



CONTINUOUS IMPROVEMENT REPORT 2025

SKIN DEEP LEARNING

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

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

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

Hayley Costa **Managing Director**

INDEX

1.0	Continuous Improvement Philosophy and Purpose	03
2.0	The Student Journey Feedback	04
3.0	Improvements to Units of Competency	05
	Beauty Therapy	05
	Hairdressing	11
4.0	Holistic Assessment	22
	Beauty Therapy Fundamental Units of Competency	22
	Beauty Therapy units with a High degree of holistic assessment	23
	Beauty Therapy units with a Low degree of holistic assessment	25
	Hairdressing units with a High degree of holistic assessment	26
	Hairdressing units with a Low degree of holistic assessment	27
5.0	Assessment Outline	28
	SHB20121 – Certificate II in Retail Cosmetics	28
	SHB30121 – Certificate III in Beauty Services	30
	SHB30221 – Certificate III in Make-Up	33
	SHB30321 – Certificate III in Nail Technology	36
	SHB50121 – Diploma of Beauty Therapy	37
	SHB20216 – Certificate II in Salon Assistant	41
	SHB30416 – Certificate III in Hairdressing	43
6.0	Industry Engagement	46
	Beauty Therapy Industry Collaborations	46
	Beauty Therapy Industry Consultants	47
	Hairdressing Industry Collaborations	47
	Hairdressing Industry Consultants	47
7.0	Current Version of All Resources	49
	Beauty Therapy Units	50
	Hairdressing Units	58

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 2025. 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 2025 are colour hardcopies, or the RTO will have a current User License for electronic use.

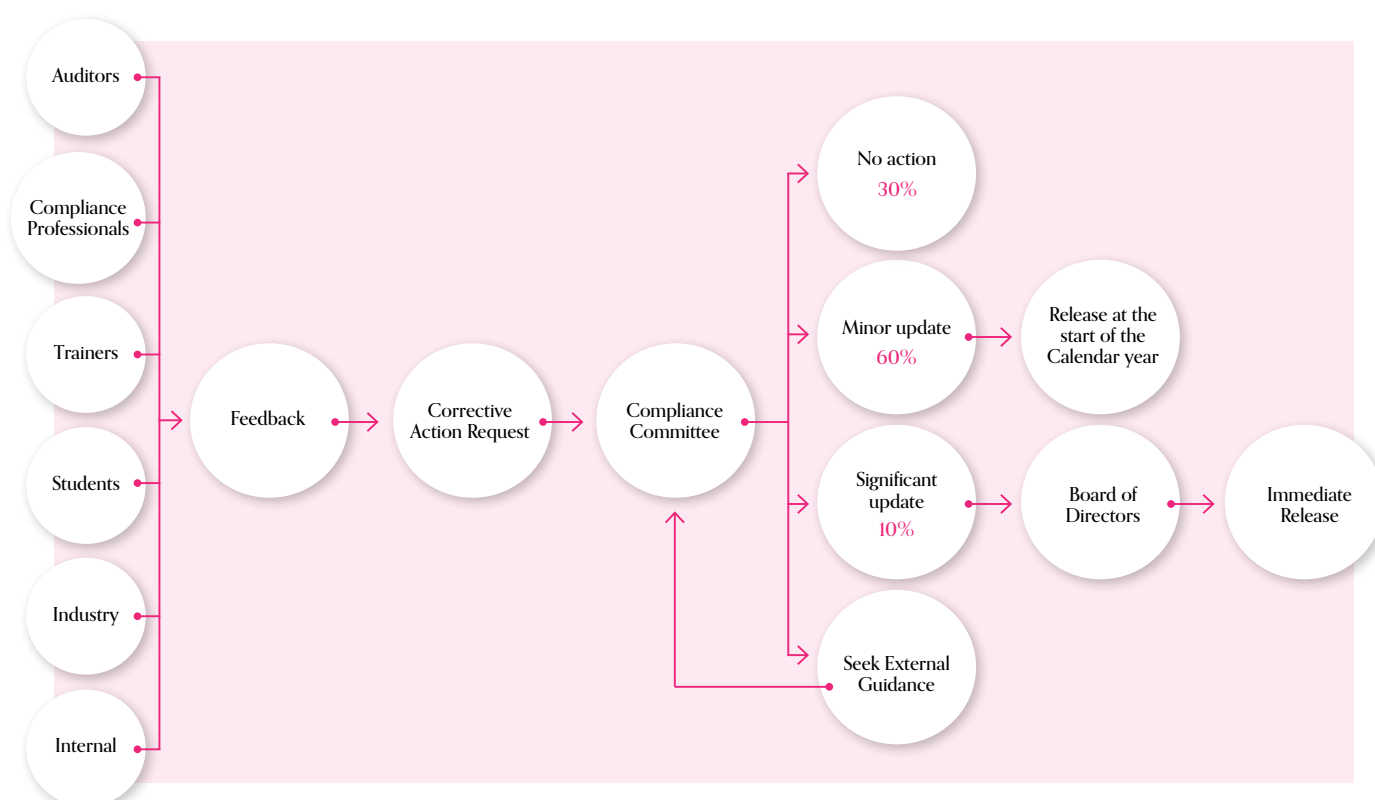
Properly purchased Learning Materials in 2025 are colour, bound, magazine-style resources. Each student should have their own copy to use and retain. Or SDL's Learning Management System (LMS) can be accessed through a User License for electronic use.

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 SkillsEQuipped (SkillsIQ in the past) or Australian Skills Quality Authority (ASQA).

Diagram 1 A simplified diagram of SDL Continuous Improvement and Quality Assurance process for 2025. Approximate percentages are shown for the actions arising from the Continuous Improvement process.



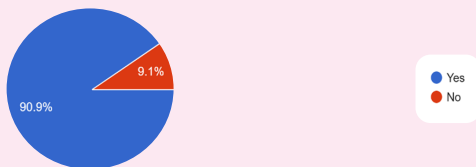
Support by SDL Continuous Improvement encompasses the subsections 185(1) and subsection 186(1) of the National Vocational Education and Training Regulator Act 2011. Most especially, the 2025 Standards for Registered Training Organisations (RTOs);

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

2.0 THE STUDENT JOURNEY

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

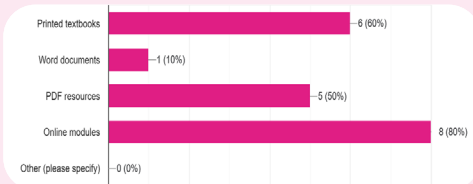
Q: Have you studied other courses that used different types of learning resources?



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



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



Examples of feedback from students:

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

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

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

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



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

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

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



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

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

This section lists SHB Units of Competency (UoC) that have undergone Continuous Improvement in 2025.

Skin Deep Learning receives feedback from multiple sources including:

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

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

ASSESSMENTS AND LEARNING MATERIALS

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

BEAUTY THERAPY ASSESSMENTS AND LEARNING MATERIALS			
SHBBRES003 - Research and apply beauty industry information			
Resource	Source of feedback	Change to unit	Updated Version
Observation Checklist 1	RTO feedback	• In question 1 - Included the dot point: • New Products, technology, techniques and services	V2
Online Learning Materials	Internal feedback	• Changed Health and Hygiene Guidelines Northern Territory website to: https://digitallibrary.health.nt.gov.au/nthealthserver/api/core/bitstreams/77e66ebb-3752-4672-aaee-0a66ab2cefe4/content • Changed ACT Work, Health and Safety website to: https://www.worksafe.act.gov.au/Home	V4
SHBXIND003 - Comply with organisational requirements within a personal services environment			
Resource	Source of feedback	Change to unit	Updated Version
Hardcopy Learning Materials	Internal feedback	• On pg. 15, under 'Sources of information' - Changed the equal opportunity link for Tasmania to: https://www.antidiscrimination.tas.gov.au/	V5

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Online Learning Materials	Internal feedback	- In Lesson 4 under, 'Sources of information': - Changed the equal opportunity link for Tasmania to: https://www.antidiscrimination.tas.gov.au/ - Changed the NSW Anti-discrimination website to: http://www.antidiscrimination.nsw.gov.au	V3
---------------------------	-------------------	--	----

SHBXCCS006 - Promote healthy nutritional options in a beauty therapy context

Resource	Source of feedback	Change to unit	Updated Version
PowerPoint	RTO feedback	- On Slide 21, the labels on the images were changed to: - A-linoleic acid - Omega 3 fatty acids - Linoleic acid - Omega 6 fatty acids	V2

SHBXWHS003 - Apply safe hygiene, health and work practices

Resource	Source of feedback	Change to unit	Updated Version
Online Learning Materials	RTO feedback	- In Section 3, Lesson 14 'Electrical safety: Electricity in the salon', under the heading 'How does this affect the person?' - Updated the second paragraph to the following: "The more electric current that flows into the person the worse the effect. Severe shocks can cause muscle contractions, which lead to muscular spasms, paralysis, tissue burns, nerve damage, unconsciousness, severe injury or death. If electric shock leads to death, this is known as electrocution." - In Section 4, Lesson 22 'Contagious contraindications' - Included an image example of Candida and the following description: "Candida is a type of yeast that grows in moist skin areas of the body, such as the mouth and genital region. When this yeast overgrows, it can cause fungal infections in these areas." - In Section 2, Lesson 12 'Safe work practices: Bullying and harassment', Activity 3.3 - Updated the website link to a DropBox PDF for the 'Dealing with Workplace Bullying - A Worker's Guide' information booklet: https://www.dropbox.com/scl/fi/fmmv3civ4a95c48is2rza/workers-guide-workplace-bullying.pdf?rlkey=t6p8tngmodufaknd8zi785wrl&dl=0	V2

SIRRINV001 - Receive and handle retail stock

Resource	Source of feedback	Change to unit	Updated Version
Hardcopy Learning Materials	Internal feedback	- On pg. 9 & 10, in section 'Your Guide to Performing Stock Control Procedures' - The dates on two purchase orders were updated from 2016 to 2025. - On pg. 15, in Activity 3.1 - The date of expiry was updated from 2017 to 2025.	V3

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

SHBBINF002 - Maintain infection control standards/HLTINF005 - Maintain infection prevention for skin penetration treatments

Resource	Source of feedback	Change to unit	Updated Version
Hardcopy Learning Materials	Internal feedback	- On pg. 27 & 31 - Changed the date on the receipt to 2025. - On pg. 41 - Changed the date on the Sample workplace review to 2025.	V3
Online Learning Materials	Internal feedback	- In Lesson 9, 'Introduction to sterilisation' - Changed the date on the receipt to 2025. - In Lesson 15, 'Writing a review' - Changed the date on the Sample workplace review image to 2025.	V2

SHBXCS007 - Conduct salon financial transactions

Resource	Source of feedback	Change to unit	Updated Version
Hardcopy Learning Materials	Internal feedback	- Removed the following statement from the 'Hello' page "This unit is also suitable for SHBXCCS001- Conduct salon financial transactions"	V3

SHBBBOS008 - Provide body massages

Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment - Marking Guide	RTO feedback	- Changed Question 5 c) to e). Reworded question to say: If a client indicated to you that they had special modesty requirements for the massage due to diverse requirements, write down one (1) question you could ask them to find out their requirements. - Changed Question 5 d) to f). Reworded question to say: What are two (2) things you can do to respect the client's modesty and be aware of diverse requirements to ensure they are comfortable throughout the service? - Added Question 5 c) - List six (6) examples of requirements your clients may have that you will need to be sensitive to when performing body massages. - Added benchmark answer: - Cultural and religious needs - Communication needs - Physical and health requirements - Language needs - Age related needs - Gender and sexuality - Added Question 5 d) - How do you ensure you are not imposing your own attitudes and beliefs onto a client? - Added benchmark answer: - Answers will differ but the student should communicate understanding of creating an inclusive work environment that ensures everyone feels comfortable and confident. Clients should not feel excluded based on their differences.	V3

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Knowledge Assessment - Student Assessment	RTO feedback	• Changed Question 5 c) to e). Reworded question to say: If a client indicated to you that they had special modesty requirements for the massage due to diverse requirements, write down one (1) question you could ask them to find out their requirements. • Changed Question 5 d) to f). Reworded question to say: What are two (2) things you can do to respect the client's modesty and be aware of diverse requirements to ensure they are comfortable throughout the service? • Added Question 5 c) - List six (6) examples of requirements your clients may have that you will need to be sensitive to when performing body massages. • Added Question 5 d) - How do you ensure you are not imposing your own attitudes and beliefs onto a client?	V3
Online Learning Materials	RTO feedback	• In Section 1, Lesson 3, under the heading 'SO WHAT DOES THIS MEAN FOR YOU?' - Changed all information to the following: We are all unique and have different values and beliefs, and these differences shape our views, and perspectives. Your clients will all be unique and have a diverse range of requirements that will be specific to their particular needs. Our own values and beliefs can impact on the way we communicate and behave towards people we perceive to be different to us. Our values and beliefs may cause us to make assumptions, stereotypes, or treat people unfairly due to differences. It is important to create a work environment that is inclusive. "Inclusivity" or "inclusion," are behaviours and social norms that ensure people feel welcomed and accepted. An inclusive work environment ensures that everyone feels comfortable and confident that they will not feel excluded based on their differences. Some of the diverse requirements your clients may have are: • Cultural and religious needs - This may include needs related to personal care or religious beliefs. • Communication needs - Some clients may require you to use different modes of communication. • Physical and health requirements - Clients with physical disabilities or have health requirements may have specific needs around these. • Language needs - Clients who speak languages other than English may have communication needs. • Age related needs - Different age groups may have different requirements. • Gender and sexuality - Clients may have specific needs related to gender identity or sexual orientation. Your clients will need to remove clothing in order to have a massage service performed on them. This could cause some clients to feel vulnerable. You MUST ensure your attitude is professional at all times and that you maintain sensitivity and maturity when performing the service. You should also ensure you take steps to protect your client's modesty at all times during the service and be aware of their diverse requirements to ensure they are comfortable throughout the service. To avoid misinterpretation or potential legal implications, it is important that you always use professional language, conversation and behaviour, and maintain maturity during the service.	V2

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

		Some things you can do to ensure you are protecting your client's modesty and treating them with respect are: • Explain the treatment procedures to the client during the consultation so that they know what is required of them and what to expect. This will include an explanation of how the client should prepare for the service and the clothing that will need to be removed. • Ask the client if they have any special requirements that they need you to be aware of before you perform the service. • Always leave the room while your client undresses and provide them with a modesty gown or towel that they can use to cover themselves. • Ensure to protect your client's modesty as much as possible throughout the service by keeping them covered as much as possible. • If the client has any other requirements or limitations, ensure to give them options. Think of ways to meet your client's requirements and speak to them about the options you can offer them. • If you are ever in doubt or are unsure how to help a client, it is best to get your supervisor or manager to assist. While you may want to help every client, sometimes you may need to ensure you are still working within your own boundaries, whether it be your scope of practice or a personal boundary. Remember to always be tactful and treat the client with respect and dignity.	
--	--	--	--

SHBBFAS005 - Provide facial treatments and skin care recommendations

Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment - Marking Guide	RTO feedback	• Question 9 - Changed the answer for 'Open comedones' in the 'Appearance' section to the following: • "The dark colour of open comedones is caused by oxidation of sebum and dead skin cells when exposed to air."	V3

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

Resource	Source of feedback	Change to unit	Updated Version
Online Learning Materials	RTO feedback	• In Section 1, Lesson 3 'Function and role of the skin' under 'The Acid Mantle' heading, in the second paragraph, changed the second sentence to the following: "These micro-organisms are known as normal body flora and are made up of bacteria and fungi." • In Section 2, Lesson 11 'Common skin disorders and how to treat them', changed the definition of open comedones to the following: "Open comedones are what are otherwise known as blackheads. Open comedones occur when the sebaceous gland produces too much sebum, causing the pore to become clogged with sebum and dead skin cells. The pore remains open to air and the dark colour is caused from the oxidation of melanin and sebum in the hair follicle."	V3

SHBXIND005 - Communicate as part of a salon team			
Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment - Marking Guide	RTO feedback	- Removed Question 2a and 2b. - Replaced with Question 2 - "Describe how each of the following non-verbal body language cues might influence how a message is received in a conversation:" - Added two column table with the following headings: - Left column - Body language cue - Right column - Effect on communication - In the table, added the following examples and benchmark answers: - Making eye contact - All answers will differ but an example is: Shows confidence, engagement, and interest. - Not making eye contact - Can signal lack of confidence. - Smiling - Creates warmth and friendliness. - Frowning - Signals unhappiness with a situation. - Nodding your head - Indicates agreement, understanding, and interest. - Open arms - Shows someone is comfortable and willing to talk. - Folded arms - Often perceived as defensive, closed-off, or resistant. - Added Question 1c - "What is one (1) communication technique that can be used to clarify information and minimise misunderstanding?" - Added benchmark answer - "Repeat the message back to the speaker in your own words."	V2
Knowledge Assessment - Student Assessment	RTO feedback	- Removed Question 2a and 2b. - Replaced with Question 2 - "Describe how each of the following non-verbal body language cues might influence how a message is received in a conversation:" - Added two column table with the following headings: - Left column - Body language cue - Right column - Effect on communication - In the table, added the following examples: - Making eye contact - Not making eye contact - Smiling - Frowning - Nodding your head - Open arms - Folded arms - Added Question 1c - "What is one (1) communication technique that can be used to clarify information and minimise misunderstanding?"	V2

SIRXIND003 - Organise personal work requirements			
Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment - Marking Guide	RTO feedback	- Question 3 - Changed to "Which two (2) tasks does Anita need to get done by lunch time?" - In the benchmark answer - Added "Answer must include the following" before the dot points. - Removed Question 7. - Changed Question 8 to Question 7 and changed the question to: "Which three (3) tasks can Anita carry out later in the day?" - In the benchmark answer - Added "Answer must include the following" before the dot points. - Updated the following question numbers in the entire assessment (ie. 8 became 7, 9 became 8).	V3
Knowledge Assessment - Student Assessment	RTO feedback	- Question 3 - Changed to "Which two (2) tasks does Anita need to get done by lunch time?" - Removed Question 7. - Question 8 - Changed to Question 7 and changed the question to: "Which three (3) tasks can Anita carry out later in the day?" - Updated the following question numbers in the entire assessment (ie. 8 became 7, 9 became 8).	V3
Evidence Map	RTO feedback	- In the Knowledge Assessment column: - Removed 7 from all cells. - Changed all numbers following 7 to the next proceeding number (ie. 8 became 7, 9 became 8).	V3

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			
SHBHCLS004 - Neutralise unwanted colours and tones			
Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment - Marking Guide	RTO feedback	In Case study 3, Question (a) - Changed the benchmark answer to say "orange-red" or "red-orange".	V2
Hardcopy Learning Materials	RTO feedback	- On pg. 215, in 'How to choose a colour filler' section, under the example, step 4: - Changed text to say "As a general rule, you need to choose a filler that is 1 - 2 shades lighter than the desired colour, so you need to choose a filler that contains red-orange OR orange-red." - Removed the last paragraph. - Removed the colour chart. - On pg. 198, in 'Neutralising Pigments', Step 2 'Before applying dark colour to hair that is light' - Changed 'filler required' to "orange".	V2

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

SHBXCCS002 - Provide salon services to clients			
Resource	Source of feedback	Change to unit	Updated Version
Online Learning Materials	Internal feedback	- In Lesson 2, 'Your legal responsibilities when providing services to clients': - Changed Anti-Discrimination NSW to: https://antidiscrimination.nsw.gov.au/ - Changed the equal opportunity link for Tasmania to: https://www.loreantidiscrimination.tas.gov.au/	V2

SHBHBAS001 - Provide shampoo and basin services			
Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment – Marking Guide	Internal feedback	Moved to new template and updated instructions.	V2
Performance Assessment 1 – Marking Guide	Internal feedback	Moved to new template and updated instructions.	V3
Observation Checklist 1	Internal feedback	Moved to new template and updated observations.	V3
Evidence Map	Internal feedback	- Moved Validation Tool to new template and renamed it Evidence Map. - Changed formatting and numbering to match Training Package. - Added assessment conditions.	V3
Performance Benchmark Guideline	Internal feedback	Created Performance Benchmark Guideline.	V1
Knowledge Assessment – Student Assessment	Internal feedback	Moved to new template and updated instructions.	V2
Performance Assessment 1 – Student Assessment	Internal feedback	Moved to new template and updated instructions.	V3

SHBXIND001 - Comply with organisational requirements within a personal services environment			
Resource	Source of feedback	Change to unit	Updated Version
Online Learning Materials	RTO feedback	- In Lesson 4, 'Sources of information', under the heading 'State & Territory Boards & Commissions for Anti-Discrimination & Equal Employment Opportunity (EEO)': - Changed the equal opportunity link for Tasmania to: https://www.antidiscrimination.tas.gov.au/ - Changed the anti-discrimination link for NSW to: http://www.antidiscrimination.nsw.gov.au	V2

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

		- In Lesson 4, 'Sources of information', under the heading 'Trade unions': - Added the following information about the Hair Stylists Australia union: "Hair Stylists Australia is a trade union that represents members employed in the hair and beauty industries." - Added the website link: https://hairstylistsaustralia.com.au/	
--	--	---	--

SHBHCLS005 - Provide on scalp full head and retouch bleach treatments

Resource	Source of feedback	Change to Unit	Updated Version
Online Learning Materials	Internal feedback	- In Lesson 10, 'Full head bleach application': - Step 17 - Changed 'colour' to 'bleach' - In Lesson 11, 'Regrowth application': - Step 1 - Changed 'colour splash' to 'bleach' - Step 4 - Changed 'colour stain' to 'bleach' - Added Step 5: "Start at quadrant 3 and take a 0.5cm section of hair at the nape of the neck." - Step 10 - Changed 'colour' to 'bleach' - TIP - Changed 'colour' to 'bleach'.	V2

SHBXIND003 - Comply with organisational requirements within a personal services environment

Resource	Source of feedback	Change to unit	Updated Version
Online Learning Materials	RTO feedback	- In Lesson 4, 'Sources of information', under the heading 'State & Territory Boards & Commissions for Anti-Discrimination & Equal Employment Opportunity (EEO)': - Changed the equal opportunity link for Tasmania to: https://www.antidiscrimination.tas.gov.au/ - Changed the anti-discrimination link for NSW to: http://www.antidiscrimination.nsw.gov.au - In Lesson 4, 'Sources of information', under the heading 'Trade unions': - Added the following information about the Hair Stylists Australia union: - Hair Stylists Australia is a trade union that represents members employed in the hair and beauty industries. - Added the website link: https://hairstylistsaustralia.com.au/	V3

SHHBAS002 - Provide head, neck and shoulder massage for relaxation

Resource	Source of feedback	Change to unit	Updated Version
Online Learning Materials	Internal feedback	In Lesson 3, 'Health, hygiene and massage' - Updated text about cleaning linen to: "All linen used should be cleaned for every client in accordance with the Health and Hygiene Guidelines for your state or territory."	V4

SHBXWHS003 - Apply safe hygiene, health and work practices			
Resource	Source of feedback	Change to unit	Updated Version
Online Learning Materials	RTO feedback	- In Section 3, Lesson 14 'Electrical safety: Electricity in the salon', under the heading 'How does this affect the person?' - Updated the second paragraph to the following: "The more electric current that flows into the person the worse the effect. Severe shocks can cause muscle contractions, which lead to muscular spasms, paralysis, tissue burns, nerve damage, unconsciousness, severe injury or death. If electric shock leads to death, this is known as electrocution." - In Section 4, Lesson 22 'Contagious contraindications' - Included an image example of Candida and the following description: "Candida is a type of yeast that grows in moist skin areas of the body, such as the mouth and genital region. When this yeast overgrows, it can cause fungal infections in these areas." - In Section 2, Lesson 12 'Safe work practices: Bullying and harassment', Activity 3.3 - Updated the website link to a DropBox PDF for the 'Dealing with Workplace Bullying - A Worker's Guide' information booklet: https://www.dropbox.com/scl/fi/fmmv3civ4a95c48is2rza/workers-guide-workplace-bullying.pdf?rlkey=t6p8tngmodufaknd8zi785wrl&dl=0	V2

SHBHCUT003 Create graduated haircut structures			
Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment - Marking Guide	RTO feedback	- Moved to new template and updated instructions. - In Case study 2, Question 3 - Added example answer: "Use medium to firm tension".	V3
Performance Assessment 1 - Marking Guide	Internal feedback	Moved to new template and updated instructions.	V2
Observation Checklist 1	Internal feedback	Moved to new template and updated observations.	V2
Evidence Map	Internal feedback	- Moved Validation Tool to new template and renamed it Evidence Map. - Changed formatting and numbering to match Training Package. - Added assessment conditions.	V2

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Performance Benchmark Guideline	Internal feedback	Created Performance Benchmark Guideline.	V1
Knowledge Assessment- Student Assessment	Internal feedback	Moved to new template and updated instructions.	V2
Performance Assessment 1 – Student Assessment	Internal feedback	Moved to new template and updated instructions.	V2

SHBXWHS001 - Apply safe hygiene, health and work practices

Resource	Source of feedback	Change to unit	Updated Version
Online Learning Materials	Internal feedback	- In Lesson 9, 'Electrical safety', under the heading 'How does this affect the person?' - Updated the second paragraph to the following: "The more electric current that flows into the person the worse the effect. Severe shocks can cause muscle contractions, which lead to muscular spasms, paralysis, tissue burns, nerve damage, unconsciousness, severe injury or death. If electric shock leads to death, this is known as electrocution." - In Lesson 13, 'Infection control', under the heading 'Types of contraindications' - Included an image example of Candida and the following description: - Candida is a type of yeast that grows in moist skin areas of the body, such as the mouth and genital region. When this yeast overgrows, it can cause fungal infections in these areas. - In Lesson 17, 'Safe work practices', Activity 3.5 - Updated the website link to DropBox PDF for the 'Dealing with Workplace Bullying - A Worker's Guide' information booklet: https://www.dropbox.com/scl/fi/fmmv3civ4a95c48is2rza/workers-guide-workplace-bullying.pdf?rlkey=t6p8tngmodufaknd8zi785wrl&dl=0	V2

SHBHCUT005 - Cut hair using over-comb techniques

Resource	Source of feedback	Change to unit	Updated Version
Hardcopy Learning Materials	Internal feedback	On pg. 27, in Activity 4.1 - Changed the QR code link to: https://www.dropbox.com/scl/fi/shyjqtrylrlhrtb94f2of/Activity4.1_Clipppers_ManufacturerInstructions.pdf?rlkey=9q7i7cqs15sx23pc26q3lvkdz&dl=0	V2
Online Learning Materials	Internal feedback	In Activity 4.1 - Changed the QR code link to: https://www.dropbox.com/scl/fi/shyjqtrylrlhrtb94f2of/Activity4.1_Clipppers_ManufacturerInstructions.pdf?rlkey=9q7i7cqs15sx23pc26q3lvkdz&dl=0	V2

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Knowledge Assessment – Marking Guide	Internal feedback	Moved to new template and updated instructions.	V2
Performance Assessment 1 – Marking Guide	Internal feedback	Moved to new template and updated instructions.	V2
Observation Checklist 1	Internal feedback	Moved to new template and updated observations.	V2
Observation Checklist 2	Internal feedback	Moved to new template and updated observations.	V2
Evidence Map	Internal feedback	- Moved Validation Tool to new template and renamed it Evidence Map. - Changed formatting and numbering to match Training Package. - Added assessment conditions.	V2
Performance Benchmark Guideline	Internal feedback	Created Performance Benchmark Guideline.	V1
Knowledge Assessment – Student Assessment	Internal feedback	Created Performance Benchmark Guideline.	V2
Performance Assessment 1 – Student Assessment	Internal feedback	Moved to new template and updated instructions.	V2

SHBHTRI001 - Identify and treat hair and scalp conditions

Resource	Source of feedback	Change to unit	Updated Version
Online Learning Materials	Internal feedback	- Activity 7.1, Question 2: - Amended to read: "Using your work-place's product range, complete the following questions for the person you conducted the above activity with." - QR Code was removed.	V2

SHBHCUT002 - Create one length or solid haircut structures

Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment – Marking Guide	Internal feedback	Moved to new template and updated instructions.	V3

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Performance Assessment 1 - Marking Guide	Internal feedback	Moved to new template and updated instructions.	V2
Observation Checklist 1	Internal feedback	Moved to new template and updated observations.	V2
Evidence Map	Internal feedback	- Moved Validation Tool to new template and renamed it Evidence Map. - Changed formatting and numbering to match Training Package. - Added assessment conditions.	V2
Performance Benchmark Guideline	Internal feedback	Created Performance Benchmark Guideline.	V1
Knowledge Assessment - Student Assessment	Internal feedback	Moved to new template and updated instructions.	V3
Performance Assessment 1 - Student Assessment	Internal feedback	Moved to new template and updated instructions.	V2

SHBHCUT001 - Design haircut structures

Resource	Source of feedback	Change to Unit	Updated Version
Knowledge Assessment - Marking Guide	Internal feedback	Moved to new template and updated instructions.	V2
Performance Assessment 1 - Marking Guide	Internal feedback	Moved to new template and updated instructions.	V2
Evidence Map	Internal feedback	- Moved Validation Tool to new template and renamed it Evidence Map. - Changed formatting and numbering to match Training Package. - Added assessment conditions.	V2
Knowledge Assessment - Student Assessment	Internal feedback	Moved to new template and updated instructions.	V2
Performance Assessment 1 - Student Assessment	Internal feedback	Moved to new template and updated instructions.	V2

SHBXIND005 - Communicate as part of a salon team			
Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment - Marking Guide	RTO feedback	- Removed Question 2a and 2b. - Replaced with Question 2 - "Describe how each of the following non-verbal body language cues might influence how a message is received in a conversation:" - Added two column table with the following headings: - Left column - Body language cue - Right column - Effect on communication - In the table, added the following examples and benchmark answers: - Making eye contact - All answers will differ but an example is: Shows confidence, engagement, and interest. - Not making eye contact - Can signal lack of confidence. - Smiling - Creates warmth and friendliness. - Frowning - Signals unhappiness with a situation. - Nodding your head - Indicates agreement, understanding, and interest. - Open arms - Shows someone is comfortable and willing to talk. - Folded arms - Often perceived as defensive, closed-off, or resistant. - Added Question 1c - "What is one (1) communication technique that can be used to clarify information and minimise misunderstanding?" - Added benchmark answer - "Repeat the message back to the speaker in your own words."	V2
Knowledge Assessment - Student Assessment	RTO feedback	- Removed Question 2a and 2b. - Replaced with Question 2 - "Describe how each of the following non-verbal body language cues might influence how a message is received in a conversation:" - Added two column table with the following headings: - Left column - Body language cue - Right column - Effect on communication - In the table, added the following examples: - Making eye contact - Not making eye contact - Smiling - Frowning - Nodding your head - Open arms - Folded arms - Added Question 1c - "What is one (1) communication technique that can be used to clarify information and minimise misunderstanding?"	V2

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

SHBHCU004 - Create layered haircut structures			
Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment - Marking Guide	Internal feedback	Moved to new template and updated instructions.	V2
Performance Assessment 1 - Marking Guide	Internal feedback	Moved to new template and updated instructions.	V2
Observation Checklist 1	Internal feedback	Moved to new template and updated observation.	V2
Evidence Map	Internal feedback	- Moved Validation Tool to new template and renamed it Evidence Map. - Changed formatting and numbering to match Training Package. - Added assessment conditions.	V2
Performance Benchmark Guideline	Internal feedback	Created Performance Benchmark Guideline.	V1
Knowledge Assessment - Student Assessment	Internal feedback	Moved to new template and updated instructions.	V2
Performance Assessment 1 - Student Assessment	Internal feedback	Moved to new template and updated instructions.	V2

SHBHCLS002 - Colour and lighten hair			
Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment - Marking Guide	Internal feedback	Moved to new template and updated instructions.	V3
Performance Assessment 1 - Marking Guide	Internal feedback	Moved to new template and updated instructions.	V2

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Observation Checklist 1	Internal feedback	Moved to new template and updated observation.	V3
Evidence Map	Internal feedback	- Moved Validation Tool to new template and renamed it Evidence Map. - Changed formatting and numbering to match Training Package. - Added assessment conditions.	V2
Performance Benchmark Guideline	Internal feedback	Created Performance Benchmark Guideline.	V1
Knowledge Assessment – Student Assessment	Internal feedback	Moved to new template and updated instructions.	V2
Performance Assessment 1 – Student Assessment	Internal feedback	Moved to new template and updated instructions.	V2

SHBHCLS003 - Provide full and partial head highlighting treatments

Resource	Source of feedback	Change to unit	Updated Version
Knowledge Assessment – Marking Guide	Internal feedback	Moved to new template and updated instructions.	V3
Performance Assessment 1 – Marking Guide	Internal feedback	Moved to new template and updated instructions.	V2
Observation Checklist 1	Internal feedback	Moved to new template and updated observation.	V2
Evidence Map	Internal feedback	- Moved Validation Tool to new template and renamed it Evidence Map. - Changed formatting and numbering to match Training Package. - Added assessment conditions.	V2

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Performance Benchmark Guideline	Internal feedback	Created Performance Benchmark Guideline.	V1
Knowledge Assessment – Student Assessment	Internal feedback	Moved to new template and updated instructions.	V2
Performance Assessment 1 – Student Assessment	Internal feedback	Moved to new template and updated instructions.	V2

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 4 Indicates Beauty Therapy UoCS with holistic assessment and the suggested delivery sequence.

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

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

4.0 HOLISTIC ASSESSMENT

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

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

Table 5 Indicates Hairdressing UoCS with holistic assessment and the suggested delivery sequence.

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

4.0 HOLISTIC ASSESSMENT

SHBhref002 – Straighten and relax hair with chemical treatments	High level of holistic assessment with Assessment 1 of SHBHCLS002 – Colour and lighten hair.	Unit should be delivered after Knowledge Assessment of SHBHCLS002 – Colour and lighten hair.
SHBHDES004 - Create classic long hair up-styles	High level of holistic assessment with Assessment 1 of SHBHDES003 - Create finished hair designs.	Unit should be delivered after Knowledge Assessment of SHBHDES003 - Create finished hair designs.
SHBHCUT007 - Create combined traditional and classic men's haircut structures	High level of holistic assessment with Assessment 1 of SHBHCUT002 - Create one length or solid haircut structures.	- Unit should be delivered after student has achieved competency of prerequisite units: - SHBHCUT001 - Design haircut structures - SHBHCUT002 - Create one length or solid haircut structures - SHBHCUT003 - Create graduated haircut structures - SHBHCUT004 - Create layered haircut structures - SHBHCUT005 - Cut hair using over-comb techniques

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

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

5.0 ASSESSMENT OUTLINES

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

Table 6 SHB20121 - Certificate II in Retail Cosmetics
All practical assessments have an associated observation.

SHB20121 - CERTIFICATE II IN RETAIL COSMETICS				
Core Units				
Unit	Knowledge Assessment	Performance Assessment 1	Performance Assessment 2	Performance Assessment 3
SHBBCCS004 - Demonstrate retail skin care products	Knowledge questions	Practical - Conduct product demonstrations on five different clients and for one client present information and answer questions	N/A	N/A
SHBBCCS005 - Advise on beauty products and services	Knowledge questions	Practical - Product research and presentation	Practical - Advise and sell x5 beauty products and services	N/A
SHBBMUP009 - Design and apply make-up	Knowledge questions	Practical - Perform make-up service x4	N/A	N/A
SHBXCCS007 - Conduct salon financial transactions	Knowledge questions	Practical - Perform x2 each of the following: - Cash sales - Credit card sales - EFTPOS sales - Refund/ Exchanges - POST management duties	N/A	N/A
SHBXIND003 - Comply with organisational requirements within a personal services environment	Knowledge questions	Practical - Interpret organisational policies and share with colleagues	Practical - Comply with organisational requirements for 4x three (3) hour work periods	N/A
SHBXIND005 - Communicate as part of a salon team	Knowledge questions	Practical - Workplace observation or role plays	Practical - Participate in a team meeting	N/A

SHB20121 - CERTIFICATE II IN RETAIL COSMETICS CONTINUED

Core Units

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

Elective Units

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

SHB20121 - CERTIFICATE II IN RETAIL COSMETICS CONTINUED

Elective Units

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

Table 7 SHB30121 - Certificate III in Beauty Services
All practical assessments have an associated observation.

SHB30121 - CERTIFICATE III IN BEAUTY SERVICES

Core Units

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

SHB30121 - CERTIFICATE III IN BEAUTY SERVICES CONTINUED

Core Units

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

SHB30121 - CERTIFICATE III IN BEAUTY SERVICES CONTINUED

Core Units

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

Elective Units

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

SHB30121 – CERTIFICATE III IN BEAUTY SERVICES CONTINUED

Elective Units

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

Table 8 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

SHB30221 - CERTIFICATE III IN MAKE-UP CONTINUED

Core Units

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

Elective Units

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

SHB30221 - CERTIFICATE III IN MAKE-UP CONTINUED

Elective Units

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

Table 9 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: - French, natural and colour finishes - Overlays - Sculptured nails using sculpting forms - Provide at least three (3) removals Provide acrylic maintenance services at least once that includes French backfills	N/A	N/A	N/A
SHBBNLS010 – Apply nail art	Knowledge questions	Practical – Perform x6 nail art services	N/A	N/A	N/A
SHBBNLS011 – Use electric file equipment for nail services	Knowledge questions	Practical – Perform nail services using electric file equipment x6	N/A	N/A	N/A
SHBBRES003 – Research and apply beauty industry information	Knowledge questions	Practical – Research activities and share with colleagues	Practical – Research product range and recommend to client	N/A	N/A
SHBXCCS007 – Conduct salon financial transactions	Knowledge questions	Practical – Perform x2 each of the following: - Cash sales - Credit card sales - EFTPOS sales - Refund/ Exchanges - POST management duties	N/A	N/A	N/A
SHBXCCS008 – Provide salon services	Knowledge questions	Observation – Complete customer service tasks over 6x three (3) hour work periods	N/A	N/A	N/A

SHB30321 - CERTIFICATE III IN NAIL TECHNOLOGY CONTINUED

Core Units

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

Elective Units

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

Table 10 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

SHB50121 - DIPLOMA OF BEAUTY THERAPY CONTINUED

Core Units

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

SHB50121 - DIPLOMA OF BEAUTY THERAPY CONTINUED

Core Units

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

SHB50121 - DIPLOMA OF BEAUTY THERAPY CONTINUED

Elective Units

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

SHB50121 - DIPLOMA OF BEAUTY THERAPY CONTINUED

Elective Units

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

Table 11 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
SHBHBA001 - Provide shampoo and basin services	Knowledge questions	Practical - Perform basin services across four (4) three (3) hour work periods	N/A	N/A
SHBHDES001 - Dry hair to shape	Knowledge questions	Practical - Perform blow dry services for six (6) clients	N/A	N/A
SHBHIND001 - Maintain and organise tools, equipment and work areas	Knowledge questions	Practical - Use infection control procedures to clean and disinfect four (4) pieces of equipment	Practical - Clean and maintain two (2) work areas	N/A
SHBXCCS001 - Conduct salon financial transactions	Knowledge questions	Practical - Perform x2 cash sales - Perform x2 credit card sales - Perform x2 EFTPOS sales - Perform x2 Refund/ Exchanges	N/A	N/A
SHBXCCS003 - Greet and prepare clients for salon services	Knowledge questions	Practical - Student is to be observed greeting and preparing clients across four (4) two (2) hour work periods	N/A	N/A

SHB20216 - CERTIFICATE II IN SALON ASSISTANT CONTINUED

Core Units

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

Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SHBHBAS002 - Provide head, neck and shoulder massages for relaxation	Knowledge questions	Practical - Provide head, neck and shoulder massages to four (4) clients	N/A	N/A
SHBHCLS001 - Apply hair colour products	Knowledge questions	Practical - Student is to apply to two (2) different clients: - Semi-permanent colour - Demi-permanent colour - Permanent colour	N/A	N/A
SHBHDES002 - Braid hair	Knowledge questions	Practical - Perform: - Two strand braid for two (2) clients - Three strand braid for two (2) clients - Multi strand braid for one (1) client	N/A	N/A
SHBHIND002 - Research and use hairdressing industry information	Knowledge questions	Practical - Research activities and group presentation	N/A	N/A
SHBXCCS004 - Recommend products and services	Knowledge questions	Practical - Student is to be observed recommending four (4) products and services from the workplace.	N/A	N/A
SIRRMER001 - Produce visual merchandise displays	Knowledge questions	Practical - Create and maintain three (3) displays.	N/A	N/A
SIRRINV001 - Receive and handle retail stock	Knowledge questions	Practical - - Maintain stock handling and storage area - Accept stock delivery and validate stock	N/A	N/A
SIRXSL001 - 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 12 SHB30416 - Certificate III in Hairdressing

All practical assessments have an associated observation.

SHB30416 - CERTIFICATE III IN HAIRDRESSING				
Core Units				
Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
BSBSUS201 – Participate in environmentally sustainable work practices	Knowledge questions	Practical – Waste assessment	N/A	N/A
SHBHBAS001 – Provide shampoo and basin services	Knowledge questions	Practical – Perform basin services across four (4) three (3) hour work periods	N/A	N/A
SHBHCLS002 – Colour and lighten hair	Knowledge questions	Practical – Perform hair colour and lightening treatments on nine (9) clients	N/A	N/A
SHBHCLS003 – Provide full and partial head highlighting treatments	Knowledge questions	Practical – Perform whole or partial head highlight treatments on eight (8) clients	N/A	N/A
SHBHCLS004 – Neutralise unwanted colours and tones	Knowledge questions	Practical – Perform colour correction treatments on six (6) clients	N/A	N/A
SHBHCLS005 – Provide on scalp full head and retouch bleach treatments	Knowledge questions	Practical – Perform on scalp bleach and retouch treatments on six (6) clients	N/A	N/A
SHBHCUT001 – Design haircut structures	Knowledge questions	Analyse and design haircut plans for: • 2x solid form • 2x layers (1x increased, 1x uniform) • 1x graduated	N/A	N/A
SHBHCUT002 – Create one length or solid haircut structures	Knowledge questions	Practical – Perform one length or solid haircuts on three (3) clients	N/A	N/A
SHBHCUT003 – Create graduated haircut structures	Knowledge questions	Practical – Perform graduated haircuts on three (3) clients	N/A	N/A
SHBHCUT004 – Create layered haircut structures	Knowledge questions	Practical – Perform layered haircuts on three (3) clients	N/A	N/A
SHBHCUT005 – Cut hair using over-comb techniques	Knowledge questions	Practical – Perform over-comb haircuts on six (6) clients: • 3x scissor overcomb • 3x clipper overcomb	N/A	N/A
SHBHDES003 – Create finished hair designs	Knowledge questions	Practical – Style and create finished hair designs on six (6) clients	N/A	N/A
SHBHIND001 – Maintain and organise tools, equipment and work areas	Knowledge questions	Practical – Use infection control procedures to clean and disinfect four (4) pieces of equipment	Practical – Clean and maintain two (2) work areas	N/A

SHB30416 - CERTIFICATE III IN HAIRDRESSING CONTINUED

Core Units

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

Elective Units

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

SHB30416 - CERTIFICATE III IN HAIRDRESSING CONTINUED

Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SHBHDES004 - Create classic long hair up-styles	Knowledge questions	Practical - Design six (6) Hair Service Plans and complete six (6) long hair up-styles	N/A	N/A
SHHBAS002 - Provide head, neck and shoulder massages for relaxation	Knowledge questions	Practical - Provide head, neck and shoulder massages to four (4) different clients	N/A	N/A
SHBHDES002 - Braid hair	Knowledge questions	Practical - Perform: - Two strand braid for two (2) clients - Three strand braid for two (2) clients - Multi strand braid for one (1) client	N/A	N/A
SHBHIND002 - Research and use hairdressing industry information	Knowledge questions	Practical - Research activities and group presentation	N/A	N/A
SHBXCCS004 - Recommend products and services	Knowledge questions	Practical - Recommend four (4) products and services from the workplace.	N/A	N/A
SIRRINV001 - Receive and handle retail stock	Knowledge questions	Practical - - Maintain stock handling and storage area - Accept stock delivery and validate stock	N/A	N/A
SIRRMER001 - Produce visual merchandise displays	Knowledge questions	Practical - Create and maintain three (3) displays.	N/A	N/A

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

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

Table 14 A summary of the Industry Consultants providing assistance during the creation of UoCS and the date of the Industry Consultant's content.

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

Table 15 A summary of the Industry Partners consulted during the creation of UoCs and the date of the Industry Partner's content.

HAIRDRESSING INDUSTRY COLLABORATIONS		
Industry Engagement	Unit of Competency	Date
BHave	SHHBAS001 - Provide shampoo and basin services	2018 - Current
De Lorenzo	SHBhref002 - Straighten and relax hair with chemical treatments	2021 - Current
Australian and New Zealand Burns Association	Reviewed and provided information on preventing chemical burns on the scalp: - SHBHCLS005 - Provide on scalp full head and retouch bleach treatments - SHBHCLS002 - Colour and lighten hair - SHBHCLS003 - Provide full and partial head highlighting treatments	2025

Table 16 A summary of the Industry Consultants providing assistance during the creation of UoCS and the date of the Industry Consultant's content.

HAIRDRESSING INDUSTRY CONSULTANTS		
Expert Industry Consultant	Unit of Competency	Date
Debbie Atkins Australian Academy of Cinemagraphic Makeup	- SHBHcut002 - Create one length or solid form haircut structures - SHBHcut003 - Create graduated haircut structures - SHBHcut004 - Create layered haircut structures	2020
Courtney Bodger	SHBHcut006 - Create combined haircut structures	2021
Jan-Maree Constantine TAFE Gippsland	- SHBHCLS004 - Neutralise unwanted colours and tones - SHBHCLS005 - Provide on scalp full head and retouch bleach treatments - SHBHcut003 - Create graduated haircut structures	2020
Paula Easey REACH For Training	- SHBHCLS002 - Colour and lighten hair - SHBHCLS004 - Neutralise unwanted colours and tones - SHBHcut004 - Create layered haircut structures - SHBHcut005 - Cut hair using overcomb techniques - SHBHcut006 - Create combined haircut structures - SHBhref002 - Straighten and relax hair with chemical treatments	2020
Mel Livermore Riverina Community College	SHBHCLS004 - Neutralise unwanted colours and tones	2020

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

7.0 CURRENT VERSIONS OF ALL RESOURCES

This section provides current versions of resources for 2025. All RTOs should ensure they are using current resources.

Table 17 The feedback for Policies and Procedures that has resulted in updates and changes has been listed in the following table with the source of feedback.

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

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

BEAUTY THERAPY UNITS

BSBSUS211 - Participate in sustainable work practices

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

SHBBBOS007 - Apply cosmetic tanning products

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

SHBBBOS009 – Provide aromatherapy massages

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

SHBBBOS008 – Provide body massages

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

SHBBBOS010 – Use reflexology relaxation techniques in beauty treatments

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

SHBBCCS004 – Demonstrate retail skin care products

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

SHBBCCS005 – Advise on beauty products and services

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

SHBBCCS006 – Prepare personalised aromatic plant oil blends for beauty treatments

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

SHBBFAS004 – Provide lash and brow services

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

SHBBFAS005 – Provide facial treatments and skin care recommendations

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

SHBBFAS006 – Provide specialised facial treatments

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

SHBBHRS010 – Provide waxing services

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

SHBBHRS011 – Provide female intimate waxing services

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

SHBBINF002 – Maintain infection control standards

MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	OB3	EM
V1	V1	V1	V1	V1	V1	V1	V1	V2	V2
PBG	LM	OLM	PP						
V2	V3	V2	V1						

SHBBMUP008 – Apply eyelash extensions

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

SHBBMUP009 – Design and apply make-up

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

SHBBMUP010 - Design and apply make-up for photography

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

SHBBMUP011 - Design and apply remedial camouflage make-up

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

SHBBMUP012 - Apply airbrushed make-up

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

SHBBMUP013 - Design and apply creative make-up

MGKA	MGPA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V2	V1	V1	V1	V1	V1	V1	V1	V2	V2

SHBBNLS007 - Provide manicure and pedicure services

MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	EM	PBG
V3	V1	V1	V3	V1	V1	V2	V2	V2	V2
LM	OLM	PP							
V1	V2	V1							

SHBBNLS008 - Apply gel and dip powder nail enhancements

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

SHBBNLS009 - Apply acrylic nail enhancements

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

SHBBNLS010 - Apply nail art

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

SHBBNLS011 - Use electric file equipment for nail services

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

SHBBRES003 - Research and apply beauty industry information

MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	EM	PBG
V2	V2	V1	V2	V2	V1	V2	V1	V2	V1
LM	OLM	PP							
V3	V4	V1							

SHBBSKS006 - Pierce ear lobes

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

SHBBSKS009 - Provide micro-dermabrasion treatments

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

SHBBSPA005 - Work in a spa therapies framework

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

SHBBSPA006 - Provide spa therapies

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

SHBBSPA007 - Provide stone therapy massages

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

SHBBSPA008 - Provide Indian head massages for relaxation

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

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

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

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

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

SHBXCCS005 - Maintain health and wellbeing in a personal services setting

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

SHBXCCS006 - Promote healthy nutritional options in a beauty therapy context

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

SHBXCCS007 - Conduct salon financial transactions

MG KA	MG PA1	KA	PA1	OB1	OB2	OB3	EM	PBG	LM
V2	V1	V2	V1	V1	V1	V1	V1	V1	V3
OLM	PP								
V2	V1								

SHBXCCS008 - Provide salon services to clients

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

SHBXCCS009 - Greet and prepare clients for salon services

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

SHBXIND003 - Comply with organisational requirements within a personal services environment

MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	EM	PBG
V3	V1	V2	V3	V1	V2	V1	V2	V2	V2
LM	OLM	PP							
V5	V3	V1							

SHBXIND005 - Communicate as part of a salon team

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

SHBXWHS003 - Apply safe hygiene, health and work practices

MG KA	MG PA1	MG PA2	MG PA3	MG PA4	KA	PA1	PA2	PA3	PA4
V2	V1	V1	V1	V1	V2	V1	V1	V1	V1
OB1	OB2	OB3	OB4	EM	PBG	LM	OLM	PP	
V1	V2	V1	V1	V2	V2	V2	V2	V1	

SIRRINV001 – Receive and handle retail stock

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

SIRRMER001 – Produce visual merchandise displays

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

SIRXIND003 – Organise personal work requirements

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

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

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

SIRXOSM003 – Use social media and online tools

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

SIRXSLS001 – Sell to the retail customer

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

HLTINF005 - Maintain infection prevention for skin penetration treatments

MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	OB3	EM
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1
PBG	LM	OLM	PP						
V1	V3	V3	V1						

HAIRDRESSING UNITS

BSBSUS201 - Participate in environmentally sustainable work practices

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

BSBSUS211 - Participate in sustainable work practices

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

BSBWHS201 - Contribute to health and safety of self and others

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

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

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

SHBHBAS001 - Provide shampoo and basin services

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

SHBHBAS002 - Provide head, neck and shoulder massages for relaxation

MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V1	V1	V1	V1	V2	V2	V3	V4	V1	

SHBHCLS001 - Apply hair colour products

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

SHBHCLS002 - Colour and lighten hair

MGKA	MGPA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V3	V3	V3	V2	V3	V2	V1	V1	V1	V1

SHBHCLS003 -Provide full and partial head highlighting treatments

MGKA	MGPA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V3	V2	V2	V2	V2	V2	V1	V1	V1	V1

SHBHCLS004 - Neutralise unwanted colours and tones

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

SHBHCLS005 - Provide on scalp full head and retouch bleach treatments

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

SHBHCUT001 - Design haircut structures

MGKA	MGPA1	KA	PA1	EM	LM	OLM	PP		
V2	V2	V2	V2	V2	V2	V2	V2		

SHBHCUT002 - Create one length or solid haircut structures

MGKA	MGPA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V3	V2	V3	V2	V2	V2	V1	V2	V1	V1

SHBHCUT003 - Create graduated haircut structures

MGKA	MGPA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V3	V2	V2	V2	V2	V2	V1	V2	V2	V2

SHBHCUT004 - Create layered haircut structures

MGKA	MGPA1	KA	PA1	OB1	EM	PBG	LM	OLM	PP
V2	V2	V2	V2	V2	V2	V1	V2	V1	V1

SHBHCUT005 - Cut hair using over-comb techniques

MGKA	MGPA1	KA	PA1	OB1	OB2	EM	PBG	LM	OLM
V2	V2	V2	V2	V2	V2	V2	V1	V2	V2
PP									
V1									

SHBHCUT006 - Create combined haircut structures

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

SHBHCUT007 - Create combined traditional and classic men's haircut structures

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

SHBHDES001 - Dry hair to shape

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

SHBHDES002 - Braid hair

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

SHBHDES003 - Create finished hair designs

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

SHBHDES004 - Create classic long hair up-styles

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

SHBHIND001 - Maintain and organise tools, equipment and work areas

MG1	MG2	MG3	SA1	SA2	SA3	OB1	OB2	VT	LM
V1	V1	V1	V1	V1	V1	V1	V1	V1	V1
OLM	PP								
V1	V2								

SHBHIND002 - Research and use hairdressing industry information

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

SHBHIND003 - Develop and expand a client base

MG1	MG2	MG3	SA1	SA2	SA3	OB1	OB2	VT	LM
V1	V1	V1	V1	V1	V1	V1	V1	V1	V2
OLM	PP								
V2	V1								

SHBHREF002 - Straighten and relax hair with chemical treatments

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

SHBHTRI001 - Identify and treat hair and scalp conditions

MG1	MG2	MG3	SA1	SA2	SA3	OB1	OB2	VT	LM
V1	V1	V1	V1	V1	V1	V1	V1	V1	V2
OLM	PP								
V2	V1								

SHBXCCS001 - Conduct salon financial transactions

MG1	MG2	SA1	SA2	OB1	OB2	OB3	VT	LM	OLM
V2	V2	V2	V2	V2	V1	V1	V2	V1	V1
PP									
V1									

SHBXCCS002 - Provide salon services to clients

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

SHBXCCS003 - Greet and prepare clients for salon services

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

SHBXCCS004 - Recommend products and services

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

SHBXCCS007 - Conduct salon financial transactions

MG KA	MG PA1	KA	PA1	OB1	OB2	OB3	EM	PBG	LM
V2	V1	V2	V1	V1	V1	V1	V1	V1	V2
OLM	PP								
V2	V1								

SHBXCCS008 - Provide salon services to clients

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

SHBXCCS009 - Greet and prepare clients for salon services

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

SHBXIND001 - Comply with organisational requirements within a personal services environment

MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V4	V2	V3	V2	V2	V3	V1	V2	V2	

SHBXIND002 - Communicate as part of a salon team

MG1	MG2	MG3	SA1	SA2	SA3	OB1	OB2	VT	LM
V2	V1	V1	V2	V1	V1	V1	V1	V1	V1
OLM	PP								
V1	V1								

SHBXIND003 - Comply with organisational requirements in a personal services environment

MG KA	MG PA1	MG PA2	KA	PA1	PA2	OB1	OB2	EM	PBG
V3	V1	V2	V3	V1	V2	V1	V2	V2	V2
LM	OLM	PP							
V1	V3	V1							

SHBXIND005 - Communicate as part of a salon team

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

SHBXWHS001 – Apply safe hygiene, health and work practices

MG1	MG2	MG3	MG4	MG5	SA1	SA2	SA3	SA4	SA5
V3	V2	V2	V1	V2	V3	V2	V2	V1	V2
OB1	OB2	OB3	OB4	VT	LM	OLM	PP		
V2	V2	V2	V2	V3	V1	V2	V2		

SHBXWHS003 – Apply safe hygiene, health and work practices

MG KA	MG PA1	MG PA2	MG PA3	MG PA4	KA	PA1	PA2	PA3	PA4
V2	V1	V1	V1	V1	V2	V1	V1	V1	V1
OB1	OB2	OB3	OB4	EM	PBG	LM	OLM	PP	
V1	V2	V1	V1	V2	V2	V1	V2	V1	

SIRRINV001 – Receive and handle retail stock

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

SIRRMER001 – Produce visual merchandise displays

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

SIRXSLS001 – Sell to the retail customer

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