



# CONTINUOUS IMPROVEMENT REPORT 2024

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## SKIN DEEP LEARNING

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

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

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

Hayley Costa **Managing Director**

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## Notes to Customer

This Continuous Improvement Report is the property of Skin Deep Learning Pty Ltd (SDL). The Report has been prepared as part of the SDL services to the Customer and reflects proper purchases of the SDL Resources by the Customer in 2024. 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 2024 are colour hardcopies, or the RTO will have a current User License for electronic use.

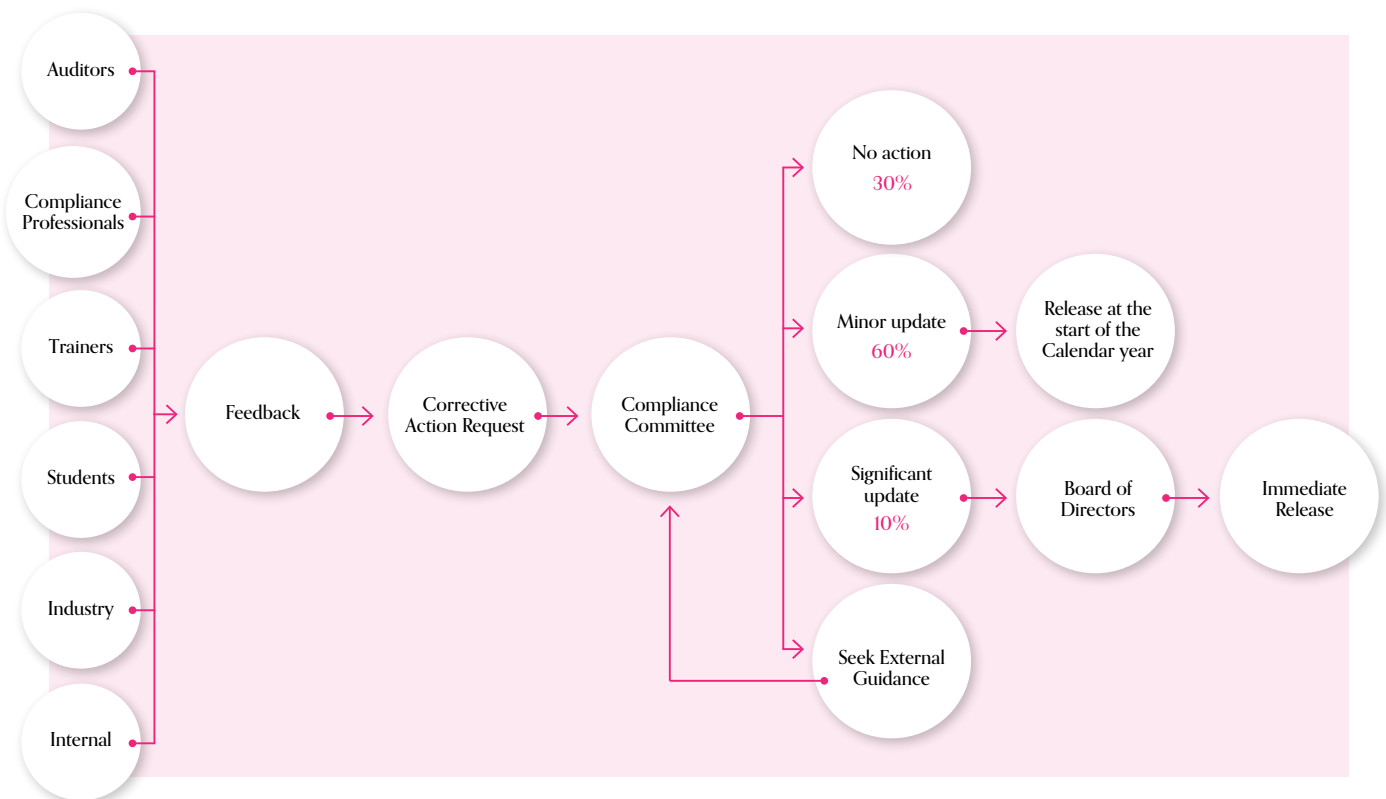
Properly purchased Learning Materials in 2024 are colour, bound, magazine-style resources. Each student should have their own copy to use and retain. Or SDL's Learning Management System (LMS) can be accessed through a User License for electronic use.

# 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 2024. 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 business and educational practice;'
- Section 2.2 Systemic evaluation.

# 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 privacy reasons.

## 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]. 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] and I believe it is because I do not have such useful magazines."

"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"

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

"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?"

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

# 3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

This section lists SHB Units of Competency (UoC) that have undergone Continuous Improvement in 2024.

Skin Deep Learning receives feedback from multiple sources including:

- Students
- Trainers
- Auditors
- Industry Consultants
- Industry Collaborators
- 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			
BSBSUS211 – Participate in environmentally sustainable work practices			
Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment – Marking Guide	Internal feedback	<ul style="list-style-type: none"> <li>• Updated website in Question 2 b</li> </ul>	V2
Knowledge Assessment – Student Assessment	Internal feedback	<ul style="list-style-type: none"> <li>• Updated website in Question 2 b</li> </ul>	V2
SHBBBOS007 – Apply cosmetic tanning products			
Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment – Marking Guide	RTO feedback	<ul style="list-style-type: none"> <li>• Converted Question 1 to Question 1 a and added Question 1 b: "How should the floor be cleaned after a cosmetic tanning service?"</li> <li>• Changed Question 3 c to a short response that asks: "Read the reporting of workplace incidents section of the Safe Work Policy and Procedure and write down when an incident report form needs to be completed."</li> <li>• Added Question 3 d: "According to the procedures, does Jennifer need to report the incident?"</li> <li>• Changed Question 8 benchmark answer to: "The student should answer according to the manufacturer instructions used in the workplace."</li> <li>• Updated Case Study 1 Question 1 g benchmark answer to say: "tanning extender and enhancer."</li> </ul>	V3

### 3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Observation Checklist 1	RTO feedback	<ul style="list-style-type: none"> <li>Added Number 19: "Fix any identified issues by following manufacturer instructions." It will have the following options: Yes, No, N/A. It will include the following statement "If all are N/A, ask Oral Question."</li> <li>Added Oral Question 2 asking: "If the spray gun was blocked, what would you do?"</li> </ul>	V2
Evidence Map	RTO feedback	<ul style="list-style-type: none"> <li>Added Knowledge Assessment Question 7 and 8 to Knowledge Evidence 2 b.</li> <li>Added Treatment Plan to Knowledge Evidence 20.</li> <li>Updated numbers to reflect adding number 19 to the Observation Checklist and Performance Benchmark Guideline.</li> </ul>	V3
Performance Benchmark Guideline	RTO feedback	<ul style="list-style-type: none"> <li>Removed the last dot point in number 18.</li> <li>Added Number 19 and included benchmarks.</li> </ul>	V2
Knowledge Assessment - Student Assessment	RTO feedback	<ul style="list-style-type: none"> <li>Converted Question 1 to Question 1 a and added Question 1 b: "How should the floor be cleaned after a cosmetic tanning service?"</li> <li>Changed Question 3 c to a short response that asks: "Read the reporting of workplace incidents section of the Safe Work Policy and Procedure and write down when an incident report form needs to be completed."</li> <li>Added Question 3 d: "According to the procedures, does Jennifer need to report the incident?"</li> <li>Changed Question 8 benchmark answer to: "The student should answer according to the manufacturer instructions used in the workplace."</li> <li>Updated Case Study 1 Question 1 g benchmark answer to say: "tanning extender and enhancer."</li> </ul>	V3

#### SHBBBOS008 - Provide body massages

Resource	Source of feedback	Changes made	Current Version
Performance Assessment 1 - Student Assessment	RTO feedback	<ul style="list-style-type: none"> <li>Replaced Marking Guide cover sheet with Student Assessment cover sheet.</li> <li>Updated version number to V3.</li> </ul>	V3

#### SHBBFAS004 - Provide lash and brow services

Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment - Marking Guide	RTO feedback	<ul style="list-style-type: none"> <li>Question 9 a, b, c and Question 18 - Where oxidant is mentioned, "(bleaching agent)" was written beside it.</li> </ul>	V3
Knowledge Assessment - Student Assessment	RTO feedback	<ul style="list-style-type: none"> <li>Question 9 a, b, c and Question 18 - Where oxidant is mentioned, "(bleaching agent)" was written beside it.</li> </ul>	V3
Online Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>Added scenarios for Lesson 3 and Lesson 11.</li> </ul>	V2

### 3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

#### SHBBMUP009 - Design and apply make-up

Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment - Marking Guide	RTO feedback	<ul style="list-style-type: none"> <li>Question 27 a - Changed answer to: "Diamond face shapes are widest at the cheeks and narrowest at the forehead and chin."</li> </ul>	V2
Online Learning Materials	RTO feedback	<ul style="list-style-type: none"> <li>Lesson 6, in 'Face shapes' section - Changed description under 'Diamond Face Shape Features' to: "Diamond face shapes tend to have a narrow and rounded forehead, with the widest part of the face at the cheekbones. The jawline is around the same width at the forehead, and the chin is usually pointed."</li> </ul>	V2
PowerPoint	RTO feedback	<ul style="list-style-type: none"> <li>Slide 37 - Changed 'Diamond Face Shape Features' to: "Diamond face shapes tend to have a narrow and rounded forehead, with the widest part of the face at the cheekbones. The jawline is around the same width at the forehead, and the chin is usually pointed."</li> </ul>	V2

#### SHBBNLS007 - Provide manicure and pedicure services

Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment - Marking Guide	RTO feedback	<ul style="list-style-type: none"> <li>Question 2 a - Corrected the diagram of the bones of the arm.</li> </ul>	V3
Knowledge Assessment - Student Assessment	RTO feedback	<ul style="list-style-type: none"> <li>Lesson 5 and Activity 3.1. - Corrected the diagram of the bones of the arm.</li> </ul>	V3
Online Learning Materials	RTO feedback	<ul style="list-style-type: none"> <li>Lesson 5 and Activity 3.1. - Corrected the diagram of the bones of the arm.</li> </ul>	V2

#### SHBBNLS011 - Use electric file equipment for nail services

Resource	Source of feedback	Changes made	Current Version
Hardcopy Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>On page 26, section 'E-files: Your go to guide' - Changed safety bit image.</li> <li>On page 41, Step 3 - Changed text "file zone 1 of the nail" to "file zone 3 of the nail."</li> <li>On page 41, Step 5 - Changed text "file zone 3 of the nail" to "file zone 1 of the nail."</li> <li>On page 15 - Changed Anti-Discrimination NSW website to: <a href="https://antidiscrimination.nsw.gov.au/">https://antidiscrimination.nsw.gov.au/</a></li> <li>On page 20 - Changed HBIA to ARA Hair and Beauty Association's website to: <a href="https://www.retail.org.au/ara-hair-beauty">https://www.retail.org.au/ara-hair-beauty</a></li> <li>Fixed typo on page 69 - Activity 2.1, Question 11.</li> <li>Fixed typo on page 114 - Activity 5.1, Question 2.</li> <li>On page 87 - Activity 3.3, Question 1: Fixed label placement on skeleton images.</li> <li>On page 90 - Activity 3.4, Question 8: Fixed label placement on muscle image.</li> <li>On page 82, in the section 'How do muscles work' - Fixed typos.</li> </ul>	V2

### 3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Online Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>Lesson 8, section 'E-files: Your go to guide' - Changed safety bit image.</li> <li>Lesson 14, section 'Using the Electric Nail File Step By Step', Step 3 - Changed text "file zone 1 of the nail" to "file zone 3 of the nail."</li> <li>Lesson 14, section 'Using the Electric Nail File Step By Step', Step 5 - Changed text "file zone 3 of the nail" to "file zone 1 of the nail."</li> <li>In Activity 2.1, Question 11 - Fixed typo.</li> <li>In Activity 5.1, Question 2 - Fixed typo.</li> <li>In Activity 3.3, Question 1 - Fixed label placement on skeleton images.</li> <li>In Activity 3.4, Question 8 - Fixed label placement and removed double lined labels on muscle image.</li> <li>Lesson 7, in section 'How do muscles work' - Fixed typos.</li> </ul>	V2
Quizzes	Internal feedback	<ul style="list-style-type: none"> <li>Corrected settings in Quiz 2.</li> </ul>	V2

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

Resource	Source of feedback	Changes made	Current Version
Hardcopy Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>On page 16 - Changed text so it clearly states that body temperature is 36.5 to 36.8 degrees Celsius.</li> </ul>	V2
Online Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>Lesson 3, in section 'Thermoregulation' - Changed text so it clearly states that body temperature is 36.5 to 36.8 degrees Celsius.</li> </ul>	V2

#### SHBXCCS006 - Promote healthy nutritional options in a beauty therapy context

Resource	Source of feedback	Changes made	Current Version
Hardcopy Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>On page 37, in the 'Role and functions of nutrients' section, 'Water' and 'Dietary Fibre' were changed to main headings.</li> </ul>	V2

#### SHBXCCS008 - Provide salon services to clients

Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment - Marking Guide	RTO feedback	<ul style="list-style-type: none"> <li>Converted Question 16 to 16 a.</li> <li>Added Question 16 b: "Read the Personal Hygiene and Dress Code Policy in the Policies and Procedure Manual and write down when you should use hand sanitiser."</li> </ul>	V3
Evidence Map	RTO feedback	<ul style="list-style-type: none"> <li>Added Number 18 to Performance Benchmark Guideline column for Elements and Performance Criteria 4.4.</li> <li>Added relevant Questions from SHBXWHS003 - Apply safe hygiene, health and work practices into Additional Assessment column for Knowledge Evidence 4 d.</li> <li>Updated Knowledge Evidence 3 a, b and c to Knowledge Assessment Question 16 a.</li> </ul>	V3



### 3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Hardcopy Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>On page 9 - Changed the website for Anti-Discrimination NSW to: <a href="https://antidiscrimination.nsw.gov.au/">https://antidiscrimination.nsw.gov.au/</a></li> </ul>	V3
Online Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>Lesson 1, in section 'Anti-discrimination' - Changed the website for Anti-Discrimination NSW to: <a href="https://antidiscrimination.nsw.gov.au/">https://antidiscrimination.nsw.gov.au/</a></li> </ul>	V3

#### SHBXIND003 – Comply with organisational requirements within a personal services environment

Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment - Marking Guide	RTO feedback	<ul style="list-style-type: none"> <li>Research Question 5 c &amp; Topic 2, Question 2 - Updated benchmark answer to get assessors to determine current pay rates.</li> <li>Research Topic 3 Question 1 - Updated benchmark answer to relate to what is not considered discrimination.</li> <li>Additional questions were added in Research Topic 3 between Question 3 and Question 4: "What responsibilities do employees have regarding anti-discrimination?" and "What responsibilities do employers have regarding anti-discrimination?"</li> </ul>	V3
Observation Checklist 2	RTO feedback	<ul style="list-style-type: none"> <li>Number 7 - Edited to include "within acceptable workplace timeframes."</li> <li>Number 5 - Edited to include "within designated timeframes."</li> </ul>	V2
Performance Benchmark Guideline	RTO feedback	<ul style="list-style-type: none"> <li>Observation Checklist 2, Number 7 - Statement was edited to include "within acceptable workplace timeframes." Last dot point was edited to say "Inform team members if unable to assist within the required timeframe due to higher priorities."</li> <li>Observation Checklist 2, Number 5 - Statement was edited to include "within designated timeframes."</li> </ul>	V2
Knowledge Assessment - Student Assessment	RTO feedback	<ul style="list-style-type: none"> <li>Additional questions were added in Research Topic 3 between Question 3 and Question 4: "What responsibilities do employees have regarding anti-discrimination?" and "What responsibilities do employers have regarding anti-discrimination?"</li> </ul>	V3
Hardcopy Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>On page 15 - Changed the NSW Anti-discrimination website to: <a href="http://www.antidiscrimination.nsw.gov.au">http://www.antidiscrimination.nsw.gov.au</a></li> </ul>	V4

#### SHBXWHS003 – Apply safe hygiene, health and work practices

Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment - Marking Guide	RTO feedback	<ul style="list-style-type: none"> <li>Question 10 - Updated benchmark answer to include "severe injury."</li> <li>Question 15 - Fixed typo.</li> <li>Question 18 a - Added another row for the fungal contraindication 'Candida.'</li> <li>Question 20 - Changed 'Thermal' heading to 'Physical/Thermal.'</li> </ul>	V3
Observation Checklist 2	RTO feedback	<ul style="list-style-type: none"> <li>Changed Number 4 to include "and ask open and closed questions to clarify and confirm information."</li> </ul>	V2

### 3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Evidence Map	RTO feedback	<ul style="list-style-type: none"> <li>Added the Performance Evidence and Knowledge Evidence lead in statement.</li> <li>Added the following lead in statements under Assessment Conditions:               <ul style="list-style-type: none"> <li>1. "Skills must be demonstrated in a personal services salon environment; this can be:"</li> <li>2. "Assessment must ensure access to:"</li> <li>3. "Assessment must ensure use of:"</li> <li>4. "Assessment activities that allow the individual to:"</li> </ul> </li> <li>Demonstrate competency in an environment reflective of real work situations - Added Performance Assessment 1, 2, 3, 4.</li> <li>Manage tasks and contingencies in the context of the job role.' - Added Performance Assessment 1, 2, 3, 4.</li> <li>Added Observation Checklist 3 Number 5, 6, 12, 13, 14 and 18 to Performance Criteria 4.3.</li> <li>Added Observation Checklist 3 Number 7 to Performance Criteria 5.2.</li> <li>Added Observation Checklist 3 Number 15 to Performance Criteria 5.6.</li> <li>Removed Knowledge Assessment Question 5 from Knowledge Evidence 5 c.</li> <li>Added Knowledge Assessment Question 15 and 16 to Knowledge Evidence 9 a, 9 b, 9 c and 9 d.</li> </ul>	V2
Performance Benchmark Guideline	RTO feedback	<ul style="list-style-type: none"> <li>Changed Number 4 to include "and ask open and closed questions to clarify and confirm information."</li> </ul>	V2
Knowledge Assessment - Student Assessment	RTO feedback	<ul style="list-style-type: none"> <li>Question 15: Fixed typo.</li> <li>Question 18 a: Added another row for the fungal contraindication 'Candida.'</li> <li>Question 20: Changed 'Thermal' heading to 'Physical/Thermal'.</li> </ul>	V2

#### SIRRINV001 - Receive and handle retail stock

Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment - Marking Guide	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Performance Assessment 1 - Marking Guide	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Observation Checklist 1	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Evidence Map	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Performance Benchmark Guideline	New template	<ul style="list-style-type: none"> <li>Created document</li> </ul>	V1
Knowledge Assessment - Student Assessment	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2

### 3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Performance Assessment 1 – Student Assessment	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
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#### SIRRMER001 – Produce visual merchandise displays

Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment – Marking Guide	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Performance Assessment 1 – Marking Guide	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Observation Checklist 1	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Evidence Map	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Performance Benchmark Guideline	New template	<ul style="list-style-type: none"> <li>Created document</li> </ul>	V1
Knowledge Assessment – Student Assessment	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Performance Assessment 1 – Student Assessment	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2

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

Resource	Source of feedback	Changes made	Current Version
Hardcopy Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>On page 17, in section ‘Impacts of Social Media’ - Added to each image: “*This is a screenshot taken from [BRAND] Instagram. All personal profiles are fictitious. Skin Deep Learning has no affiliation with [BRAND].”</li> <li>On page 43, in section ‘Online communication styles’, under ‘Example of professional responding to a customer about a product’ and ‘Example of professional responding to a complaint’ - Changed the images and brand names to fictitious ones.</li> </ul>	V3
Online Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>Lesson 3, in section ‘Impacts of Social Media’ - Added to each image: “*This is a screenshot taken from [BRAND] Instagram. All personal profiles are fictitious. Skin Deep Learning has no affiliation with [BRAND].”</li> <li>In section ‘Online communication styles’, under “Example of professional responding to a customer about a product” and “Example of professional responding to a complaint” - Changed the images and brand names to fictitious ones.</li> </ul>	V2

### 3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

**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			
BSBSUS201 - Participate in environmentally sustainable work practices			
Resource	Source of feedback	Changes made	Current Version
Marking Guide 1	RTO feedback	<ul style="list-style-type: none"> <li>Changed website in Question 7.</li> </ul>	V3
Student Assessment 1	RTO feedback	<ul style="list-style-type: none"> <li>Changed website in Question 7.</li> </ul>	V3
Hardcopy Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>In Activity 1.1, Question 5, changed website.</li> </ul>	V2

SHBHBAS002 - Provide head, neck and shoulder massage for relaxation			
Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment - Marking Guide	RTO feedback	<ul style="list-style-type: none"> <li>Changed website in Question 2 b.</li> </ul>	V2
Knowledge Assessment - Student Assessment	RTO feedback	<ul style="list-style-type: none"> <li>Changed website in Question 2 b.</li> </ul>	V3
	Internal feedback	<ul style="list-style-type: none"> <li>Lesson 10, in the massage step-by-step image for Step 12 - updated image.</li> </ul>	
Hardcopy Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>On page 28, in the massage step-by-step image for Step 12 - updated image.</li> </ul>	V3
Videos	Hairdressing Training Videos	<ul style="list-style-type: none"> <li>Techniques video created</li> <li>Massage video created</li> </ul>	V1

SHBHCLS003 - Provide full and partial head highlighting treatments			
Resource	Source of feedback	Changes made	Current Version
Marking Guide 1	RTO feedback	<ul style="list-style-type: none"> <li>Changed benchmark answer for Question 7a to: "20 vol 6% - 30 vol 9%"</li> </ul>	V2
Videos	Internal feedback	<ul style="list-style-type: none"> <li>Created Balayage hairdressing training videos: Balayage Techniques &amp; Balayage Application.</li> <li>Created Foiling hairdressing training videos: Foiling Techniques, Face Framing Foils, Full Head Highlights &amp; Half Head Highlights</li> <li>Created Mixing Bleach hairdressing training video.</li> <li>Created Bleach Theory hairdressing training video.</li> </ul>	V1

### 3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

#### SHBHCLS004 - Neutralise unwanted colours and tones

Resource	Source of feedback	Changes made	Current Version
Videos	Internal feedback	<ul style="list-style-type: none"> <li>• Toning at Basin video created</li> <li>• Root Smudge at Basin video created</li> <li>• Colour Filler at Basin video created</li> </ul>	V1

#### SHBHCUT002 - Create one length or solid haircut structures

Resource	Source of feedback	Changes made	Current Version
Marking Guide 1	RTO feedback	<ul style="list-style-type: none"> <li>• Knowledge Assessment Question 1 b - Updated benchmark answer to relate to cutting hair rather than applying colour.</li> <li>• Corrected typo in Case Study 3, Question 2.</li> </ul>	V2

#### SHBHCUT003 - Create graduated haircut structures

Resource	Source of feedback	Changes made	Current Version
Online Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>• Pressure graduation video added in Lesson 6.</li> </ul>	V2

#### SHBHDES003 - Create finished hair designs

Resource	Source of feedback	Changes made	Current Version
Videos	Internal feedback	<ul style="list-style-type: none"> <li>• Created Blow Drying videos for:                             <ul style="list-style-type: none"> <li>○ Smooth</li> <li>○ Waves</li> </ul> </li> <li>• Created Thermal Tool Styling videos for:                             <ul style="list-style-type: none"> <li>○ Curling</li> <li>○ Straightening</li> </ul> </li> <li>• Created Dry Set with Rollers videos for:                             <ul style="list-style-type: none"> <li>○ Techniques</li> <li>○ Full Head Application</li> </ul> </li> </ul>	V1

#### SHBHDES002 - Braid hair

Resource	Source of feedback	Changes made	Current Version
Videos	Internal feedback	<ul style="list-style-type: none"> <li>• Created Fishtail Braid hairdressing training video.</li> <li>• Created Dutch Braid hairdressing training video.</li> <li>• Created French Braid hairdressing training video.</li> <li>• Created 4 Strand Braid hairdressing training video.</li> </ul>	V1

#### SHBHDES004 - Create classic long hair up-styles

Resource	Source of feedback	Changes made	Current Version
Videos	Internal feedback	<ul style="list-style-type: none"> <li>• Created Classic Chignon hairdressing training video.</li> <li>• Created Donut Roll hairdressing training video.</li> <li>• Created French Roll or Twist hairdressing training video.</li> <li>• Created Vintage Roll hairdressing training video.</li> </ul>	V1

### 3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

#### SHBHTRI001 - Identify and treat hair and scalp conditions

Resource	Source of feedback	Changes made	Current Version
Hardcopy Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>On page 43, Activity 7.1, Question 2 - Now reads: "Using your workplace's product range, complete the following questions for the person you conducted the above activity with."</li> <li>On page 43 - The QR Code was also removed.</li> </ul>	V2

#### SHBXCCS002 - Provide salon services to clients

Resource	Source of feedback	Changes made	Current Version
Marking Guide 1	RTO feedback	<ul style="list-style-type: none"> <li>Converted Question 14 to 14 a.</li> <li>Added Question 14 b: "Read the Personal Hygiene and Dress Code Policy in the Policies and Procedure Manual and write down when you should use hand sanitiser."</li> </ul>	V3
Validation Tool	RTO feedback	<ul style="list-style-type: none"> <li>Updated Knowledge Evidence 3 a, b and c to Knowledge Assessment Question 14 a.</li> </ul>	V3

#### SHBXCCS008 - Provide salon services to clients

Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment - Marking Guide	RTO feedback	<ul style="list-style-type: none"> <li>Converted Question 16 to 16 a.</li> <li>Added Question 16 b: "Read the Personal Hygiene and Dress Code Policy in the Policies and Procedure Manual and write down when you should use hand sanitiser."</li> </ul>	V3
Evidence Map	RTO feedback	<ul style="list-style-type: none"> <li>Added Number 18 to Performance Benchmark Guideline column for Elements and Performance Criteria 4.4.</li> <li>Added relevant Questions from SHBXWHS003 - Apply safe hygiene, health and work practices into Additional Assessment column for Knowledge Evidence 4d.</li> <li>Updated Knowledge Evidence 3 a, b and c to Knowledge Assessment Question 16 a.</li> </ul>	V3
Online Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>Lesson 7, in the 'Hearing impairment' section - Changed website to: <a href="https://www.hearing.com.au/news-and-articles/communicating-with-someone-who-has-a-hearing-loss/">https://www.hearing.com.au/news-and-articles/communicating-with-someone-who-has-a-hearing-loss/</a></li> <li>Lesson 1 - Changed website for Anti-Discrimination NSW to: <a href="https://antidiscrimination.nsw.gov.au/">https://antidiscrimination.nsw.gov.au/</a></li> </ul>	V3

#### SHBXIND001 - Comply with organisational requirements within a personal services environment

Resource	Source of feedback	Changes made	Current Version
Marking Guide 1	RTO feedback	<ul style="list-style-type: none"> <li>Knowledge Assessment Question 5 b &amp; Research Topic 2 Question 2 - Updated benchmark answer to get assessors to determine current pay rates.</li> </ul>	V4
Online Learning Materials	Audit feedback	<ul style="list-style-type: none"> <li>Added a section in Lesson 6 for general role boundaries and responsibilities of beauticians, nail technicians, make-up artists, and beauty and spa therapists as per audit request for SHBXIND003.</li> </ul>	V2

### 3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

#### SHBXIND003 – Comply with organisational requirements within a personal services environment

Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment – Marking Guide	RTO feedback	<ul style="list-style-type: none"> <li>Knowledge Assessment Research Question 5 c &amp; Topic 2 Question 2 - Updated benchmark answer to get assessors to determine current pay rates.</li> <li>The benchmark answer for Research Topic 3 Question 1 was updated to relate to what is not considered discrimination.</li> <li>Additional questions were added in Research Topic 3 between Question 3 and Question 4: "What responsibilities do employees have regarding anti-discrimination?" and "What responsibilities do employers have regarding anti-discrimination?"</li> </ul>	V3
Observation Checklist 2	RTO feedback	<ul style="list-style-type: none"> <li>Number 7 - Edited to include "within acceptable workplace timeframes."</li> <li>Number 5 - Edited to include "within designated timeframes."</li> </ul>	V2
Performance Benchmark Guideline	RTO feedback	<ul style="list-style-type: none"> <li>Observation Checklist 2, Number 7 - Statement was edited to include "within acceptable workplace timeframes." Last dot point was edited to say "Inform team members if unable to assist within the required timeframe due to higher priorities."</li> <li>Observation Checklist 2, Number 5 - Statement was edited to include "within designated timeframes."</li> </ul>	V2
Knowledge Assessment – Student Assessment	RTO feedback	<ul style="list-style-type: none"> <li>Additional questions were added in Research Topic 3 between Question 3 and Question 4: "What responsibilities do employees have regarding anti-discrimination?" and "What responsibilities do employers have regarding anti-discrimination?"</li> </ul>	V3

#### SHBXWHS003 – Apply safe hygiene, health and work practices

Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment – Marking Guide	RTO feedback	<ul style="list-style-type: none"> <li>Question 10 - Updated benchmark answer to include "severe injury."</li> <li>Question 15 - Fixed typo.</li> <li>Question 18 a - Added another row for the fungal contraindication 'Candida'.</li> <li>Question 20 - Changed 'Thermal' heading to 'Physical/Thermal'.</li> </ul>	V2
Observation Checklist 2	RTO feedback	<ul style="list-style-type: none"> <li>Changed Number 4 to include "and ask open and closed questions to clarify and confirm information."</li> </ul>	V2

### 3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Evidence Map	RTO feedback	<ul style="list-style-type: none"> <li>Added the Performance Evidence and Knowledge Evidence lead in statement.</li> <li>Added the following lead in statements under Assessment Conditions:               <ul style="list-style-type: none"> <li>1. "Skills must be demonstrated in a personal services salon environment; this can be:"</li> <li>2. "Assessment must ensure access to:"</li> <li>3. "Assessment must ensure use of:"</li> <li>4. "Assessment activities that allow the individual to:                   <ul style="list-style-type: none"> <li>Demonstrate competency in an environment reflective of real work situations.</li> <li>Manage tasks and contingencies in the context of the job role."</li> </ul> </li> </ul> </li> <li>Added Observation Checklist 3 Number 5, 6, 12, 13, 14 and 18 to Performance Criteria 4.3.</li> <li>Added Observation Checklist 3 Number 7 to Performance Criteria 5.2.</li> <li>Added Observation Checklist 3 Number 15 to Performance Criteria 5.6.</li> <li>Removed Knowledge Assessment Question 5 from Knowledge Evidence 5 c.</li> <li>Added Knowledge Assessment Question 15 and 16 to Knowledge Evidence 9 a, 9 b, 9 c and 9 d.</li> </ul>	V2
Knowledge Assessment - Student Assessment	RTO feedback	<ul style="list-style-type: none"> <li>Question 15 - Fixed typo.</li> <li>Question 18 a - Added another row for the fungal contraindication 'Candida.'</li> <li>Question 20 - Changed 'Thermal' heading to 'Physical/Thermal.'</li> </ul>	V2

#### SIRRINV001 – Receive and handle retail stock

Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment - Marking Guide	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Performance Assessment 1 - Marking Guide	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Observation Checklist 1	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Evidence Map	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Performance Benchmark Guideline	New template	<ul style="list-style-type: none"> <li>Created document</li> </ul>	V1
Knowledge Assessment - Student Assessment	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Performance Assessment 1 - Student Assessment	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Hardcopy Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>On page 4 - Work Health and Safety websites updated.</li> </ul>	V2



### 3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

#### SIRRMER001 – Produce visual merchandise displays

Resource	Source of feedback	Changes made	Current Version
Knowledge Assessment – Marking Guide	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Performance Assessment 1 – Marking Guide	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Observation Checklist 1	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Evidence Map	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Performance Benchmark Guideline	New template	<ul style="list-style-type: none"> <li>Created document</li> </ul>	V1
Knowledge Assessment – Student Assessment	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2
Performance Assessment 1 – Student Assessment	New template	<ul style="list-style-type: none"> <li>Moved to new assessment template</li> </ul>	V2

#### SIRXSLS001 – Sell to the retail customer

Resource	Source of feedback	Changes made	Current Version
Hardcopy Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>On page 13, in ‘Developing product knowledge,’ under the ‘Where to source information’ section, under the ‘Industry associations’ heading - Changed website links from ‘Hair and Beauty Industry Association &amp; Hair and Beauty Australia’ to:               <ul style="list-style-type: none"> <li>ARA Hair and Beauty - <a href="https://www.retail.org.au/ara-hair-beauty">https://www.retail.org.au/ara-hair-beauty</a></li> <li>Hair and Beauty Australia - <a href="https://www.askhaba.com.au/">https://www.askhaba.com.au/</a></li> </ul> </li> </ul>	V2
Online Learning Materials	Internal feedback	<ul style="list-style-type: none"> <li>In ‘Developing product knowledge,’ under the ‘Where to source information’ section, under the ‘Industry associations’ heading: Changed website links from ‘Hair and Beauty Industry Association &amp; Hair and Beauty Australia’ to:               <ul style="list-style-type: none"> <li>ARA Hair and Beauty - <a href="https://www.retail.org.au/ara-hair-beauty">https://www.retail.org.au/ara-hair-beauty</a></li> <li>Hair and Beauty Australia - <a href="https://www.askhaba.com.au/">https://www.askhaba.com.au/</a></li> </ul> </li> </ul>	V2

# POLICIES AND PROCEDURES

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

POLICIES AND PROCEDURES			
Document	Source of feedback	Changes made	Current Version
Policies and Procedures Manual	Internal feedback	<ul style="list-style-type: none"> <li>Updated to include V5 of QS002 - Code of Conduct Policy</li> </ul>	V19
QS002 - Code of Conduct Policy	RTO Feedback	<ul style="list-style-type: none"> <li>In section 'Grievance and dispute settling' - Added 5.32 "If an employee observes another employee being subjected to bullying and harassment or discrimination, the employee should report the grievance in the first instance to their supervisor and complete a hazard report form."</li> <li>Removed the last sentence and dot points from section 5.31 and added them into section 5.33.</li> </ul>	V5

# 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: <ul style="list-style-type: none"> <li>SHBBBOS008 - Provide body massages</li> <li>SHBBFAS005 - Provide facial treatments and skin care recommendations</li> <li>SHBBFAS006 - Provide specialised facial treatments</li> </ul>	Unit must be delivered before: <ul style="list-style-type: none"> <li>SHBBBOS008 - Provide body massages</li> <li>SHBBFAS005 - Provide facial treatments and skin care recommendations</li> <li>SHBBFAS006 - Provide specialised facial treatments</li> </ul>
SHBBSSC002 - Incorporate knowledge of body structures and functions into beauty therapy	Is a pre-requisite for: <ul style="list-style-type: none"> <li>SHBBBOS008 - Provide body massages</li> <li>SHBBFAS005 - Provide facial treatments and skin care recommendations</li> <li>SHBBFAS006 - Provide specialised facial treatments</li> </ul>	Unit must be delivered before: <ul style="list-style-type: none"> <li>SHBBBOS008 - Provide body massages</li> <li>SHBBFAS005 - Provide facial treatments and skin care recommendations</li> <li>SHBBFAS006 - Provide specialised facial treatments</li> </ul>
SHBXCCS006 - Promote healthy nutritional options in a beauty therapy context	Is a pre-requisite for: <ul style="list-style-type: none"> <li>SHBBBOS008 - Provide body massages</li> <li>SHBBFAS005 - Provide facial treatments and skin care recommendations</li> <li>SHBBFAS006 - Provide specialised facial treatments</li> </ul>	Unit must be delivered before: <ul style="list-style-type: none"> <li>SHBBBOS008 - Provide body massages</li> <li>SHBBFAS005 - Provide facial treatments and skin care recommendations</li> <li>SHBBFAS006 - Provide specialised facial treatments</li> </ul>

Units with a high degree of holistic assessment		
Unit	Holistic Assessment	Suggested delivery sequence
SHBBBOS008 – Provide body massages	High level of holistic assessment with pre-requisite unit SHBBSSC002 - Incorporate knowledge of body structures and functions into beauty therapy	Unit must be delivered after pre-requisite units: <ul style="list-style-type: none"> <li>SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy</li> <li>SHBBSSC002 - Incorporate knowledge of body structures and functions into beauty therapy</li> <li>SHBXCCS006 - Promote healthy nutritional options in a beauty therapy context</li> </ul>
SHBBFAS005 - Provide facial treatments and skin care recommendations	Holistic assessment with Knowledge Assessments of <ul style="list-style-type: none"> <li>SHBXWHS003 - Apply safe hygiene, health and work practices</li> <li>SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy</li> </ul>	Unit must be delivered after the following units: <ul style="list-style-type: none"> <li>SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy</li> <li>SHBBSSC002 - Incorporate knowledge of body structures and functions into beauty therapy</li> <li>SHBXCCS006 - Promote healthy nutritional options in a beauty therapy context</li> <li>SHBXWHS003 - Apply safe hygiene, health and work practices</li> </ul>
SIRXSLS001 – Sell to the retail customer	Holistically assessed with SHBCCS005 – Advise on beauty products and services.	It is recommended this unit is assessed after the Knowledge Assessment for SHBCCS005 – Advise on beauty products and services.
SHBBHRS011 – Provide female intimate waxing services	Holistically assessed with SHBBHRS010 – Provide waxing services.	It is recommended this unit is assessed after the Knowledge Assessment for SHBBHRS010 – Provide waxing services.
SHBBFAS006 – Provide specialised facial treatments	High amount of holistic assessment with the following units: <ul style="list-style-type: none"> <li>SHBBFAS005 – Provide facial treatments and skin care recommendations</li> <li>SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy</li> <li>SHBXWHS003 - Apply safe hygiene, health and work practice</li> </ul>	Unit should be delivered after competency is achieved for pre-requisite unit: <ul style="list-style-type: none"> <li>SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy</li> </ul> Unit should be delivered after Knowledge Assessments of: <ul style="list-style-type: none"> <li>SHBBFAS005 – Provide facial treatments and skin care recommendations</li> <li>SHBXWHS003 - Apply safe hygiene, health and work practices</li> </ul>
SHBBBOS009 – Provide aromatherapy massages	High-moderate holistic assessment with SHBBBOS008 – Provide body massages.	Unit is structured so that it cannot be done without the student having first achieved competency in SHBBBOS008 – Provide body massages.
SHBBBSPA007 – Provide stone therapy massages	Holistically assessed with SHBBBOS008 – Provide body massages.	It is recommended this unit is assessed after SHBBBOS008 – Provide body massages.
SHBBMUP010 – Design and apply make-up for photography	High holistic assessment for Knowledge Assessment with the following unit: <ul style="list-style-type: none"> <li>SHBBMUP009 – Design and apply make-up</li> </ul>	Unit should be delivered after Knowledge Assessment of: <ul style="list-style-type: none"> <li>SHBBMUP009 – Design and apply make-up</li> </ul>
SHBBMUP011 – Design and apply remedial camouflage make-up	High holistic assessment for Knowledge Assessment with the following unit: <ul style="list-style-type: none"> <li>SHBBMUP009 – Design and apply make-up</li> </ul>	Unit should be delivered after Knowledge Assessment of: <ul style="list-style-type: none"> <li>SHBBMUP009 – Design and apply make-up</li> </ul>
SHBBMUP013 – Design and apply creative make-up	High holistic assessment for Knowledge Assessment with the following unit: <ul style="list-style-type: none"> <li>SHBBMUP009 – Design and apply make-up</li> </ul>	Unit should be delivered after Knowledge Assessment of: <ul style="list-style-type: none"> <li>SHBBMUP009 – Design and apply make-up</li> </ul>

## 4.0 HOLISTIC ASSESSMENT

SHBBCCS006 - Prepare personalised aromatic plant oil blends for beauty treatments	Holistic assessment with the following units: <ul style="list-style-type: none"> <li>SHBBBOS008 - Provide body massages</li> <li>SHBBBOS009 - Provide aromatherapy massages</li> <li>SHBXWHS003 - Apply safe hygiene, health and work practices</li> </ul>	Unit should be delivered after Knowledge Assessment of: <ul style="list-style-type: none"> <li>SHBBBOS008 - Provide body massages</li> <li>SHBBBOS009 - Provide aromatherapy massages</li> <li>SHBXWHS003 - Apply safe hygiene, health and work practices</li> </ul>
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: <ul style="list-style-type: none"> <li>SHBBINF002 - Maintain infection control standards</li> <li>SHBBCCS001 - Incorporate knowledge of skin structure and functions into beauty therapy</li> </ul>	Unit should be delivered after Knowledge assessment of: <ul style="list-style-type: none"> <li>SHBBINF002 - Maintain infection control standards</li> <li>SHBBCCS001 - Incorporate knowledge of skin structure and functions into beauty therapy</li> </ul>
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: <ul style="list-style-type: none"> <li>SHBCCS005 - Advise on beauty products and services</li> </ul> Low amount of holistic assessment with the following unit: <ul style="list-style-type: none"> <li>SHBXCCS007 - Conduct salon financial transactions</li> </ul>	It is recommended this unit is assessed after the following units: <ul style="list-style-type: none"> <li>SHBCCS005 - Advise on beauty products and services</li> <li>SHBXCCS007 - Conduct salon financial transactions</li> </ul>

Units with a low degree of holistic assessment		
Unit	Holistic Assessment	Suggested delivery sequence
SHBBRES003 - Research and apply beauty industry information	Low level of holistic assessment with SHBXIND003 - Comply with organisational requirements within a personal services environment Performance Assessment 2.	Unit should be delivered after, or in conjunction with, SHBXIND003 - Comply with organisational requirements within a personal services environment Performance Assessment 2.
SHBBHRS010 - Provide waxing services	Low level of holistic assessment with Knowledge Assessments of <ul style="list-style-type: none"> <li>SHBXCCS008 - Provide salon services to clients</li> <li>SHBXWHS003 - Apply safe hygiene, health and work practices</li> <li>SHBBNLS007 - Provide manicure and pedicure services.</li> </ul>	Unit should be delivered after Knowledge Assessments of: <ul style="list-style-type: none"> <li>SHBXCCS008 - Provide salon services to clients</li> <li>SHBXWHS003 - Apply safe hygiene, health and work practices</li> <li>SHBBNLS007 - Provide manicure and pedicure services.</li> </ul>
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	<ul style="list-style-type: none"> <li>High level of holistic assessment with Assessment 1 of SHBHCLS002 – Colour and lighten hair.</li> </ul>	Unit should be delivered after, or in conjunction with, SHBHCLS002 – Colour and lighten hair.
SHBHCLS004 – Neutralise unwanted colours and tones	<ul style="list-style-type: none"> <li>High level of holistic assessment with Assessment 1 of SHBHCLS002 – Colour and lighten hair.</li> <li>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.</li> </ul>	<p>Unit should be delivered after, or in conjunction with, Assessment 1 of SHBHCLS002 – Colour and lighten hair.</p> <p>Unit designed to be assessed in conjunction with any of the following units, as significant aspects of the Performance Criteria are assessed holistically with these units:</p> <ul style="list-style-type: none"> <li>SHBHCLS002 – Colour and lighten hair</li> <li>SHBHCLS003 – Provide full and partial head highlighting treatments</li> <li>SHBHCLS005 – Provide on scalp full head and retouch treatments</li> </ul>
SHBHCLS005 – Provide on scalp lightening and retouch bleach treatments	<ul style="list-style-type: none"> <li>High level of holistic assessment with Assessment 1 of SHBHCLS002 – Colour and lighten hair.</li> <li>High level of holistic assessment with Assessment 1 of SHBHCLS003 – Provide full and partial head highlighting treatments.</li> </ul>	Unit should be delivered after, or in conjunction with, SHBHCLS002 – Colour and lighten hair.
SHBH CUT003 – Create graduated haircut structures	<ul style="list-style-type: none"> <li>High level of holistic assessment with Assessment 1 of SHBH CUT002 – Create one length or solid haircut structures.</li> </ul>	Unit should be delivered after Knowledge Assessment of SHBH CUT002 – Create one length or solid haircut structures and pre-requisite unit SHBH CUT001 – Design haircut structures.
SHBH CUT004 – Create layered haircut structures	<ul style="list-style-type: none"> <li>High level of holistic assessment with Assessment 1 of SHBH CUT002 – Create one length or solid haircut structures.</li> </ul>	Unit should be delivered after Knowledge Assessment of SHBH CUT002 – Create one length or solid haircut structures and pre-requisite unit SHBH CUT001 – Design haircut structures.
SHBH CUT005 – Cut hair using over-comb techniques	<ul style="list-style-type: none"> <li>High level of holistic assessment with Assessment 1 of SHBH CUT002 – Create one length or solid haircut structures.</li> </ul>	Unit should be delivered after Knowledge Assessment of SHBH CUT002 – Create one length or solid haircut structures and pre-requisite unit SHBH CUT001 – Design haircut structures.
SHBH CUT006 – Create combined haircut structures	<ul style="list-style-type: none"> <li>High level of holistic assessment with Assessment 1 of SHBH CUT002 – Create one length or solid haircut structures.</li> </ul>	<p>Unit should be delivered after student has achieved competency of prerequisite units:</p> <ul style="list-style-type: none"> <li>SHBH CUT001 – Design haircut structures</li> <li>SHBH CUT002 – Create one length or solid haircut structures</li> <li>SHBH CUT003 – Create graduated haircut structures</li> <li>SHBH CUT004 – Create layered haircut structures</li> <li>SHBH CUT005 – Cut hair using over-comb techniques</li> </ul>
SHBH REF002 – Straighten and relax hair with chemical treatments	<ul style="list-style-type: none"> <li>High level of holistic assessment with Assessment 1 of SHBHCLS002 – Colour and lighten hair.</li> </ul>	Unit should be delivered after Knowledge Assessment of SHBHCLS002 – Colour and lighten hair.

## 4.0 HOLISTIC ASSESSMENT

SHBHDES004 - Create classic long hair up-styles	<ul style="list-style-type: none"> <li>High level of holistic assessment with Assessment 1 of SHBHDES003 - Create finished hair designs.</li> </ul>	Unit should be delivered after Knowledge Assessment of SHBHDES003 - Create finished hair designs.
SHBHCUT007 - Create combined traditional and classic men's haircut structures	<ul style="list-style-type: none"> <li>High level of holistic assessment with Assessment 1 of SHBHCUT002 - Create one length or solid haircut structures.</li> </ul>	Unit should be delivered after student has achieved competency of prerequisite units: <ul style="list-style-type: none"> <li>SHBHCUT001 - Design haircut structures</li> <li>SHBHCUT002 - Create one length or solid haircut structures</li> <li>SHBHCUT003 - Create graduated haircut structures</li> <li>SHBHCUT004 - Create layered haircut structures</li> <li>SHBHCUT005 - Cut hair using over-comb techniques</li> </ul>

### Units with a low degree of holistic assessment

Unit	Holistic Assessment	Suggested delivery sequence
SIRXSL001 - Sell to the retail customer	<ul style="list-style-type: none"> <li>Low level of holistic assessment with Assessment 1 of SHBXIND002 - Communicate as part of a salon team.</li> </ul>	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: <ul style="list-style-type: none"> <li>SHBXCCS001 - Conduct Salon Financial Transactions</li> <li>SHBXIND001 - Comply with organisational requirements in a personal services environment</li> <li>SHBXWHS001 - Apply safe hygiene, health and work practices</li> </ul>	Unit should be delivered after, or in conjunction with: <ul style="list-style-type: none"> <li>SHBXCCS001 - Conduct Salon Financial Transactions</li> <li>SHBXIND001 - Comply with organisational requirements in a personal services environment</li> <li>SHBXWHS001 - Apply safe hygiene, health and work practices</li> </ul>
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	<b>Practical</b> - 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	<b>Practical</b> - Product research and presentation	<b>Practical</b> - Advise and sell x5 beauty products and services	N/A
SHBBMUP009 - Design and apply make-up	Knowledge questions	<b>Practical</b> - Perform make-up service x4	N/A	N/A
SHBXCCS007 - Conduct salon financial transactions	Knowledge questions	<b>Practical</b> - Perform x2 each of the following: <ul style="list-style-type: none"> <li>• Cash sales</li> <li>• Credit card sales</li> <li>• EFTPOS sales</li> <li>• Refund/ Exchanges</li> <li>• POST management duties</li> </ul>	N/A	N/A
SHBXIND003 - Comply with organisational requirements within a personal services environment	Knowledge questions	<b>Practical</b> - Interpret organisational policies and share with colleagues	<b>Practical</b> - Comply with organisational requirements for 4x three (3) hour work periods	N/A
SHBXIND005 - Communicate as part of a salon team	Knowledge questions	<b>Practical</b> - Workplace observation or role plays	<b>Practical</b> - 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	<b>Practical</b> - Perform a salon cleaning routine on x2 occasions	<b>Practical</b> - Hazard identification x2 and WHS consultation	<b>Practical</b> - Integrate workplace safety procedures into day to day work functions across 6x three (3) hour work periods
SIRXIND003 - Organise personal work requirements	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Perform cleaning, disinfection and sterilising procedures	Write a workplace review	N/A
SHBBINF002 - Maintain infection control standards	Knowledge questions	<b>Practical</b> - Perform cleaning, disinfection and sterilising procedures	Write a workplace review	N/A
BSBSUS211 - Participate in environmentally sustainable work practices	Knowledge questions	<b>Practical</b> - Participate in x1 sustainable work practice to identify Environmental Hazard	<b>Practical</b> - Participate in sustainable work practices over 3x four (4) hour work periods	N/A
SHBBRES003 - Research and apply beauty industry information	Knowledge questions	<b>Practical</b> - Research activities and share with colleagues	<b>Practical</b> - Research product range and recommend to client	N/A
SHBBSKS006 - Pierce ear lobes	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> <ul style="list-style-type: none"> <li>Maintain stock handling and storage area</li> <li>Accept stock delivery and validate stock</li> </ul>	N/A	N/A
SIRRMER001 - Produce visual merchandise displays	Knowledge questions	<b>Practical</b> - Creating and maintaining x3 displays	N/A	N/A
SIRXOSM003 - Use social media and online tools	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Perform cosmetic tanning services x3	N/A	N/A	N/A
SHBBCCS005- Advise on beauty products and services	Knowledge questions	<b>Practical</b> - Product research and presentation	<b>Practical</b> - Advise and sell x5 beauty products and services	N/A	N/A
SHBBFAS004 - Provide lash and brow services	Knowledge questions	<b>Practical</b> - Provide lash and brow services x8	N/A	N/A	N/A
SHBBHRS010 - Provide waxing services	Knowledge questions	<b>Practical</b> - Perform x4 waxing services in a simulated environment and 2x waxing services in a commercial salon, on the following areas: <ul style="list-style-type: none"> <li>Arms</li> <li>Bikini line</li> <li>Chin</li> <li>Eyebrows</li> <li>Legs</li> <li>Lip</li> <li>Sides of face</li> <li>Underarms</li> </ul>	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	<b>Practical</b> - Perform make-up service x4	N/A	N/A	N/A
SHBBNLS007 - Provide manicure and pedicure service	Knowledge questions	<b>Practical</b> - Perform a manicure service x5	<b>Practical</b> - Perform a pedicure service x5	N/A	N/A
SHBBNLS011 - Use electric file equipment for nail services	Knowledge questions	<b>Practical</b> -Perform a nail service using electric file equipment x6	N/A	N/A	N/A
SHBBRES003 - Research and apply beauty industry information	Knowledge questions	<b>Practical</b> - Research activities and share with colleagues	<b>Practical</b> - Research product range and recommend to client	N/A	N/A
SHBXCCS007 - Conduct salon financial transactions	Knowledge questions	<b>Practical</b> - Perform x2 each of the following: <ul style="list-style-type: none"> <li>• Cash sales</li> <li>• Credit card sales</li> <li>• EFTPOS sales</li> <li>• Refund/ Exchanges</li> <li>• POST management duties</li> </ul>	N/A	N/A	N/A
SHBXCCS008 - Provide salon services to clients	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Interpret organisational policies and share with colleagues	<b>Practical</b> - 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	<b>Practical</b> - Perform a salon cleaning routine on x2 occasions	<b>Practical</b> - Hazard identification x2 and WHS consultation	<b>Practical</b> - Integrate workplace safety procedures into day to day work functions across 6x three (3) hour work periods	<b>Practical</b> - 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	<b>Practical</b> - Respond to x4 customer communications	N/A	N/A	N/A
SIRXSLS001 - Sell to the retail customer	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Perform cleaning, disinfection and sterilising procedures	<b>Practical</b> - Write a workplace review	N/A	N/A
SHBBINF002 - Maintain infection control standards	Knowledge questions	<b>Practical</b> - Perform cleaning, disinfection and sterilising procedures	<b>Practical</b> - Write a workplace review	N/A	N/A
SHBBHRS011 - Provide female intimate waxing services	Knowledge questions	<b>Practical</b> - Perform female intimate waxing services x5	N/A	N/A	N/A
SHBBMUP008 - Apply eyelash extensions	Knowledge questions	<b>Practical</b> - Perform the following eyelash extension services: <ul style="list-style-type: none"> <li>• Full set x2</li> <li>• In-fill x2</li> <li>• Removal x2</li> </ul>	N/A	N/A	N/A
SHBBMUP010 - Design and apply make-up for photography	Knowledge questions	<b>Practical</b> - Perform make-up photography service x3	N/A	N/A	N/A
SHBBMUP011 - Design and apply remedial camouflage make-up	Knowledge questions	<b>Practical</b> - Perform 5x remedial camouflage make-up services	N/A	N/A	N/A
SHBBSKS006 - Pierce ear lobes	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Recognise mental health conditions in clients role plays x4	<b>Practical</b> - Document personal wellbeing plan	N/A	N/A
SHBXCCS009 - Greet and prepare clients for salon services	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - 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	<b>Practical</b> - Perform make-up service x4	N/A	N/A	N/A
SHBBMUP010 - Design and apply make-up for photography	Knowledge questions	<b>Practical</b> - Perform make-up photography service x3	N/A	N/A	N/A
SHBBMUP013 - Design and apply creative make-up	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Research activities and share with colleagues	<b>Practical</b> - Research product range and recommend to client	N/A	N/A
SHBXCCS008 - Provide salon services	Knowledge questions	<b>Observation</b> - 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	<b>Practical</b> - Interpret organisational policies and share with colleagues	<b>Practical</b> - 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	<b>Practical</b> - Perform a salon cleaning routine on x2 occasions	<b>Practical</b> - Hazard identification x2 and WHS consultation	<b>Practical</b> - Integrate workplace safety procedures into day to day work functions across 6x three (3) hour work periods	<b>Practical</b> - Follow emergency procedures
SIRXOSM002 - Maintain ethical and professional standards when using social media and online platforms	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Perform cleaning, disinfection and sterilising procedures	<b>Practical</b> - Write a workplace review	N/A	N/A
SHBBINF002 - Maintain infection control standards	Knowledge questions	<b>Practical</b> - Perform cleaning, disinfection and sterilising procedures	<b>Practical</b> - Write a workplace review	N/A	N/A
SHBBBOS007 - Apply cosmetic tanning products	Knowledge questions	<b>Practical</b> - Perform tanning services x3	N/A	N/A	N/A
SHBBCCS005 - Advise on beauty products and services	Knowledge questions	<b>Practical</b> - Product research and presentation	<b>Practical</b> - Advise and sell x5 beauty products and services	N/A	N/A
SHBBFAS004 - Provide lash and brow services	Knowledge questions	<b>Practical</b> - 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	<p><b>Practical</b> - Perform x4 waxing services in a simulated environment and 2x waxing services in a commercial salon, on the following areas:</p> <ul style="list-style-type: none"> <li>• Arms</li> <li>• Bikini line</li> <li>• Chin</li> <li>• Eyebrows</li> <li>• Legs</li> <li>• Lip</li> <li>• Sides of face</li> <li>• Underarms</li> </ul>	N/A	N/A	N/A
SHBBMUP008 - Apply eyelash extensions	Knowledge questions	<p><b>Practical</b> - Perform the following eyelash extension services:</p> <ul style="list-style-type: none"> <li>• Full set x2</li> <li>• In-fill x2</li> <li>• Removal x2</li> </ul>	N/A	N/A	N/A
SHBBMUP011 - Design and apply remedial camouflage make-up	Knowledge questions	<p><b>Practical</b> - Perform five (5) remedial camouflage make-up services</p>	N/A	N/A	N/A
SHBBMUP012 - Apply airbrushed make-up	Knowledge questions	<p><b>Practical</b> - Perform five (5) airbrushed make-up services</p>	N/A	N/A	N/A
SHBXCCS007 - Conduct salon financial transactions	Knowledge questions	<p><b>Practical</b> - Perform x2 each of the following:</p> <ul style="list-style-type: none"> <li>• Cash sales</li> <li>• Credit card sales</li> <li>• EFTPOS sales</li> <li>• Refund/ Exchanges</li> <li>• POST management duties</li> </ul>	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	<b>Practical</b> – Product research and presentation	<b>Practical</b> – Advise and sell x5 beauty products and services	N/A	N/A
SHBBNLS007 – Provide manicure and pedicure services	Knowledge questions	<b>Practical</b> – Perform manicure services x5	<b>Practical</b> – Provide pedicure services x5	N/A	N/A
SHBBNLS009 – Apply acrylic nail enhancements	Knowledge questions	<b>Practical</b> – Perform x6 acrylic nail services that include two of each of the following: <ul style="list-style-type: none"> <li>• French, natural and colour finishes</li> <li>• Overlays</li> <li>• Sculptured nails using sculpting forms</li> </ul> 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	<b>Practical</b> – Perform x6 nail art services	N/A	N/A	N/A
SHBBNLS011 – Use electric file equipment for nail services	Knowledge questions	<b>Practical</b> – Perform nail services using electric file equipment x6	N/A	N/A	N/A
SHBBRES003 – Research and apply beauty industry information	Knowledge questions	<b>Practical</b> – Research activities and share with colleagues	<b>Practical</b> – Research product range and recommend to client	N/A	N/A
SHBXCCS007 – Conduct salon financial transactions	Knowledge questions	<b>Practical</b> – Perform x2 each of the following: <ul style="list-style-type: none"> <li>• Cash sales</li> <li>• Credit card sales</li> <li>• EFTPOS sales</li> <li>• Refund/ Exchanges</li> <li>• POST management duties</li> </ul>	N/A	N/A	N/A
SHBXCCS008 – Provide salon services	Knowledge questions	<b>Observation</b> – 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	<b>Practical</b> - Interpret organisational policies and share with colleagues	<b>Practical</b> - 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	<b>Practical</b> - Perform a salon cleaning routine on x2 occasions	<b>Practical</b> - Hazard identification x2 and WHS consultation	<b>Practical</b> - Integrate workplace safety procedures into day to day work functions across 6x three (3) hour work periods	<b>Practical</b> - 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	<b>Practical</b> - Perform cleaning, disinfection and sterilising procedures	Write a workplace review	N/A	N/A
SHBBINF002 - Maintain infection control standards	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Provide body massages x5	N/A	N/A	N/A
SHBBCCS005 - Advise on beauty products and services	Knowledge questions	<b>Practical</b> - Product research and presentation	<b>Practical</b> - Advise and sell x5 beauty products and services	N/A	N/A
SHBBFAS004 - Provide lash and brow services	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Provide facial treatments x5	N/A	N/A	N/A
SHBBFAS006 - Provide specialised facial treatments	Knowledge questions	<b>Practical</b> - Provide specialised facial treatments x5	N/A	N/A	N/A
SHBBHRS010 - Provide waxing services	Knowledge questions	<b>Practical</b> - Perform x4 waxing services in a simulated environment and 2x waxing services in a commercial salon, on the following areas: <ul style="list-style-type: none"> <li>• Arms</li> <li>• Bikini line</li> <li>• Chin</li> <li>• Eyebrows</li> <li>• Legs</li> <li>• Lip</li> <li>• Sides of face</li> <li>• Underarms</li> </ul>	N/A	N/A	N/A
SHBBMUP009 - Design and apply make-up	Knowledge questions	<b>Practical</b> - Perform make-up service x4	N/A	N/A	N/A
SHBBNLS007 - Provide manicure and pedicure services	Knowledge questions	<b>Practical</b> - Perform manicure services x5	<b>Practical</b> - Provide pedicure services x5	N/A	N/A
SHBBNLS011 - Use electric file equipment for nail services	Knowledge questions	<b>Practical</b> - Perform nail services using electric file equipment x6	N/A	N/A	N/A
SHBBRES003 - Research and apply beauty industry information	Knowledge questions	<b>Practical</b> - Research activities and share with colleagues	<b>Practical</b> - Research product range and recommend to client	N/A	N/A
SHBBSSC001 - Incorporate knowledge of skin structure and functions into beauty therapy	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - 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	<b>Practical</b> - recognise mental health conditions in clients role plays	<b>Practical</b> - document personal wellbeing plan	N/A	N/A
SHBXCCS006 - Promote healthy nutritional options in a beauty therapy context	Knowledge questions	<b>Practical</b> - Evaluate nutritional requirements of x3 clients	N/A	N/A	N/A
SHBXCCS007 - Conduct salon financial transactions	Knowledge questions	<b>Practical</b> - Perform x2 each of the following: <ul style="list-style-type: none"> <li>• Cash sales</li> <li>• Credit card sales</li> <li>• EFTPOS sales</li> <li>• Refund/ Exchanges</li> <li>• POST management duties</li> </ul>	N/A	N/A	N/A
SHBXCCS008 - Provide salon services	Knowledge questions	<b>Observation</b> - 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	<b>Practical</b> - Interpret organisational policies and share with colleagues	<b>Practical</b> - 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	<b>Practical</b> - Perform a salon cleaning routine on x2 occasions	<b>Practical</b> - Hazard identification x2 and WHS consultation	<b>Practical</b> - Integrate workplace safety procedures into day to day work functions across 6x three (3) hour work periods	<b>Practical</b> - 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	<b>Practical</b> - 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	<b>Practical</b> - Perform cleaning, disinfection and sterilising procedures	Write a workplace review	N/A	N/A
SHBBINF002 - Maintain infection control standards	Knowledge questions	<b>Practical</b> - Perform cleaning, disinfection and sterilising procedures	Write a workplace review	N/A	N/A
SHBBBOS009 - Provide aromatherapy massages	Knowledge questions	<b>Practical</b> - Perform aromatherapy massage service x5	N/A	N/A	N/A
SHBBBOS010 - Use reflexology relaxation techniques in beauty treatments	Knowledge questions	<b>Practical</b> - Perform reflexology service x5	N/A	N/A	N/A
SHBBSPA007 - Provide stone therapy massages	Knowledge questions	<b>Practical</b> - Perform stone therapy massage service x5	N/A	N/A	N/A
SHBBSPA005 - Work in a spa therapies framework	Knowledge questions	<b>Practical</b> - Prepare, clean and shut down spa environment over six, three hour work periods	<b>Practical</b> - Promote spa therapies to four clients	N/A	N/A
SHBBSPA006 - Provide spa therapies	Knowledge questions	<b>Practical</b> - Provide 5 spa treatments	N/A	N/A	N/A
SHBBCCS006 - Prepare personalised aromatic plant oil blends for beauty treatments	Knowledge Questions	<b>Practical</b> - Perform aromatic plant oil blends x5	N/A	N/A	N/A
SHBBHRS011 - Provide female intimate waxing services	Knowledge questions	<b>Practical</b> - Perform female intimate waxing service x5	N/A	N/A	N/A
SHBBMUP010 - Design and apply make-up for photography	Knowledge questions	<b>Practical</b> - Perform make-up for photography for x3 clients	N/A	N/A	N/A
SHBBMUP011 - Design and apply remedial camouflage make-up	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Perform micro-dermabrasion face treatments x5	N/A	N/A	N/A
SHBBSPA008 - Provide Indian head massages for relaxation	Knowledge questions	<b>Practical</b> - Perform Indian head massage service x5	N/A	N/A	N/A
SIRXOSM003 - Use social media and online tools	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Pre-start safety check	<b>Practical</b> - Hazard identification and WHS consultation	<b>Practical</b> - Follow emergency procedures
SHBHBAS001 - Provide shampoo and basin services	Knowledge questions	<b>Practical</b> - Perform basin services across four (4) three (3) hour work periods	N/A	N/A
SHBHDES001 - Dry hair to shape	Knowledge questions	<b>Practical</b> - Perform blow dry services for six (6) clients	N/A	N/A
SHBHIND001 - Maintain and organise tools, equipment and work areas	Knowledge questions	<b>Practical</b> - Use infection control procedures to clean and disinfect four (4) pieces of equipment	<b>Practical</b> - Clean and maintain two (2) work areas	N/A
SHBXCCS001 - Conduct salon financial transactions	Knowledge questions	<b>Practical</b> <ul style="list-style-type: none"> <li>Perform x2 cash sales</li> <li>Perform x2 credit card sales</li> <li>Perform x2 EFTPOS sales</li> <li>Perform x2 Refund/ Exchanges</li> </ul>	N/A	N/A
SHBXCCS003 - Greet and prepare clients for salon services	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - 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	<b>Practical</b> - Workplace observation or role plays	<b>Practical</b> - 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	<b>Practical</b> - Provide head, neck and shoulder massages to four (4) clients	N/A	N/A
SHBHCLS001 - Apply hair colour products	Knowledge questions	<b>Practical</b> - Student is to apply to two (2) different clients: <ul style="list-style-type: none"> <li>• Semi-permanent colour</li> <li>• Demi-permanent colour</li> <li>• Permanent colour</li> </ul>	N/A	N/A
SHBHDES002 - Braid hair	Knowledge questions	<b>Practical</b> - Perform: <ul style="list-style-type: none"> <li>• Two strand braid for two (2) clients</li> <li>• Three strand braid for two (2) clients</li> <li>• Multi strand braid for one (1) client</li> </ul>	N/A	N/A
SHBHIND002 - Research and use hairdressing industry information	Knowledge questions	<b>Practical</b> - Research activities and group presentation	N/A	N/A
SHBXCCS004 - Recommend products and services	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Create and maintain three (3) displays.	N/A	N/A
SIRRIINV001 - Receive and handle retail stock	Knowledge questions	<b>Practical</b> - <ul style="list-style-type: none"> <li>• Maintain stock handling and storage area</li> <li>• Accept stock delivery and validate stock</li> </ul>	N/A	N/A
SIRXSLS001 - Sell to the retail customer	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Waste assessment	N/A	N/A
SHBBAS001 - Provide shampoo and basin services	Knowledge questions	<b>Practical</b> - Perform basin services across four (4) three (3) hour work periods	N/A	N/A
SHBHCLS002 - Colour and lighten hair	Knowledge questions	<b>Practical</b> - Perform hair colour and lightening treatments on nine (9) clients	N/A	N/A
SHBHCLS003 - Provide full and partial head highlighting treatments	Knowledge questions	<b>Practical</b> - Perform whole or partial head highlight treatments on eight (8) clients	N/A	N/A
SHBHCLS004 - Neutralise unwanted colours and tones	Knowledge questions	<b>Practical</b> - Perform colour correction treatments on six (6) clients	N/A	N/A
SHBHCLS005 - Provide on scalp full head and retouch bleach treatments	Knowledge questions	<b>Practical</b> - Perform on scalp bleach and retouch treatments on six (6) clients	N/A	N/A
SHBH CUT001 - Design haircut structures	Knowledge questions	Analyse and design haircut plans for: <ul style="list-style-type: none"> <li>• 2x solid form</li> <li>• 2x layers (1x increased, 1x uniform)</li> <li>• 1x graduated</li> </ul>	N/A	N/A
SHBH CUT002 - Create one length or solid haircut structures	Knowledge questions	<b>Practical</b> - Perform one length or solid haircuts on three (3) clients	N/A	N/A
SHBH CUT003 - Create graduated haircut structures	Knowledge questions	<b>Practical</b> - Perform graduated haircuts on three (3) clients	N/A	N/A
SHBH CUT004 - Create layered haircut structures	Knowledge questions	<b>Practical</b> - Perform layered haircuts on three (3) clients	N/A	N/A
SHBH CUT005 - Cut hair using over-comb techniques	Knowledge questions	<b>Practical</b> - Perform over-comb haircuts on six (6) clients: <ul style="list-style-type: none"> <li>• 3x scissor overcomb</li> <li>• 3x clipper overcomb</li> </ul>	N/A	N/A
SHBHDES003 - Create finished hair designs	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - Use infection control procedures to clean and disinfect four (4) pieces of equipment	<b>Practical</b> - 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	<b>Practical</b> - Set and monitor sales targets and promote on 1x occasion: <ul style="list-style-type: none"> <li>• Hair and scalp treatments</li> <li>• New hair cut design, loyalty program and rebooking service</li> </ul>	<b>Practical</b> - 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	<b>Practical</b> - 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	<b>Practical</b> - Perform 5x hair and scalp analysis	<b>Practical</b> - Perform 5x hair and scalp treatments	N/A
SHBXCCS001 - Conduct salon financial transactions	Knowledge questions	<b>Practical</b> <ul style="list-style-type: none"> <li>• Perform x2 cash sales</li> <li>• Perform x2 credit card sales</li> <li>• Perform x2 EFTPOS sales</li> <li>• Perform x2 Refund/ Exchanges</li> </ul>	N/A	N/A
SHBXCCS002 - Provide salon services to clients	Knowledge questions	<b>Observation</b> - 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	<b>Practical</b> - 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	<b>Practical</b> - Workplace observation or role plays	<b>Practical</b> - Participate in a team meeting	N/A
SHBXWHS001 - Apply safe hygiene, health and work practices	Knowledge questions	<b>Practical</b> - Infection control, salon cleaning and cleaning a simulated blood spill. <b>Practical</b> - Hazard identification and WHS consultation	<b>Practical</b> - Integrate workplace safety procedures into day to day work functions across six (6) three (3) hour work periods.	<b>Practical</b> - Follow emergency procedures

### Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SHBH CUT006 - Create combined haircut structures	Knowledge questions	<b>Practical</b> - Perform combined haircut structures on six (6) clients	N/A	N/A
SHBH CUT007 - Create combined traditional and classic men's haircut structures	Knowledge questions	<b>Practical</b> - 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	<b>Practical</b> - 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	<b>Practical</b> - Provide head, neck and shoulder massages to four (4) different clients	N/A	N/A
SHBHDES002 - Braid hair	Knowledge questions	<b>Practical</b> - Perform: <ul style="list-style-type: none"> <li>• Two strand braid for two (2) clients</li> <li>• Three strand braid for two (2) clients</li> <li>• Multi strand braid for one (1) client</li> </ul>	N/A	N/A
SHBHIND002 - Research and use hairdressing industry information	Knowledge questions	<b>Practical</b> - Research activities and group presentation	N/A	N/A
SHBXCCS004 - Recommend products and services	Knowledge questions	<b>Practical</b> - Recommend four (4) products and services from the workplace.	N/A	N/A
SIRRV001 - Receive and handle retail stock	Knowledge questions	<b>Practical</b> - <ul style="list-style-type: none"> <li>• Maintain stock handling and storage area</li> <li>• Accept stock delivery and validate stock</li> </ul>	N/A	N/A
SIRRMER001 - Produce visual merchandise displays	Knowledge questions	<b>Practical</b> - 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	<ul style="list-style-type: none"> <li>SHBBFAS001 - Provide lash and brow services</li> </ul>	2016 - Current
Caronlab	<ul style="list-style-type: none"> <li>SHBBHRS001 - Provide waxing services</li> <li>SHBBHRS002 - Provide female intimate waxing</li> <li>SHBBBOS002 - Provide body massages</li> </ul>	2016 - Current
Lycon Cosmetics	<ul style="list-style-type: none"> <li>SHBBHRS001 - Provide waxing services</li> </ul>	2017 - Current
Jessica Cosmetics	<ul style="list-style-type: none"> <li>SHBBNLS001 - Provide manicure and pedicare services</li> </ul>	2016 - Current
Kester Black		
Sothys	<ul style="list-style-type: none"> <li>SHBBFAS002 - Provide facial treatments and skin care recommendations</li> <li>SHBBFAS003 - Provide specialised facial treatments</li> <li>SHBBBOS003 - Provide body treatments</li> </ul>	2016 - Current
Essentially Australia	<ul style="list-style-type: none"> <li>SHBBBOS004 - Provide aromatherapy massages</li> <li>SHBBCCS002 - Prepare personalised aromatic plant oils blends for beauty treatments</li> </ul>	2016 - Current
Sydney essential oil co.		
Moroccan Tan	<ul style="list-style-type: none"> <li>SHBBBOS001 - Apply cosmetic tanning products</li> </ul>	2017 - Current
Caflon	<ul style="list-style-type: none"> <li>SHBBSKS001 - Pierce ear lobes</li> </ul>	2017 - Current
Ellebana	<ul style="list-style-type: none"> <li>SHBBMUP001 - Apply eyelash extensions</li> </ul>	2017 - Current
Mia Connor Make-up Artist	<ul style="list-style-type: none"> <li>SHBBMUP002 - Design and apply make-up</li> </ul>	2018 - Current
Mooie Make-up		
Megan Farquarson Make-up Artist	<ul style="list-style-type: none"> <li>SHBBMUP006 - Design and apply creative make-up</li> </ul>	2018 - Current
Taylah Manley Mermaid Manicures	<ul style="list-style-type: none"> <li>SHBBNLS002 - Apply gel nail enhancements</li> <li>SHBBNLS003 - Apply acrylic nail enhancements</li> <li>SHBBNLS004 - Apply nail art</li> </ul>	2018 - Current
HiSweet	<ul style="list-style-type: none"> <li>SHBBMUP002 - Apply eyelash extensions</li> <li>SHBBHRS001 - Provide lash and brow services</li> </ul>	2022 Release
Rachael Blackwell	<ul style="list-style-type: none"> <li>SHBBMUP003 - Design and apply make-up for photography</li> </ul>	2020 - Current
Skin Cancer Prevention Queensland	<ul style="list-style-type: none"> <li>Reviewed all units and created 'Skin Cancer Prevention and Early Detection' pamphlet.</li> </ul>	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	<ul style="list-style-type: none"> <li>SHBBNLS007 - Provide manicure and pedicure services</li> </ul>	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	<ul style="list-style-type: none"> <li>SHHBAS001 - Provide shampoo and basin services</li> </ul>	2018 - Current
De Lorenzo	<ul style="list-style-type: none"> <li>SHBhref002 - Straighten and relax hair with chemical treatments</li> </ul>	2021 - Current

**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 Cinematographic Makeup	<ul style="list-style-type: none"> <li>SHBHCUT002 - Create one length or solid form haircut structures</li> <li>SHBHCUT003 - Create graduated haircut structures</li> <li>SHBHCUT004 - Create layered haircut structures</li> </ul>	2020
Courtney Bodger	<ul style="list-style-type: none"> <li>SHBHCUT006 - Create combined haircut structures</li> </ul>	2021
Jan-Maree Constantine TAFE Gippsland	<ul style="list-style-type: none"> <li>SHBHCLS004 - Neutralise unwanted colours and tones</li> <li>SHBHCLS005 - Provide on scalp full head and retouch bleach treatments</li> <li>SHBHCUT003 - Create graduated haircut structures</li> </ul>	2020
Paula Easey REACH For Training	<ul style="list-style-type: none"> <li>SHBHCLS002 - Colour and lighten hair</li> <li>SHBHCLS004 - Neutralise unwanted colours and tones</li> <li>SHBHCUT004 - Create layered haircut structures</li> <li>SHBHCUT005 - Cut hair using overcomb techniques</li> <li>SHBHCUT006 - Create combined haircut structures</li> <li>SHBhref002 - Straighten and relax hair with chemical treatments</li> </ul>	2020
Mel Livermore Riverina Community College	<ul style="list-style-type: none"> <li>SHBHCLS004 - Neutralise unwanted colours and tones</li> </ul>	2020
Luisa Pearce North Regional TAFE (Broome)	<ul style="list-style-type: none"> <li>SHBHCLS005 - Provide on scalp full head and retouch bleach treatments</li> <li>SHBHCUT001 - Design haircut structures</li> <li>SHBHCUT002 - Create one length or solid form haircut structures</li> <li>SHBHCUT004 - Create layered haircut structures</li> <li>SHBHCUT006 - Create combined haircut structures</li> </ul>	2020
Jacqui Rogers South Regional TAFE (Esperance)	<ul style="list-style-type: none"> <li>SHBHCLS004 - Neutralise unwanted colours and tones</li> <li>SHBHCUT002 - Create one length or solid form haircut structures</li> <li>SHBHCUT006 - Create combined haircut structures</li> </ul>	2020

### HAIRDRESSING INDUSTRY CONSULTANTS CONTINUED

Expert Industry Consultant	Unit of Competency	Date
Paige Sawatzky Luppinos Hair Brisbane City	<ul style="list-style-type: none"> <li>• SHBHDES003 - Create finished hair designs</li> <li>• SHBHIND003 - Develop and expand a client base</li> <li>• SHBHCLS002 - Colour and lighten hair</li> <li>• SHBHCLS003 - Provide full and partial head highlighting treatments</li> <li>• SHBHCLS004 - Neutralise unwanted colours and tones</li> <li>• SHBHCLS005 - Provide on scalp full head and retouch bleach treatments</li> <li>• SHBH CUT001 - Design haircut structures</li> <li>• SHBH CUT002 - Create one length or solid form haircut structures</li> <li>• SHBH CUT003 - Create graduated haircut structures</li> <li>• SHBH CUT004 - Create layered haircut structures</li> </ul>	2020
Megan Yabsley De Lorenzo	<ul style="list-style-type: none"> <li>• SHBHREF002 - Straighten and relax hair with chemical treatments</li> </ul>	2021
Sarah Young TAFE Gippsland	<ul style="list-style-type: none"> <li>• SHBHCLS004 - Neutralise unwanted colours and tones</li> <li>• SHBHCLS005 - Provide on scalp full head and retouch bleach treatments</li> <li>• SHBH CUT001 - Design haircut structures</li> <li>• SHBH CUT002 - Create one length or solid form haircut structures</li> <li>• SHBH CUT004 - Create layered haircut structures</li> </ul>	2020
Courtney Bodger Joey Scandizzo	<ul style="list-style-type: none"> <li>• Videos</li> </ul>	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

## 7.0 CURRENT VERSIONS OF ALL RESOURCES

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
V2	V2	V2	V3	V2	V2	V2	V1	V1	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
V2	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	V1	V1	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	V1	V1	V2	V1
LM	OLM	PP							
V3	V3	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	V2	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	V1

**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	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							
V4	V2	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							

**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	V1	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	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
V2	V2	V2	V2	V2	V2	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

## 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							

### SHHBAS001 - Provide shampoo and basin services

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

### SHHBAS002 - Provide head, neck and shoulder massages for relaxation

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

SHBHCLS003 - Provide full and partial head highlighting treatments									
MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V2	V1	V1	V1	V1	V1	V1	V1	V1	

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

SHBHCUT001 - Design haircut structures									
MG1	MG2	SA1	SA2	VT	LM	OLM	PP		
V1	V1	V1	V1	V1	V2	V2	V2		

SHBHCUT002 - Create one length or solid haircut structures									
MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V2	V1	V2	V1	V1	V1	V2	V1	V1	



**SHBHCUT003 - Create graduated haircut structures**

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

**SHBHCUT004 - Create layered haircut structures**

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

**SHBHCUT005 - Cut hair using over-comb techniques**

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

SIRXSL001 - Sell to the retail customer									
MG1	MG2	SA1	SA2	OB1	VT	LM	OLM	PP	
V1	V1	V1	V1	V1	V1	V2	V2	V2	