skindeep learning

CONTINUOUS IMPROVEMENT REPORT *2021*

SKIN DEEP LEARNING

This Report may be used in conjunction with the Customer's validation plans and overall compliance requirements outlined in the Standards for Registered Training Organisations (RTO's) 2015 and other related Acts.

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

Hayley

Hayley Griffiths **CEO**

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Notes to Customer

This Continuous Improvement Report is the property of Skin Deep Learning Pty Ltd (SDL). The Report has been prepared as part of the SDL services to the Customer and reflects proper purchases of the SDL Resources by the Customer in 2021. 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 2021 are colour hardcopies, or the RTO will have a current User License for online use.

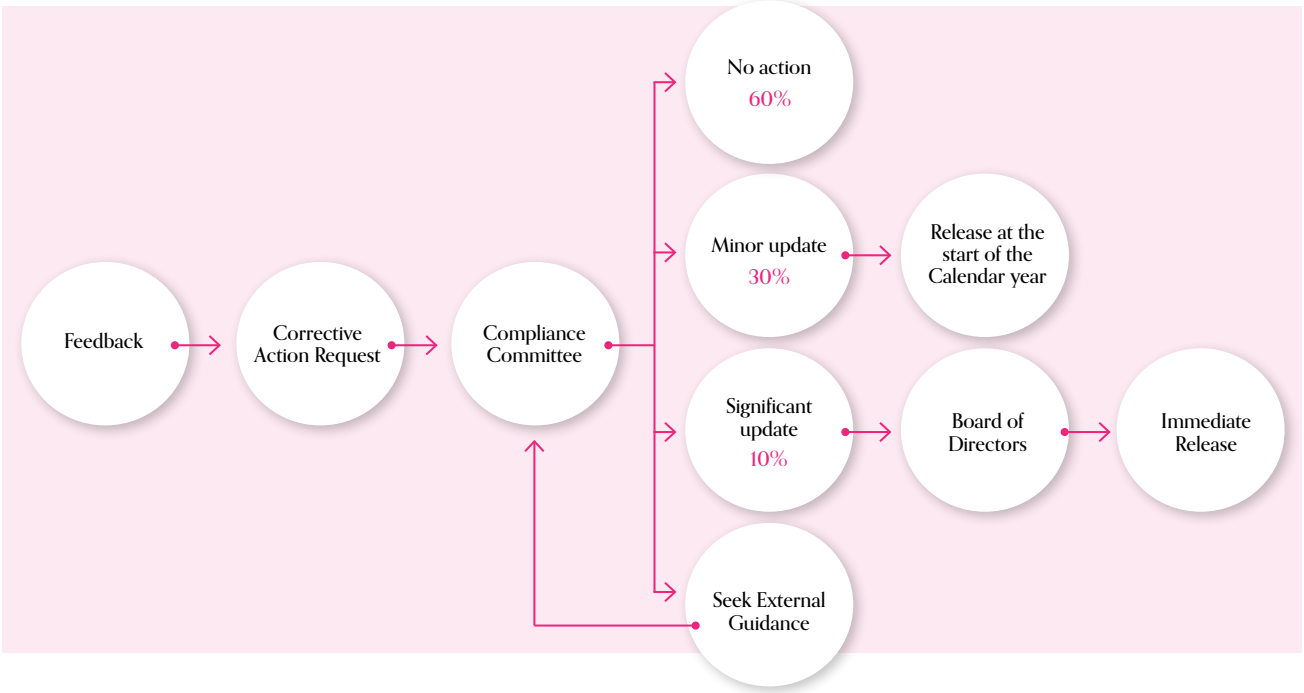
Properly purchased Learning Materials in 2021 are colour, bound, magazine-style resources. Each student should have their own copy to use and retain. Or SDL's Learning Management System (LMS) can be accessed through a User License for online use.

1.0 CONTINUOUS IMPROVEMENT PHILOSOPHY AND PURPOSE

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

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

Diagram 1 *A simplified diagram of SDL Continuous Improvement and Quality Assurance process for 2021. Approximate percentages are shown for the actions arising from the Continuous Improvement process.*



SDL Continuous Improvement encompasses the subsections 185(1) and subsection 186(1) of the National Vocational Education and Training Regulator Act 2011. Most especially, the Standards for Registered Training Organisations (RTO's) 2015;

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

Also

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

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2.0 THE STUDENT JOURNEY FEEDBACK

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

Overall Student Satisfaction

9.6/10

SDL's current student satisfaction score

Students Wanting Hardcopy Magazines to Keep

100%

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

Students Who Prefer SDL to Other Resources

9.9/10

Satisfaction with SDL compared to other resources

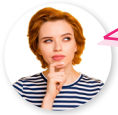
Sample of student feedback received

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

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

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

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



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

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

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3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

This section lists SHB Units of Competency (UOC) that have undergone Continuous Improvement in 2021.

Skin Deep Learning receives feedback from multiple sources including:

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

ASSESSMENTS AND LEARNING MATERIALS

Table 1 *The feedback for 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

BSBSUS201 - Participate in environmentally sustainable work practices

Document	Feedback	Change	New Version
Marking Guide 2	Trainer Feedback	• Removed task in Question 2 for students to develop their own spreadsheet. • Included template table from Learning Materials for the students to complete.	V3
Validation Tool	Internal Research	• Updated to reflect numbers of Marking Guide and Student Assessment.	V3
Student Assessment 2	Trainer Feedback	• Updated to reflect Marking Guide 2 as per the above changes.	V3

SHBBBOS002 - Provide body massages

Document	Feedback	Change	New Version
Learning Materials	Internal Research	• Updated cover image. • Fixed error in ulna and radius labels on page 11.	V3

SHBBHRS001 - Provide waxing services			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 2	Auditor Feedback	• Changed instructions to clarify assessment process and the requirement of the RTO to create Performance Benchmarks.	V4
Observation Form 1	Auditor Feedback	• Added Performance Benchmarks	V4
Observation Form 2	Auditor Feedback	• Added Performance Benchmarks	V4
Validation Tool	Auditor Feedback	• Updated numbers and added column to outline where Performance Benchmarks can be located in the system.	V3
Student Assessment 2	Auditor Feedback	• Updated to reflect Marking Guide 2 as per above change.	V4

SHBBSKS001 - Pierce ear lobes			
Document	**Feedback**	**Change**	**New Version**
Learning Materials	Internal Research	• Updated cover image.	V2

SHBBBNLS001 - Provide manicure and pedicare services			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 2	Auditor Feedback	• Changed instructions to clarify assessment process and the requirement of the RTO to create Performance Benchmarks.	V4
Marking Guide 3	Auditor Feedback	• Changed instructions to clarify assessment process and the requirement of the RTO to create Performance Benchmarks.	V5
Observation Form 1	Auditor Feedback	• Added Performance Benchmarks	V3
Observation Form 2	Auditor Feedback	• Added Performance Benchmarks	V3
Validation Tool	Auditor Feedback	• Updated numbers and added column to outline where Performance Benchmarks can be located in the system.	V4
Student Assessment 2	Auditor Feedback	• Updated to reflect Marking Guide 2 as per above change.	V4
Student Assessment 3	Auditor Feedback	• Updated to reflect Marking Guide 3 as per above change.	V5

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BSBSUS211 - Participate in sustainable work practices			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	Unit supersedes BSBSUS201	• New unit created.	V1
Marking Guide 2	Unit supersedes BSBSUS201	• New unit created.	V1
Marking Guide 3	Unit supersedes BSBSUS201	• New unit created.	V1
Observation Form 1	Unit supersedes BSBSUS201	• New unit created.	V1
Observation Form 2	Unit supersedes BSBSUS201	• New unit created.	V1
Validation Tool	Unit supersedes BSBSUS201	• New unit created.	V1
Validation Tool	Internal Research	• Updated to reflect numbers of Learning Guide Activities.	V2
Student Assessment 1	Unit supersedes BSBSUS201	• New unit created.	V1
Student Assessment 2	Unit supersedes BSBSUS201	• New unit created.	V1
Student Assessment 3	Unit supersedes BSBSUS201	• New unit created.	V1
Learning Materials	Unit supersedes BSBSUS201	• New unit created.	V1

SHBBINF001 - Maintain infection control standards			
Document	**Feedback**	**Change**	**New Version**
Observation Form 1	Audit Feedback	• Added Performance Benchmarks	V3
Observation Form 2	Audit Feedback	• Added Performance Benchmarks	V3
Observation Form 3	Audit Feedback	• Added Performance Benchmarks	V3
Validation Tool	Audit Feedback	• Updated to reflect numbers of Observation Form.	V2

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SHBXIND001 - Comply with organisational requirements within a personal services environment			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	Internal Research	• Assessment 1 updated to include research activities	V5
Marking Guide 2	Internal Research	• Assessment 2 updated to include instructions on creating and observing four three hour work tasks	V4
Observation Form 1	Internal Research	• Created to observe the work tasks in Assessment 2 with the addition of Performance Benchmarks	V1
Validation Tool	Internal Research	• Updated to reflect numbers of Marking Guides, Observation Form, and Student Assessment.	V4
Student Assessment 1	Internal Research	• Updated to reflect Marking Guide 1 as per the above changes.	V5
Student Assessment 2	Internal Research	• Updated to reflect Marking Guide 2 as per the above changes.	V4

SHBBMUP004 - Design and apply remedial camouflage make-up			
Document	**Feedback**	**Change**	**New Version**
Learning Materials	Internal Research	• Updated cover image	V4

SHBBBOS004 - Provide aromatherapy massages			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	Trainer Feedback	• Updated Question 3 benchmark answer from rosemary oil to rose or lemon	V2
Learning Materials	Trainer Feedback.	• Removed section on Page 12 (under Circulatory System) about rosemary oil being beneficial for clients suffering from high blood pressure.	V2

SHBBMUP002 - Design and apply make-up			
Document	**Feedback**	**Change**	**New Version**
Learning Materials	Internal Research	• Updated Safety and Health and Hygiene section. • Graphically updated the Skin Guide section. • Updated Product section to include cleansers, primers, and moisturisers. • Included a section on winged eyes. • Included a section on how to clean brushes.	V7

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

HAIRDRESSING ASSESSMENTS AND LEARNING MATERIALS

SHBHCUT001 - Design haircut structures

Document	Feedback	Change	New Version
Marking Guide 1	N/A	• New unit created.	V1
Marking Guide 2	N/A	• New unit created.	V1
Observation Form 1	N/A	• New unit created.	V1
Validation Tool	N/A	• New unit created.	V1
Student Assessment 1	N/A	• New unit created.	V1
Student Assessment 2	N/A	• New unit created.	V1
Learning Materials	N/A	• New unit created.	V1
Learning Materials	Internal Research	• Numerous graphical changes • Question 3 from Activity 6.1 has been removed	V2

SHBHCUT002 - Create one length or solid form haircut structures

Document	Feedback	Change	New Version
Marking Guide 1	N/A	• New unit created.	V1
Marking Guide 2	N/A	• New unit created.	V1
Observation Form 1	N/A	• New unit created.	V1
Validation Tool	N/A	• New unit created.	V1
Student Assessment 1	N/A	• New unit created.	V1
Student Assessment 2	N/A	• New unit created.	V1
Learning Materials	N/A	• New unit created.	V1
Learning Materials	Internal Research	• Numerous graphical changes	V2

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BSBSUS201 - Participate in environmentally sustainable work practices			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 2	Trainer Feedback	• Removed the task in Question 2 for students to develop their own spreadsheet. • Included template table from Learning Materials for the students to complete.	V2
Validation Tool	Trainer Feedback	• Updated to reflect numbers of Marking Guide and Student Assessment.	V2
Student Assessment 2	Trainer Feedback	• Updated to reflect Marking Guide 2 as per the above changes.	V2

SHBHIND002 - Research and use hairdressing industry information			
Document	**Feedback**	**Change**	**New Version**
Learning Materials	Internal Research	• Changed title on Q & A page from Research Beauty Industry information to Research Hairdressing Industry Information.	V2

SHBHCLS002 - Colour and lighten hair			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	Trainer Feedback	• Removed Question 9(a) about macrophages	V2
Marking Guide 2	Internal Research	• Added holistic assessment instructions for SHBHCLS004 - Neutralise unwanted colours and tones.	V2
Observation Form 1	Internal Research	• Added holistic assessment instructions for SHBHCLS004 - Neutralise unwanted colours and tones.	V2
Student Assessment 1	Trainer Feedback	• Updated to reflect Marking Guide 1 as per the above changes.	V2

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SHBHCUT004 - Create layered haircut structures			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	N/A	• New unit created.	V1
Marking Guide 2	N/A	• New unit created.	V1
Observation Form 1	N/A	• New unit created.	V1
Validation Tool	N/A	• New unit created.	V1
Student Assessment 1	N/A	• New unit created.	V1
Student Assessment 2	N/A	• New unit created.	V1
Learning Materials	N/A	• New unit created.	V1
Learning Materials	Internal Research	• Numerous graphical changes	V2

SHBHCUT003 - Create graduated haircut structures			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	N/A	• New unit created.	V1
Marking Guide 2	N/A	• New unit created.	V1
Observation Form 1	N/A	• New unit created.	V1
Validation Tool	N/A	• New unit created.	V1
Student Assessment 1	N/A	• New unit created.	V1
Student Assessment 2	N/A	• New unit created.	V1
Learning Materials	N/A	• New unit created.	V1
Learning Materials	Internal Research	• Numerous graphical changes	V2

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SHBHCUT005 - Cut hair using over-comb techniques			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	N/A	• New unit created.	V1
Marking Guide 2	N/A	• New unit created.	V1
Observation Form 1	N/A	• New unit created.	V1
Validation Tool	N/A	• New unit created.	V1
Student Assessment 1	N/A	• New unit created.	V1
Student Assessment 2	N/A	• New unit created.	V1
Learning Materials	N/A	• New unit created.	V1

SHBXWHS001 - Apply safe hygiene, health and work practices			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	Internal Research	• Updated No. 2 to be multiple choice • Removed question 3 • Updated No. 4 to be multiple choice • Removed question 8 • Removed section on emergency situations as the evidence for this is in assessment 5	V3
Marking Guide 2	Internal Research	• Updated instructions and removed question 5	V2
Marking Guide 3	Internal Research	• Instructions modified to include a definition of hazards that should be identified to help meet requirements of Performance Evidence. Fire, Electrical, slip, trip and fall, chemical spill and needle stick hazard.	V2
Marking Guide 4	Internal Research	• New assessment created to show more evidence of requirements in x6 work periods. Inclusion of a safety check to be performed prior to each work period and questions student needs to answer to provide performance benchmarks.	V1
Marking Guide 5	Internal Research	• Assessment for emergency procedures modified to ask student questions that provide evidence the student has knowledge of performance benchmarks for evacuation procedure.	V2
Observation Form 1	Internal Research	• Added Performance Benchmarks.	V2
Observation Form 2	Internal Research	• Added Performance Benchmarks.	V2

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SHBXWHS001 - Apply safe hygiene, health and work practices			
Document	**Feedback**	**Change**	**New Version**
Observation Form 3	Internal Research	• Observation No. 3 updated to include a N/A option. • Updated text to reflect change above, "If N/A has been ticked 6 times, ask oral question 1." • Inserted oral question 1 part 1 to ensure evidence is collected if N/A is ticked 6 times. • Inserted oral question 1 part 2 to ensure evidence is collected if N/A is ticked 6 times. • Added Performance Benchmarks.	V2
Observation Form 4	Internal Research	• Added Performance Benchmarks.	V2
Validation Tool	Internal Research	• Updated to reflect numbers of Marking Guides, Observation Forms and Student Assessment. • Added column to outline where Performance Benchmarks can be located in the system.	V3
Student Assessment 1	Internal Research	• Updated to reflect Marking Guide 1 as per the above changes.	V3
Student Assessment 2	Internal Research	• Updated to reflect Marking Guide 2 as per the above changes.	V2
Student Assessment 3	Internal Research	• Updated to reflect Marking Guide 3 as per the above changes.	V2
Student Assessment 4	Internal Research	• Updated to reflect Marking Guide 4 as per the above changes.	V1
Student Assessment 5	Internal Research	• Updated to reflect Marking Guide 5 as per the above changes.	V2

SHBXIND001 - Comply with organisational requirements within personal services			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	Internal Research	• Assessment 1 updated to include research activities	V2
Marking Guide 2	Internal Research	• Assessment 2 updated to include instructions on creating and observing four three hour work tasks	V2
Observation Form 1	Internal Research	• Created to observe the work tasks in Assessment 2 with the addition of Performance Benchmarks	V2
Validation Tool	Internal Research	• Updated to reflect numbers of Marking Guides, Observation Form, and Student Assessments.	V2
Student Assessment 1	Internal Research	• Updated to reflect Marking Guide 1 as per the above changes.	V2
Student Assessment 2	Internal Research	• Updated to reflect Marking Guide 2 as per the above changes.	V2

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SHBXCCS001 - Conduct salon financial transactions			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	Internal Research	• Removed Question 6, 7 • Added Question 12 & 13 to give student knowledge before they perform the practical tasks • Removed question 4b • Changed Q 11 to different scenario • Added another question on transaction errors • Removed Q 12 as it has gone into Assessment 2	V2
Marking Guide 2	Internal Research	• Created task 2 so refunds are separate to cash and non-cash transactions • Added questions 2 and 3 that include reading manufacturer instructions for POST and EFTPOS equipment • Added Performance Benchmarks in No. 6 for student to tick for the explanation of refund policy and procedure	V2
Observation Form 1	Internal Research	• Added Performance Benchmarks	V2
Observation Form 2	Internal Research	• Created Observation Form 2 for refund transactions	V1
Observation Form 3	Internal Research	• Created Observation Form for payment handling procedures	V1
Validation Tool	Internal Research	• Updated to reflect numbers of Marking Guides, Observation Forms and Student Assessments.	V2
Student Assessment 1	Internal Research	• Updated to reflect Marking Guide 1 as per the above changes.	V2
Student Assessment 2	Internal Research	• Updated to reflect Marking Guide 2 as per the above changes.	V2

SHBXCCS002 - Provide salon services to clients			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	Internal Research	• Changed wording in Case Study 2 to "cultural head covering".	V2
Marking Guide 2	Internal Research	• Added customer record cards to complete as evidence of customer service in each work period. • Added questions about appointments scheduled in each work period • Added questions about customer special needs that were responded to over work periods. • Added questions about complaints and requirements to perform a simulated complaint scenario and complete complaint form.	V2
Observation Form 1	Internal Research	• Updated to new template • Added Performance Benchmarks and questions for assessor about observation	V2

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SHBXCCS002 - Provide salon services to clients			
Document	**Feedback**	**Change**	**New Version**
Validation Tool	Internal Research	• Updated to reflect numbers of Marking Guides, Observation Forms and Student Assessment. • Added column to outline where Performance Benchmarks can be located in the system.	V2
Student Assessment 1	Internal Research	• Updated to reflect Marking Guide 1 as per the above changes.	V2
Student Assessment 2	Internal Research	• Updated to reflect Marking Guide 2 as per the above changes.	V2

SHBHCUT006 - Create combined haircut structures			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	N/A	• New unit created.	V1
Marking Guide 2	N/A	• New unit created.	V1
Observation Form 1	N/A	• New unit created.	V1
Validation Tool	N/A	• New unit created.	V1
Student Assessment 1	N/A	• New unit created.	V1
Student Assessment 2	N/A	• New unit created.	V1
Learning Materials	N/A	• New unit created.	V1

SHBHREF002 - Straighten and relax hair for chemical treatments			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	N/A	• New unit created.	V1
Marking Guide 2	N/A	• New unit created.	V1
Observation Form 1	N/A	• New unit created.	V1
Validation Tool	N/A	• New unit created.	V1
Student Assessment 1	N/A	• New unit created.	V1
Student Assessment 2	N/A	• New unit created.	V1
Learning Materials	N/A	• New unit created.	V1

BSBSUS211 - Participate in sustainable work practices			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 1	Unit supersedes BSBSUS201	• New unit created.	V1
Marking Guide 2	Unit supersedes BSBSUS201	• New unit created.	V1

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BSBSUS211 - Participate in sustainable work practices			
Document	**Feedback**	**Change**	**New Version**
Marking Guide 3	Unit supersedes BSBSUS201	• New unit created.	V1
Observation Form 1	Unit supersedes BSBSUS201	• New unit created.	V1
Observation Form 2	Unit supersedes BSBSUS201	• New unit created.	V1
Validation Tool	Unit supersedes BSBSUS201	• New unit created.	V1
Student Assessment 1	Unit supersedes BSBSUS201	• New unit created.	V1
Student Assessment 2	Unit supersedes BSBSUS201	• New unit created.	V1
Student Assessment 3	Unit supersedes BSBSUS201	• New unit created.	V1
Learning Materials	Unit supersedes BSBSUS201	• New unit created.	V1

POWERPOINTS

Table 3 *The feedback for Beauty Therapy Classroom Learning Resources (PowerPoints) that has resulted in updates and changes has been listed in the following table with the source of the feedback.*

BEAUTY THERAPY POWERPOINTS			
Unit	**Feedback**	**Change**	**New Version**
SHBBMUP002 - Design and apply make-up	Internal Research	• Updated to reflect new version Learning Materials. • Added sections on winged liner, blending, contouring and highlighting. • Included section on how to wash and clean brushes.	V3
BSBSUS211 - Participate in sustainable work practices	Unit supersedes BSBSUS201	• New unit created.	V1

Table 4 *The feedback for Hairdressing Classroom Learning Resources (PowerPoints) that has resulted in updates and changes has been listed in the following table with the source of the feedback.*

HAIRDRESSING POWERPOINTS			
Unit	**Feedback**	**Change**	**New Version**
SHBHCUT001- Design haircut structures	N/A	• New unit created.	V1
SHBHCUT002 - Create one length or solid form haircut	N/A	• New unit created.	V1
SHBHCUT003 - Create graduated haircut structures	N/A	• New unit created.	V1

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HAIRDRESSING POWERPOINTS			
Unit	**Feedback**	**Change**	**New Version**
SHBHCUT004 - Create layered haircut structures	N/A	• New unit created.	V1
SHBHCUT005 - Cut hair using over-comb techniques	N/A	• New unit created.	V1
SHBHCUT006 - Create combined haircut structures	N/A	• New unit created.	V1
SHBHREF002 - Straighten and relax hair with chemical treatments	N/A	• New unit created.	V1
BSBSUS211 – Participate in sustainable work practices	Unit supersedes BSBSUS201	• New unit created.	V1

POLICIES AND PROCEDURES

Table 5 *The feedback for Policies and Procedures that has resulted in updates and changes has been listed in the following table with the source of the feedback.*

POLICIES AND PROCEDURES			
Document	**Feedback**	**Change**	**New Version**
Policies and Procedures Manual	Internal Research	• Update to include QS-002 Code of Conduct Policy, QS-004 Environmental Protection Policy, QS-013 Environmental Waste Disposal Policy and Procedure, QS-017 General Services Procedures	V15
QS-017 - General services procedures	Internal Research	• Updated section 4.16 PREPARATION OF CLIENT to include more detail for gowning procedures in the relevant industry. E.g. Hairdressing services, make-up services, skin care services.	V3
QS-013 -Environmental Waste Disposal Policy and Procedure	Internal Research	• Added a section on how to dispose of hair waste for hairdressing resources. • Changed name to Environmental Disposal Policy and Procedures	V6
QS-002 - Code of Conduct Policy	Internal Research	• Updated information on leave under staff attendance in the workplace • Updated information on grievance and dispute settling • Added organisational chart	V4
QS-004 - Environmental Protection Policy	Internal Research	• Added introduction • Added legislation • Added more detail on Environmental Hazards	V3

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ONLINE LEARNING MATERIALS

Table 6 *The feedback for Beauty Therapy Online Learning Materials that has resulted in updates and changes has been listed in the following table with the source of the feedback.*

BEAUTY THERAPY ONLINE LEARNING MATERIALS			
Unit	**Feedback**	**Change**	**New Version**
SHBBSKS001 - Pierce ear lobes	Internal Research	• Updated cover image	V2
SHBBMUP002 - Design and apply make-up	Internal Research	• Updated safety and Health and Hygiene section. • Graphically updated the Skin Guide section. • Updated product section to include cleansers, primers and moisturisers. • Included section on winged eyes. • Included section on how to clean brushes.	V2
BSBSUS211 - Participate in sustainable work practices	Unit supersedes BSBSUS201	• New unit created.	V1

Table 7 *The feedback for Hairdressing Online Learning Materials that has resulted in updates and changes has been listed in the following table with the source of the feedback.*

HAIRDRESSING ONLINE LEARNING MATERIALS			
Unit	**Feedback**	**Change**	**New Version**
SHBHCUT001 - Design haircut structures	N/A	• New unit created.	V1
SHBHCUT001 - Design haircut structures	Internal Research	• Numerous graphical changes • Question 3 from Activity 6.1 has been removed.	V2
SHBHCUT002 - Create one length or solid form haircut	N/A	• New unit created.	V1
SHBHCUT004 -Create layered haircut structures	N/A	• New unit created.	V1
SHBHCUT003 - Create graduated haircut structures	N/A	• New unit created.	V1
SHBHCUT005 - Cut hair using over-comb techniques	N/A	• New unit created.	V1
SHBHCUT006 - Create combined haircut structures	N/A	• New unit created.	V1
SHBHREF002 - Straighten and relax hair with chemical treatments	N/A	• New unit created.	V1

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HAIRDRESSING ONLINE LEARNING MATERIALS			
Unit	**Feedback**	**Change**	**New Version**
BSBSUS211 – Participate in sustainable work practices	Unit supersedes BSBSUS201	• New unit created.	V1

CONSULTATION FORMS AND TREATMENT PLANS

Table 8 *The feedback for Beauty Consultation Forms and Treatment Plans that has resulted in updates and changes has been listed in the following table with the source of the feedback.*

BEAUTY THERAPY CONSULTATION FORMS AND TREATMENT PLANS			
Document	**Feedback**	**Change**	**New Version**
QS201 - Client Consultation Form Beauty	Internal Research	• Added a section 'office use only' at the end of the form for student to complete for existing customers. • Added a "review date" so student can complete the date the Consultation Form was reviewed for any existing customers. • Added a section for the Assessor to mark the Consultation Form as competent.	V7
QS-204 - Make-up plan	Internal Research	• Changed 'alteration' to 'modifications' in the last line of the Contraindications section • Added "If yes, what type of false eyelashes will be used?" under the first sentence in the False eyelash application section • Added "Is the occasion (checkbox) Day event (checkbox) Evening event" at the end of the Make-up service section • Added "(checkbox) Neutral" to the end of the sentence "What undertone is the skin? (checkbox) Warm (checkbox) Cool" • Added pink line after sections Contraindications, False eyelash application, Camouflage make-up • Added Foundation, Concealer, Powder, Corrective make-up, on the face chart page in Face section • Added eyeshadow, eyeliner, mascara required to the Face section on the face chart page • Changed Competent and Not competent to Satisfactory and Not satisfactory	V5

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Table 9 *The feedback for Hair Consultation Forms and Service Plans that has resulted in updates and changes has been listed in the following table with the source of the feedback.*

HAIRDRESSING CONSULTATION FORMS AND TREATMENT PLANS			
Document	**Feedback**	**Change**	**New Version**
QS-215 - Hairdressing Client Consultation Form	Internal Research	• Added a section 'Office use only' at the end of the form for student to complete for existing customers. • Added a "Review date" so student can complete the date the Consultation Form was reviewed for any existing customers. • Added section for assessor to mark Consult Form as competent. • Added question regarding headlice in the Your Medical History section.	V5
QS-215 - Hairdressing Client Consultation Form	Internal Research	• Updated to include "chemical history" section	V6
QS-221 - Haircut Service Plan	N/A	• Created for new haircutting units	V1
QS-221 - Haircut Service Plan	Industry Consultants and Internal Research	• Moved "Complete Prior to Service" and "Complete After Service" to be in section divider heading • Removed "No growth patterns", "Heavy hairline" and "Cowlick nape" options from Hair Growth Patterns. • Added "Double crown cowlick" and "Widow's Peak" and "Nape whorl" options to Hair Growth Patterns. • Removed face on front of head diagram and altered head shape diagrams to be gender-neutral. • Added "Over-comb" option to Cutting Techniques • Removed face from all diagrams to be more gender-neutral. • Added lines for "Assessor Feedback" section after the client signs the Service Plan. • Added lines for "Assessor Feedback" section after the aftercare advice is given.	V2
QS-222 - Chemical Reformation Service Plan	N/A	• Created for SHBHREF002 – Straighten and relax hair with chemical treatments.	V1

UNITS IN PRODUCTION

Table 10 *The units listed in the following table are units that are in production.*

BEAUTY THERAPY
SHBBNLS005 - Use electric nail file for nail services

HAIRDRESSING
SHBHCUT007 - Create combined traditional and classic men's haircut structures
SHBHDES004 - Create classic long hair up-styles
SHBHDES005 - Select and apply hair extensions

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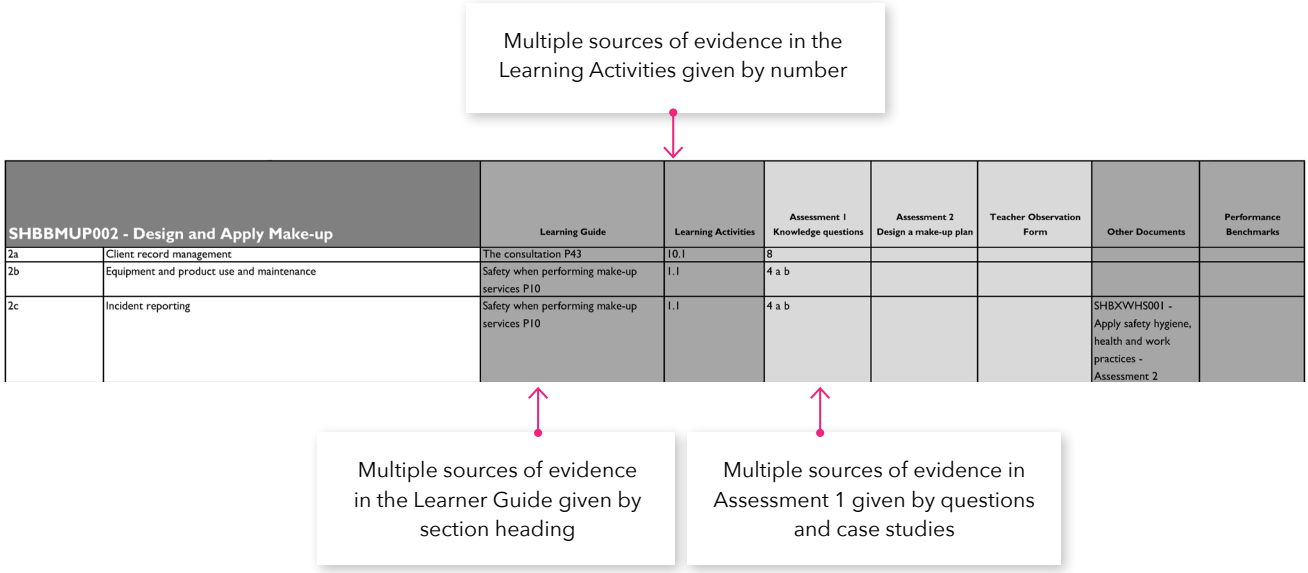
4.0 VALIDATION TOOL

This section details the function and operation of the Validation Tool. This document has been created with functionality that allows teachers and compliance staff to evidence multiple sources of each aspect of the Training Package in an efficient manner. This may be used by the Customer to satisfy part of their obligations under Standard 2, Section 2.2 (b) and 'Reliability' of Section 1.8 Principles of Assessment of Standards for Registered Training Organisations (RTO's) 2015.

The Validation Tool has been further enhanced for some units to include situations where Performance Benchmarks have been created or to identify where trainers need to create Performance Benchmarks. The latter are situations where there are specifics to an RTO's training environment that need to be documented. The overall aim of creation of the Performance Benchmarks is to identify and document the definition of competency and assist in an RTO's evaluation of uniformity of assessment.

Diagram 2 *Examples of an excerpt from an SDL Validation Tool, showing multiple points of evidence and their location to satisfy an aspect of the UOC SHBBMUP002 - Design and apply make-up.*



SHBBMUP002 - Design and Apply Make-up		Learning Guide	Learning Activities	Assessment 1 Knowledge questions	Assessment 2 Design a make-up plan	Teacher Observation Form	Other Documents	Performance Benchmarks
2a	Client record management	The consultation P43	10.1	8				
2b	Equipment and product use and maintenance	Safety when performing make-up services P10	1.1	4 a b				
2c	Incident reporting	Safety when performing make-up services P10	1.1	4 a b			SHBXWHS001 - Apply safety hygiene, health and work practices - Assessment 2	

Diagram 3 *Examples of excerpts from a SDL Validation Tool showing multiple points of holistic learning and assessment and their location, to satisfy an aspect of the UOC SHBBFAS003 - Provide specialised facial treatments.*

SHBBFAS003 - Provide Specialised Facial Treatments		Learning Guide	Learning Activities	Assessment 1 Knowledge questions and case studies	Assessment 2 Perform specialised facials treatments	Teacher Observation Form 1	Additional evidence in other units/documents	Holistic Assessment with other units
	Anatomy, physiology, skin science, cosmetic chemistry and nutrition publications	SHBBFAS002 - Provide facial treatments and skin care recommendations - Body systems, Skin structure and tissues, Chemistry of the skin	SHBBFAS002 - Provide facial treatments and skin care recommendations Activities - 2.3, 2.5, 2.6, 4.1, 4.2					SHBBFAS002 - Provide facial treatments and skin care recommendations - Assessment 1

Location of holistic learning and assessment with the UOC SHBBFAS003 - Provide facial treatments and skin care recommendations and by assessment or activity number.

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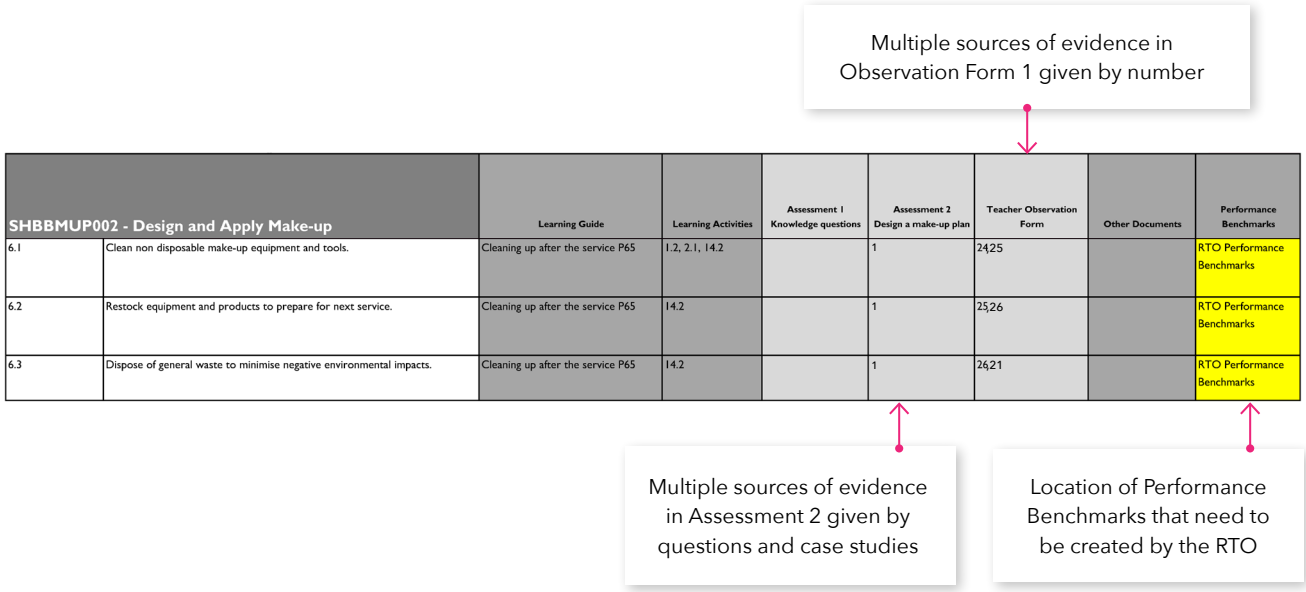
Diagram 4 *Examples of excerpts from a SDL Validation Tool showing where Performance Benchmarks are located and where RTO must create their own Performance Benchmarks.*



SHBBMUP002 - Design and Apply Make-up		Learning Guide	Learning Activities	Assessment 1 Knowledge questions	Assessment 2 Design a make-up plan	Teacher Observation Form	Other Documents	Performance Benchmarks
6.1	Clean non disposable make-up equipment and tools.	Cleaning up after the service P65	1.2, 2.1, 14.2		1	24,25		RTO Performance Benchmarks
6.2	Restock equipment and products to prepare for next service.	Cleaning up after the service P65	14.2		1	25,26		RTO Performance Benchmarks
6.3	Dispose of general waste to minimise negative environmental impacts.	Cleaning up after the service P65	14.2		1	26,21		RTO Performance Benchmarks

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5.0 HOLISTIC ASSESSMENT

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

Table 11 *Indicates Beauty Therapy UOCS with holisitic assessment and the suggested delivery sequence.*

BEAUTY THERAPY UNITS		
High degree of holistic assessment		
Unit	**Holistic Assessment**	**Suggested delivery sequence**
SHBBFAS003 – Provide specialised facials	• High level of holistic assessment in Assessment 1 with SHBBFAS002 – Provide facial treatments and skin care recommendations.	Unit should be delivered in a cluster after SHBBFAS002 – Provide facial treatments and skin care recommendations.
SHBBBOS002 – Provide body massages	• High level of holistic assessment in Assessment 1 with SHBBFAS002 – Provide facial treatments and skin care recommendations.	Unit should be delivered in a cluster after, or in conjunction with, SHBBFAS002 – Provide facial treatments and skin care recommendations.
SHBBBOS003 – Provide body treatments	• High level of holistic assessment with SHBBFAS002 – Provide facial treatments and skin care recommendations. • High level of holistic assessment with SHBBBOS002 – Provide body massages.	Unit should be delivered in a cluster after SHBBFAS002 – Provide facial treatments and skin care recommendations and SHBBBOS002 – Provide body massages.
SHBBBOS004 – Provide aromatherapy massages	• High level of holistic assessment with SHBBFAS002 – Provide facial treatments and skin care recommendations. • High level of holistic assessment SHBBBOS002 – Provide body massages.	Unit should be delivered in a cluster after SHBBFAS002 – Provide facial treatments and skin care recommendations and SHBBBOS002 – Provide body massages.
SHBBCCS002 – Prepare personalised aromatic plant oil blends for beauty treatment	• High level of holistic assessment with SHBBFAS002 – Provide facial treatments and skin care recommendations. • High level of holistic assessment with SHBBBOS002 – Provide body massages. • High level of holistic assessment with SHBBBOS004 – Provide aromatherapy massages.	Unit should be delivered in a cluster after SHBBFAS002 – Provide facial treatments and skin care recommendations, SHBBBOS002 – Provide body massages and SHBBBOS004 – Provide aromatherapy massages.

BEAUTY THERAPY UNITS

High degree of holistic assessment

Unit	Holistic Assessment	Suggested delivery sequence
SHBBSPA003 – Provide stone therapy massage.	• High level of holistic assessment with SHBBFAS002 – Provide facial treatments and skin care recommendations. • High level of holistic assessment SHBBBOS002 – Provide body massages.	Unit should be delivered in a cluster after SHBBFAS002 – Provide facial treatments and skin care recommendations and SHBBBOS002 – Provide body massages.
SHBBMUP003 – Design and apply make-up for photography	• High level of holistic assessment with SHBBMUP002 – Design and apply make-up.	Unit should be delivered after SHBBMUP002 – Design and apply make-up.
SHBBMUP004 – Design and apply remedial camouflage make-up	• High level of holistic assessment with SHBBMUP002 – Design and apply make-up.	Unit should be delivered after SHBBMUP002 – Design and apply make-up.
SHBBMUP006 – Design and apply creative make-up	• High level of holistic assessment with SHBBMUP002 – Design and apply make-up.	Unit should be delivered after SHBBMUP002 – Design and apply make-up.
SHBBMUP005 – Apply airbrushed make-up	• High level of holistic assessment with SHBBMUP002 – Design and apply make-up.	Unit should be delivered after SHBBMUP002 – Design and apply make-up.
SHBBSPA002 – Provide spa therapies	• High level of holistic assessment with Assessment 1 SHBBSPA001 – Work in a spa therapies framework. • Moderate level of holistic assessment with Assessment 1 – SHBBBOS002 Provide body massages.	Unit can be delivered after, or in conjunction with, SHBBSPA001 – Work in a spa therapies framework. Unit should be delivered after SHBBBOS002 – Provide body massages.
SIRXSLS001 – Sell to the retail customer	• Holistically assessed with SHBCCS001 – Advise on beauty products and services.	It is recommended this unit is assessed after, or in conjunction with SHBCCS001 – Advise on beauty products and services.
SHBXCCS004 – Recommend products and services	• High level of holistic assessment with SHBCCS001 – Advise on beauty products and services and SIRXSLS001 – Sell to the retail customer.	It is recommended this unit is assessed after the completion of SHBCCS001 – Advise on beauty products and services and SIRXSLS001 – Sell to the retail customer.
SIRRINV001 – Receive and handle stock	• Holistically assessed with SIRRMER001 – Produce visual merchandise displays.	It is recommended that this unit is assessed after, or in conjunction with, SIRRMER001 – Produce visual merchandise displays.
SHBBNLS004 – Apply nail art	• Holistically assessed with SHBBNLS001 – Provide manicure and pedicare services.	It is recommended this unit is assessed after the completion of SHBBNLS001 – Provide manicure and pedicare services

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BEAUTY THERAPY UNITS Low degree of holistic assessment		
Unit	**Holistic Assessment**	**Suggested delivery sequence**
SHBBCCS001 – Advise on beauty products and services	• Low level of holistic assessment with SHBBRES001 – Research and apply beauty industry information.	Unit should be delivered after, or in conjunction with SHBBCCS001 – Research and apply beauty industry information.
SHBBNLS002 – Apply gel nail enhancements	• Low level of holistic assessment with SHBBNLS001 – Provide manicure and pedicare services and SHBXWHS001 – Apply safe hygiene, health and work practices	Unit should be delivered after, or in conjunction with SHBBNLS001 – Provide manicure and pedicare services and SHBXWHS001 – Apply safe hygiene, health and work practices
SHBBNLS003 – Apply acrylic nail enhancements	• Low level of holistic assessment with SHBBNLS001 – Provide manicure and pedicare services and SHBXWHS001 – Apply safe hygiene, health and work practices	Unit should be delivered after, or in conjunction with SHBBNLS001 – Provide manicure and pedicare services and SHBXWHS001 – Apply safe hygiene, health and work practices
SHBXCCS002 – Provide salon services to clients	• Low level of holistic assessment with SHBXCCS001 – Conduct salon financial transactions.	Unit should be delivered after, or in conjunction SHBXCCS001 – Conduct salon financial transactions.

Table 12 *Indicates Hairdressing UOCS with holisitic assessment and the suggested delivery sequence.*

HAIRDRESSING UNITS High degree of holistic assessment		
Unit	**Holistic Assessment**	**Suggested delivery sequence**
SHBHCLS003 – Provide full and partial head highlighting treatments	• 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

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HAIRDRESSING UNITS

High degree of holistic assessment

Unit	Holistic Assessment	Suggested delivery sequence
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, or in conjunction with, SHBHCUT002 – Create one length or solid 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, or in conjunction with, SHBHCUT002 – Create one length or solid 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, or in conjunction with, SHBHCUT002 – Create one length or solid 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 comptency 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
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, or in conjunction with, SHBHCLS002 – Colour and lighten hair.

HAIRDRESSING UNITS

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, or in conjunction with, SHBXIND002 – Communicate as part of a salon team.

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

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6.0 ASSESSMENT OUTLINE

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

Table 13 SHB20116 – Certificate II in Retail Cosmetics
All practical assessments have an associated observation.

SHB20116 - CERTIFICATE II IN RETAIL COSMETICS				
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
SHBBCCS001 – Advise on beauty products and services	Knowledge questions	**Practical** – Advise and sell beauty products and services	**Practical** – Product research and presentation	N/A
SHBBMUP002 – Design and apply make-up	Knowledge questions	**Practical** – Perform make-up service x4	N/A	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
SHBXCCS004 – Recommend products and services ***Heavy holistic assessment with SHBBCCS001 – Advise on beauty products and services and SIRXSLS001 – Sell to the retail customer***	Knowledge questions	N/A	N/A	N/A
SHBXIND001- Comply with organisational requirements within a personal services environment	Knowledge questions	**Practical** – The student is to be observed across four (4) three (3) hour work periods complying with organisational requirements	N/A	N/A
SHBXIND002 – Communicate as part of a salon team	Knowledge questions	**Practical** – Workplace observation or role plays	**Practical** – Participate in a team meeting	N/A

SHB20116 - CERTIFICATE II IN RETAIL COSMETICS CONT.

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SIRRMER001 – Produce visual merchandise displays	Knowledge questions	**Practical** – Creating and maintaining x3 displays	N/A	N/A
SIRXIND003 – Organise personal work requirements	Knowledge questions	**Practical** – Prioritise and complete x2 workplace tasks	N/A	N/A
SIRXSLS001 – Sell to the retail customer ***Holistic assessment with SHBBCCS001 – Advise on beauty products and services***	Knowledge questions	**Practical** – Role plays	N/A	N/A
BSBSUS201 – Participate in environmentally sustainable work practices	Knowledge questions	**Practical** – Waste assessment	N/A	N/A
ICTWEB201 – Use social media tools for collaboration and engagement	Knowledge questions	**Practical** – Social media posting (no observation form)	N/A	N/A
SHBBMUP001 – Apply eyelash extensions	Knowledge questions	**Practical** • Perform x2 full set • Perform x2 infill • Perform x2 removal	N/A	N/A
SHBBRES001 – Research and apply beauty industry information	Knowledge questions	**Practical** – Research activities and group presentation	N/A	N/A
SIRRINV001 – Receive and handle stock	Knowledge questions	**Practical** • Maintain stock handling and storage area • Accept stock delivery and validate stock	N/A	N/A
BSBSUS211 – Participate in sustainable work practices	Knowledge questions	**Practical** - Identify and report x1 environmental hazard.	**Practical** - Conduct waste assessment and participate in group discussion	N/A

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Table 14 SHB30115 – Certificate III in Beauty Services
All practical assessments have an associated observation.

SHB30115 - CERTIFICATE III IN BEAUTY SERVICES

Core Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
SHBBBOS001 - Apply cosmetic tanning products	Knowledge questions	**Practical** – Perform tanning services x5	N/A	N/A	N/A
SHBBCCS001 – Advise on beauty products and services	Knowledge questions	**Practical** – Advise and sell beauty products and services	**Practical** – Product research and presentation	N/A	N/A
SHBBFAS001 - Provide lash and brow services	Knowledge questions	**Practical** – Provide lash and brow service x9	N/A	N/A	N/A
SHBBHRS001 - Provide waxing services	Knowledge questions	**Practical** – Perform waxing service of the following: • Arms x 6 • Bikini Line x 6 • Chin x 6 • Eyebrows x 6 • Legs x 6 • Lip x 6 • Sides of face x 6 • Underarms x 6	N/A	N/A	N/A
SHBBMUP002 – Design and apply make-up	Knowledge questions	**Practical** – Perform make-up service x4	N/A	N/A	N/A
SHBBNLS001 - Provide manicure and pedicare services	Knowledge questions	**Practical** – Provide manicure service x3	**Practical** – Provide pedicure service x3	N/A	N/A
SHBBRES001 – Research and apply beauty industry information	Knowledge questions	**Practical** – Research activities and group presentation	N/A	N/A	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	N/A
SHBXCCS002 – Provide salon services	Knowledge questions	**Observation** – Complete customer service tasks x12, three (3) hour work periods	N/A	N/A	N/A

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SHB30115 - CERTIFICATE III IN BEAUTY SERVICES CONT.

Core Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
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	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** – Workplace safety procedures into day to day work functions across 6x three (3) hour work periods.	**Practical** – Follow emergency procedures

Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
SHBBMUP003 – Design and apply make-up for photography	Knowledge questions	**Practical** – Perform make-up photography service x3	N/A	N/A	N/A
SHBBMUP004 – Design and apply remedial camouflage make-up	Knowledge questions	**Practical** – Perform camouflage make-up service x3	N/A	N/A	N/A
SHBBHRS002 - Provide female intimate waxing services	Knowledge questions	**Practical** – Perform intimate waxing service x5	N/A	N/A	N/A
SHBBMUP001 - 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
SHBBSKS001 - Pierce ear lobes	Knowledge questions	**Practical** - Perform ear piercing services x3	N/A	N/A	N/A

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Table 15 SHB30215 – Certificate III in Make-Up
All practical assessments have an associated observation.

SHB30215 - CERTIFICATE III IN MAKE-UP					
Unit	**Assessment 1**	**Assessment 2**	**Assessment 3**	**Assessment 4**	**Assessment 5**
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
SHBBMUP002 – Design and apply make-up	Knowledge questions	**Practical** – Perform make-up service x4	N/A	N/A	N/A
SHBBMUP003 – Design and apply make-up for photography	Knowledge questions	**Practical** – Perform make-up photography service x3	N/A	N/A	N/A
SHBBMUP004 – Design and apply remedial camouflage make-up	Knowledge questions	**Practical** – Perform camouflage make-up service x3	N/A	N/A	N/A
SHBBMUP006 - Design and apply creative make-up	Knowledge questions	**Practical** - Perform creative make-up service x3	N/A	N/A	N/A
SHBBMUP005 - Apply airbrushed make-up	Knowledge questions	**Practical -** Clean airbrush equipment and perform troubleshooting tasks	**Practical** - Perform airbrushed make-up services x5	N/A	N/A
SHBBRES001 – Research and apply beauty industry information	Knowledge questions	**Practical** – Research activities and group presentation	N/A	N/A	N/A
SHBXCCS002 – Provide salon services	Knowledge questions	**Observation** – Complete customer service tasks x12, three (3) hour work periods	N/A	N/A	N/A
SHBXIND001- Comply with organisational requirements within a personal services environment	Knowledge questions	**Practical** – The student is to be observed across four (4) three (3) hour work periods complying with organisational requirements	N/A	N/A	N/A

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Table 16 SHB50115 – Diploma of Beauty Therapy
All practical assessments have an associated observation.

SHB50115 - DIPLOMA OF BEAUTY THERAPY

Core Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
SHBBBOS002 - Provide body massages	Knowledge questions	**Practical** – Provide body massage x6	N/A	N/A	N/A
SHBBBOS003 - Provide body treatments	Knowledge questions	**Practical** – Provide body treatment x6	N/A	N/A	N/A
SHBBFAS001 - Provide lash and brow services	Knowledge questions	**Practical** – Provide lash and brow service x9	N/A	N/A	N/A
SHBBFAS002 - Provide facial treatments and skin care recommendations	Knowledge questions	**Practical** – Provide facial treatment x6	N/A	N/A	N/A
SHBBFAS003 - Provide specialised facial treatments	Knowledge questions	**Practical** – Provide specialised facial treatment x6	N/A	N/A	N/A
SHBBHRS001 - Provide waxing services	Knowledge questions	**Practical** – Perform waxing service of the following: • Arms x 6 • Bikini Line x 6 • Chin x 6 • Eyebrows x 6 • Legs x 6 • Lip x 6 • Sides of face x 6 • Underarms x 6	N/A	N/A	N/A
SHBBMUP002 – Design and apply make-up	Knowledge questions	**Practical** – Perform make-up service x4	N/A	N/A	N/A
SHBBNLS001 - Provide manicure and pedicare services	Knowledge questions	**Practical** – Provide manicure service x3	**Practical** – Provide pedicure service x3	N/A	N/A
SHBBRES001 – Research and apply beauty industry information	Knowledge questions	**Practical** – Research activities and group presentation	N/A	N/A	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	N/A
SHBXCCS002 – Provide salon services	Knowledge questions	**Observation** – Complete customer service tasks x12, three (3) hour work periods	N/A	N/A	N/A

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SHB50115 - DIPLOMA OF BEAUTY THERAPY CONT.

Core Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
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	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** – 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	Assessment 5
SHBBBOS004 - Provide aromatherapy massages	Knowledge questions	**Practical** – Provide aromatherapy massage x6	N/A	N/A	N/A
SHBBBOS005 - Use reflexology relaxation techniques in beauty treatments	Knowledge questions	**Practical** – Perform reflexology service x4	N/A	N/A	N/A
SHBBCCS002 - Prepare personalised aromatic plant oil blends for beauty treatments	Knowledge questions	**Practical** – Design and perform treatments x4	N/A	N/A	N/A
SHBBHRS002 - Provide female intimate waxing services	Knowledge questions	**Practical** – Perform intimate waxing service x5	N/A	N/A	N/A
SHBBINF001 - Maintain infection control standards	Knowledge questions	**Practical** – Perform cleaning, disinfection and sterilising procedures	Write a workplace review	N/A	N/A
SHBBMUP003 – Design and apply make-up for photography	Knowledge questions	**Practical** – Perform make-up photography service x3	N/A	N/A	N/A
SHBBMUP004 – Design and apply remedial camouflage make-up	Knowledge questions	**Practical** – Perform camouflage make-up service x3	N/A	N/A	N/A

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SHB50115 - DIPLOMA OF BEAUTY THERAPY CONT.

Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
SHBBSPA001 - Work in a spa therapies framework	Knowledge questions	**Observation -** Prepare, clean and shut down spa equipment, and monitor environmental impacts of the spa environment over six (6) three (3) hour work periods	**Observation** - Promote spa therapies to clients x4	N/A	N/A
SHBBSPA002 - Provide spa therapies	Knowledge questions	**Practical** – Perform spa treatments x6	N/A	N/A	N/A
SHBBSPA003 - Provide stone therapy massages	Knowledge questions	**Practical** – Perform stone therapy massage x6	N/A	N/A	N/A
SHBBSPA004 - Provide Indian head massages for relaxation	Knowledge questions	**Practical** – Perform Indian head massage x6	N/A	N/A	N/A

Table 17 SHB20216 – Certificate II in Salon Assistant
All practical assessments have an associated observation.

SHB20216 - CERTIFICATE II IN SALON ASSISTANT

Core Units

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

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SHB20216 - CERTIFICATE II IN SALON ASSISTANT CONT.

Core Units

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

Elective Units

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

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Table 18 SHB30416 – Certificate III in Hairdressing
All practical assessments have an associated observation.

SHB30416 - CERTIFICATE III IN HAIRDRESSING

Core Units

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

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SHB30416 - CERTIFICATE III IN HAIRDRESSING CONT.

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
BSBSUS211 – Participate in sustainable work practices *This unit supersedes and is equivalent to BSBSUS201 - Participate in environmentally sustainable work practices*	Knowledge questions	**Practical** - Identify and report x1 environmental hazard.	**Practical** - Conduct waste assessment and participate in group discussion	N/A

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SHB30416 - CERTIFICATE III IN HAIRDRESSING CONT.

Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SHBHBAS002 - Provide head, neck and shoulder massages for relaxation	Knowledge questions	**Practical** – Provide head, neck and shoulder massages to four (4) different clients	N/A	N/A
SHBHDES001 – Dry hair to shape	Knowledge questions	**Practical** – Perform blow dry services for six (6) clients	N/A	N/A
SHBHDES002 - Braid hair	Knowledge questions	**Practical** – Perform: • Two strand braid for two (2) clients • Three strand braid for two (2) clients • Multi strand braid for one (1) client	N/A	N/A
SHBHCUT006 - Create combined haircut structures	Knowledge questions	**Practical** – Perform combined haircut structures on six (6) clients	N/A	N/A
SHBHIND002 - Research and use hairdressing industry information	Knowledge questions	**Practical** – Research activities and group presentation	N/A	N/A
SHBXCCS004 - Recommend products and services	Knowledge questions	**Practical** –Recommend four (4) products and services from the workplace.	N/A	N/A
SIRRINV001 - Receive and handle retail stock	Knowledge questions	**Practical** – • Maintain stock handling and storage area • Accept stock delivery and validate stock	N/A	N/A
SIRRMER001 - Produce visual merchandise displays	Knowledge questions	**Practical** – Create and maintain three (3) displays.	N/A	N/A

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7.0 INDUSTRY ENGAGEMENT

This section details SDL's industry engagement, feedback, and improvement based on interactions with industries relevant to the SHB training program. This has been designed by SDL to assist the Customer with Standard 1 and 'Currency' of Section 1.8 Rules of Evidence of Standards for Registered Training Organisations (RTO's) 2015.

Table 19 A summary of the Industry Partners consulted during the creation of UOC's and the date of the Industry Partner's content.

BEAUTY THERAPY INDUSTRY PARTNERS		
Industry Engagement	**Unit of Competency**	**Date**
Belmacil	• 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 Kester Black	• SHBBNLS001 - Provide manicure and pedicare services	2016 - Current
Sothys	• SHBBFAS002 - Provide facial treatments and skin care recommendations • SHBBFAS003 - Provide specialised facial treatments • SHBBBOS003 - Provide body treatments	2016 - Current
Essentially Australia Sydney essential oil co.	• SHBBBOS004 - Provide aromatherapy massages • SHBBCCS002 - Prepare personalised aromatic plant oils blends for beauty treatments	2016 - Current
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 Mooie Make-up	• SHBBMUP002 - Design and apply make-up	2018 - Current
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

HAIRDRESSING INDUSTRY PARTNERS		
Industry Engagement	**Unit of Competency**	**Date**
BHave	• SHBHBAS001 - Provide shampoo and basin services	2018 - Current
De Lorenzo	• SHBHREF002 - Straighten and relax hair with chemical treatments	2021 - Current

Table 20 *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

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 - Ongoing
Courtney Bodger	• SHBHCUT006 – Create combined haircut structures	2021 - Ongoing
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 - Ongoing
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 - Ongoing
Mel Livermore Riverina Community College	• SHBHCLS004 – Neutralise unwanted colours and tones	2020 - Ongoing
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 - Ongoing
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 - Ongoing

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HAIRDRESSING INDUSTRY CONSULTANTS

Expert Industry Consultant	Unit of Competency	Date
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 - Ongoing
Megan Yabsley De Lorenzo	• SHBHREF002 – Straighten and relax hair with chemical treatments	2021 - Ongoing
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 - Ongoing

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8.0 SDL SYSTEM DOCUMENTS PURCHASED BY THE CUSTOMER

Section 8.0 of this Continuous Improvement Report is to be completed by the Customer by circling the relevant documents that have been purchased in 2021 in the Tables (Below).

Table 21 *Student Packs and Assessment Packs purchased by the Customer.*

BEAUTY THERAPY UNITS PURCHASED			
Unit Code	**Unit Name**	**Student Pack**	**Assessment Pack**
SHBBBOS002	Provide body massages	Yes / No	Yes / No
SHBBBOS003	Provide body treatments	Yes / No	Yes / No
SHBBFAS001	Provide lash and brow services	Yes / No	Yes / No
SHBBFAS002	Provide facial treatments and skin care recommendations	Yes / No	Yes / No
SHBBFAS003	Provide specialised facial treatments	Yes / No	Yes / No
SHBBHRS001	Provide waxing services	Yes / No	Yes / No
SHBBMUP002	Design and apply make-up	Yes / No	Yes / No
SHBBNLS001	Provide manicure and pedicare services	Yes / No	Yes / No
SHBBRES001	Research and apply beauty industry information	Yes / No	Yes / No
SHBXCCS001	Conduct salon financial transactions	Yes / No	Yes / No
SHBXCCS002	Provide salon services to clients	Yes / No	Yes / No
SHBXIND001	Comply with organisational requirements within personal services	Yes / No	Yes / No
SHBXWHS001	Apply safe hygiene, health and work practices	Yes / No	Yes / No
SHBBBOS004	Provide aromatherapy massages	Yes / No	Yes / No
SHBBCCS002	Prepare personalised aromatic plant oil blends for beauty treatments	Yes / No	Yes / No
SHBBSPA003	Provide stone therapy massages	Yes / No	Yes / No
SHBBMUP003	Design and apply make-up for photography	Yes / No	Yes / No
SHBBMUP004	Design and apply remedial camouflage make-Up	Yes / No	Yes / No
SHBBBOS001	Apply cosmetic tanning products	Yes / No	Yes / No
SHBBCCS001	Advise on beauty products and services	Yes / No	Yes / No
SHBBHRS002	Provide female intimate waxing services	Yes / No	Yes / No
SHBBINF001	Maintain infection control standards	Yes / No	Yes / No

BEAUTY THERAPY UNITS PURCHASED

Unit Code	Unit Name	Student Pack	Assessment Pack
BSBWHS201	Contribute to health and safety of self and others	Yes / No	Yes / No
SHBXIND002	Communicate as part of a salon team	Yes / No	Yes / No
BSBSUS201	Participate in environmentally sustainable work practices	Yes / No	Yes / No
BSBSUS211	Participate in sustainable work practices	Yes / No	Yes / No
SHBBBOS005	Use reflexology relaxation techniques in beauty treatments	Yes / No	Yes / No
SHBBMUP001	Apply eyelash extensions	Yes / No	Yes / No
SHBBSPA001	Work in a spa therapies framework	Yes / No	Yes / No
SHBBSPA002	Provide spa therapies	Yes / No	Yes / No
SHBBSPA004	Provide Indian head massages for relaxation	Yes / No	Yes / No
ITCWEB201	Use social media tools for collaboration and engagement	Yes / No	Yes / No
SHBBSKS001	Pierce ear lobes	Yes / No	Yes / No
SIRRINV001	Receive and handle stock	Yes / No	Yes / No
SIRRMER001	Produce visual merchandise displays	Yes / No	Yes / No
SIRXIND003	Organise personal work requirements	Yes / No	Yes / No
SIRXSLS001	Sell to the retail customer	Yes / No	Yes / No

HAIRDRESSING UNITS PURCHASED

Unit Code	Unit Name	Student Pack	Assessment Pack
BSBSUS201	Participate in environmentally sustainable work practices	Yes/ No	Yes / No
BSBWHS201	Contribute to health and safety of self and others	Yes/ No	Yes / No
SHBHBAS001	Provide shampoo and basin services	Yes/ No	Yes / No
SHBHBAS002	Provide head, neck and shoulder massages for relaxation	Yes/ No	Yes / No
SHBHCLS001	Apply hair colour products	Yes/ No	Yes / No
SHBHCLS002	Colour and lighten hair	Yes/ No	Yes / No
SHBHCLS003	Provide full and partial head highlighting treatments	Yes/ No	Yes / No
SHBHCLS004	Neutralise unwanted colours and tones	Yes/ No	Yes / No
SHBHCLS005	Provide on scalp full head and retouch bleach treatments	Yes/ No	Yes / No
SHBHCUT001	Design haircut structures	Yes / No	Yes / No
SHBHCUT002	Create one length or solid form haircut structures	Yes / No	Yes / No
SHBHCUT003	Create graduated haircut structures	Yes / No	Yes / No
SHBHCUT004	Create layered haircut structures	Yes / No	Yes / No
SHBHCUT005	Cut hair using overcomb techniques	Yes / No	Yes / No

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HAIRDRESSING UNITS PURCHASED			
Unit Code	**Unit Name**	**Student Pack**	**Assessment Pack**
SHBHCUT006	Create combined haircut structures	Yes / No	Yes / No
SHBHDES001	Dry hair to shape	Yes / No	Yes / No
SHBHDES002	Braid hair	Yes / No	Yes / No
SHBHDES003	Create finished hair designs	Yes / No	Yes / No
SHBHIND001	Maintain and organise tools, equipment and work areas	Yes / No	Yes / No
SHBHIND002	Research and use hairdressing industry information	Yes / No	Yes / No
SHBHIND003	Develop and expand a client base	Yes / No	Yes / No
SHBHREF002	Straighten and relax hair with chemical treatments	Yes / No	Yes / No
SHBHTRI001	Identify and treat hair and scalp conditions	Yes / No	Yes / No
SHBXCCS001	Conduct Salon Financial Transactions	Yes / No	Yes / No
SHBXCCS002	Provide salon services to clients	Yes / No	Yes / No
SHBXCCS003	Greet and prepare clients for salon services	Yes / No	Yes / No
SHBXCCS004	Recommend products and services	Yes / No	Yes / No
SHBXIND001	Comply with organisational requirements within Personal Services	Yes / No	Yes / No
SHBXIND002	Communicate as part of a salon team	Yes / No	Yes / No
SHBXWHS001	Apply safe hygiene, health and work practices	Yes / No	Yes / No
SIRRINV001	Receive and handle retail stock	Yes / No	Yes / No
SIRRMER001	Produce visual merchandise displays	Yes / No	Yes / No
SIRXSLS001	Sell to the retail customer	Yes / No	Yes / No
BSBSUS211	Participate in sustainable work practices	Yes / No	Yes / No

This concludes the 2021 Skin Deep Learning Continuous Improvement Report. Please feel free to send any thoughts comments or feedback on the SDL system to admin@skindeeplearning.com.

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