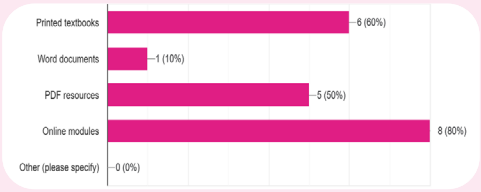
Q: Have you studied other courses that used different types of learning resources?



Q: Overall, compared to resources you have used, how would you rate Skin Deep Learning resources in helping you stay engaged in learning?



Q: If yes, what types of resources were they?



Q: How easy are Skin Deep Learning resources to follow?



Q: Thinking about any other resources you have used, how easy were they to follow?



Examples of feedback from students:

Q: In what ways (if any) have Skin Deep Learning resources helped you in completing assessments or applying your skills in practice?

"It's engaging. Maintain knowledge because it's consistently Reinforced. Lots of imagery which helped me pair written information to photos/ references"

"I have studied a wide variety if courses, in different settings, using different methods of learning and by far skin deep is the most fun and engaging system. I love the magazine style books."

Q: Are there any ways you think we can improve the student experience?

"More interviews from current professionals in the industry. Potential financial costings, how to handle bad / specific scenarios in the industry, short info on beauty business management (not so much social media but the financials behind running a business , types of set ups , a guide to after school) . These are just some suggestions but I do love the magazines and I'll keep them for life"

"I think including more examples in the textbooks that students can relate and refer back to would be great!"

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3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

This section lists SHB Units of Competency (UoC) that have undergone Continuous Improvement in 2026.

Skin Deep Learning receives feedback from multiple sources including:

- Students
- Auditors
- Industry Collaborators
- Trainers
- Industry Consultants
- Internal Research

The source of feedback is listed in the "Source of feedback" columns in the tables on this section.

ASSESSMENTS AND LEARNING MATERIALS

Table 1 *The feedback for the Beauty Therapy resources that has resulted in updates and changes has been listed in the following table with the source of the feedback.*

BEAUTY THERAPY ASSESSMENTS AND LEARNING MATERIALS

SIRRINV001 – Receive and handle retail stock

Resource	Source of Feedback	Change to Unit	Updated Version
Online Learning Materials	Internal feedback	• In the 'Your Guide to Performing Stock Control Procedures' section - The dates on two purchase orders were updated from 2016 to 2025. • Activity 3.1 - The date of expiry was updated from 2017 to 2025.	V3

SHBBRES003 – Research and apply beauty industry information

Resource	Source of Feedback	Change to Unit	Updated Version
Hardcopy Learning Materials	Internal feedback	• On p. 20, under "Industry Associations", the QR code and website link was changed to: https://www.retail.org.au/ • On p. 27 under "Useful reading", the QR code and website link was changed to: https://myfuture.edu.au/bullseyes/details/1--art	V4

SHBXCCS008 – Provide salon services to clients			
Resource	**Source of feedback**	**Change to unit**	**Updated Version**
Hardcopy Learning Materials	Internal feedback	• On p. 9, the QR code website for Tasmania was changed to: https://www.antidiscrimination.tas.gov.au/	V4

SHBBHRS010 – Provide waxing services			
Resource	**Source of feedback**	**Change to unit**	**Updated Version**

Knowledge Assessment – Marking Guide	RTO feedback	• Question 27, in the third column for Sugar wax – The benchmark answer was changed to match the Learning Materials:
		  • "Sugar paste is used similar to hot or hard wax, except it is applied with the hands. The paste is spread, or moulded onto the skin by hand or with a spatula, against the direction of hair growth. The paste is then removed in the direction of hair growth. The paste is continuously kneaded into the skin until the hair is removed."
		• Question 35 c) - The benchmark answer was changed to the following:
		  • "Anywhere from between 3-6 weeks."
		• Question 3 - Changed to the following:
		  • What is the name of the innermost layer of hair that is often absent in fine hair?
		  • Benchmark answer: Medulla
			V3

Knowledge Assessment – Student Assessment	RTO Feedback	• Question 3 - Changed to the following: • What is the name of the innermost layer of hair that is often absent in fine hair?	V3

Online Learning Materials	RTO Feedback	• In Lesson 9 - The heading "Abnormal Skin" was changed to "Skin trauma (abnormal skin)".
		• In Lesson 9 - Under the heading "Scar tissue", two subheadings were added under "What should you do?"". These include 'Healed scar tissue' and 'Recent scar tissue'.
		• In Lesson 5 - Changed the definition for "Cuticle" to the following:
		  • First Layer – The Cuticle
		  The cuticle is the outermost layer of the hair and acts as a protective covering for the inner layers. It is made up of keratin, a protein that helps give the hair its strength, texture, and elasticity. The cuticle has a scale-like surface and is the part of the hair that you can see and touch.
		• Changed the definition for "Medulla" to the following:
		  • Third Layer – The Medulla
		  The medulla is the innermost layer of the hair and is comprised of loosely connected keratin cells. The medulla is often absent in fine hair and is more commonly found in thicker hair.
			V2

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SHBBCCS005 - Advise on beauty products and services

Resource	Source of feedback	Change to unit	Updated Version
Observation Checklist 1	RTO Feedback	• Updated the observation instructions to remove both the Waxing Treatment Plan and Client Consultation Form.	V2

SHBBMUP009 - Design and apply make-up

Resource	Source of feedback	Change to unit	Updated Version

Observation Checklist 1	RTO Feedback	• In the 'Client characteristics' section - Changed the age ranges to the following:
		  • Under 18
		  • 18-30
		  • 30-40
		  • 40-50
		  • Over 50
			V2

SHBBNLS008 - Apply gel and dip powder nail enhancements

Resource	Source of feedback	Change to unit	Updated Version
Observation Checklist 1	RTO Feedback	• In the observation instructions - Updated the last dot point in number 2 to say: • Repairing damaged, chipped or broken gel	V2

SHBXCCS007 - Conduct salon financial transactions

Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment – Marking Guide	RTO Feedback	• Changed Question 12 to the following: • Read the Store Operation Procedure in the Policies and Procedures Manual. When you transfer tender from the POST, what do you need to do to ensure you do it securely?	V3
Knowledge Assessment – Student Assessment	RTO Feedback	• Changed Question 12 to the following: • Read the Store Operation Procedure in the Policies and Procedures Manual. When you transfer tender from the POST, what do you need to do to ensure you do it securely?	V3

SHBBSSC002 - Incorporate knowledge of body structures and functions into beauty therapy

Resource	Source of Feedback	Change to Unit	Updated Version
Knowledge Assessment – Student Assessment	RTO Feedback	• Changed the numbers in Case Study 2 to be consecutive numbers as per the Marking Guide.	V3

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SHBXIND003 - Comply with organisational requirements within a personal services environment			
Resource	**Source of Feedback**	**Change to Unit**	**Updated Version**

Performance Assessment 2 – Marking Guide	RTO Feedback	• Restructured the assessment so that the questions are grouped by work period rather than by question.
		• Changed sequential numbering. See example below:
		  • WORK PERIOD 1
		  3. (a) Write down the tasks you need to complete for the work period you are being observed in, in their order of priority.
		  Task 1
		  Task 2
		  Task 3
		  Task 4
		  • (b) Write down the steps you need to take to perform each task in dot point format.
		  Task 1
		  Task 2
		  Task 3
		  Task 4
		  • 4. (a) Write down one (1) legislation that you need to comply with when completing each of the tasks.
		  Task 1
		  Task 2
		  Task 3
		  Task 4
		  (b) Write down one (1) example of how you will comply with the legislation above when completing each of the tasks the tasks. Hint – see example below for help with answering this.
		  Task 1
		  Task 2
		  Task 3
		  Task 4
			V3

Evidence Map	RTO Feedback	• Changed numbers in the PA2 column to the following:
		  • 3 = 3, 5, 7, 9
		  • 4 = 4, 6, 8, 10
			V3

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Performance Assessment 2 – Student Assessment	RTO Feedback	• Restructured the assessment so that the questions are grouped by work period rather than by question.
		• Changed sequential numbering. See example below:
		  • WORK PERIOD 1
		  3. (a) Write down the tasks you need to complete for the work period you are being observed in, in their order of priority.
		  Task 1
		  Task 2
		  Task 3
		  Task 4
		  (b) Write down the steps you need to take to perform each task in dot point format.
		  Task 1
		  Task 2
		  Task 3
		  Task 4
		  4. (a) Write down one (1) legislation that you need to comply with when completing each of the tasks.
		  Task 1
		  Task 2
		  Task 3
		  Task 4
		  (b) Write down one (1) example of how you will comply with the legislation above when completing each of the tasks the tasks. Hint – see example below for help with answering this.
		  Task 1
		  Task 2
		  Task 3
		  Task 4
			V3

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Table 2 *The feedback for Hairdressing resources that has resulted in updates and changes has been listed in the following table with the source of the feedback.*

HAIRDRESSING ASSESSMENTS AND LEARNING MATERIALS

SHBHBAS002 – Provide head, neck and shoulder massage for relaxation

Resource	Source of feedback	Change to unit	Updated Version
Hardcopy Learning Materials	RTO feedback	• (In the Cert II Salon cluster magazine) On pg. 205 - Updated text about cleaning linen to: • "All linen used should be cleaned for every client in accordance with the Health and Hygiene Guidelines for your state or territory."	V4

SIRRINV001 – Receive and handle retail stock

Resource	Source of feedback	Change to unit	Updated Version
Online Learning Materials	Internal feedback	• In the 'Your Guide to Performing Stock Control Procedures' section - The dates on two purchase orders were updated from 2016 to 2025. • Activity 3.1 - The date of expiry was updated from 2017 to 2025.	V3

SHBHCUT005 - Cut hair using over-comb techniques

Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment – Student Assessment	RTO Feedback	• Question 3 b) and c) - Removed answers in brackets.	V3

SHBHBAS001 - Provide shampoo and basin services

Resource	Source of feedback	Change to unit	Updated Version

Observation Checklist 1	RTO Feedback	• Removed the following documents from the instructions:
		  • Hairdressing Client Consultation Form
		  • Haircut Plan
			V4

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Table 3 *The feedback for Policies and Procedures that has resulted in updates and changes has been listed in the following table with the source of feedback.*

POLICIES AND PROCEDURES			
Document	**Source of feedback**	**Changes made**	**Current Version**
Policies and Procedures Manual	RTO Feedback	• Updated QS-018 - Hazard Management Procedures to V4	V20
QS-018 - Hazard Management Procedures	RTO Feedback	• Under the heading 'PROCEDURES FOR BLOOD OR BODY FLUID SPILLS' - Added the following procedures: 4.11 Ensure any non-intact skin is covered with waterproof dressing. 4.12 Ensure to wash hands thoroughly with anti-bacterial soap. 4.13 Wear single-use gloves, apron and protective eyewear to protect self from infection risks. 4.14 Soak up blood or body fluid using paper towels. 4.15 Dispose of paper towels immediately into clinical and related waste bin. 4.16 Remove gloves and dispose of them into the clinical and related waste bin. 4.17 Wash hands with anti-bacterial soap and put on a new pair of gloves. 4.18 Wash affected areas with warm water and detergent and bleach solution using 1:4 diluted bleach. 4.19 Rinse and dry affected areas using paper towels. 4.20 Dispose of paper towels into clinical and related waste bin. 4.21 Dispose of gloves into the clinical and related waste bin. 4.22 Wash hands thoroughly and pat dry. • Changed the remaining procedure numbers.	V4

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4.0 UNITS IN PRODUCTION

This section provides a list of all units currently in production. These units are expected to be completed and released in 2027.

Table 4 *Provides a list of all units currently in production.*

HAIRDRESSING UNITS IN PRODUCTION
HAIRDRESSING
SHBXCMP001 - Work safely and sustainably in personal services
SHBSSTY001 - Provide basin services
SHBXCCS011 - Provide services to clients
SHBXCCS015 - Maintain health and wellbeing in a personal services setting
SHBXCCS012 - Maintain and organise tools, equipment, and work areas
SHBXSSM002 - Develop and expand a client base
SHBXCCS010 - Communicate effectively and explore consultation techniques
SHBSSTY002 - Style and finish hair
SHBSSTY005 - Finish styling services using thermal tools
SHBSCHM001 - Explore colour and chemical science for salon work
SHBSCHM002 - Identify and plan colour and chemical services
SHBSCHM003 - Provide colour services
SHBSCHM004 - Provide chemical reformation services
SHBSCHM006 - Identify hair and scalp conditions
SHBSCHM007 - Provide complex colour services
SHBSCUT001 - Identify and plan haircuts
SHBSCUT002 - Create solid form and increased layered structures

SHBSCUT003 - Create graduated and layered structures
SHBSCUT004 - Create combined structures
SHBSCHM005 - Provide complex chemical reformation services
SHBSCUT005 - Cut hair using complex techniques
SHBSSTY003 - Create styled looks
SHBSSTY004 - Style hair for events and special occasions
SIRXCCS003 - Develop a career plan
SHBXCCS013 - Provide head and neck massages for relaxation
SHBXSSM001 - Apply professional online conduct
SIRRINV003 - Receive and handle stock
SIRRMER026 - Prepare and maintain visual merchandise displays
SIRXCOM004 - Work effectively in a team
SIRXPDK004 - Advise on products and services
SIRXSLS010 - Sell to the customer
SIRXSLS011 - Process transactions

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5.0 HOLISTIC ASSESSMENT

This section demonstrates the recommendations and dependencies for holistic assessment in SDL resources. It is recommended by SDL that units should be time-tabled in the following way to ensure the RTO collects sufficient evidence in units that are holistically assessed.

Table 5 *Indicates Beauty Therapy UoCS with holistic assessment and the suggested delivery sequence.*

BEAUTY THERAPY UNITS		
Fundamental Units of Competency		
Unit	**Holistic Assessment**	**Suggested delivery sequence**
SHBXWHS003 - Apply safe hygiene, health and work practices	Contains a low level of holistic assessment referred to in Evidence Maps for some SHB units.	Unit should be delivered in the first cluster, as it is referenced in some other practical units.
SHBXIND003 - Comply with organisational requirements within a personal services environment	Contains a low level of holistic assessment referred to in Evidence Maps for some SHB units.	Unit should be delivered in the first cluster, as it is referenced in some other practical and theory units.
SHBXCCS008 - Provide salon services to clients	Contains a low level of holistic assessment referred to in Evidence Maps for some SHB units.	Unit should be delivered in the first cluster, as it is referenced in some other practical and theory units.
SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy	Is a pre-requisite for: • SHBBBOS008 – Provide body massages • SHBBFAS005 - Provide facial treatments and skin care recommendations • SHBBFAS006 – Provide specialised facial treatments	Unit must be delivered before: • SHBBBOS008 – Provide body massages • SHBBFAS005 - Provide facial treatments and skin care recommendations • SHBBFAS006 – Provide specialised facial treatments
SHBBSSC002 - Incorporate knowledge of body structures and functions into beauty therapy	Is a pre-requisite for: • SHBBBOS008 – Provide body massages • SHBBFAS005 - Provide facial treatments and skin care recommendations • SHBBFAS006 – Provide specialised facial treatments	Unit must be delivered before: • SHBBBOS008 – Provide body massages • SHBBFAS005 - Provide facial treatments and skin care recommendations • SHBBFAS006 – Provide specialised facial treatments
SHBXCCS006 – Promote healthy nutritional options in a beauty therapy context	Is a pre-requisite for: • SHBBBOS008 – Provide body massages • SHBBFAS005 - Provide facial treatments and skin care recommendations • SHBBFAS006 – Provide specialised facial treatments	Unit must be delivered before: • SHBBBOS008 – Provide body massages • SHBBFAS005 - Provide facial treatments and skin care recommendations • SHBBFAS006 – Provide specialised facial treatments

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Units with a high degree of holistic assessment		
Unit	**Holistic Assessment**	**Suggested delivery sequence**
SHBBBOS008 – Provide body massages	High level of holistic assessment with pre-requisite unit SHBBSSC002 - Incorporate knowledge of body structures and functions into beauty therapy	Unit must be delivered after pre-requisite units: • SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy • SHBBSSC002 - Incorporate knowledge of body structures and functions into beauty therapy • SHBXCCS006 – Promote healthy nutritional options in a beauty therapy context
SHBBFAS005 - Provide facial treatments and skin care recommendations	Holistic assessment with Knowledge Assessments of • SHBXWHS003 - Apply safe hygiene, health and work practices • SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy	Unit must be delivered after the following units: • SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy • SHBBSSC002 - Incorporate knowledge of body structures and functions into beauty therapy • SHBXCCS006 – Promote healthy nutritional options in a beauty therapy context • SHBXWHS003 - Apply safe hygiene, health and work practices
SIRXSLS001 – Sell to the retail customer	Holistically assessed with SHBCCS005 – Advise on beauty products and services.	It is recommended this unit is assessed after the Knowledge Assessment for SHBCCS005 – Advise on beauty products and services.
SHBBHRS011 – Provide female intimate waxing services	Holistically assessed with SHBBHRS010 - Provide waxing services.	It is recommended this unit is assessed after the Knowledge Assessment for SHBBHRS010 - Provide waxing services.
SHBBFAS006 – Provide specialised facial treatments	High amount of holistic assessment with the following units: • SHBBFAS005 – Provide facial treatments and skin care recommendations • SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy • SHBXWHS003 - Apply safe hygiene, health and work practice	Unit should be delivered after competency is achieved for pre-requisite unit: • SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy Unit should be delivered after Knowledge Assessments of: • SHBBFAS005 – Provide facial treatments and skin care recommendations • SHBXWHS003 - Apply safe hygiene, health and work practices
SHBBBOS009 – Provide aromatherapy massages	High-moderate holistic assessment with SHBBBOS008 – Provide body massages.	Unit is structured so that it cannot be done without the student having first achieved competency in SHBBBOS008 – Provide body massages.
SHBBBSPA007 – Provide stone therapy massages	Holistically assessed with SHBBBOS008 – Provide body massages.	It is recommended this unit is assessed after SHBBBOS008 – Provide body massages.
SHBBMUP010 – Design and apply make-up for photography	High holistic assessment for Knowledge Assessment with the following unit: • SHBBMUP009 – Design and apply make-up	Unit should be delivered after Knowledge Assessment of: • SHBBMUP009 – Design and apply make-up
SHBBMUP011 – Design and apply remedial camouflage make-up	High holistic assessment for Knowledge Assessment with the following unit: • SHBBMUP009 – Design and apply make-up	Unit should be delivered after Knowledge Assessment of: • SHBBMUP009 – Design and apply make-up
SHBBMUP013 – Design and apply creative make-up	High holistic assessment for Knowledge Assessment with the following unit: • SHBBMUP009 – Design and apply make-up	Unit should be delivered after Knowledge Assessment of: • SHBBMUP009 – Design and apply make-up

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SHBBCCS006 – Prepare personalised aromatic plant oil blends for beauty treatments	Holistic assessment with the following units: • SHBBBOS008 – Provide body massages • SHBBBOS009 – Provide aromatherapy massages • SHBXWHS003 - Apply safe hygiene, health and work practices	Unit should be delivered after Knowledge Assessment of: • SHBBBOS008 – Provide body massages • SHBBBOS009 – Provide aromatherapy massages • SHBXWHS003 - Apply safe hygiene, health and work practices
SHBBNLS010 – Apply nail art	Holistic assessment with SHBXWHS003– Apply safe hygiene, health and work practices and pre-requisite unit SHBBNLS011 – Use electric file equipment for nail services.	Unit should be delivered after Knowledge assessment SHBXWHS003– Apply safe hygiene, health and work practices and after competency in the pre-requisite unit SHBBNLS011 – Use electric file equipment for nail services has been achieved.
SHBBNLS008 - Apply gel and dip powder nail enhancements	Holistic assessment with SHBXWHS003– Apply safe hygiene, health and work practices and pre-requisite unit SHBBNLS011 – Use electric file equipment for nail services.	Unit should be delivered after Knowledge assessment SHBXWHS003– Apply safe hygiene, health and work practices and after competency is achieved in the pre-requisite unit SHBBNLS011 – Use electric file equipment for nail services has been achieved.
SHBBNLS009 – Apply acrylic nail enhancements	Holistic assessment with SHBXWHS003– Apply safe hygiene, health and work practices and pre-requisite unit SHBBNLS011 – Use electric file equipment for nail services.	Unit should be delivered after Knowledge assessment SHBXWHS003– Apply safe hygiene, health and work practices and after competency is achieved in the pre-requisite unit SHBBNLS011 – Use electric file equipment for nail services has been achieved.
SHBBSPA006 – Provide spa therapies	Holistic assessment with SHBXWHS003– Apply safe hygiene, health and work practices and SHBBSPA005 – Work in a spa therapies framework.	Unit should be delivered after Knowledge assessment SHBXWHS003– Apply safe hygiene, health and work practices and after competency in SHBBSPA005 – Work in a spa therapies framework.
SHBBSKS009 - Provide micro-dermabrasion treatments	Holistic assessment with the following units: • SHBBINF002 – Maintain infection control standards • SHBBCCS001 – Incorporate knowledge of skin structure and functions into beauty therapy	Unit should be delivered after Knowledge assessment of: • SHBBINF002 – Maintain infection control standards • SHBBCCS001 – Incorporate knowledge of skin structure and functions into beauty therapy
SIRXOSM003 - Use social media and online tools	Holistic assessment with SIRXOSM002 - Maintain ethical and professional standards when using social media and online platforms.	Unit should be delivered after Knowledge assessment SIRXOSM002 - Maintain ethical and professional standards when using social media and online platforms.
SIRXSLS001 - Sell to the retail customer	High amount of holistic assessment with the following unit: • SHBCCS005 – Advise on beauty products and services Low amount of holistic assessment with the following unit: • SHBXCCS007 - Conduct salon financial transactions	It is recommended this unit is assessed after the following units: • SHBCCS005 – Advise on beauty products and services • SHBXCCS007 - Conduct salon financial transactions

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Units with a low degree of holistic assessment

Unit	Holistic Assessment	Suggested delivery sequence
SHBBRES003 - Research and apply beauty industry information	Low level of holistic assessment with SHBXIND003 – Comply with organisational requirements within a personal services environment Performance Assessment 2.	Unit should be delivered after, or in conjunction with, SHBXIND003 – Comply with organisational requirements within a personal services environment Performance Assessment 2.
SHBBHRS010 - Provide waxing services	Low level of holistic assessment with Knowledge Assessments of • SHBXCCS008 - Provide salon services to clients • SHBXWHS003 - Apply safe hygiene, health and work practices • SHBBNLS007 - Provide manicure and pedicare services.	Unit should be delivered after Knowledge Assessments of: • SHBXCCS008 - Provide salon services to clients • SHBXWHS003 - Apply safe hygiene, health and work practices • SHBBNLS007 - Provide manicure and pedicare services.
SHBBINF002 - Maintain infection control standards	Low level of holistic assessment with SHBXWHS003 - Apply safe hygiene, health and work practices, and any core SHB practical unit that involves a treatment.	Unit should be delivered after, or in conjunction with, SHBXWHS003 - Apply safe hygiene, health and work practices, and any core SHB practical unit that involves a treatment Performance Assessment 1.
SHBBMUP009 - Design and apply make-up	Low level of holistic assessment with Knowledge Assessment of SHBXWHS003 - Apply safe hygiene, health and work practices.	Unit should be delivered after Knowledge Assessment SHBXWHS003 - Apply safe hygiene, health and work practices.
SHBBNLS007 - Provide manicure and pedicare services	Low level of holistic assessment with Knowledge Assessment of SHBXWHS003 - Apply safe hygiene, health and work practices.	Unit should be delivered after Knowledge Assessment SHBXWHS003 - Apply safe hygiene, health and work practices.
SHBBSPA005 – Work in a spa therapies framework	Low level of holistic assessment with Knowledge Assessment of SHBXWHS003 - Apply safe hygiene, health and work practices.	Unit should be delivered after Knowledge Assessment SHBXWHS003 - Apply safe hygiene, health and work practices.
SHBBSKS006 - Pierce ear lobes	Low level of holistic assessment with Knowledge Assessment of SHBXWHS003 - Apply safe hygiene, health and work practices.	Unit should be delivered after Knowledge Assessment SHBXWHS003 - Apply safe hygiene, health and work practices.
SHBBSPA008 - Provide Indian head massages for relaxation	Low level of holistic assessment with SHBXWHS003 - Apply safe hygiene, health and work practices Performance Assessment 1	Unit should be delivered after, or in conjunction with SHBXWHS003 - Apply safe hygiene, health and work practices Performance Assessment 1
SHBXCCS006 - Promote healthy nutritional options in a beauty therapy context	Low level of holistic assessment with SHBBSSC002 - Incorporate knowledge of body structures and functions into beauty therapy Knowledge Assessment	Unit should be delivered after, or in conjunction with SHBBSSC002 - Incorporate knowledge of body structures and functions into beauty therapy Knowledge Assessment
HLTINF005 - Maintain infection prevention for skin penetration treatments	Low level of holistic assessment with SHBXWHS003 - Apply safe hygiene, health and work practices, and any core SHB practical unit that involves a treatment.	Unit should be delivered after, or in conjunction with, SHBXWHS003 - Apply safe hygiene, health and work practices, and any core SHB practical unit that involves a treatment Performance Assessment 1.

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Table 6 *Indicates Hairdressing UoCS with holistic assessment and the suggested delivery sequence.*

HAIRDRESSING UNITS		
Units with a high degree of holistic assessment		
Unit	**Holistic Assessment**	**Suggested delivery sequence**
SHBHCLS003 – Provide full and partial head highlighting treatments	• High level of holistic assessment with Assessment 1 of SHBHCLS002 – Colour and lighten hair.	Unit should be delivered after, or in conjunction with, SHBHCLS002 - Colour and lighten hair.
SHBHCLS004 – Neutralise unwanted colours and tones	• High level of holistic assessment with Assessment 1 of SHBHCLS002 – Colour and lighten hair. • High level of holistic assessment with Assessment 2 of Colour units: SHBHCLS002 – Colour and lighten hair, SHBHCLS003 – Provide full and partial head highlighting treatments, SHBHCLS005 – Provide on scalp lightening and retouch bleach treatments.	Unit should be delivered after, or in conjunction with, Assessment 1 of SHBHCLS002 – Colour and lighten hair. Unit designed to be assessed in conjunction with any of the following units, as significant aspects of the Performance Criteria are assessed holistically with these units: SHBHCLS002 – Colour and lighten hair SHBHCLS003 – Provide full and partial head highlighting treatments SHBHCLS005 – Provide on scalp full head and retouch treatments
SHBHCLS005 – Provide on scalp lightening and retouch bleach treatments	• High level of holistic assessment with Assessment 1 of SHBHCLS002 – Colour and lighten hair. • High level of holistic assessment with Assessment 1 of SHBHCLS003 – Provide full and partial head highlighting treatments.	Unit should be delivered after, or in conjunction with, SHBHCLS002 – Colour and lighten hair.
SHBHCUT003 – Create graduated haircut structures	• High level of holistic assessment with Assessment 1 of SHBHCUT002 - Create one length or solid haircut structures.	Unit should be delivered after Knowledge Assessment of SHBHCUT002 – Create one length or solid haircut structures and pre-requisite unit SHBHCUT001 - Design haircut structures.
SHBHCUT004 – Create layered haircut structures	• High level of holistic assessment with Assessment 1 of SHBHCUT002 - Create one length or solid haircut structures.	Unit should be delivered after Knowledge Assessment of SHBHCUT002 – Create one length or solid haircut structures and pre-requisite unit SHBHCUT001 - Design haircut structures.
SHBHCUT005 – Cut hair using over-comb techniques	• High level of holistic assessment with Assessment 1 of SHBHCUT002 - Create one length or solid haircut structures.	Unit should be delivered after Knowledge Assessment of SHBHCUT002 – Create one length or solid haircut structures and pre-requisite unit SHBHCUT001 - Design haircut structures.
SHBHCUT006 – Create combined haircut structures	• High level of holistic assessment with Assessment 1 of SHBHCUT002 - Create one length or solid haircut structures.	Unit should be delivered after student has achieved competency of prerequisite units: • SHBHCUT001 - Design haircut structures • SHBHCUT002 – Create one length or solid haircut structures • SHBHCUT003 - Create graduated haircut structures • SHBHCUT004 - Create layered haircut structures • SHBHCUT005 - Cut hair using over-comb techniques

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SHBHREF002 – Straighten and relax hair with chemical treatments	• High level of holistic assessment with Assessment 1 of SHBHCLS002 – Colour and lighten hair.	Unit should be delivered after Knowledge Assessment of SHBHCLS002 – Colour and lighten hair.
SHBHDES004 - Create classic long hair up-styles	• High level of holistic assessment with Assessment 1 of SHBHDES003 - Create finished hair designs.	• Unit should be delivered after Knowledge Assessment of SHBHDES003 - Create finished hair designs.
SHBHCUT007 - Create combined traditional and classic men's haircut structures	• High level of holistic assessment with Assessment 1 of SHBHCUT002 - Create one length or solid haircut structures.	• Unit should be delivered after student has achieved competency of prerequisite units: • SHBHCUT001 - Design haircut structures • SHBHCUT002 – Create one length or solid haircut structures • SHBHCUT003 - Create graduated haircut structures • SHBHCUT004 - Create layered haircut structures • SHBHCUT005 - Cut hair using over-comb techniques

Units with a low degree of holistic assessment

Unit	Holistic Assessment	Suggested delivery sequence
SIRXSLS001 – Sell to the retail customer	• Low level of holistic assessment with Assessment 1 of SHBXIND002 – Communicate as part of a salon team.	• Unit should be delivered after Knowledge Assessment of SHBXIND002 – Communicate as part of a salon team.
SHBXCCS002 -Provide salon services to clients	• Low amount of holistic assessment with the following units: • SHBXCCS001 - Conduct Salon Financial Transactions • SHBXIND001 - Comply with organisational requirements in a personal services environment • SHBXWHS001 - Apply safe hygiene, health and work practices	• Unit should be delivered after, or in conjunction with: • SHBXCCS001 - Conduct Salon Financial Transactions • SHBXIND001 - Comply with organisational requirements in a personal services environment • SHBXWHS001 - Apply safe hygiene, health and work practices
SHBXCCS008 -Provide salon services to clients	• Contains a low level of holistic assessment referred to in Evidence Maps for some SHB units.	• Unit should be delivered in the first cluster, as it is referenced in some other practical and theory units.

All other core UoCs can be delivered within any cluster as chosen by the RTO as they do not have dependencies through holistic learning and assessment.

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6.0 ASSESSMENT OUTLINES

Each UoC in the SDL system has been designed to separate the assessments in a manner that best support the student's learning. As such, each UoC will have a number of Assessments required to meet the needs of the Training Package. This section of the Continuous Improvement report maps the documents each RTO should have and use for each of their enrolled students.

Table 7 *SHB20121 – Certificate II in Retail Cosmetics*
All practical assessments have an associated observation.

SHB20121 – CERTIFICATE II IN RETAIL COSMETICS

Core Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3
SHBBCCS004 – Demonstrate retail skin care products	Knowledge questions	**Practical** – Conduct product demonstrations on five different clients and for one client present information and answer questions	N/A	N/A
SHBBCCS005 – Advise on beauty products and services	Knowledge questions	**Practical** – Product research and presentation	**Practical** – Advise and sell x5 beauty products and services	N/A
SHBBMUP009 – Design and apply make-up	Knowledge questions	**Practical** – Perform make-up service x4	N/A	N/A
SHBXCCS007 – Conduct salon financial transactions	Knowledge questions	**Practical** – Perform x2 each of the following: • Cash sales • Credit card sales • EFTPOS sales • Refund/ Exchanges • POST management duties	N/A	N/A
SHBXIND003 – Comply with organisational requirements within a personal services environment	Knowledge questions	**Practical** – Interpret organisational policies and share with colleagues	**Practical** – Comply with organisational requirements for 4x three (3) hour work periods	N/A
SHBXIND005 – Communicate as part of a salon team	Knowledge questions	**Practical** – Workplace observation or role plays	**Practical** – Participate in a team meeting	N/A

SHB20121 – CERTIFICATE II IN RETAIL COSMETICS CONTINUED

Core Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3
SHBXWHS003 – Apply safe hygiene, health and work practices	Knowledge questions	**Practical** – Perform a salon cleaning routine on x2 occasions	**Practical** – Hazard identification x2 and WHS consultation	**Practical** – Integrate workplace safety procedures into day to day work functions across 6x three (3) hour work periods
SIRXIND003 – Organise personal work requirements	Knowledge questions	**Practical** – Prioritise and complete x2 workplace tasks	N/A	N/A
SIRXOSM002 – Maintain ethical and professional standards when using social media and online platforms	Knowledge question	Case studies and observation of updating a client record and saving a file	N/A	N/A

Elective Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3
HLTINF005 – Maintain infection prevention for skin penetration treatments	Knowledge questions	**Practical** – Perform cleaning, disinfection and sterilising procedures	Write a workplace review	N/A
SHBBINF002 – Maintain infection control standards	Knowledge questions	**Practical** – Perform cleaning, disinfection and sterilising procedures	Write a workplace review	N/A
BSBSUS211 – Participate in environmentally sustainable work practices	Knowledge questions	**Practical** – Participate in x1 sustainable work practice to identify Environmental Hazard	**Practical** – Participate in sustainable work practices over 3x four (4) hour work periods	N/A
SHBBRES003 – Research and apply beauty industry information	Knowledge questions	**Practical** – Research activities and share with colleagues	**Practical** – Research product range and recommend to client	N/A
SHBBSKS006 - Pierce ear lobes	Knowledge questions	**Practical** – Design Treatment Plan and perform ear piercing services	N/A	N/A

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SHB20121 – CERTIFICATE II IN RETAIL COSMETICS CONTINUED

Elective Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3
SIRRINV001 – Receive and handle retail stock	Knowledge questions	**Practical** – Maintain stock handling and storage area Accept stock delivery and validate stock	N/A	N/A
SIRRMER001 – Produce visual merchandise displays	Knowledge questions	**Practical** – Creating and maintaining x3 displays	N/A	N/A
SIRXOSM003 - Use social media and online tools	Knowledge questions	**Practical** – Create and post content to social media platforms and respond to customer engagement	N/A	N/A

Table 8 SHB30121 – Certificate III in Beauty Services
All practical assessments have an associated observation.

SHB30121 – CERTIFICATE III IN BEAUTY SERVICES

Core Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
SHBBBOS007 - Apply cosmetic tanning products	Knowledge questions	**Practical** – Perform cosmetic tanning services x3	N/A	N/A	N/A
SHBBCCS005- Advise on beauty products and services	Knowledge questions	**Practical** – Product research and presentation	**Practical** – Advise and sell x5 beauty products and services	N/A	N/A
SHBBFAS004 - Provide lash and brow services	Knowledge questions	**Practical** – Provide lash and brow services x8	N/A	N/A	N/A
SHBBHRS010 - Provide waxing services	Knowledge questions	**Practical** – Perform x4 waxing services in a simulated environment and 2x waxing services in a commercial salon, on the following areas: • Arms • Bikini line • Chin • Eyebrows • Legs • Lip • Sides of face • Underarms	N/A	N/A	N/A

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SHB30121 – CERTIFICATE III IN BEAUTY SERVICES CONTINUED

Core Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
SHBBMUP009 - Design and apply make-up	Knowledge questions	**Practical** – Perform make-up service x4	N/A	N/A	N/A
SHBBNLS007 - Provide manicure and pedicare service	Knowledge questions	**Practical** – Perform a manicure service x5	**Practical** – Perform a pedicure service x5	N/A	N/A
SHBBNLS011 - Use electric file equipment for nail services	Knowledge questions	**Practical** – Perform a nail service using electric file equipment x6	N/A	N/A	N/A
SHBBRES003 - Research and apply beauty industry information	Knowledge questions	**Practical** – Research activities and share with colleagues	**Practical** – Research product range and recommend to client	N/A	N/A
SHBXCCS007 - Conduct salon financial transactions	Knowledge questions	**Practical** – Perform x2 each of the following: • Cash sales • Credit card sales • EFTPOS sales • Refund/ Exchanges • POST management duties	N/A	N/A	N/A
SHBXCCS008 - Provide salon services to clients	Knowledge questions	**Practical –** Providing customer service and treatments for x6 three (3) hour work periods.	N/A	N/A	N/A
SHBXIND003 - Comply with organisational requirements within a personal services environment	Knowledge questions	**Practical** – Interpret organisational policies and share with colleagues	**Practical** – Comply with organisational requirements for 4x three (3) hour work periods	N/A	N/A
SHBXWHS003 - Apply safe hygiene, health and work practices	Knowledge questions	**Practical** – Perform a salon cleaning routine on x2 occasions	**Practical** – Hazard identification x2 and WHS consultation	**Practical –** Integrate workplace safety procedures into day to day work functions across 6x three (3) hour work periods	**Practical** - Follow emergency procedures

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SHB30121 - CERTIFICATE III IN BEAUTY SERVICES CONTINUED

Core Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
SIRXOSM002 - Maintain ethical and professional standards when using social media and online platforms	Knowledge questions	**Practical** – Respond to x4 customer communications	N/A	N/A	N/A
SIRXSLS001 - Sell to the retail customer	Knowledge questions	**Practical** – Participate in 4x role play scenarios	N/A	N/A	N/A

Elective Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
HLTINF005 - Maintain infection prevention for skin penetration treatments	Knowledge questions	**Practical** – Perform cleaning, disinfection and sterilising procedures	**Practical** – Write a workplace review	N/A	N/A
SHBBINF002 - Maintain infection control standards	Knowledge questions	**Practical** – Perform cleaning, disinfection and sterilising procedures	**Practical** – Write a workplace review	N/A	N/A
SHBBHRS011 - Provide female intimate waxing services	Knowledge questions	**Practical** – Perform female intimate waxing services x5	N/A	N/A	N/A
SHBBMUP008 - Apply eyelash extensions	Knowledge questions	**Practical** – Perform the following eyelash extension services: • Full set x2 • In-fill x2 • Removal x2	N/A	N/A	N/A
SHBBMUP010 - Design and apply make-up for photography	Knowledge questions	**Practical –** Perform make-up photography service x3	N/A	N/A	N/A
SHBBMUP011 - Design and apply remedial camouflage make-up	Knowledge questions	**Practical –** Perform 5x remedial camouflage make-up services	N/A	N/A	N/A
SHBBSKS006 - Pierce ear lobes	Knowledge questions	**Practical –** Perform 5x ear piercing services on clients	N/A	N/A	N/A

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SHB30121 – CERTIFICATE III IN BEAUTY SERVICES CONTINUED

Elective Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
SHBXCCS005 - Maintain health and wellbeing in a personal services setting	Knowledge questions	**Practical –** Recognise mental health conditions in clients role plays x4	**Practical –** Document personal wellbeing plan	N/A	N/A
SHBXCCS009 - Greet and prepare clients for salon services	Knowledge questions	**Practical –** Greet and prepare clients for service over 4x two (2) hour work periods	N/A	N/A	N/A
SIRXOSM003 - Use social media and online tools	Knowledge questions	**Practical –** Create and post content to social media platforms and respond to customer engagement x8	N/A	N/A	N/A

Table 9 SHB30221 – Certificate III in Make-up
All practical assessments have an associated observation.

SHB30221 – CERTIFICATE III IN MAKE-UP

Core Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
SHBBMUP009 – Design and apply make-up	Knowledge questions	**Practical** – Perform make-up service x4	N/A	N/A	N/A
SHBBMUP010 – Design and apply make-up for photography	Knowledge questions	**Practical** – Perform make-up photography service x3	N/A	N/A	N/A
SHBBMUP013 – Design and apply creative make-up	Knowledge questions	**Practical** – Create x5 Make-Up Plans and perform x3 creative make-up services	N/A	N/A	N/A
SHBBRES003 – Research and apply beauty industry information	Knowledge questions	**Practical** – Research activities and share with colleagues	**Practical** – Research product range and recommend to client	N/A	N/A
SHBXCCS008 – Provide salon services	Knowledge questions	**Observation** – Complete customer service tasks over 6x three (3) hour work periods	N/A	N/A	N/A

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SHB30221 - CERTIFICATE III IN MAKE-UP CONTINUED

Core Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
SHBXIND003 - Comply with organisational requirements within a personal services environment	Knowledge questions	**Practical** – Interpret organisational policies and share with colleagues	**Practical** – Comply with organisational requirements for 4x three (3) hour work periods	N/A	N/A
SHBXWHS003 – Apply safe hygiene, health and work practices	Knowledge questions	**Practical** – Perform a salon cleaning routine on x2 occasions	**Practical** – Hazard identification x2 and WHS consultation	**Practical** – Integrate workplace safety procedures into day to day work functions across 6x three (3) hour work periods	**Practical** - Follow emergency procedures
SIRXOSM002 – Maintain ethical and professional standards when using social media and online platforms	Knowledge questions	**Practical** – Respond professionally to customer communications on x4 occasions	N/A	N/A	N/A

Elective Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
HLTINF005 – Maintain infection prevention for skin penetration treatments	Knowledge questions	**Practical** – Perform cleaning, disinfection and sterilising procedures	**Practical** – Write a workplace review	N/A	N/A
SHBBINF002 – Maintain infection control standards	Knowledge questions	**Practical** – Perform cleaning, disinfection and sterilising procedures	**Practical** – Write a workplace review	N/A	N/A
SHBBBOS007 – Apply cosmetic tanning products	Knowledge questions	**Practical** – Perform tanning services x3	N/A	N/A	N/A
SHBBCCS005 – Advise on beauty products and services	Knowledge questions	**Practical** – Product research and presentation	**Practical –** Advise and sell x5 beauty products and services	N/A	N/A
SHBBFAS004 – Provide lash and brow services	Knowledge questions	**Practical** – Provide lash and brow services x8	N/A	N/A	N/A

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SHB30221 - CERTIFICATE III IN MAKE-UP CONTINUED

Elective Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
SHBBHRS010 – Provide waxing services	Knowledge questions	**Practical –** Perform x4 waxing services in a simulated environment and 2x waxing services in a commercial salon, on the following areas: • Arms • Bikini line • Chin • Eyebrows • Legs • Lip • Sides of face • Underarms	N/A	N/A	N/A
SHBBMUP008 – Apply eyelash extensions	Knowledge questions	**Practical –** Perform the following eyelash extension services: • Full set x2 • In-fill x2 • Removal x2	N/A	N/A	N/A
SHBBMUP011 – Design and apply remedial camouflage make-up	Knowledge questions	**Practical** – Perform five (5) remedial camouflage make-up services	N/A	N/A	N/A
SHBBMUP012 – Apply airbrushed make-up	Knowledge questions	**Practical** – Perform five (5) airbrushed make-up services	N/A	N/A	N/A
SHBXCCS007 – Conduct salon financial transactions	Knowledge questions	**Practical –** Perform x2 each of the following: • Cash sales • Credit card sales • EFTPOS sales • Refund/ Exchanges • POST management duties	N/A	N/A	N/A

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Table 10 SHB30321 – Certificate III in Nail Technology
All practical assessments have an associated observation.

SHB30321 – CERTIFICATE III IN NAIL TECHNOLOGY

Core Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
SHBBCCS005 – Advise on beauty products and services	Knowledge questions	**Practical** – Product research and presentation	**Practical** – Advise and sell x5 beauty products and services	N/A	N/A
SHBBNLS007 – Provide manicure and pedicare services	Knowledge questions	**Practical** – Perform manicure services x5	**Practical** – Provide pedicure services x5	N/A	N/A
SHBBNLS009 – Apply acrylic nail enhancements	Knowledge questions	**Practical** – Perform x6 acrylic nail services that include two of each of the following: • French, natural and colour finishes • Overlays • Sculptured nails using sculpting forms • Provide at least three (3) removals Provide acrylic maintenance services at least once that includes French backfills	N/A	N/A	N/A
SHBBNLS010 – Apply nail art	Knowledge questions	**Practical** – Perform x6 nail art services	N/A	N/A	N/A
SHBBNLS011 – Use electric file equipment for nail services	Knowledge questions	**Practical** – Perform nail services using electric file equipment x6	N/A	N/A	N/A
SHBBRES003 – Research and apply beauty industry information	Knowledge questions	**Practical** – Research activities and share with colleagues	**Practical** – Research product range and recommend to client	N/A	N/A
SHBXCCS007 – Conduct salon financial transactions	Knowledge questions	**Practical** – Perform x2 each of the following: • Cash sales • Credit card sales • EFTPOS sales • Refund/ Exchanges • POST management duties	N/A	N/A	N/A
SHBXCCS008 – Provide salon services	Knowledge questions	**Observation** – Complete customer service tasks over 6x three (3) hour work periods	N/A	N/A	N/A

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SHB30321 - CERTIFICATE III IN NAIL TECHNOLOGY CONTINUED

Core Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
SHBXIND003 - Comply with organisational requirements within a personal services environment	Knowledge questions	**Practical** – Interpret organisational policies and share with colleagues	**Practical** – Comply with organisational requirements for 4x three (3) hour work periods	N/A	N/A
SHBXWHS003 – Apply safe hygiene, health and work practices	Knowledge questions	**Practical** – Perform a salon cleaning routine on x2 occasions	**Practical** – Hazard identification x2 and WHS consultation	**Practical** – Integrate workplace safety procedures into day to day work functions across 6x three (3) hour work periods	**Practical** - Follow emergency procedures

Elective Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
HLTINF005 – Maintain infection prevention for skin penetration treatments	Knowledge questions	**Practical** – Perform cleaning, disinfection and sterilising procedures	Write a workplace review	N/A	N/A
SHBBINF002 – Maintain infection control standards	Knowledge questions	**Practical** – Perform cleaning, disinfection and sterilising procedures	Write a workplace review	N/A	N/A

Table 11 *SHB50121 – Diploma of Beauty Therapy*
All practical assessments have an associated observation.

SHB50121 - DIPLOMA OF BEAUTY THERAPY

Core Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
SHBBBOS008 – Provide body massages	Knowledge questions	**Practical** – Provide body massages x5	N/A	N/A	N/A
SHBBCCS005 – Advise on beauty products and services	Knowledge questions	**Practical** – Product research and presentation	**Practical** – Advise and sell x5 beauty products and services	N/A	N/A
SHBBFAS004 – Provide lash and brow services	Knowledge questions	**Practical** – Provide lash and brow services x8	N/A	N/A	N/A

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SHB50121 - DIPLOMA OF BEAUTY THERAPY CONTINUED

Core Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
SHBBFAS005 - Provide facial treatments and skin care recommendations	Knowledge questions	**Practical** - Provide facial treatments x5	N/A	N/A	N/A
SHBBFAS006 - Provide specialised facial treatments	Knowledge questions	**Practical** - Provide specialised facial treatments x5	N/A	N/A	N/A
SHBBHRS010 - Provide waxing services	Knowledge questions	**Practical** - Perform x4 waxing services in a simulated environment and 2x waxing services in a commercial salon, on the following areas: • Arms • Bikini line • Chin • Eyebrows • Legs • Lip • Sides of face • Underarms	N/A	N/A	N/A
SHBBMUP009 - Design and apply make-up	Knowledge questions	**Practical** - Perform make-up service x4	N/A	N/A	N/A
SHBBNLS007 - Provide manicure and pedicare services	Knowledge questions	**Practical** - Perform manicure services x5	**Practical** - Provide pedicure services x5	N/A	N/A
SHBBNLS011 - Use electric file equipment for nail services	Knowledge questions	**Practical** - Perform nail services using electric file equipment x6	N/A	N/A	N/A
SHBBRES003 - Research and apply beauty industry information	Knowledge questions	**Practical** - Research activities and share with colleagues	**Practical** - Research product range and recommend to client	N/A	N/A
SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy	Knowledge questions	**Practical** - Consult with x3 clients and develop treatment routines that could benefit skin conditions through facial or body massage.	N/A	N/A	N/A
SHBBSSC002 - Incorporate knowledge of body structures and functions into beauty therapy	Knowledge questions	**Practical** - Consult with x3 clients and develop treatment routines that could benefit skin conditions through facial or body massage.	N/A	N/A	N/A

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SHB50121 - DIPLOMA OF BEAUTY THERAPY CONTINUED

Core Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
SHBXCCS005 – Maintain health and wellbeing in a personal services setting	Knowledge questions	**Practical** – recognise mental health conditions in clients role plays	**Practical** – document personal wellbeing plan	N/A	N/A
SHBXCCS006 – Promote healthy nutritional options in a beauty therapy context	Knowledge questions	**Practical** – Evaluate nutritional requirements of x3 clients	N/A	N/A	N/A
SHBXCCS007 – Conduct salon financial transactions	Knowledge questions	**Practical** – Perform x2 each of the following: • Cash sales • Credit card sales • EFTPOS sales • Refund/ Exchanges • POST management duties	N/A	N/A	N/A
SHBXCCS008 – Provide salon services	Knowledge questions	**Observation** – Complete customer service tasks over 6x three (3) hour work periods	N/A	N/A	N/A
SHBXIND003 - Comply with organisational requirements within a personal services environment	Knowledge questions	**Practical** – Interpret organisational policies and share with colleagues	**Practical** – Comply with organisational requirements for 4x three (3) hour work periods	N/A	N/A
SHBXWHS003 – Apply safe hygiene, health and work practices	Knowledge questions	**Practical** – Perform a salon cleaning routine on x2 occasions	**Practical** – Hazard identification x2 and WHS consultation	**Practical** – Integrate workplace safety procedures into day to day work functions across 6x three (3) hour work periods	**Practical** - Follow emergency procedures
SIRXOSM002 – Maintain ethical and professional standards when using social media and online platforms	Knowledge question	Case studies and observation of updating a client record and saving a file	N/A	N/A	N/A
SIRXSLS001 – Sell to the retail customer	Knowledge questions	**Practical** – Perform roleplays	N/A	N/A	N/A

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SHB50121 - DIPLOMA OF BEAUTY THERAPY CONTINUED

Elective Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
HLTINF005 – Maintain infection prevention for skin penetration treatments	Knowledge questions	**Practical** – Perform cleaning, disinfection and sterilising procedures	Write a workplace review	N/A	N/A
SHBBINF002 – Maintain infection control standards	Knowledge questions	**Practical** – Perform cleaning, disinfection and sterilising procedures	Write a workplace review	N/A	N/A
SHBBBOS009 – Provide aromatherapy massages	Knowledge questions	**Practical** – Perform aromatherapy massage service x5	N/A	N/A	N/A
SHBBBOS010 – Use reflexology relaxation techniques in beauty treatments	Knowledge questions	**Practical** – Perform reflexology service x5	N/A	N/A	N/A
SHBBSPA007 – Provide stone therapy massages	Knowledge questions	**Practical** – Perform stone therapy massage service x5	N/A	N/A	N/A
SHBBSPA005 – Work in a spa therapies framework	Knowledge questions	**Practical** – Prepare, clean and shut down spa environment over six, three hour work periods	**Practical** – Promote spa therapies to four clients	N/A	N/A
SHBBSPA006 – Provide spa therapies	Knowledge questions	**Practical** – Provide 5 spa treatments	N/A	N/A	N/A
SHBBCCS006 – Prepare personalised aromatic plant oil blends for beauty treatments	Knowledge Questions	**Practical** – Perform aromatic plant oil blends x5	N/A	N/A	N/A
SHBBHRS011 – Provide female intimate waxing services	Knowledge questions	**Practical** – Perform female intimate waxing service x5	N/A	N/A	N/A
SHBBMUP010 – Design and apply make-up for photography	Knowledge questions	**Practical** – Perform make-up for photography for x3 clients	N/A	N/A	N/A
SHBBMUP011 - Design and apply remedial camouflage make-up	Knowledge questions	**Practical** – Design Make-Up Plan and apply remedial camouflage make-up	N/A	N/A	N/A

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SHB50121 – DIPLOMA OF BEAUTY THERAPY CONTINUED

Elective Units

Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3	Performance Assessment 4
SHBBSKS009 - Provide micro-dermabrasion treatments	Knowledge questions	**Practical** – Perform micro-dermabrasion face treatments x5	N/A	N/A	N/A
SHBBSPA008 – Provide Indian head massages for relaxation	Knowledge questions	**Practical** – Perform Indian head massage service x5	N/A	N/A	N/A
SIRXOSM003 - Use social media and online tools	Knowledge questions	**Practical** – Create and post content to social media platforms and respond to customer engagement x8	N/A	N/A	N/A

Table 12 SHB20216 – Certificate II in Salon Assistant
All practical assessments have an associated observation.

SHB20216 - CERTIFICATE II IN SALON ASSISTANT

Core Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
BSBWHS201 – Contribute to health and safety of self and others	Knowledge questions	**Practical** – Pre-start safety check	**Practical** – Hazard identification and WHS consultation	**Practical** – Follow emergency procedures
SHBHBAS001 – Provide shampoo and basin services	Knowledge questions	**Practical** – Perform basin services across four (4) three (3) hour work periods	N/A	N/A
SHBHDES001 – Dry hair to shape	Knowledge questions	**Practical** – Perform blow dry services for six (6) clients	N/A	N/A
SHBHIND001 – Maintain and organise tools, equipment and work areas	Knowledge questions	**Practical** – Use infection control procedures to clean and disinfect four (4) pieces of equipment	**Practical** – Clean and maintain two (2) work areas	N/A
SHBXCCS001- Conduct salon financial transactions	Knowledge questions	**Practical** • Perform x2 cash sales • Perform x2 credit card sales • Perform x2 EFTPOS sales • Perform x2 Refund/ Exchanges	N/A	N/A
SHBXCCS003 – Greet and prepare clients for salon services	Knowledge questions	**Practical** – Student is to be observed greeting and preparing clients across four (4) two (2) hour work periods	N/A	N/A

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SHB20216 - CERTIFICATE II IN SALON ASSISTANT CONTINUED

Core Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SHBXIND001- Comply with organisational requirements within a personal services environment	Knowledge questions	**Practical** – The student is to be observed across four (4) three (3) hour work periods complying with organisational requirements	N/A	N/A
SHBXIND002 – Communicate as part of a salon team	Knowledge questions	**Practical** – Workplace observation or role plays	**Practical** – Participate in a team meeting	N/A

Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SHBHBAS002 - Provide head, neck and shoulder massages for relaxation	Knowledge questions	**Practical** – Provide head, neck and shoulder massages to four (4) clients	N/A	N/A
SHBHCLS001 - Apply hair colour products	Knowledge questions	**Practical –** Student is to apply to two (2) different clients: • Semi-permanent colour • Demi-permanent colour • Permanent colour	N/A	N/A
SHBHDES002 - Braid hair	Knowledge questions	**Practical –** Perform: • Two strand braid for two (2) clients • Three strand braid for two (2) clients • Multi strand braid for one (1) client	N/A	N/A
SHBHIND002 - Research and use hairdressing industry information	Knowledge questions	**Practical** – Research activities and group presentation	N/A	N/A
SHBXCCS004 - Recommend products and services	Knowledge questions	**Practical** - Student is to be observed recommending four (4) products and services from the workplace.	N/A	N/A
SIRRMER001 - Produce visual merchandise displays	Knowledge questions	**Practical** – Create and maintain three (3) displays.	N/A	N/A
SIRRINV001 - Receive and handle retail stock	Knowledge questions	**Practical** – • Maintain stock handling and storage area • Accept stock delivery and validate stock	N/A	N/A
SIRXSLS001 - Sell to the retail customer	Knowledge questions	**Practical** – Sell four (4) products and services in the workplace OR Four (4) role plays	N/A	N/A

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Table 13 SHB30416 – Certificate III in Hairdressing
All practical assessments have an associated observation.

SHB30416 - CERTIFICATE III IN HAIRDRESSING

Core Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
BSBSUS201 – Participate in environmentally sustainable work practices	Knowledge questions	**Practical** – Waste assessment	N/A	N/A
SHBHBAS001 – Provide shampoo and basin services	Knowledge questions	**Practical** – Perform basin services across four (4) three (3) hour work periods	N/A	N/A
SHBHCLS002 - Colour and lighten hair	Knowledge questions	**Practical** – Perform hair colour and lightening treatments on nine (9) clients	N/A	N/A
SHBHCLS003 – Provide full and partial head highlighting treatments	Knowledge questions	**Practical** – Perform whole or partial head highlight treatments on eight (8) clients	N/A	N/A
SHBHCLS004 – Neutralise unwanted colours and tones	Knowledge questions	**Practical** – Perform colour correction treatments on six (6) clients	N/A	N/A
SHBHCLS005 – Provide on scalp full head and retouch bleach treatments	Knowledge questions	**Practical** – Perform on scalp bleach and retouch treatments on six (6) clients	N/A	N/A
SHBHCUT001 – Design haircut structures	Knowledge questions	Analyse and design haircut plans for: • 2x solid form • 2x layers (1x increased, 1x uniform) • 1x graduated	N/A	N/A
SHBHCUT002 – Create one length or solid haircut structures	Knowledge questions	**Practical** – Perform one length or solid haircuts on three (3) clients	N/A	N/A
SHBHCUT003 – Create graduated haircut structures	Knowledge questions	**Practical** – Perform graduated haircuts on three (3) clients	N/A	N/A
SHBHCUT004 – Create layered haircut structures	Knowledge questions	**Practical** – Perform layered haircuts on three (3) clients	N/A	N/A
SHBHCUT005 – Cut hair using over-comb techniques	Knowledge questions	**Practical** – Perform over-comb haircuts on six (6) clients: • 3x scissor overcomb • 3x clipper overcomb	N/A	N/A
SHBHDES003 – Create finished hair designs	Knowledge questions	**Practical** – Style and create finished hair designs on six (6) clients	N/A	N/A
SHBHIND001 – Maintain and organise tools, equipment and work areas	Knowledge questions	**Practical** – Use infection control procedures to clean and disinfect four (4) pieces of equipment	**Practical** – Clean and maintain two (2) work areas	N/A

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SHB30416 - CERTIFICATE III IN HAIRDRESSING CONTINUED

Core Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SHBHIND003 – Develop and expand a client base	Knowledge questions	**Practical** – Set and monitor sales targets and promote on 1x occasion: • Hair and scalp treatments • New hair cut design, loyalty program and rebooking service	**Practical** – Research 2x products and 2x services based on customer feedback survey and discuss in groups.	N/A
SHBHREF002 – Straighten and relax hair with chemical treatments	Knowledge questions	**Practical** – Perform a chemical reformation (hair straightening) service on four (4) clients	N/A	N/A
SHBHTRI001 - Identify and treat hair and scalp conditions	Knowledge questions	**Practical** – Perform 5x hair and scalp analysis	**Practical** – Perform 5x hair and scalp treatments	N/A
SHBXCCS001- Conduct salon financial transactions	Knowledge questions	**Practical** • Perform x2 cash sales • Perform x2 credit card sales • Perform x2 EFTPOS sales • Perform x2 Refund/ Exchanges	N/A	N/A
SHBXCCS002 - Provide salon services to clients	Knowledge questions	**Observation** – Complete customer service tasks x12, three (3) hour work periods	N/A	N/A
SHBXIND001- Comply with organisational requirements within a personal services environment	Knowledge questions	**Practical** – Student is to be observed across four (4) three (3) hour work periods complying with organisational requirements	N/A	N/A
SHBXIND002 – Communicate as part of a salon team	Knowledge questions	**Practical** – Workplace observation or role plays	**Practical** – Participate in a team meeting	N/A
SHBXWHS001 – Apply safe hygiene, health and work practices	Knowledge questions	**Practical** – Infection control, salon cleaning and cleaning a simulated blood spill. **Practical** – Hazard identification and WHS consultation	**Practical** – Integrate workplace safety procedures into day to day work functions across six (6) three (3) hour work periods.	**Practical** - Follow emergency procedures

Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SHBHCUT006 - Create combined haircut structures	Knowledge questions	**Practical** – Perform combined haircut structures on six (6) clients	N/A	N/A
SHBHCUT007 - Create combined traditional and classic men's haircut structures	Knowledge questions	**Practical** – Design Haircut Plan and perform combined traditional and classic men's haircut structures	N/A	N/A

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SHB30416 - CERTIFICATE III IN HAIRDRESSING CONTINUED

Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SHBHDES004 - Create classic long hair up-styles	Knowledge questions	**Practical** – Design six (6) Hair Service Plans and complete six (6) long hair up-styles	N/A	N/A
SHBHBAS002 - Provide head, neck and shoulder massages for relaxation	Knowledge questions	**Practical** – Provide head, neck and shoulder massages to four (4) different clients	N/A	N/A
SHBHDES002 - Braid hair	Knowledge questions	**Practical** – Perform: • Two strand braid for two (2) clients • Three strand braid for two (2) clients • Multi strand braid for one (1) client	N/A	N/A
SHBHIND002 - Research and use hairdressing industry information	Knowledge questions	**Practical** – Research activities and group presentation	N/A	N/A
SHBXCCS004 - Recommend products and services	Knowledge questions	**Practical** –Recommend four (4) products and services from the workplace.	N/A	N/A
SIRRINV001 - Receive and handle retail stock	Knowledge questions	**Practical** – • Maintain stock handling and storage area • Accept stock delivery and validate stock	N/A	N/A
SIRRMER001 - Produce visual merchandise displays	Knowledge questions	**Practical** – Create and maintain three (3) displays.	N/A	N/A

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7.0 INDUSTRY ENGAGEMENT

This section details SDL's industry engagement, feedback, and improvement based on interactions with industries relevant to the SHB training program. This has been designed by SDL to assist the Customer with Standard 1 and 'Currency' of Section 1.8 Rules of Evidence of Standards for Registered Training Organisations (RTO's) 2025.

Table 14 *A summary of the Industry Partners consulted during the creation of UoCs and the date of the Industry Partner's content.*

BEAUTY THERAPY INDUSTRY COLLABORATIONS		
Industry Engagement	**Unit of Competency**	**Date**
Belmacil	• SHBBFAS001 - Provide lash and brow services	2016 - Current
Caronlab	• SHBBHRS001 - Provide waxing services • SHBBHRS002 - Provide female intimate waxing • SHBBBOS002 - Provide body massages	2016 - Current
Lycon Cosmetics	• SHBBHRS001 - Provide waxing services	2017 - Current
Jessica Cosmetics	• SHBBNLS001 - Provide manicure and pedicare services	2016 - Current
Kester Black		
Sothys	• SHBBFAS002 - Provide facial treatments and skin care recommendations • SHBBFAS003 - Provide specialised facial treatments • SHBBBOS003 - Provide body treatments	2016 - Current
Essentially Australia	• SHBBBOS004 - Provide aromatherapy massages • SHBBCCS002 - Prepare personalised aromatic plant oils blends for beauty treatments	2016 - Current
Sydney essential oil co.		
Moroccan Tan	• SHBBBOS001 - Apply cosmetic tanning products	2017 - Current
Caflon	• SHBBSKS001 - Pierce ear lobes	2017 - Current
Ellebana	• SHBBMUP001 - Apply eyelash extensions	2017 - Current
Mia Connor Make-up Artist	• SHBBMUP002 - Design and apply make-up	2018 - Current
Mooie Make-up		
Megan Farquarson Make-up Artist	• SHBBMUP006 - Design and apply creative make-up	2018 - Current
Taylah Manley Mermaid Manicures	• SHBBNLS002 - Apply gel nail enhancements • SHBBNLS003 - Apply acrylic nail enhancements • SHBBNLS004 - Apply nail art	2018 - Current
HiSweet	• SHBBMUP002 - Apply eyelash extensions • SHBBHRS001 - Provide lash and brow services	2022 Release
Rachael Blackwell	• SHBBMUP003 - Design and apply make-up for photography	2020 - Current
Skin Cancer Prevention Queensland	• Reviewed all units and created 'Skin Cancer Prevention and Early Detection' pamphlet.	2022-Current

Table 15 *A summary of the Industry Consultants providing assistance during the creation of UoCS and the date of the Industry Consultant's content.*

BEAUTY THERAPY INDUSTRY CONSULTANTS		
Industry Engagement	**Unit of Competency**	**Date**
Gabrielle Paton	• SHBBNLS007 - Provide manicure and pedicure services	2022 Release

Table 16 *A summary of the Industry Partners consulted during the creation of UoCs and the date of the Industry Partner's content.*

HAIRDRESSING INDUSTRY COLLABORATIONS		
Industry Engagement	**Unit of Competency**	**Date**
BHave	• SHBHBAS001 - Provide shampoo and basin services	2018 - Current
De Lorenzo	• SHBHREF002 - Straighten and relax hair with chemical treatments	2021 - Current
Australian and New Zealand Burns Association	Reviewed and provided information on preventing chemical burns on the scalp: • SHBHCLS005 – Provide on scalp full head and retouch bleach treatments • SHBHCLS002 – Colour and lighten hair • SHBHCLS003 – Provide full and partial head highlighting treatments	2025

Table 17 *A summary of the Industry Consultants providing assistance during the creation of UoCS and the date of the Industry Consultant's content.*

HAIRDRESSING INDUSTRY CONSULTANTS		
Expert Industry Consultant	**Unit of Competency**	**Date**
Debbie Atkins Australian Academy of Cinemagraphic Makeup	• SHBHCUT002 - Create one length or solid form haircut structures • SHBHCUT003 – Create graduated haircut structures • SHBHCUT004 - Create layered haircut structures	2020
Courtney Bodger	• SHBHCUT006 – Create combined haircut structures	2021
Jan-Maree Constantine TAFE Gippsland	• SHBHCLS004 – Neutralise unwanted colours and tones • SHBHCLS005 – Provide on scalp full head and retouch bleach treatments • SHBHCUT003 – Create graduated haircut structures	2020
Paula Easey REACH For Training	• SHBHCLS002 – Colour and lighten hair • SHBHCLS004 – Neutralise unwanted colours and tones • SHBHCUT004 – Create layered haircut structures • SHBHCUT005 – Cut hair using overcomb techniques • SHBHCUT006 – Create combined haircut structures • SHBHREF002 – Straighten and relax hair with chemical treatments	2020
Mel Livermore Riverina Community College	• SHBHCLS004 – Neutralise unwanted colours and tones	2020

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Luisa Pearce North Regional TAFE (Broome)	• SHBHCLS005 – Provide on scalp full head and retouch bleach treatments • SHBHCUT001 – Design haircut structures • SHBHCUT002 - Create one length or solid form haircut structures • SHBHCUT004 – Create layered haircut structures • SHBHCUT006 – Create combined haircut structures	2020
Jacqui Rogers South Regional TAFE (Esperance)	• SHBHCLS004 – Neutralise unwanted colours and tones • SHBHCUT002 - Create one length or solid form haircut structures • SHBHCUT006 – Create combined haircut structures	2020
Paige Sawatzky Luppinos Hair Brisbane City	• SHBHDES003 – Create finished hair designs • SHBHIND003 – Develop and expand a client base • SHBHCLS002 – Colour and lighten hair • SHBHCLS003 – Provide full and partial head highlighting treatments • SHBHCLS004 – Neutralise unwanted colours and tones • SHBHCLS005 – Provide on scalp full head and retouch bleach treatments • SHBHCUT001 – Design haircut structures • SHBHCUT002 - Create one length or solid form haircut structures • SHBHCUT003 – Create graduated haircut structures • SHBHCUT004 – Create layered haircut structures	2020
Megan Yabsley De Lorenzo	• SHBHREF002 – Straighten and relax hair with chemical treatments	2021
Sarah Young TAFE Gippsland	• SHBHCLS004 – Neutralise unwanted colours and tones • SHBHCLS005 – Provide on scalp full head and retouch bleach treatments • SHBHCUT001 – Design haircut structures • SHBHCUT002 - Create one length or solid form haircut structures • SHBHCUT004 – Create layered haircut structures	2020
Courtney Bodger Joey Scandizzo	• Videos	2022 - Current

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8.0 CURRENT VERSIONS OF ALL RESOURCES

This section provides current versions of resources for 2026. All RTOs should ensure they are using current resources.

Table 18 *The feedback for Policies and Procedures that has resulted in updates and changes has been listed in the following table with the source of feedback.*

KEY	
Document Identifier	**Document Name**
MG KA	Marking Guide Knowledge Assessment
MG PA1	Marking Guide Performance Assessment 1
MG PA2	Marking Guide Performance Assessment 2
MG PA3	Marking Guide Performance Assessment 3
MG PA4	Marking Guide Performance Assessment 4
MG1	Marking Guide 1
MG2	Marking Guide 2
MG3	Marking Guide 3
MG4	Marking Guide 4
MG5	Marking Guide 5
KA	Student Knowledge Assessment
PA1	Student Performance Assessment 1
PA2	Student Performance Assessment 2
PA3	Student Performance Assessment 3
PA4	Student Performance Assessment 4

SA1	Student Assessment 1
SA2	Student Assessment 2
SA3	Student Assessment 3
SA4	Student Assessment 4
SA5	Student Assessment 5
OB1	Observation 1
OB2	Observation 2
OB3	Observation 3
OB4	Observation 4
EM	Evidence Map
VT	Validation Tool
PBG	Performance Benchmark Guideline
LM	Learning Materials
OLM	Online Learning Materials
PP	PowerPoint

BEAUTY THERAPY UNITS

BSBSUS211 - Participate in sustainable work practices

MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	EM	PBG
V2	V1	V1	V2	V1	V1	V1	V1	V2	V1
LM	**OLM**	**PP**							
V1	V1	V1							

SHBBBOS007 - Apply cosmetic tanning products

MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V3	V1	V3	V1	V2	V3	V2	V1	V2	V1

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SHBBBOS009 - Provide aromatherapy massages									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBBBOS008 - Provide body massages									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V3	V2	V3	V3	V2	V2	V2	V1	V2	V1

SHBBBOS010 - Use reflexology relaxation techniques in beauty treatments									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBBCCS004 - Demonstrate retail skin care products									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBBCCS005 - Advise on beauty products and services									
MG KA	**MG PA1**	**MG PA2**	**KA**	**PA1**	**PA2**	**OB1**	**OB2**	**EM**	**PBG**
V1	V1	V1	V1	V1	V1	V2	V1	V2	V2
LM	**OLM**	**PP**							
V1	V2	V1							

SHBBCCS006 - Prepare personalised aromatic plant oil blends for beauty treatments									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBBFAS004 - Provide lash and brow services									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V3	V2	V3	V2	V2	V1	V1	V1	V2	V1

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SHBBFAS005 - Provide facial treatments and skin care recommendations									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V3	V2	V2	V2	V1	V2	V1	V1	V1	V2

SHBBFAS006 - Provide specialised facial treatments									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBBHRS010 - Provide waxing services									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V3	V1	V3	V1	V1	V2	V1	V1	V2	V1

SHBBHRS011 - Provide female intimate waxing services									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBBINF002 - Maintain infection control standards									
MG KA	**MG PA1**	**MG PA2**	**KA**	**PA1**	**PA2**	**OB1**	**OB2**	**OB3**	**EM**
V1	V1	V1	V1	V1	V1	V1	V1	V2	V2
PBG	**LM**	**OLM**	**PP**						
V2	V3	V2	V1						

SHBBMUP008 - Apply eyelash extensions									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V2	V1	V2	V1	V1	V2	V1	V1	V1	V1

SHBBMUP009 - Design and apply make-up									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V2	V1	V2	V1	V2	V2	V1	V1	V2	V2

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SHBBMUP010 - Design and apply make-up for photography									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBBMUP011 - Design and apply remedial camouflage make-up									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBBMUP012 - Apply airbrushed make-up									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBBMUP013 - Design and apply creative make-up									
MGKA	MGPA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V2	V1	V1	V1	V1	V1	V1	V1	V2	V2

SHBBNLS007 - Provide manicure and pedicare services									
MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	EM	PBG
V3	V1	V1	V3	V1	V1	V2	V2	V2	V2
LM	OLM	PP							
V1	V2	V1							

SHBBNLS008 - Apply gel and dip powder nail enhancements									
MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	EM	PBG
V1	V1	V1	V1	V1	V1	V2	V1	V1	V1
LM	OLM	PP							
V1	V1	V1							

SHBBNLS009 - Apply acrylic nail enhancements									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

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SHBBNLS010 - Apply nail art									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBBNLS011 - Use electric file equipment for nail services									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V2	V1	V2	V1	V1	V2	V2	V2	V2	V1

SHBBRES003 - Research and apply beauty industry information									
MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	EM	PBG
V2	V2	V1	V2	V2	V1	V2	V1	V2	V1
LM	OLM	PP							
V4	V4	V1							

SHBBSKS006 - Pierce ear lobes									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBBSKS009 - Provide micro-dermabrasion treatments									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBBSPA005 - Work in a spa therapies framework									
MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	EM	PBG
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1
LM	OLM	PP							
V1	V1	V1							

SHBBSPA006 - Provide spa therapies									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

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SHBBSPA007 – Provide stone therapy massages									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBBSPA008 – Provide Indian head massages for relaxation									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V2	V1	V2	V1	V1	V2	V1	V1	V1	V1

SHBBSSC001 – Incorporate knowledge of skin structure and functions into beauty therapy									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V2	V1	V2	V1	V1	V2	V1	V2	V2	V1

SHBBSSC002 – Incorporate knowledge of body structures and functions into beauty therapy									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V2	V2	V3	V2	V2	V2	V2	V2	V3	V1

SHBXCCS005 – Maintain health and wellbeing in a personal services setting									
MG KA	**MG PA1**	**MG PA2**	**KA**	**PA1**	**PA2**	**OB1**	**OB2**	**EM**	**PBG**
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1
LM	**OLM**	**PP**							
V1	V1	V1							

SHBXCCS006 – Promote healthy nutritional options in a beauty therapy context									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V2	V1	V2	V1	V1	V2	V1	V2	V1	V2

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SHBXCCS007 - Conduct salon financial transactions									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**OB2**	**OB3**	**EM**	**PBG**	**LM**
V3	V1	V3	V1	V1	V1	V1	V1	V1	V3
OLM	**PP**								
V2	V1								

SHBXCCS008 - Provide salon services to clients									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V3	V2	V3	V2	V2	V3	V2	V4	V3	V1

SHBXCCS009 - Greet and prepare clients for salon services									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBXIND003 - Comply with organisational requirements within a personal services environment									
MG KA	**MG PA1**	**MG PA2**	**KA**	**PA1**	**PA2**	**OB1**	**OB2**	**EM**	**PBG**
V3	V1	V3	V3	V1	V3	V1	V2	V3	V2
LM	**OLM**	**PP**							
V5	V3	V1							

SHBXIND005 - Communicate as part of a salon team									
MG KA	**MG PA1**	**MG PA2**	**KA**	**PA1**	**PA2**	**OB1**	**OB2**	**EM**	**PBG**
V2	V1	V1	V2	V1	V1	V1	V1	V1	V1
LM	**OLM**	**PP**							
V1	V1	V1							

SHBXWHS003 - Apply safe hygiene, health and work practices									
MG KA	**MG PA1**	**MG PA2**	**MG PA3**	**MG PA4**	**KA**	**PA1**	**PA2**	**PA3**	**PA4**
V2	V1	V1	V1	V1	V2	V1	V1	V1	V1
OB1	**OB2**	**OB3**	**OB4**	**EM**	**PBG**	**LM**	**OLM**	**PP**	
V1	V2	V1	V1	V2	V2	V2	V2	V1	

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SIRRINV001 - Receive and handle retail stock									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V2	V2	V2	V2	V2	V2	V1	V3	V3	V1

SIRRMER001 - Produce visual merchandise displays									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V2	V2	V2	V2	V2	V2	V1	V1	V1	V1

SIRXIND003 - Organise personal work requirements									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V3	V2	V3	V2	V2	V3	V1	V1	V1	V1

SIRXOSM002 - Maintain ethical and professional standards when using social media and online platforms									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V2	V2	V2	V2	V1	V1	V1	V3	V2	V1

SIRXOSM003 - Use social media and online tools									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SIRXSLS001 - Sell to the retail customer									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V2	V2	V2	V2	V2	V2	V1	V2	V2	V1

HLTINF005 - Maintain infection prevention for skin penetration treatments									
MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	OB3	EM
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1
PBG	LM	OLM	PP						
V1	V3	V3	V1						

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HAIRDRESSING UNITS

BSBSUS201 - Participate in environmentally sustainable work practices

MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V3	V2	V3	V2	V1	V2	V2	V1	V1	

BSBSUS211 - Participate in sustainable work practices

MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	EM	PBG
V2	V1	V1	V2	V1	V1	V1	V1	V1	V1
LM	**OLM**	**PP**							
V1	V1	V1							

BSBWHS201 - Contribute to health and safety of self and others

MG1	MG2	MG3	MG4	SA1	SA2	SA3	SA4	OB1	OB2
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1
VT	**LM**	**OLM**	**PP**						
V1	V1	V1	V1						

BSBWHS211 - Contribute to the health and safety of self and others

MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	EM	PBG
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1
LM	**OLM**	**PP**							
V1	V1	V1							

SHBHBAS001 - Provide shampoo and basin services

MGKA	MG PA1	KA	PA	OB1	EM	PBG	LM	OLM	PP
V1	V2	V1	V2	V4	V2	V1	V2	V1	V1

SHBHBAS002 - Provide head, neck and shoulder massages for relaxation

MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V1	V1	V1	V1	V2	V2	V4	V4	V1	

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SHBHCLS001 - Apply hair colour products									
MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V1	V1	V1	V1	V2	V1	V1	V1	V1	

SHBHCLS002 - Colour and lighten hair									
MGKA	MGPA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V3	V3	V3	V2	V3	V2	V1	V1	V1	V1

SHBHCLS003 -Provide full and partial head highlighting treatments									
MGKA	MGPA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V3	V2	V2	V2	V2	V2	V1	V1	V1	V1

SHBHCLS004 - Neutralise unwanted colours and tones									
MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V2	V1	V1	V1	V1	V1	V2	V1	V1	

SHBHCLS005 - Provide on scalp full head and retouch bleach treatments									
MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V1	V1	V1	V1	V1	V1	V1	V2	V1	

SHBHCUT001 - Design haircut structures									
MGKA	MGPA1	KA	PA1	EM	LM	OLM	PP		
V2	V2	V2	V2	V2	V2	V2	V2		

SHBHCUT002 - Create one length or solid haircut structures									
MGKA	MGPA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V3	V2	V3	V2	V2	V2	V1	V2	V1	V1

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SHBHCUT003 - Create graduated haircut structures									
MGKA	MGPA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V3	V2	V2	V2	V2	V2	V1	V2	V2	V2

SHBHCUT004 - Create layered haircut structures									
MGKA	MGPA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V2	V2	V2	V2	V2	V2	V1	V2	V1	V1

SHBHCUT005 - Cut hair using over-comb techniques									
MGKA	MGPA1	KA	PA1	OB1	OB2	EM	PBG	LM	OLM
V2	V2	V3	V2	V2	V2	V2	V1	V2	V2
PP									
V1									

SHBHCUT006 - Create combined haircut structures									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V2	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBHCUT007 - Create combined traditional and classic men's haircut structures									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBHDES001 - Dry hair to shape									
MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V1	V1	V1	V1	V1	V1	V1	V1	V1	

SHBHDES002 - Braid hair									
MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V1	V1	V1	V1	V1	V1	V2	V1	V1	

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SHBHDES003 - Create finished hair designs									
MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V1	V1	V1	V1	V1	V1	V1	V1	V1	

SHBHDES004 - Create classic long hair up-styles									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBHIND001 - Maintain and organise tools, equipment and work areas									
MG1	MG2	MG3	SA1	SA2	SA3	OB1	OB2	VT	LM
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1
OLM	PP								
V1	V2								

SHBHIND002 - Research and use hairdressing industry information									
MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V1	V2	V1	V2	V1	V1	V3	V2	V1	

SHBHIND003 - Develop and expand a client base									
MG1	MG2	MG3	SA1	SA2	SA3	OB1	OB2	VT	LM
V1	V1	V1	V1	V1	V1	V1	V1	V1	V2
OLM	PP								
V2	V1								

SHBHREF002 - Straighten and relax hair with chemical treatments									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V1	V1	V1	V1	V1	V1	V1	V2	V2	V1

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SHBHTRI001 - Identify and treat hair and scalp conditions									
MG1	**MG2**	**MG3**	**SA1**	**SA2**	**SA3**	**OB1**	**OB2**	**VT**	**LM**
V1	V1	V1	V1	V1	V1	V1	V1	V1	V2
OLM	**PP**								
V2	V1								

SHBXCCS001 - Conduct salon financial transactions									
MG1	**MG2**	**SA1**	**SA2**	**OB1**	**OB2**	**OB3**	**VT**	**LM**	**OLM**
V2	V2	V2	V2	V2	V1	V1	V2	V1	V1
PP									
V1									

SHBXCCS002 - Provide salon services to clients									
MG1	**MG2**	**SA1**	**SA2**	**OB1**	**VT**	**LM**	**OLM**	**PP**	
V3	V2	V3	V2	V2	V3	V1	V2	V1	

SHBXCCS003 - Greet and prepare clients for salon services									
MG1	**MG2**	**SA1**	**SA2**	**OB1**	**VT**	**LM**	**OLM**	**PP**	
V1	V1	V1	V1	V1	V1	V1	V1	V2	

SHBXCCS004 - Recommend products and services									
MG1	**MG2**	**SA1**	**SA2**	**OB1**	**VT**	**LM**	**OLM**	**PP**	
V1	V1	V1	V1	V1	V1	V1	V1	V2	

SHBXCCS007 - Conduct salon financial transactions									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**OB2**	**OB3**	**EM**	**PBG**	**LM**
V2	V1	V2	V1	V1	V1	V1	V1	V1	V2
OLM	**PP**								
V2	V1								

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SHBXCCS008 - Provide salon services to clients									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V3	V2	V3	V2	V2	V3	V2	V1	V3	V1

SHBXCCS009 - Greet and prepare clients for salon services									
MG KA	MG PA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1

SHBXIND001 - Comply with organisational requirements within a personal services environment									
MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V4	V2	V3	V2	V2	V3	V1	V2	V2	

SHBXIND002 - Communicate as part of a salon team									
MG1	MG2	MG3	SA1	SA2	SA3	OB1	OB2	VT	LM
V2	V1	V1	V2	V1	V1	V1	V1	V1	V1
OLM	PP								
V1	V1								

SHBXIND003 - Comply with organisational requirements in a personal services environment									
MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	EM	PBG
V3	V1	V2	V3	V1	V2	V1	V2	V2	V2
LM	OLM	PP							
V1	V3	V1							

SHBXIND005 - Communicate as part of a salon team									
MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	EM	PBG
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1
LM	OLM	PP							
V1	V1	V1							

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SHBXWHS001 - Apply safe hygiene, health and work practices									
MG1	**MG2**	**MG3**	**MG4**	**MG5**	**SA1**	**SA2**	**SA3**	**SA4**	**SA5**
V3	V2	V2	V1	V2	V3	V2	V2	V1	V2
OB1	**OB2**	**OB3**	**OB4**	**VT**	**LM**	**OLM**	**PP**		
V2	V2	V2	V2	V3	V1	V2	V2		

SHBXWHS003 - Apply safe hygiene, health and work practices									
MG KA	**MG PA1**	**MG PA2**	**MG PA3**	**MG PA4**	**KA**	**PA1**	**PA2**	**PA3**	**PA4**
V2	V1	V1	V1	V1	V2	V1	V1	V1	V1
OB1	**OB2**	**OB3**	**OB4**	**EM**	**PBG**	**LM**	**OLM**	**PP**	
V1	V2	V1	V1	V2	V2	V1	V2	V1	

SIRRINV001 - Receive and handle retail stock									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V2	V2	V2	V2	V2	V2	V1	V2	V3	V2

SIRRMER001 - Produce visual merchandise displays									
MG KA	**MG PA1**	**KA**	**PA1**	**OB1**	**EM**	**PBG**	**LM**	**OLM**	**PP**
V2	V2	V2	V2	V2	V2	V1	V1	V1	V1

SIRXSLS001 - Sell to the retail customer								
MG1	**MG2**	**SA1**	**SA2**	**OB1**	**VT**	**LM**	**OLM**	**PP**
V1	V1	V1	V1	V1	V1	V2	V2	V2

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