



CONTINUOUS IMPROVEMENT REPORT *2022*

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) 2015 and other related Acts.

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

A handwritten signature in black ink that reads 'Hayley Griffiths'.

Hayley Griffiths CEO

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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 2022. 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 2022 are colour hardcopies, or the RTO will have a current User License for online use.

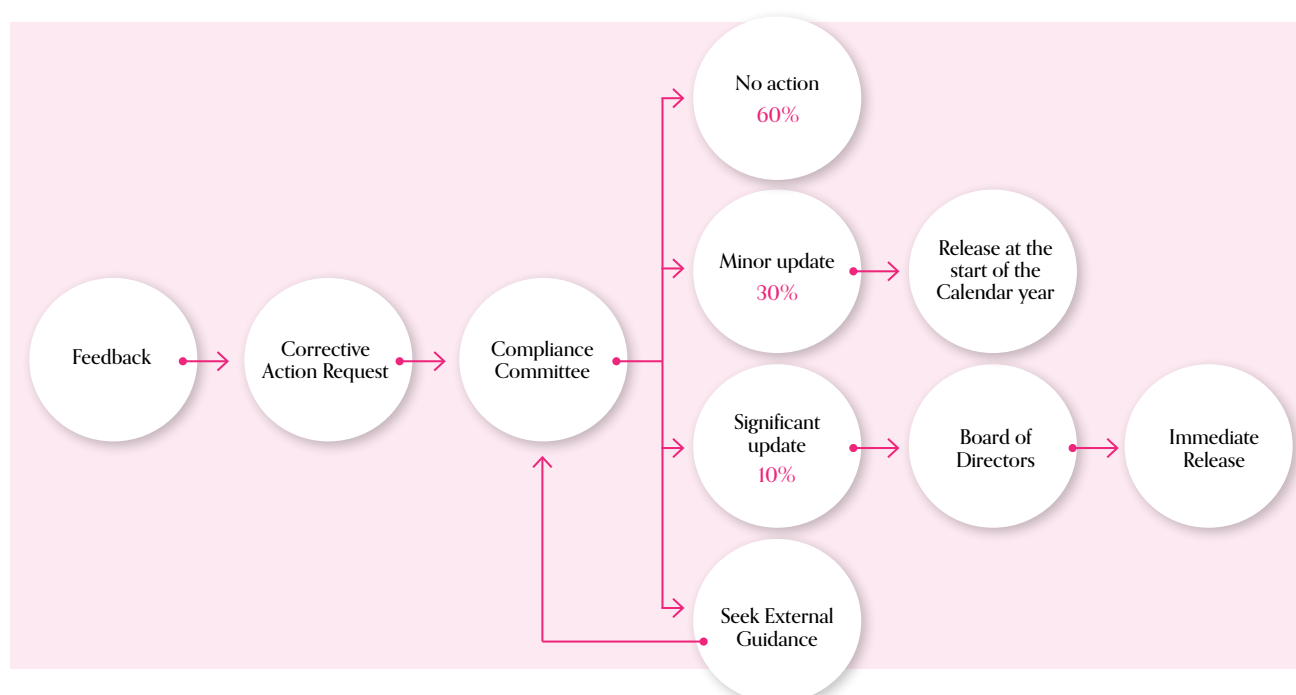
Properly purchased Learning Materials in 2022 are colour, bound, magazine-style resources. Each student should have their own copy to use and retain. Or SDL's Learning Management System (LMS) can be accessed through a User License for online use.

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 Continuous Improvement Reports are 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 Skills IQ or Australian Skills Quality Authority (ASQA).

Diagram 1 A simplified diagram of SDL Continuous Improvement and Quality Assurance process for 2022. Approximate percentages are shown for the actions arising from the Continuous Improvement process.



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 Standards for Registered Training Organisations (RTO's) 2015;

- Sections 1.8 (b) Table of the Principles of Assessment and Rules of Evidence;
- Sections 1.9, 1.10 and 1.11 Systemic Validations clauses;
- Section 1.25 Independent validation;
- Standard 2 'Evaluating information about performance and using such information to inform quality assurance of services and improve training and assessment is a sound educational practice;'
- Section 2.2 Systemic evaluation.

Also

- In August 2020, ASQA released the 2020-22 Regulatory Strategy, which includes a strategic review into online learning and its impact on students.

2.0 THE STUDENT JOURNEY FEEDBACK

This section details student feedback from questionnaires and builds on the data obtained from previous years. Results are averages and typical quotes are anonymous for reasons of privacy.

Overall Student Satisfaction

9.6
10

SDL's current student satisfaction score

Students Wanting Hardcopy Magazines to Keep

100%

Percentage of students who wanted to keep their hard copy learning materials to reference when in industry rather than online only materials.

Students Who Prefer SDL to Other Resources

9.9
10

Satisfaction with SDL compared to other resources

Sample of student feedback received



"I have had your amazing magazines and used them in my Certificate III of Beauty at (RTO name removed for privacy reasons). I believe that I passed and understood my work more so from the way these magazines were made. To say the least, I am a huge fan. Although recently, I have been struggling with my Diploma with (RTO name removed for privacy reasons) and I believe it is because I do not have such useful magazines."



"I like the online as it was like learning from a cool website for beauty products, but I like the magazines as well as I keep them and put them on my coffee table"



"We used Skin Deep when we did Cert III, I am now in Diploma and we are NOT using Skin Deep. I can't understand the books and don't know how to answer, can I buy the books?"



"I am not confused between the things I need to know to pass my course and all of the other things that are in the textbook or on the internet"



"Love the magazine aesthetic. It really has helped to capture my attention & help with my studies."



"We did it online as well as with the magazines and I liked the online just as much"

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

This section lists SHB Units of Competency (UOC) that have undergone Continuous Improvement in 2022.

Skin Deep Learning receives feedback from multiple sources including:

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

ASSESSMENTS AND LEARNING MATERIALS

Table 1 The SHB Training Package update has resulted in updates and changes listed in the following table.

| BEAUTY THERAPY ASSESSMENTS AND LEARNING MATERIALS | | | |
|---|----------------------------|---|-----------------|
| SHBBBOS007 - Apply cosmetic tanning products | | | |
| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
| Learning Materials | Unit supersedes SHBBBOS001 | <ul style="list-style-type: none"> • Changed code and version. • Changed Hello Page assessment requirements from 5 clients to 3 clients. • Updated product images. | V1 |
| PowerPoint | Unit supersedes SHBBBOS001 | <ul style="list-style-type: none"> • Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBBBOS001 | <ul style="list-style-type: none"> • Changed code and version. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBBOS001 | <ul style="list-style-type: none"> • Changed code and version. • Changed number of observations from five clients to three clients. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBBOS001 | <ul style="list-style-type: none"> • Changed code and version. • Changed number of observations from five clients to three clients. | V1 |
| Evidence Map | Unit supersedes SHBBBOS001 | <ul style="list-style-type: none"> • Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBBOS001 | <ul style="list-style-type: none"> • Created new document. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| SHBBBOS008 - Provide body massages | | | |
|------------------------------------|----------------------------|---|-----------------|
| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
| Learning Materials | Unit supersedes SHBBBOS002 | <ul style="list-style-type: none"> Changed code and version. Changed Hello page assessment requirements from 6 to 5 clients. Removed "Common Terminology" section. Removed text and diagrams in "Body systems and massage" section. Removed Activities 1.1, 2.1, 2.2, 2.3. Added section on "State or territory and local legislation and guidelines relevant to body massage: <ul style="list-style-type: none"> Health and hygiene Anti-discrimination Occupational health and safety" Added section on "Massage techniques used for cellulite reduction". | V1 |
| PowerPoint | Unit supersedes SHBBBOS002 | <ul style="list-style-type: none"> Changed code and version. Updated graphics. Removed Activities 1.1, 2.1, 2.2, 2.3. Removed: Anatomical position terminology in relation to body massage, interdependence of body systems and their relationship to massage, classification of joints and types and ranges of motion, position of major bones, gross skin anatomy and physiology and differences in skin depending on body location, skin as a sense organ. | V1 |
| Knowledge Assessment | Unit supersedes SHBBBOS002 | <ul style="list-style-type: none"> Changed code and version. Removed Questions relating to body systems and massage. Added question on anti-discrimination and diverse gender and cultural issues and attitudes. Added question to cover massage techniques used for lymphatic drainage massage. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBBOS002 | <ul style="list-style-type: none"> Changed code and version. Changed required observations from 6 clients to 5 clients. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBBOS002 | <ul style="list-style-type: none"> Changed code and version. Changed required observations from 6 clients to 5 clients. Added observation to record evidence of student maintaining cultural sensitivity, maturity and confidentiality throughout service. Added observation for student to be observed disposing of used treatment products. Included logbook to record observations over a 38 hour work period. | V1 |
| Evidence Map | Unit supersedes SHBBBOS002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBBOS002 | <ul style="list-style-type: none"> Created new document. | V1 |

| SHBBBOS010 - Use reflexology relaxation techniques in beauty treatments | | | |
|---|----------------------------|---|-----------------|
| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
| Learning Materials | Unit supersedes SHBBBOS005 | <ul style="list-style-type: none"> Changed code and version. Changed Hello page assessment requirements from 6 to 5 clients. Removed section on anatomy of the foot. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|---|----|
| PowerPoint | Unit supersedes SHBBBOS005 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBBBOS005 | <ul style="list-style-type: none"> Changed code and version. Removed questions from Knowledge Assessment relating to anatomy of the foot. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBBOS005 | <ul style="list-style-type: none"> Changed code and version. Changed required number of observations from 6 clients to 5 clients. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBBOS005 | <ul style="list-style-type: none"> Changed code and version. Changed required number of observations from 6 clients to 5 clients. | V1 |
| Evidence Map | Unit supersedes SHBBBOS005 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBBOS005 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBCCS004 - Demonstrate retail skin care products

| Resource | Reason for Change | Changes Made | Current Version |
|---------------------------------|-------------------------|---|-----------------|
| Learning Materials | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| PowerPoint | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Knowledge Assessment | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Assessment 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Observation Checklist 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Evidence Map | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Benchmark Guideline | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |

SHBBCCS005 - Advise on beauty products and services

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|--------------------|----------------------------|---|-----------------|
| Learning Materials | Unit supersedes SHBBCCS001 | <ul style="list-style-type: none"> Changed code and version. Added section for hairdressing products. | V1 |
| PowerPoint | Unit supersedes SHBBCCS001 | <ul style="list-style-type: none"> Changed code and version. Added slide for hairdressing products. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|--|----|
| Knowledge Assessment | Unit supersedes SHBBCCS001 | <ul style="list-style-type: none"> Changed code and version. Added questions to cover addition of Knowledge Evidence 'sources and format of product and service information.' Added question on hair products. Added question to cover knowledge evidence requirement of use by date and directions. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 2 | Unit supersedes SHBBCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 2 | Unit supersedes SHBBCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBBCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBCCS001 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBCCS006 - Prepare personalised aromatic plant oil blends for beauty treatments

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|---------------------------------|----------------------------|---|-----------------|
| Learning Materials | Unit supersedes SHBBCCS002 | <ul style="list-style-type: none"> Changed code and version. Changed hello page assessment requirements from 4 to 5 clients. Added the following oils: Cedarwood, Tangerine, Clary Sage, Frankincense, Ginger, Lemongrass, Rose, Rosewood, Patchouli, Peppermint, Ylang Ylang. | V1 |
| PowerPoint | Unit supersedes SHBBCCS002 | <ul style="list-style-type: none"> Changed code and version. Added the following oils: Cedarwood, Tangerine, Clary Sage, Frankincense, Ginger, Lemongrass, Rose, Rosewood, Patchouli, Peppermint, Ylang Ylang. | V1 |
| Knowledge Assessment | Unit supersedes SHBBCCS002 | <ul style="list-style-type: none"> Changed code and version. Added Question to provide knowledge evidence of the following oils: Cedarwood, Tangerine, Clary Sage, Frankincense, Ginger, Lemongrass, Rose, Rosewood, Patchouli, Peppermint, Ylang Ylang. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBCCS002 | <ul style="list-style-type: none"> Changed code and version. Changed required number of observations from 4 to 5. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBCCS002 | <ul style="list-style-type: none"> Changed code and version. Change required observations from 4 to 5. Added observation to cover requirement to ensure blend is prepared in accordance with legal and insurance responsibilities. | V1 |
| Evidence Map | Unit supersedes SHBBCCS002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBCCS002 | <ul style="list-style-type: none"> Created new document. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| SHBBFAS004 - Provide lash and brow services | | | |
|---|----------------------------|---|-----------------|
| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
| Learning Materials | Unit supersedes SHBBFAS001 | <ul style="list-style-type: none"> Changed code and version. Added requirement on hello page to observe 8 lash and brow services that include three of the listed services. Added section on lash lifting. | V1 |
| PowerPoint | Unit supersedes SHBBFAS001 | <ul style="list-style-type: none"> Changed code and version. Added slides on lash lifting. | V1 |
| Knowledge Assessment | Unit supersedes SHBBFAS001 | <ul style="list-style-type: none"> Changed code and version. Added question on presentation of treatment area. Added question on features and safe use of perming rods, perming solutions and neutraliser. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBFAS001 | <ul style="list-style-type: none"> Changed code and version. Added requirement to observe 8 lash and brow services that include three of the listed services. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBFAS001 | <ul style="list-style-type: none"> Changed code and version. Added requirement to observe 8 lash and brow services that include three of the listed services. | V1 |
| Evidence Map | Unit supersedes SHBBFAS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBFAS001 | <ul style="list-style-type: none"> Created new document. | V1 |

| SHBBFAS005 - Provide facial treatments and skin care recommendations | | | |
|--|----------------------------|---|-----------------|
| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
| Learning Materials | Unit supersedes SHBBFAS002 | <ul style="list-style-type: none"> Changed code and version. Removed: Position and action of superficial muscles in the face, throat and chest; interdependence of body systems and their relationship to a healthy body and skin; skin anatomy...; function and role of skin...; structure and distribution of skin glands...; production, composition, functions and control of skin gland secretions...; appearance and characteristics of skin types...; normal body flora; electromagnetic spectrum and effect of light on skin...; physiological basis of skin colour...; relationship between skin type, minimal erythral dose, skin protection factor and sunscreen use; Fitzpatrick skin types; skin as a sense organ...; function, formation and behaviour of major skin chemicals...; growth, development, ageing and healing of human skin...; normal skin responses to irritation and trauma; skin conditions...; trans-epidermal water loss; difference between therapeutic, cosmetic and 'cosmeceutical' products; concepts of cosmetic chemistry. Added to contraindications to specific cosmetic formulations - isotretinoin products, allergies. | V1 |
| PowerPoint | Unit supersedes SHBBFAS002 | <ul style="list-style-type: none"> Changed code and version. Removed Body Systems slide. Removed Skin health healing and nutrition slide. Removed Skin chemistry slide. Added Work, health and safety slide. Added Health and hygiene slide. Added Preparing for the service slide. Added Stages of the facial service slide. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|---|----|
| Knowledge Assessment | Unit supersedes SHBBFAS002 | <ul style="list-style-type: none"> Changed code and version. Removed all questions related to Position and action of superficial muscles in the face, throat and chest; interdependence of body systems and their relationship to a healthy body and skin; skin anatomy...; function and role of skin...; structure and distribution of skin glands...; production, composition, functions and control of skin gland secretions...; appearance and characteristics of skin types...; normal body flora; electromagnetic spectrum and effect of light on skin...; physiological basis of skin colour...; relationship between skin type, minimal erythema dose, skin protection factor and sunscreen use; Fitzpatrick skin types; skin as a sense organ...; function, formation and behaviour of major skin chemicals...; growth, development, ageing and healing of human skin...; normal skin responses to irritation and trauma; skin conditions...; trans-epidermal water loss; difference between therapeutic, cosmetic and 'cosmeceutical' products; concepts of cosmetic chemistry. Added knowledge evidence for contraindications to specific cosmetic formulations - isotretinoin products, allergies. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBFAS002 | <ul style="list-style-type: none"> Changed code and version. Changed observations from 6 to 5. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBFAS002 | <ul style="list-style-type: none"> Changed code and version. Changed observations from 6 to 5. Included logbook to record observations over a 38 hour work period. | V1 |
| Evidence Map | Unit supersedes SHBBFAS002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBFAS002 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBFAS006 - Provide specialised facial treatments

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|--------------------------|----------------------------|---|-----------------|
| Learning Materials | Unit supersedes SHBBFAS003 | <ul style="list-style-type: none"> Changed code and version. Changed assessment requirements on hello page. Removed high frequency and micro current sections Removed activities that related to high frequency and micro current treatments. Added information on skin peels and an activity on skin peels. | V1 |
| PowerPoint | Unit supersedes SHBBFAS003 | <ul style="list-style-type: none"> Changed code and version. Removed slides on micro current and high frequency. Added information on chemical peels. | V1 |
| Knowledge Assessment | Unit supersedes SHBBFAS003 | <ul style="list-style-type: none"> Changed code and version. Removed questions relating to microcurrent and high frequency. Added questions to provide knowledge evidence about skin peels. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBFAS003 | <ul style="list-style-type: none"> Changed code and version. Added requirement for student to apply five basic peels. Changed observation requirements from six treatments to five treatments. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBFAS003 | <ul style="list-style-type: none"> Changed code and version. Added requirement for student to apply five basic peels. Changed observation requirements from six treatments to five treatments. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|---|----|
| Evidence Map | Unit supersedes SHBBFAS003 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBFAS003 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBHRS010 - Provide waxing services

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|---------------------------------|----------------------------|---|-----------------|
| Learning Materials | Unit supersedes SHBBHRS001 | <ul style="list-style-type: none"> Changed code and version. Added section on diverse gender and cultural issues and attitudes in relation to body waxing. | V1 |
| PowerPoint | Unit supersedes SHBBHRS001 | <ul style="list-style-type: none"> Changed code and version. Added slide on diverse gender and cultural issues and attitudes in relation to body waxing. | V1 |
| Knowledge Assessment | Unit supersedes SHBBHRS001 | <ul style="list-style-type: none"> Changed code and version. Added questions to cover knowledge evidence requirements of state, territory and local legislation and guidelines relevant to provision of waxing services: health and hygiene, anti-discrimination, occupational health and safety. Added questions to cover knowledge evidence requirements of diverse gender and cultural issues and attitudes in relation to body waxing. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBHRS001 | <ul style="list-style-type: none"> Changed code and version. Changed observation requirements to the following: <ul style="list-style-type: none"> Two waxing services of each listed waxing service in simulated environment. Two waxing services of each listed waxing services in commercial environment over 38 hours. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBHRS001 | <ul style="list-style-type: none"> Changed code and version. Changed observation requirements to the following: <ul style="list-style-type: none"> Two waxing services of each listed waxing service in simulated environment. Added observation to maintain cultural sensitivity, maturity and confidentiality throughout service. Added observation to recognise and respect the client's social, cultural and spiritual differences and uphold their rights. | V1 |
| Logbook | Unit supersedes SHBBHRS001 | <ul style="list-style-type: none"> Created Logbook to capture performance evidence of the following: <ul style="list-style-type: none"> Two waxing services of each listed waxing services in commercial environment over 38 hours. | V1 |
| Evidence Map | Unit supersedes SHBBHRS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBHRS001 | <ul style="list-style-type: none"> Created new document. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| SHBBHRS011 - Provide female intimate waxing services | | | |
|--|----------------------------|---|-----------------|
| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
| Learning Materials | Unit supersedes SHBBHRS002 | <ul style="list-style-type: none"> Changed code and version. Removed: Hair Anatomy, Activity 1.2, Types of Hair, Activity 1.3, First paragraph and diagram of "Hair growth patterns", Common hair disorders section, Factors affecting hair growth, Activity 1.5 (except for Question 1 which was added to Activity 1.4). Added paragraph about "Anti-discrimination". Added questions to Activity 2.2 to cover Anti-discrimination and range of diverse gender and cultures. Added sentence at the bottom of "The client's requirements for the waxing service" to cover social, cultural, and spiritual differences. | V1 |
| PowerPoint | Unit supersedes SHBBHRS002 | <ul style="list-style-type: none"> Changed code and version. Removed: Skin anatomy, The hair follicle, The hair shaft, The hair bulb, Types of hair, Common hair disorders, Factors that affect hair growth. Added Anti-discrimination slide. | V1 |
| Knowledge Assessment | Unit supersedes SHBBHRS002 | <ul style="list-style-type: none"> Changed code and version. Removed questions relating to Structural features of hair...; Stages of hair growth...; Hair growth patterns...; Common hair disorders...; velus hair type...; Factors effecting hair growth. Added Question to cover knowledge evidence of anti-discrimination. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBHRS002 | <ul style="list-style-type: none"> Changed code and version. Changed number of observations to 5. Added requirement for student to be observed maintaining cultural sensitivity, maturity and confidentiality throughout service. Added requirement for student to be observed recognising and respecting the client's social, cultural and spiritual differences and upholding their rights. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBHRS002 | <ul style="list-style-type: none"> Changed code and version. Changed number of observations to 5. Added requirement for student to be observed maintaining cultural sensitivity, maturity and confidentiality throughout service. Added requirement for student to be observed recognising and respecting the client's social, cultural and spiritual differences and upholding their rights. | V1 |
| Evidence Map | Unit supersedes SHBBHRS002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBHRS002 | <ul style="list-style-type: none"> Created new document. | V1 |

| SHBBINF002 - Maintain infection control standards | | | |
|---|----------------------------|---|-----------------|
| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
| Learning Materials | Unit supersedes SHBBINF001 | <ul style="list-style-type: none"> Changed code and version. Removed information on calibration Removed Activity 5.7 | V1 |
| PowerPoint | Unit supersedes SHBBINF001 | <ul style="list-style-type: none"> Changed code and version. Removed Activity 5.7. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|--|----|
| Knowledge Assessment | Unit supersedes SHBBINF001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBINF001 | <ul style="list-style-type: none"> Changed code and version. Removed requirement to observe calibration. | V1 |
| Performance Assessment 2 | Unit supersedes SHBBINF001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBINF001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 2 | Unit supersedes SHBBINF001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBBINF001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBINF001 | <ul style="list-style-type: none"> Created new document. | V1 |

HLTINF005 - Maintain infection prevention for skin penetration treatments

| Resource | Reason for Change | Changes Made | Current Version |
|---------------------------------|-------------------------|---|-----------------|
| Learning Materials | Training Package update | <ul style="list-style-type: none"> New unit created. | V1 |
| PowerPoint | Training Package update | <ul style="list-style-type: none"> New unit created. | V1 |
| Knowledge Assessment | Training Package update | <ul style="list-style-type: none"> New unit created. | V1 |
| Performance Assessment 1 | Training Package update | <ul style="list-style-type: none"> New unit created. | V1 |
| Performance Assessment 2 | Training Package update | <ul style="list-style-type: none"> New unit created. | V1 |
| Observation Checklist 1 | Training Package update | <ul style="list-style-type: none"> New unit created. | V1 |
| Observation Checklist 2 | Training Package update | <ul style="list-style-type: none"> New unit created. | V1 |
| Evidence Map | Training Package update | <ul style="list-style-type: none"> New unit created. | V1 |
| Performance Benchmark Guideline | Training Package update | <ul style="list-style-type: none"> New unit created. | V1 |

SHBBMUP008 - Apply eyelash extensions

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|--------------------|----------------------------|--|-----------------|
| Learning Materials | Unit supersedes SHBBMUP001 | <ul style="list-style-type: none"> Changed code and version. Added DD curl, M curl and U curl to types of extensions | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|--|----|
| PowerPoint | Unit supersedes SHBBMUP001 | <ul style="list-style-type: none"> Changed code and version. Added DD, M and U curl to slide 16. | V1 |
| Knowledge Assessment | Unit supersedes SHBBMUP001 | <ul style="list-style-type: none"> Changed code and version. Added questions to cover knowledge evidence requirements of DD curl, M curl and U curl. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBMUP001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBMUP001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBBMUP001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBMUP001 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBMUP009 - Design and apply make-up

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|--------------------------|-------------------------------|--|-----------------|
| Learning Materials | Unit supersedes SHBBMUP002 | <ul style="list-style-type: none"> Changed code and version. Change hello page assessment requirements to 3 day events and 3 evening events. Added section on colour matching and winged liner. | V1 |
| PowerPoint | Unit supersedes SHBBMUP002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBBMUP002 | <ul style="list-style-type: none"> Changed code and version. Added question on colour matching to clients, contouring, blending and winged liner. Added question about personal hygiene. Added question about Incident reporting. | V1 |
| | Compliance personnel Feedback | <ul style="list-style-type: none"> Removed 'Complementary Therapist' from Q6b answer. Added 'Answer MUST include:' to Q8a + b. Added Q 10d + e about effect created by highlighting and contouring. Moved colour wheel to be under Q14. Added Q15d to cover tonal value. | V2 |
| Performance Assessment 1 | Unit supersedes SHBBMUP002 | <ul style="list-style-type: none"> Changed code and version. Added 3 day events and 3 evening events. Included colour matching to clients. Added winged liner, contouring and highlighting, and blending cosmetic. Added washing and drying make-up brushes. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBMUP002 | <ul style="list-style-type: none"> Changed code and version. Added 3 day events and 3 evening events. Included colour matching to clients. Added winged liner, contouring and highlighting, and blending cosmetic. Added requirement for student to be observed washing and drying make-up brushes. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|--|----|
| Evidence Map | Unit supersedes SHBBMUP002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| | Auditor Feedback | <ul style="list-style-type: none"> Added 25 to Knowledge Assessment to Knowledge Evidence 2b. | V2 |
| Performance Benchmark Guideline | Unit supersedes SHBBMUP002 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBMUP010 - Design and apply make-up for photography

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|---------------------------------|----------------------------|---|-----------------|
| Learning Materials | Unit supersedes SHBBMUP003 | <ul style="list-style-type: none"> Changed code and version. Changed commercial to film in "How you will be assessed" . Removed commercial and added film instead and changed image. | V1 |
| PowerPoint | Unit supersedes SHBBMUP003 | <ul style="list-style-type: none"> Changed code and version. Removed commercial or advertising and added film and changed image. | V1 |
| Knowledge Assessment | Unit supersedes SHBBMUP003 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBMUP003 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBMUP003 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBBMUP003 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBMUP003 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBMUP011 - Design and apply remedial camouflage make-up

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|--------------------------|----------------------------|--|-----------------|
| Learning Materials | Unit supersedes SHBBMUP004 | <ul style="list-style-type: none"> Changed code and version. Changed hello page assessment requirements to 5 clients. | V1 |
| PowerPoint | Unit supersedes SHBBMUP004 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBBMUP004 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBMUP004 | <ul style="list-style-type: none"> Changed code and version. Changed observation requirements to five clients. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBMUP004 | <ul style="list-style-type: none"> Changed code and version. Changed observation requirements to five clients. Added observation to ensure student has foundation skills to develop solutions to address various different challenging skin issues. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|---|----|
| Evidence Map | Unit supersedes SHBBMUP004 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBMUP004 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBMUP012 - Apply airbrushed make-up

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|---------------------------------|-----------------------------|---|-----------------|
| Learning Materials | Unit supersedes SHBBMUPP005 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| PowerPoint | Unit supersedes SHBBMUPP005 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBBMUPP005 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBMUPP005 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBMUPP005 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBBMUPP005 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBMUPP005 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBMUP013 - Design and apply creative make-up

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|---------------------------------|----------------------------|---|-----------------|
| Learning Materials | Unit supersedes SHBBMUP006 | <ul style="list-style-type: none"> Changed code and version. Changed WW3 to WW2 for 1940s section. | V1 |
| PowerPoint | Unit supersedes SHBBMUP006 | <ul style="list-style-type: none"> Changed code and version. Changed WW3 to WW2 - 1940s. | V1 |
| Knowledge Assessment | Unit supersedes SHBBMUP006 | <ul style="list-style-type: none"> Changed code and version. Added question to cover Knowledge Evidence of skin tones - neutral. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBMUP006 | <ul style="list-style-type: none"> Changed code and version. Changed 'number of creative make-up plans to be created from 3 to 5. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBMUP006 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBBMUP006 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBMUP006 | <ul style="list-style-type: none"> Created new document. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| SHBBNLS007 - Provide manicure and pedicure services | | | |
|---|----------------------------|---|-----------------|
| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
| Learning Materials | Unit supersedes SHBBNLS001 | <ul style="list-style-type: none"> Changed code and version. Added contraindications paronychia, tinea pedis, tinea unguium, verruca vulgaris. | V1 |
| PowerPoint | Unit supersedes SHBBNLS001 | <ul style="list-style-type: none"> Changed code and version. Added contraindications paronychia, tinea pedis, tinea unguium, verruca vulgaris. | V1 |
| Knowledge Assessment | Unit supersedes SHBBNLS001 | <ul style="list-style-type: none"> Changed code and version. Added verucca vulgaris and tinea pedis to contraindications. Added questions about presentation of treatment area. Added question for numeracy skills to calculate product quantities. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBNLS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 2 | Unit supersedes SHBBNLS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBNLS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 2 | Unit supersedes SHBBNLS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBBNLS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBNLS001 | <ul style="list-style-type: none"> Created new document. | V1 |

| SHBBNLS011 - Use electric file equipment for nail services | | | |
|--|-------------------------|---|-----------------|
| Resource | Reason for Change | Changes Made | Current Version |
| Learning Materials | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| PowerPoint | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Knowledge Assessment | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Assessment 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Observation Checklist 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Evidence Map | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Benchmark Guideline | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| SHBBRES003 - Research and apply beauty industry information | | | |
|---|---|--|-----------------|
| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
| Learning Materials | Unit supersedes SHBBRES001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| PowerPoint | Unit supersedes SHBBRES001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBBRES001 | <ul style="list-style-type: none"> Changed code and version. Removed requirement to research from Industry associations and trade magazines. Added Question 12 to provide knowledge evidence of Equal Employment Opportunity. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBRES001 | <ul style="list-style-type: none"> Changed code and version. Added requirement to perform research tasks using three credible sources. | V1 |
| Performance Assessment 2 | Unit supersedes SHBBRES001 and RTO feedback | <ul style="list-style-type: none"> Changed code and version. Added option to perform research on nail polish range as well as foundation so it is relevant to all courses. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBRES001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 2 | Unit supersedes SHBBRES001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBBRES001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBRES001 | <ul style="list-style-type: none"> Created new document. | V1 |

| SHBBSPA006 - Provide spa therapies | | | |
|------------------------------------|----------------------------|---|-----------------|
| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
| Learning Materials | Unit supersedes SHBBSPA002 | <ul style="list-style-type: none"> Changed code and version. Changed hello page assessment requirements from six to five. Removed steam and hydro tub from wet therapies. Removed information on nutrition. | V1 |
| PowerPoint | Unit supersedes SHBBSPA002 | <ul style="list-style-type: none"> Changed code and version. Removed nutrition slide. | V1 |
| Knowledge Assessment | Unit supersedes SHBBSPA002 | <ul style="list-style-type: none"> Changed code and version. Removed questions relating to nutrition. Question on rebooking clients added. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBSPA002 | <ul style="list-style-type: none"> Changed code and version. Number of observations changed from 6 to 5. Added requirement to observe three dry room therapies from list. Removed requirement to observe steam and hydro tub from wet therapies. Removed requirement to observe sauna. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|---|----|
| Observation Checklist 1 | Unit supersedes SHBBSPA002 | <ul style="list-style-type: none"> Changed code and version. Number of observations changed from 6 to 5. Added requirement to observe three dry room therapies from list. Removed requirement to observe steam and hydro tub from wet therapies. Removed requirement to observe sauna. | V1 |
| Evidence Map | Unit supersedes SHBBSPA002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBSPA002 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBSPA005 - Work in a spa therapies framework

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|---------------------------------|----------------------------|---|-----------------|
| Learning Materials | Unit supersedes SHBBSPA001 | <ul style="list-style-type: none"> Changed code and version. Changed outdated websites. | V1 |
| PowerPoint | Unit supersedes SHBBSPA001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBBSPA001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBSPA001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 2 | Unit supersedes SHBBSPA001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBSPA001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 2 | Unit supersedes SHBBSPA001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBBSPA001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBSPA001 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBSPA007 - Provide stone therapy massages

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|--------------------|----------------------------|--|-----------------|
| Learning Materials | Unit supersedes SHBBSPA003 | <ul style="list-style-type: none"> Changed code and version. Changed assessment instructions from 6 treatments to 5 treatments and added of 60 minute duration. Removed information related to body systems, bones, muscles and the skin. | V1 |
| PowerPoint | Unit supersedes SHBBSPA003 | <ul style="list-style-type: none"> Changed code and version. Removed slides related to body systems, bones, muscles and the skin. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|---|----|
| Knowledge Assessment | Unit supersedes SHBBSPA003 | <ul style="list-style-type: none"> Changed code and version. Removed: Questions on body systems, bones, muscles, skin anatomy, skin sense, role of skin, etc. Added: Question to cover knowledge evidence of "Stone sequencing". | V1 |
| Performance Assessment 1 | Unit supersedes SHBBSPA003 | <ul style="list-style-type: none"> Changed code and version. Number of observations changed from 6 to 5. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBSPA003 | <ul style="list-style-type: none"> Changed code and version. Number of observations changed from 6 to 5. | V1 |
| Evidence Map | Unit supersedes SHBBSPA003 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBSPA003 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBSPA008 - Provide Indian head massages for relaxation

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|---------------------------------|----------------------------|--|-----------------|
| Learning Materials | Unit supersedes SHBBSPA004 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| PowerPoint | Unit supersedes SHBBSPA004 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBBSPA004 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBSPA004 | <ul style="list-style-type: none"> Code and version change. Changed required observations from 6 to 5. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBSPA004 | <ul style="list-style-type: none"> Code and version change. Changed required observations from 6 to 5. | V1 |
| Evidence Map | Unit supersedes SHBBSPA004 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBSPA004 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy

| Resource | Reason for Change | Changes Made | Current Version |
|--------------------------|-------------------------|---|-----------------|
| Learning Materials | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| PowerPoint | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Knowledge Assessment | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Assessment 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|-------------------------|---|----|
| Observation Checklist 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Evidence Map | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Benchmark Guideline | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |

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

| Resource | Reason for Change | Changes Made | Current Version |
|---------------------------------|-------------------------|---|-----------------|
| Learning Materials | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| PowerPoint | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Knowledge Assessment | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Assessment 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Observation Checklist 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Evidence Map | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Benchmark Guideline | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |

SHBXCCS006 - Promote healthy nutritional options in a beauty therapy context

| Resource | Reason for Change | Changes Made | Current Version |
|---------------------------------|-------------------------|---|-----------------|
| Learning Materials | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| PowerPoint | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Knowledge Assessment | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Assessment 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Observation Checklist 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Evidence Map | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Benchmark Guideline | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| SHBXCCS007 - Conduct salon financial transactions | | | |
|---|----------------------------|--|-----------------|
| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
| Learning Materials | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| PowerPoint | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. Added question in case study 2 to provide knowledge evidence of foundation skill - Problem solving skills to determine the cause of discrepancies in POS transactions. | V1 |
| Performance Assessment 1 | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. Added question 10 to include evidence of knowledge of organisational processes for cash handling. Added question 11 to include knowledge of organisational practises for transaction errors. | V1 |
| Observation Checklist 1 | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 2 | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 3 | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Created new document. | V1 |

| SHBXCCS008 - Provide salon services to clients | | | |
|--|----------------------------|--|-----------------|
| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
| Learning Materials | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| PowerPoint | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Changed code and version. Question added to include knowledge evidence of non-gender specific identities. | V1 |
| Performance Assessment 1 | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Changed code and version. Changed number of observations to six, three hour work periods. | V1 |
| Observation Checklist 1 | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Changed code and version. Changed number of observations to six, three hour work periods. | V1 |
| Evidence Map | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Created new document. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

SHBXIND003 - Comply with organisational requirements

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|---------------------------------|----------------------------|---|-----------------|
| Learning Materials | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| PowerPoint | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 1 | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 2 | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 3 | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 2 | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 3 | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBXIND005 - Communicate as part of a salon team

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|--------------------------|----------------------------|--|-----------------|
| Learning Materials | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. Added section on non-gender specific identities. | V1 |
| PowerPoint | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. Added slide on non-gender specific identities. | V1 |
| Knowledge Assessment | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. Added question to cover knowledge evidence of non-gender specific identities. | V1 |
| Performance Assessment 1 | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 2 | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 2 | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|---|----|
| Evidence Map | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBXWHS003 - Apply safe hygiene, health, and work practices

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|---------------------------------|----------------------------|---|-----------------|
| Learning Materials | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| PowerPoint | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 1 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. Added requirement to perform two salon leaning routines. | V1 |
| Performance Assessment 2 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 3 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 4 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. Added requirement to observe two salon leaning routines. | V1 |
| Observation Checklist 2 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 3 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 4 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Created new document. | V1 |

SIRXOSM002 - Maintain ethical and professional standards when using social media and online platforms

| Resource | Reason for Change | Changes Made | Current Version |
|--------------------|-------------------------|---|-----------------|
| Learning Materials | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| PowerPoint | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|-------------------------|---|----|
| Knowledge Assessment | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Assessment 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Observation Checklist 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Evidence Map | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Benchmark Guideline | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |

SIRXSLS001 - Sell to retail customer

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|---------------------------------|-------------------------|---|-----------------|
| Learning Materials | Training Package update | <ul style="list-style-type: none"> Changed to new templates. Added section on cultural diversity and special needs. | V2 |
| PowerPoint | Training Package update | <ul style="list-style-type: none"> Changed to new templates. | V2 |
| Knowledge Assessment | Training Package update | <ul style="list-style-type: none"> Changed to new templates. | V2 |
| Performance Assessment 1 | Training Package update | <ul style="list-style-type: none"> Changed to new templates. | V2 |
| Observation Checklist 1 | Training Package update | <ul style="list-style-type: none"> Changed to new templates. | V2 |
| Evidence Map | Training Package update | <ul style="list-style-type: none"> Changed to new templates. | V2 |
| Performance Benchmark Guideline | Training Package update | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBBOS009 - Provide aromatherapy massages

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|--------------------------|----------------------------|--|-----------------|
| Learning Materials | Unit supersedes SHBBBOS004 | <ul style="list-style-type: none"> Changed code and version. Removed text on page 12 "Rosemary oil is beneficial for clients suffering from high blood pressure". Added orange oil and cypress oil. Added client objectives to reflect new Training Package. Added orange oil and cypress oil to Activity 3.1 | V1 |
| PowerPoint | Unit supersedes SHBBBOS004 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBBBOS004 | <ul style="list-style-type: none"> Changed code and version. Added knowledge evidence for orange oil and cypress oil. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBBOS004 | <ul style="list-style-type: none"> Changed code and version. Number of observations changed to five that include three of the client treatment objectives listed. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|---|----|
| Observation Checklist 1 | Unit supersedes SHBBBOS004 | <ul style="list-style-type: none"> Changed code and version. Number of observations changed to five that include three of the client treatment objectives listed. Added requirement for student to be observed maintaining cultural sensitivity, maturity and confidentiality throughout service. Added requirement for student to be observed recognising and respecting the client's social, cultural and spiritual differences and upholding their rights. | V1 |
| Evidence Map | Unit supersedes SHBBBOS004 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBBOS004 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBNLS009 - Apply acrylic nail enhancements

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|---------------------------------|----------------------------|--|-----------------|
| Learning Materials | Unit supersedes SHBBNLS003 | <ul style="list-style-type: none"> Changed code and version. Changed hello page assessment requirements to include: <ul style="list-style-type: none"> Six nail enhancements that include two of each of the following: <ul style="list-style-type: none"> French, natural and colour finishes Overlays Sculpted nails using sculpting forms Removed anatomy of the skin section. | V1 |
| PowerPoint | Unit supersedes SHBBNLS003 | <ul style="list-style-type: none"> Changed code and version. Removed anatomy of the skin slide. | V1 |
| Knowledge Assessment | Unit supersedes SHBBNLS003 | <ul style="list-style-type: none"> Changed code and version. Removed questions on gross anatomy of the skin and nail. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBNLS003 | <ul style="list-style-type: none"> Changed code and version. Added requirement to observe two overlays, sculptured nails and nail finishes that include natural, French or coloured. Added requirement to observe at least three removals. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBNLS003 | <ul style="list-style-type: none"> Changed code and version. Added requirement to observe two overlays, sculptured nails and nail finishes that include natural, French or coloured. Added requirement to observe at least three removals. | V1 |
| Evidence Map | Unit supersedes SHBBNLS003 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBNLS003 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBBNLS010 - Apply nail art

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|--------------------|----------------------------|---|-----------------|
| Learning Materials | Unit supersedes SHBBNLS004 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| PowerPoint | Unit supersedes SHBBNLS004 | <ul style="list-style-type: none"> Changed code and version. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|--|----|
| Knowledge Assessment | Unit supersedes SHBBNLS004 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 1 | Unit supersedes SHBBNLS004 | <ul style="list-style-type: none"> Changed code and version. Added requirement to observe glitter application. | V1 |
| Observation Checklist 1 | Unit supersedes SHBBNLS004 | <ul style="list-style-type: none"> Changed code and version. Added requirement to observe glitter application. | V1 |
| Evidence Map | Unit supersedes SHBBNLS004 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBBNLS004 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBXCCS005 - Maintain health and wellbeing in a personal services setting

| Resource | Reason for Change | Changes Made | Current Version |
|---------------------------------|-------------------------|---|-----------------|
| Learning Materials | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| PowerPoint | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Knowledge Assessment | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Assessment 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Observation Checklist 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Evidence Map | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Benchmark Guideline | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |

SHBXCCS009 - Greet and prepare clients for salon services

| Resource | Reason for Change | Changes Made | Current Version |
|--------------------------|-------------------------|---|-----------------|
| Learning Materials | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| PowerPoint | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Knowledge Assessment | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Assessment 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Observation Checklist 1 | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|-------------------------|---|----|
| Evidence Map | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Benchmark Guideline | Training Package update | <ul style="list-style-type: none"> Created new unit. | V1 |

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 | | | |
|---|--------------------|--|-----------------|
| SHBHBAS001 - Provide shampoo and basin services | | | |
| Resource | Reason for Change | Changes Made | Current Version |
| Learning Materials | Internal update | <ul style="list-style-type: none"> Multiple graphical changes made. | V2 |
| SHBHCLS002 - Colour and lighten hair | | | |
| Resource | Reason for Change | Changes Made | Current Version |
| Marking Guide 1 | RTO Feedback | <ul style="list-style-type: none"> Removed Question 9a | V2 |
| Student Assessment 1 | RTO Feedback | <ul style="list-style-type: none"> Removed Question 9a | V2 |
| SHBHCUT002 - Create one length or solid haircut structures | | | |
| Resource | Reason for Change | Changes Made | Current Version |
| Hairdressing Training Videos | New video creation | <ul style="list-style-type: none"> Created below shoulder one length video. Created classic one length video. Created concave one length video. Created one length fringe video. | V1 |
| SHBHCUT007 - Create combined traditional and classic men's haircut structures | | | |
| Resource | Reason for Change | Changes Made | Current Version |
| Learning Materials | New unit creation | <ul style="list-style-type: none"> Created new unit. | V1 |
| PowerPoint | New unit creation | <ul style="list-style-type: none"> Created new unit. | V1 |
| Knowledge Assessment | New unit creation | <ul style="list-style-type: none"> Created new unit. | V1 |
| Performance Assessment 1 | New unit creation | <ul style="list-style-type: none"> Created new unit. | V1 |
| Observation Checklist 1 | New unit creation | <ul style="list-style-type: none"> Created new unit. | V1 |
| Evidence Map | New unit creation | <ul style="list-style-type: none"> Created new unit. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|-------------------|---|----|
| Performance Benchmark Guideline | New unit creation | <ul style="list-style-type: none"> Created new unit. | V1 |
|---------------------------------|-------------------|---|----|

SHBXCCS009 - Greet and prepare clients for salon services

| Resource | Reason for Change | Changes Made | Current Version |
|---------------------------------|-------------------------|---|-----------------|
| Learning Materials | Training Package update | <ul style="list-style-type: none"> Changed code and version. | V1 |
| PowerPoint | Training Package update | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Training Package update | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 1 | Training Package update | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Training Package update | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Training Package update | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Training Package update | <ul style="list-style-type: none"> Created new document. | V1 |

SHBHIND003 - Develop and expand client base

| Resource | Reason for Change | Changes Made | Current Version |
|---------------------------|-------------------|---|-----------------|
| Online Learning Materials | Unit update | <ul style="list-style-type: none"> Activities 3.3 and 3.4 have been renamed as both activities were named 3.3. Added labels to images for "Meeting sales targets" Lesson: "Target Tracker Chart" and "Salon Software". Various websites updated. In Industry associations HBIA was removed as it doesn't exist anymore. Activity 2.1 Q5 - changed from HBIA to Ask HABA. | V2 |

SHBXCCS007 - Conduct salon financial transactions

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|----------------------|----------------------------|---|-----------------|
| Learning Materials | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| PowerPoint | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. Added question in case study 2 to provide knowledge evidence of foundation skill - Problem solving skills to determine the cause of discrepancies in POS transactions. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|--|----|
| Performance Assessment 1 | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. Added question 10 to include evidence of knowledge of organisational processes for cash handling. Added question 11 to include knowledge of organisational practises for transaction errors. | V1 |
| Observation Checklist 1 | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 2 | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 3 | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBXCCS001 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBXCCS008 - Provide salon services to clients

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|---------------------------------|----------------------------|--|-----------------|
| Learning Materials | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| PowerPoint | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Changed code and version. Question added to include knowledge evidence of non-gender specific identities. | V1 |
| Performance Assessment 1 | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Changed code and version. Changed number of observations to six, three hour work periods. | V1 |
| Observation Checklist 1 | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Changed code and version. Changed number of observations to six, three hour work periods. | V1 |
| Evidence Map | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBXCCS002 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBXIND003 - Comply with organisational requirements within a personal services environment

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|----------------------|----------------------------|---|-----------------|
| Learning Materials | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| PowerPoint | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

| | | | |
|---------------------------------|----------------------------|---|----|
| Performance Assessment 1 | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 2 | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 3 | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 2 | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 3 | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBXIND001 | <ul style="list-style-type: none"> Created new document. | V1 |

SHBXIND005 - Communicate as part of a salon team

| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
|---------------------------------|----------------------------|--|-----------------|
| Learning Materials | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. Added section on non-gender specific identities. | V1 |
| PowerPoint | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. Added slide on non-gender specific identities. | V1 |
| Knowledge Assessment | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. Added question to cover knowledge evidence of non-gender specific identities. | V1 |
| Performance Assessment 1 | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 2 | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 2 | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBXIND002 | <ul style="list-style-type: none"> Created new document. | V1 |

| SHBXWHS003 - Apply safe hygiene, health, and work practices | | | |
|---|----------------------------|--|-----------------|
| Resource | Reason for Change | Changes to Superseded Unit | Current Version |
| Learning Materials | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| PowerPoint | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Knowledge Assessment | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 1 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. Added requirement to perform two salon cleaning routines. | V1 |
| Performance Assessment 2 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 3 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Assessment 4 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 1 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. Added requirement to observe two salon cleaning routines. | V1 |
| Observation Checklist 2 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 3 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Observation Checklist 4 | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Evidence Map | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Changed code and version. | V1 |
| Performance Benchmark Guideline | Unit supersedes SHBXWHS001 | <ul style="list-style-type: none"> Created new document. | V1 |

POLICIES AND PROCEDURES

Table 3 The SHB Training Package update has resulted in updates to various policies and procedures. Changes have been listed in the following table.

| POLICIES AND PROCEDURES | | | |
|---|---|--|-------------|
| Document | Reason for Change | Changes Made | New Version |
| Policies and Procedures Manual | Training Package update | <ul style="list-style-type: none"> Updated to include QS001, QS009, QS012, QS017. | V17 |
| QS-001 - Workplace Discrimination and Harassment Policy | Training Package update | <ul style="list-style-type: none"> Updated to include Equal Employment Opportunity Act 1987 in section 3.0 Legislation. Changed first dot point under 4.0 Staff Rights and Responsibilities to read: "All staff are entitled to: Recruitment and promotion decisions based around Equal Opportunity Legislation. This means recruitment and promotions will be based on merit and not affect by irrelevant personal characteristics." | V3 |
| QS-003 - Customer service policy and procedure | Customer complaint section to be updated to reflect the training package. | <ul style="list-style-type: none"> Updated Customer complaint section to reflect assessment. Modified Telephone and face to face greetings. | V3 |
| QS-009 - Safe Work Policy and Procedure | Training Package update | <ul style="list-style-type: none"> Amended Infection control procedures to include definitions and methods of cleaning, disinfection and sterilisation. Added sentences to include PPE to wear when performing nail services involving dust extraction, and how to ventilate the salon when performing nail services involving dust and chemical fumes. | V8 |
| QS-012 - Cash handling and store security policy | Training Package update | <ul style="list-style-type: none"> Updated to include section on removing and transferring tender. | V3 |
| QS-013 - Environmental Waste Disposal Policy | Training Package Update | <ul style="list-style-type: none"> Removed water waste minimisation and added it to Environmental Protection Policy. Removed power minimisation and added it to Environmental Protection Policy. | V7 |
| QS-017 - General Services Procedure | Training Package update | <ul style="list-style-type: none"> Added sections for maintaining safety and cleaning disposable tools for Hairdressing from PB guideline document. Added "Maintain comfort, safety and hygiene" section for Hairdressing Services (4.22-4.29). Added "Disposing of hair waste" sentence to Cleaning the Service Area section for Hairdressing Services (4.48). Added section 4.34 for the creation of the Nutrition unit developed for the beauty Training Package. | V4 |
| QS-023 - Social media Policy | Training Package update | <ul style="list-style-type: none"> Created new policy. | V1 |

CONSULTATION FORMS AND TREATMENT PLANS

Table 4 The SHB Training Package update has resulted in updates to the Beauty Consultation Forms and Treatment Plans. Changes have been listed in the following table.

| BEAUTY THERAPY CONSULTATION FORMS AND TREATMENT PLANS | | | |
|---|-------------------------|---|-------------|
| Document | Reason for Change | Changes Made | New Version |
| QS-202 - Aromatherapy Treatment Plan | Training Package update | <ul style="list-style-type: none"> Updated Aromatherapy Treatment Plan. Added Assessor sections to provide feedback. | V2 |
| QS-203 - Facial Treatment Plan | Training Package update | <ul style="list-style-type: none"> Added Assessor sections to provide feedback. Updated contraindications section. Added check-box for scar tissue and photoaged skin. Added Degree of photoaging present (High, medium, low). Added Describe the effect photoaging has on the skin. Added section in Tools and Equipment "If electrical equipment used, record device parameters". | V5 |
| QS-204 - Makeup Treatment Plan | Training Package update | <ul style="list-style-type: none"> Added to photographic make-up application: Type of lighting, Type of photographic format, Type of photographic end use. | V6 |
| | | <ul style="list-style-type: none"> Added creative make-up service as an option to the make-up service. | V7 |
| QS-206 - Massage Treatment Plan | Training Package update | <ul style="list-style-type: none"> Removed "body" from title. Amended contraindication section. Removed "What is the proposed treatment" section. | V5 |
| QS-207 - Tanning Treatment Plan | Training Package update | <ul style="list-style-type: none"> Added section for assessor to sign off as satisfactory. | V3 |
| QS-209 - Eyelash Treatment Plan | Training Package update | <ul style="list-style-type: none"> Added DD curl and M curl to Lash curl section. Modified contraindication section. Added sections for assessors to mark as satisfactory/non-satisfactory. | V2 |
| QS-212 - Indian Head Massage Treatment Plan | Training Package update | <ul style="list-style-type: none"> Added Assessor sections to provide feedback. Updated contraindications section to be more comprehensive and same as other Treatment Plans (separation between contraindications to prevent service, and contraindications that require modification). Added payment method. | V2 |
| QS-213 - Reflexology Treatment Plan | Training Package update | <ul style="list-style-type: none"> Added more information on contraindications. Added reflexology techniques. Added Assessor sections to provide feedback. | V2 |
| QS-223 - Waxing Treatment Plan | Training Package update | <ul style="list-style-type: none"> Derived from Waxing/Tinting Treatment Plan - separated for Training Package update. Removed "Treatment: Waxing or Brow shape". Removed "Brow shape" box with illustration. Added "Products required", "Tools/equipment required", and "Application techniques" table. | V1 |
| QS-224 - Lash and Brow Treatment Plan | Training Package update | <ul style="list-style-type: none"> Separated from Waxing/Tinting Treatment Plan in Training Package update. | V1 |
| QS-225 - Nutrition Assessment Sheet | Training Package update | <ul style="list-style-type: none"> Created Nutrition Assessment Sheet. | V1 |
| QS214 - Nail Enhancement Treatment Plan | Training Package update | <ul style="list-style-type: none"> Changed contraindication section. | V4 |

UNITS IN PRODUCTION

Table 5 The units listed in the following table are units that are in production.

| BEAUTY THERAPY |
|---|
| SHBBNLS008 - Apply gel and dip powder nail enhancements |
| SIRXOSM003 - Use social media and online tools |
| SHBBSKS006 - Pierce ear lobes |
| SHBBSKS009 - Provide micro-dermabrasion treatments |

| HAIRDRESSING |
|--|
| BSBWHS211 - Contribute to the health and safety of self and others |
| SHBHDES004 - Create classic long hair up-styles |
| SHBHREF001 - Curl and volumise hair with chemical treatments |

4.0 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 6 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: <ul style="list-style-type: none"> SHBBBOS008 - Provide body massages SHBBFAS005 - Provide facial treatments and skin care recommendations SHBBFAS006 - Provide specialised facial treatments | Unit must be delivered before: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> SHBBBOS008 - Provide body massages SHBBFAS005 - Provide facial treatments and skin care recommendations SHBBFAS006 - Provide specialised facial treatments | Unit must be delivered before: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> SHBBBOS008 - Provide body massages SHBBFAS005 - Provide facial treatments and skin care recommendations SHBBFAS006 - Provide specialised facial treatments | Unit must be delivered before: <ul style="list-style-type: none"> SHBBBOS008 - Provide body massages SHBBFAS005 - Provide facial treatments and skin care recommendations SHBBFAS006 - Provide specialised facial treatments |

BEAUTY THERAPY UNITS

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: <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy Unit should be delivered after Knowledge Assessments of: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> SHBBMUP009 – Design and apply make-up | Unit should be delivered after Knowledge Assessment of: <ul style="list-style-type: none"> SHBBMUP009 – Design and apply make-up |
| SHBBMUP011 – Design and apply remedial camouflage make-up | High holistic assessment for Knowledge Assessment with the following unit: <ul style="list-style-type: none"> SHBBMUP009 – Design and apply make-up | Unit should be delivered after Knowledge Assessment of: <ul style="list-style-type: none"> SHBBMUP009 – Design and apply make-up |
| SHBBMUP013 – Design and apply creative make-up | High holistic assessment for Knowledge Assessment with the following unit: <ul style="list-style-type: none"> SHBBMUP009 – Design and apply make-up | Unit should be delivered after Knowledge Assessment of: <ul style="list-style-type: none"> SHBBMUP009 – Design and apply make-up |

BEAUTY THERAPY UNITS

Units with a high degree of holistic assessment

| Unit | Holistic Assessment | Suggested delivery sequence |
|---|--|--|
| SHBBCCS006 - Prepare personalised aromatic plant oil blends for beauty treatments | Holistic assessment with the following units: <ul style="list-style-type: none"> SHBBBOS008 - Provide body massages SHBBBOS009 - Provide aromatherapy massages SHBXWHS003 - Apply safe hygiene, health and work practices | Unit should be delivered after Knowledge Assessment of: <ul style="list-style-type: none"> 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. |
| 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. |

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 <ul style="list-style-type: none"> SHBXCCS008 - Provide salon services to clients SHBXWHS003 - Apply safe hygiene, health and work practices SHBBNLS007 - Provide manicure and pedicure services. | Unit should be delivered after Knowledge Assessments of: <ul style="list-style-type: none"> SHBXCCS008 - Provide salon services to clients SHBXWHS003 - Apply safe hygiene, health and work practices SHBBNLS007 - Provide manicure and pedicure 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 pedicure 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. |
| SHBBSP005 - 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. |

Table 7 Indicates Hairdressing UOCS with holistic assessment and the suggested delivery sequence.

| HAIRDRESSING UNITS | | |
|--|--|---|
| High degree of holistic assessment | | |
| Unit | Holistic Assessment | Suggested delivery sequence |
| SHBHCLS003 – Provide full and partial head highlighting treatments | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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. | <p>Unit should be delivered after, or in conjunction with, Assessment 1 of SHBHCLS002 – Colour and lighten hair.</p> <p>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:</p> <p>SHBHCLS002 – Colour and lighten hair SHBHCLS003 – Provide full and partial head highlighting treatments SHBHCLS005 – Provide on scalp full head and retouch treatments</p> |
| SHBHCLS005 – Provide on scalp lightening and retouch bleach treatments | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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. |
| SHBHCUT004 – Create layered haircut structures | <ul style="list-style-type: none"> 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. |
| SHBHCUT005 – Cut hair using over-comb techniques | <ul style="list-style-type: none"> 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. |
| SHBHCUT006 – Create combined haircut structures | <ul style="list-style-type: none"> High level of holistic assessment with Assessment 1 of SHBHCUT002 – Create one length or solid haircut structures. | <p>Unit should be delivered after student has achieved competency of prerequisite units:</p> <ul style="list-style-type: none"> 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 |
| SHBHREF002 – Straighten and relax hair with chemical treatments | <ul style="list-style-type: none"> 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. |

| HAIRDRESSING UNITS | | |
|--|---|--|
| Low degree of holistic assessment | | |
| Unit | Holistic Assessment | Suggested delivery sequence |
| SIRXSLS001 – Sell to the retail customer | <ul style="list-style-type: none">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. |

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.

5.0 ASSESSMENT OUTLINE

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 8 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: <ul style="list-style-type: none"> 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 |
| SIRRINV001 - Receive and handle retail stock | Knowledge questions | Practical <ul style="list-style-type: none"> 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 |

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 |
| 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 |

SHB30221 – CERTIFICATE III IN MAKE-UP 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 | 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 |
| 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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 |

SHB30221 - CERTIFICATE III IN MAKE-UP CONTINUED

Elective Units

| Unit | Knowledge Assessment | Performance Assessment 1 | Performance Assessment 2 | Performance Assessment 3 | Performance Assessment 4 |
|--|----------------------|---|--------------------------|--------------------------|--------------------------|
| SHBXCCS007 - Conduct salon financial transactions | Knowledge questions | Practical - Perform x2 each of the following: <ul style="list-style-type: none"> • Cash sales • Credit card sales • EFTPOS sales • Refund/ Exchanges • POST management duties | N/A | N/A | N/A |

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 pedicure 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: <ul style="list-style-type: none"> • 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 |

SHB30321 - CERTIFICATE III IN NAIL TECHNOLOGY CONTINUED

Core Units

| Unit | Knowledge Assessment | Performance Assessment 1 | Performance Assessment 2 | Performance Assessment 3 | Performance Assessment 4 |
|---|----------------------|---|---|--------------------------|--------------------------|
| 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: <ul style="list-style-type: none"> 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 |

Elective Units

| Unit | Knowledge Assessment | Performance Assessment 1 | Performance Assessment 2 | Performance Assessment 3 | Performance Assessment 4 |
|---|----------------------|--|--|---|--|
| 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 |
| 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 |
| 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: <ul style="list-style-type: none"> 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 pedicure 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 |

SHB50121 - DIPLOMA OF BEAUTY THERAPY CONTINUED

Core Units

| Unit | Knowledge Assessment | Performance Assessment 1 | Performance Assessment 2 | Performance Assessment 3 | Performance Assessment 4 |
|---|----------------------|---|---|--------------------------|--------------------------|
| 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 |
| 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: <ul style="list-style-type: none"> 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 |

SHB50121 - DIPLOMA OF BEAUTY THERAPY CONTINUED

Core Units

| Unit | Knowledge Assessment | Performance Assessment 1 | Performance Assessment 2 | Performance Assessment 3 | Performance Assessment 4 |
|--|----------------------|--|--|---|--|
| 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 |

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 |
| SHBBBOS010 - Use reflexology relaxation techniques in beauty treatments | Knowledge questions | Practical - Perform reflexology service x5 | N/A | N/A | N/A |
| SHBBBOS009 - Provide aromatherapy massages | Knowledge questions | Practical - Perform aromatherapy 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 |

SHB50121 - DIPLOMA OF BEAUTY THERAPY CONTINUED

Elective Units

| Unit | Knowledge Assessment | Performance Assessment 1 | Performance Assessment 2 | Performance Assessment 3 | Performance Assessment 4 |
|---|----------------------|--|--------------------------|--------------------------|--------------------------|
| SHBBSPA007 - Provide stone therapy massages | Knowledge questions | Practical - Perform stone therapy massage service x5 | 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 |
| SHBBSPA008 - Provide Indian head massages for relaxation | Knowledge questions | Practical - Perform Indian head massage service x5 | N/A | N/A | N/A |
| SHBXCCS009 - Greet and prepare clients for salon services | Knowledge questions | Practical - meet and greet clients over four (4) two (2) hour work periods and prepare clients for at least four different services | 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 |

SHB20216 - CERTIFICATE II IN SALON ASSISTANT CONTINUED

Core Units

| Unit | Assessment 1 | Assessment 2 | Assessment 3 | Assessment 4 |
|---|---------------------|---|--|--------------|
| 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 <ul style="list-style-type: none"> 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 |
| 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 |
|--|---------------------|---|--------------|--------------|
| SHHBHAS002 - 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: <ul style="list-style-type: none"> Semi-permanent colour Demi-permanent colour Permanent colour | N/A | N/A |
| SHBHDES002 - Braid hair | Knowledge questions | Practical - Perform: <ul style="list-style-type: none"> 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 |

SHB20216 - CERTIFICATE II IN SALON ASSISTANT CONTINUED

Elective Units

| Unit | Assessment 1 | Assessment 2 | Assessment 3 | Assessment 4 |
|--|---------------------|---|--------------|--------------|
| 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 - <ul style="list-style-type: none"> 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 |

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: <ul style="list-style-type: none"> 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 |

SHB30416 - CERTIFICATE III IN HAIRDRESSING CONTINUED

Core Units

| Unit | Assessment 1 | Assessment 2 | Assessment 3 | Assessment 4 |
|---|---------------------|---|---|--|
| SHBXCCS001- Conduct salon financial transactions | Knowledge questions | Practical <ul style="list-style-type: none"> 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 |
| BSBSUS211 - Participate in sustainable work practices <i>This unit supersedes and is equivalent to BSBSUS201 - Participate in environmentally sustainable work practices</i> | Knowledge questions | Practical - Identify and report x1 environmental hazard. | Practical - Conduct waste assessment and participate in group discussion | 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: <ul style="list-style-type: none"> 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 |

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: <ul style="list-style-type: none"> 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 |

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) different clients | N/A | N/A |
| SHBHDES001 - Dry hair to shape | Knowledge questions | Practical - Perform blow dry services for six (6) clients | N/A | N/A |
| SHBHDES002 - Braid hair | Knowledge questions | Practical - Perform: <ul style="list-style-type: none"> 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 |
| SHBHCUT006 - Create combined haircut structures | Knowledge questions | Practical - Perform combined haircut structures on six (6) clients | 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 - <ul style="list-style-type: none"> 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 |

6.0 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) 2015.

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

| BEAUTY THERAPY INDUSTRY PARTNERS | | |
|----------------------------------|--|----------------|
| Industry Engagement | Unit of Competency | Date |
| Belmacil | <ul style="list-style-type: none"> SHBBFAS001 - Provide lash and brow services | 2016 - Current |
| Caronlab | <ul style="list-style-type: none"> SHBBHRS001 - Provide waxing services SHBBHRS002 - Provide female intimate waxing SHBBBOS002 - Provide body massages | 2016 - Current |
| Lycon Cosmetics | <ul style="list-style-type: none"> SHBBHRS001 - Provide waxing services | 2017 - Current |
| Jessica Cosmetics | <ul style="list-style-type: none"> SHBBNLS001 - Provide manicure and pedicare services | 2016 - Current |
| Kester Black | | |
| Sothys | <ul style="list-style-type: none"> SHBBFAS002 - Provide facial treatments and skin care recommendations SHBBFAS003 - Provide specialised facial treatments SHBBBOS003 - Provide body treatments | 2016 - Current |
| Essentially Australia | <ul style="list-style-type: none"> SHBBBOS004 - Provide aromatherapy massages SHBBCCS002 - Prepare personalised aromatic plant oils blends for beauty treatments | 2016 - Current |
| Sydney essential oil co. | | |
| Moroccan Tan | <ul style="list-style-type: none"> SHBBBOS001 - Apply cosmetic tanning products | 2017 - Current |
| Caflon | <ul style="list-style-type: none"> SHBBKS001 - Pierce ear lobes | 2017 - Current |
| Ellebana | <ul style="list-style-type: none"> SHBBMUP001 - Apply eyelash extensions | 2017 - Current |
| Mia Connor Make-up Artist | <ul style="list-style-type: none"> SHBBMUP002 - Design and apply make-up | 2018 - Current |
| Mooie Make-up | | |
| Megan Farquarson Make-up Artist | <ul style="list-style-type: none"> SHBBMUP006 - Design and apply creative make-up | 2018 - Current |
| Taylah Manley Mermaid Manicures | <ul style="list-style-type: none"> SHBBNLS002 - Apply gel nail enhancements SHBBNLS003 - Apply acrylic nail enhancements SHBBNLS004 - Apply nail art | 2018 - Current |
| HiSweet | <ul style="list-style-type: none"> SHBBMUP002 - Apply eyelash extensions SHBBHRS001 - Provide lash and brow services | 2022 Release |
| Rachael Blackwell | <ul style="list-style-type: none"> SHBBMUP003 - Design and apply make-up for photography | 2020 - Current |

HAIRDRESSING INDUSTRY PARTNERS

| Industry Engagement | Unit of Competency | Date |
|---------------------|---|----------------|
| BHave | <ul style="list-style-type: none"> SHBHBAS001 - Provide shampoo and basin services | 2018 - Current |
| De Lorenzo | <ul style="list-style-type: none"> SHBHREF002 - Straighten and relax hair with chemical treatments | 2021 - 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 | <ul style="list-style-type: none"> SHBBNLS007 - Provide manicure and pedicure services | 2022 Release |

HAIRDRESSING INDUSTRY CONSULTANTS

| Expert Industry Consultant | Unit of Competency | Date |
|--|---|------|
| Debbie Atkins Australian Academy of Cinematographic Makeup | <ul style="list-style-type: none"> SHBHCUT002 - Create one length or solid form haircut structures SHBHCUT003 - Create graduated haircut structures SHBHCUT004 - Create layered haircut structures | 2020 |
| Courtney Bodger | <ul style="list-style-type: none"> SHBHCUT006 - Create combined haircut structures | 2021 |
| Jan-Maree Constantine TAFE Gippsland | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> SHBHCLS004 - Neutralise unwanted colours and tones | 2020 |
| Luisa Pearce North Regional TAFE (Broome) | <ul style="list-style-type: none"> 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) | <ul style="list-style-type: none"> SHBHCLS004 - Neutralise unwanted colours and tones SHBHCUT002 - Create one length or solid form haircut structures SHBHCUT006 - Create combined haircut structures | 2020 |

HAIRDRESSING INDUSTRY CONSULTANTS CONTINUED

| Expert Industry Consultant | Unit of Competency | Date |
|---|--|----------------|
| Paige Sawatzky Luppinos Hair Brisbane City | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • SHBHREF002 – Straighten and relax hair with chemical treatments | 2021 |
| Sarah Young TAFE Gippsland | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Videos | 2022 - Current |

7.0 SDL SYSTEM DOCUMENTS PURCHASED BY THE CUSTOMER

Section 8.0 of this Continuous Improvement Report is to be completed by the Customer by circling the relevant documents that have been purchased in 2022 in the Tables (Below).

Table 16 Student Packs and Assessment Packs purchased by the Customer.

| BEAUTY THERAPY UNITS PURCHASED | | | |
|--------------------------------|--|--------------|-----------------|
| Unit Code | Unit Name | Student Pack | Assessment Pack |
| SHBBBOS002/ SHBBBOS008 | Provide body massages | Yes / No | Yes / No |
| SHBBBOS003 | Provide body treatments | Yes / No | Yes / No |
| SHBBFAS001/ SHBBFAS004 | Provide lash and brow services | Yes / No | Yes / No |
| SHBBFAS002/ SHBBFAS005 | Provide facial treatments and skin care recommendations | Yes / No | Yes / No |
| SHBBFAS003/ SHBBFAS006 | Provide specialised facial treatments | Yes / No | Yes / No |
| SHBBHRS001/ SHBBHRS010 | Provide waxing services | Yes / No | Yes / No |
| SHBBMUP002/ SHBBMUP009 | Design and apply make-up | Yes / No | Yes / No |
| SHBBNLS007/ SHBBNLS001 | Provide manicure and pedicare services | Yes / No | Yes / No |
| SHBBRES001/ SHBBRES003 | Research and apply beauty industry information | Yes / No | Yes / No |
| SHBXCCS001/ SHBXCCS007 | Conduct salon financial transactions | Yes / No | Yes / No |
| SHBXCCS002/ SHBXCCS008 | Provide salon services to clients | Yes / No | Yes / No |
| SHBXIND001/ SHBXIND003 | Comply with organisational requirements within personal services | Yes / No | Yes / No |
| SHBXWHS001/ SHBXWHS003 | Apply safe hygiene, health and work practices | Yes / No | Yes / No |
| SHBBBOS004/ SHBBBOS009 | Provide aromatherapy massages | Yes / No | Yes / No |
| SHBBCCS002/ SHBBCCS006 | Prepare personalised aromatic plant oil blends for beauty treatments | Yes / No | Yes / No |
| SHBBSPA003/ SHBBSPA007 | Provide stone therapy massages | Yes / No | Yes / No |
| SHBBMUP003/ SHBBMUP010 | Design and apply make-up for photography | Yes / No | Yes / No |

BEAUTY THERAPY UNITS PURCHASED CONTINUED

| Unit Code | Unit Name | Student Pack | Assessment Pack |
|---------------------------|---|--------------|-----------------|
| SHBBMUP004/ SHBBMUP011 | Design and apply remedial camouflage make-up | Yes / No | Yes / No |
| SHBBMUP005/ SHBBMUP012 | Apply airbrushed make-up | Yes / No | Yes / No |
| SHBBMUP006/ SHBBMUP013 | Design and apply creative make-up | Yes / No | Yes / No |
| SHBBBOS001/ SHBBBOS007 | Apply cosmetic tanning products | Yes / No | Yes / No |
| SHBBCCS001/ SHBBCCS005 | Advise on beauty products and services | Yes / No | Yes / No |
| SHBBHRS002/ SHBBHRS011 | Provide female intimate waxing services | Yes / No | Yes / No |
| SHBBINF001/ SHBBINF002 | Maintain infection control standards | Yes / No | Yes / No |
| BSBWHS201 | Contribute to health and safety of self and others | Yes / No | Yes / No |
| SHBXIND002/ SHBXIND005 | Communicate as part of a salon team | Yes / No | Yes / No |
| BSBSUS201 | Participate in environmentally sustainable work practices | Yes / No | Yes / No |
| BSBSUS211 | Participate in sustainable work practices | Yes / No | Yes / No |
| SHBBBOS005/ SHBBBOS010 | Use reflexology relaxation techniques in beauty treatments | Yes / No | Yes / No |
| SHBBMUP001/ SHBBMUP008 | Apply eyelash extensions | Yes / No | Yes / No |
| SHBBSPA001/ SHBBSPA005 | Work in a spa therapies framework | Yes / No | Yes / No |
| SHBBSPA002/ SHBBSPA006 | Provide spa therapies | Yes / No | Yes / No |
| SHBBSPA004/ SHBBSPA008 | Provide Indian head massages for relaxation | Yes / No | Yes / No |
| ITCWEB201 | Use social media tools for collaboration and engagement | Yes / No | Yes / No |
| SHBBSKS001 | Pierce ear lobes | Yes / No | Yes / No |
| SIRRINV001 | Receive and handle stock | Yes / No | Yes / No |
| SIRRMER001 | Produce visual merchandise displays | Yes / No | Yes / No |
| SIRXIND003 | Organise personal work requirements | Yes / No | Yes / No |
| SIRXSL001 | Sell to the retail customer | Yes / No | Yes / No |
| HLTINF005 | Maintain infection prevention for skin penetration treatments | Yes / No | Yes / No |
| SHBBNLS008 | Apply gel and dip powder nail enhancements | Yes / No | Yes / No |
| SHBBNLS011 | Use electric file equipment for nail services | Yes / No | Yes / No |
| SHBBSSC001 | Incorporate knowledge of skin structure and functions into beauty therapy | Yes / No | Yes / No |

BEAUTY THERAPY UNITS PURCHASED CONTINUED

| Unit Code | Unit Name | Student Pack | Assessment Pack |
|------------|--|--------------|-----------------|
| SHBBSSC002 | Incorporate knowledge of body structures and functions into beauty therapy | Yes / No | Yes / No |
| SHBXCCS005 | Maintain health and wellbeing in a personal services setting | Yes / No | Yes / No |
| SHBXCCS006 | Promote healthy nutritional options in a beauty therapy context | Yes / No | Yes / No |
| SHBXCCS009 | Greet and prepare clients for salon services | Yes / No | Yes / No |
| SIRXOSM002 | Maintain ethical standards when using social media | Yes / No | Yes / No |
| SHBBNLS009 | Apply acrylic nail enhancements | Yes / No | Yes / No |
| SHBBNLS010 | Apply nail art | Yes / No | Yes / No |
| SHBBCCS004 | Demonstrate retail skin care products | Yes / No | Yes / No |

HAIRDRESSING UNITS PURCHASED

| Unit Code | Unit Name | Student Pack | Assessment Pack |
|------------|---|--------------|-----------------|
| BSBSUS201 | Participate in environmentally sustainable work practices | Yes/ No | Yes / No |
| BSBWHS201 | Contribute to health and safety of self and others | Yes/ No | Yes / No |
| SHHBHAS001 | Provide shampoo and basin services | Yes/ No | Yes / No |
| SHHBHAS002 | Provide head, neck and shoulder massages for relaxation | Yes/ No | Yes / No |
| SHBHCLS001 | Apply hair colour products | Yes/ No | Yes / No |
| SHBHCLS002 | Colour and lighten hair | Yes/ No | Yes / No |
| SHBHCLS003 | Provide full and partial head highlighting treatments | Yes/ No | Yes / No |
| SHBHCLS004 | Neutralise unwanted colours and tones | Yes/ No | Yes / No |
| SHBHCLS005 | Provide on scalp full head and retouch bleach treatments | Yes/ No | Yes / No |
| SHBHCUT001 | Design haircut structures | Yes / No | Yes / No |
| SHBHCUT002 | Create one length or solid form haircut structures | Yes / No | Yes / No |
| SHBHCUT003 | Create graduated haircut structures | Yes / No | Yes / No |
| SHBHCUT004 | Create layered haircut structures | Yes / No | Yes / No |
| SHBHCUT005 | Cut hair using overcomb techniques | Yes / No | Yes / No |
| SHBHCUT006 | Create combined haircut structures | Yes / No | Yes / No |
| SHBHDES001 | Dry hair to shape | Yes / No | Yes / No |
| SHBHDES002 | Braid hair | Yes / No | Yes / No |
| SHBHDES003 | Create finished hair designs | Yes / No | Yes / No |
| SHBHIND001 | Maintain and organise tools, equipment and work areas | Yes / No | Yes / No |
| SHBHIND002 | Research and use hairdressing industry information | Yes / No | Yes / No |

| HAIRDRESSING UNITS PURCHASED CONTINUED | | | |
|--|--|--------------|-----------------|
| Unit Code | Unit Name | Student Pack | Assessment Pack |
| SHBHIND003 | Develop and expand a client base | Yes / No | Yes / No |
| SHBHREF002 | Straighten and relax hair with chemical treatments | Yes / No | Yes / No |
| SHBHTRI001 | Identify and treat hair and scalp conditions | Yes / No | Yes / No |
| SHBXCCS001/ SHBXCCS007 | Conduct salon financial transactions | Yes / No | Yes / No |
| SHBXCCS002/ SHBXCCS008 | Provide salon services to clients | Yes / No | Yes / No |
| SHBXCCS003/ SHBXCCS009 | Greet and prepare clients for salon services | Yes / No | Yes / No |
| SHBXCCS004 | Recommend products and services | Yes / No | Yes / No |
| SHBXIND001/ SHBXIND003 | Comply with organisational requirements within personal services | Yes / No | Yes / No |
| SHBXIND002/ SHBXIND005 | Communicate as part of a salon team | Yes / No | Yes / No |
| SHBXWHS001/ SHBXWHS003 | Apply safe hygiene, health and work practices | Yes / No | Yes / No |
| SIRRINV001 | Receive and handle retail stock | Yes / No | Yes / No |
| SIRRMER001 | Produce visual merchandise displays | Yes / No | Yes / No |
| SIRXSLS001 | Sell to the retail customer | Yes / No | Yes / No |
| BSBSUS211 | Participate in sustainable work practices | Yes / No | Yes / No |

This concludes the 2022 Skin Deep Learning Continuous Improvement Report. Please feel free to send any thoughts comments or feedback on the SDL system to admin@skindeeplearning.com.