

Competency Standards for Caribbean Vocational Qualifications (CVQ)

CCCSB20504

Level II in Nail Technology

Unit Number	Unit Title	Mandatory /Elective	Hours
CSBCOR0001A	Perform interactive workplace communication	Mandatory	40
CSBCOR0011A	Maintain a safe, clean and efficient work environment	Mandatory	40
CSBCOR0021A	Plan and organise work	Mandatory	20
CSBCOS0001A	Prepare clients for salon service	Mandatory	20
CSBCOR0041A	Deliver quality service to customers	Mandatory	20
CSBBTH0002A	Provide manicure and pedicure services	Mandatory	30
ITICOR0011A	Carry out data entry and retrieval procedures	Mandatory	40
CSBBTH0012A	Apply nail enhancement	Mandatory	20
CSBBTH0032A	Apply nail art	Mandatory	20
CSBCOS0052A	Perform stock control procedures	Mandatory	20
CSBCOS0042A	Conduct financial transactions	Mandatory	30
CSBCOS0032A	Sell products and services	Mandatory	20
CSBCOS0002A	Receive and direct clients	Mandatory	20
CSBCOS0012A	Schedule and check out clients	Mandatory	30
CSBBTH0022A	Merchandise beauty care and related products	Elective	20
CSBBTH0082A	Demonstrate retail beauty care products	Elective	20
CSBBTH0042A	Design and apply make-up	Elective	20
BSBSBM0012A	Craft personal entrepreneurial strategy	Elective	50
CSBBTH0072B	Provide temporary epilation and bleaching treatments	Elective	20
CSBBTH0003A	Pierce ears	Elective	20
CSBCOR0003A	Maintain customer relations	Elective	20
BSBCOR0113A	Maintain workplace safety	Elective	20

To be awarded this Caribbean Vocational Qualification (CVQ) all Mandatory competency standards must be achieved. Electives achieved with the qualification will be awarded unit statement of competency.

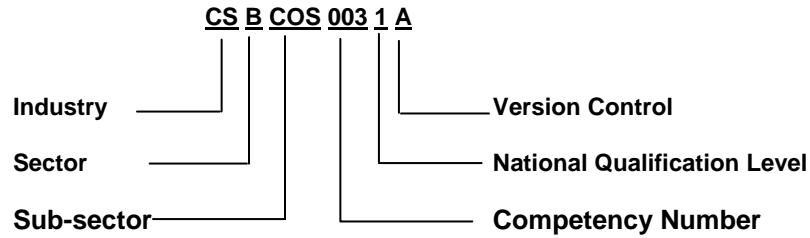
The nominal training hours are a guide for planning the delivery of Training Programmes.

NOTATION: Persons who achieve the qualification in Nail Technology are able to perform the work of the following:

Manicurist; Nail Technician; Solon Receptionist; Make-up Application

Legend to Unit Code

Example: CSBCOS0031A CS B COS 003 1 A



KEY: Man – Mandatory; COS – Cosmetology; BTH – Beauty Therapy; BAR – Barbering; SBM – Small Business Management; ITI – Information Technology (Information); BSB – Business Service (Business); CSB – Community Service (Beauty)

**CSBCOR0001A: Perform interactive workplace communication**

Competency Descriptor:

This unit deals with the skills and knowledge required to for effective communication in the workplace.

Competency Field: Beauty services

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1. Follow routine instructions and information	1.1	Instructions received are acted upon.
	1.2	Effective questioning is used to elicit information.
	1.3	Salon information relevant to the particular task is assessed, comprehended and acted upon.
	1.4	Daily work routine is planned and organised.
	1.5	Tasks are prioritised and completed without undue delay.
	1.6	Manufacturers written technical instructions are read, comprehended and acted upon
	1.7	Simple written information is recorded for reference.
2. Participate in workgroups and teams	2.1	Allocated tasks are identified.
	2.2	Allocated tasks are completed willingly, without undue delay.
	2.3	Assistance is actively sought from or provided to other team members when difficulties arise.
	2.4	Feedback provided by others in the workgroup is encouraged, acknowledged, and acted upon.
	2.5	Questioning used to minimise misunderstandings.
	2.6	Signs of potential workplace conflict identified and conflict avoided wherever possible.



- 2.7 Participation in team problem solving demonstrated.
- 2.8 Support is offered and provided to colleagues.
- 3. Apply profession ethics
 - 3.1 Standards of decorum, good manners and social behaviour are maintained according to salon policy.
 - 3.2 A competent, professional manner/attitude is projected through non-verbal presentation.
 - 3.3 Confidentiality and tact are demonstrated.
 - 3.4 Responsibilities of employer/employee are mutually recognised and carried out.
- 4. Support the organization
 - 4.1 Personal hygiene and deportment reflect salon policy.
 - 4.2 Clients are treated with courtesy
- 5. Receive and refer clients complaints
 - 5.1 Positive helpful attitude is conveyed to clients when handling complaints.
 - 5.2 Complaints are handled sensitively, courteously and with discretion.
 - 5.3 Nature of complaint is established by active listening and questioning and confirmed with the client.
 - 5.4 Action is taken to resolve complaint to client's satisfaction wherever possible.
 - 5.5 Unresolved client dissatisfaction or complaints promptly referred to more experienced hairdresser or supervisor.
 - 5.6 Opportunities taken to turn incidents of client dissatisfaction into a demonstration of high quality service to clients in line with salon policy,
 - 5.7 Follow up action taken as necessary to ensure client satisfaction.



RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's policies and procedures in regard to:

- contact with clients
- job descriptions/responsibilities
- interaction with other team members
- interaction with supervision/management
- orientation for new workers

Teams may include:

- small work teams or salon team.
- management, or other staff members.
- full-time or part-time staff

Legislation, codes and national standards relevant to the workplace may include:

- National Association of Hair Dressers and Cosmetologists codes of regulation (NAHC)
- OHS and hygiene requirements
- First Aid regulations/requirements

Communication may occur with external clients and internal contacts, including management and other team members.

Information may include telephone, written or verbal messages, computer (e-mail/memos

Clients may include:

- people from a range of cultural backgrounds and physical and mental abilities
- regular and new clients

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively and consistently apply salon policies and procedures and industry codes of practice in regard to verbal and non-verbal presentation according to the performance criteria and the range statement.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to verbal and non-verbal presentation to external and internal client contact in the appropriate context and to the level acceptable by the enterprise
- participate in a team situation in a courteous helpful manner, to complete allocated tasks willingly, to avoid misunderstandings and conflict where possible.
- to communicate with supervisors and peers and to seek assistance when necessary.
- solve problems with the team.
- follow routine instructions, perform tasks according to salon procedures, plan and prioritise tasks.

**Critical Aspects of Evidence (Cont'd)**

- maintain standards of decorum, good manners and social behaviour and to maintain a competent professional manner.
- provide a consistently welcoming client environment by treating clients in a courteous, professional manner.
- accurately interpret the nature of client complaints, resolve complaints and provide service to clients according to the range of variables.

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to verbal and non-verbal presentation, communication within the team, allocated duties and personal presentation

The following, which aid communication within the team:

- roles and responsibilities of self, peers and management
- questioning/listening techniques
- conflict resolution skills
- negotiation skills
- goal setting
- ability to collect and organise information

The following, which aid self-development:

- maintenance of personal health and fitness.
- maintenance of personal hygiene and deportment
- personal goal setting
- importance of self esteem
- stress management
- time management
- services provided by salon
- technical terms found in manufacturers' product information
- literacy skills in regard to workplace documents
- numeracy skills in regard to workplace functions



Skills

The ability to:

- consistently apply salon policies and procedures and industry codes of practice in regard to verbal and non-verbal presentation
- participate in a team situation in a courteous helpful manner, to complete allocated tasks willingly, to avoid misunderstandings and conflict where possible.
- to communicate with supervisors and peers and to seek assistance when necessary.
- problem solve with the team
- follow routine instructions, perform tasks according to salon procedures, plan and prioritise tasks.
- maintain standards of decorum, good manners and social behaviour and to maintain a competent professional manner.
- provide a consistently welcoming client environment by treating clients in a courteous, professional manner.
- accurately interpret the nature of client complaints, resolve complaints and provide service to clients according to the range of variables
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid
- apply the following which aid communication within the team:
 - questioning/listening techniques
 - conflict resolution skills
 - negotiation skills
 - goal setting
 - collect and organise information.

(4) Resource Implications

The following resources should be made available:

- access to clients in workplace situations, dealing with a variety of services and a range of communication processes in a salon/simulated assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as: One in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

**(3) Method of Assessment**

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with a variety of services and a range of communication processes with clients result until competency is achieved.

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of short answer or case studies.

CRITICAL EMPLOYMENT SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 1	
Planning and organising activities	Level 1	
Working with others and in teams	Level 1	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOR0011A: Maintain a safe, clean and efficient work environment

Competency Descriptor:

This unit incorporates the Occupational Health and Safety regulations required for beauty salon operation. It encompasses basic first aid procedures, personal hygiene, the provision of a caring client environment and the efficient operation of the salon.

Competency Field:

Beauty Therapy

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Comply with health regulations	1.1	Procedures and practices implemented in a variety of salon situations in accordance with state and local government health regulations.
		1.2	Store policies and procedures for personal hygiene applied.
2.	Provide a relaxed and caring environment	2.1	Clients are made to feel comfortable according to salon policy.
		2.2	Responded to clients needs.
		2.3	Facilitated clients with refreshments.
3.	Prepare and maintain work area	3.1	Reception, work areas and walkways maintained in a safe, uncluttered and organised manner according to salon policy.
		3.2	All routines carried out safely, effectively and efficiently with minimum inconvenience to clients and staff.
		3.3	Waste is stored and disposed of according to local health regulations.
		3.4	Spills, food, waste, hair, water and/or other potential hazards promptly removed from floors according to salon policy.
		3.5	Linen is stored, cleaned and disinfected in line with local health regulations and salon procedures.
		3.6	Walls, floor and working surfaces are cleaned to meet salon requirements and health and safety standards without causing damage.
4.	Check and maintain tools and equipment	4.1	Tools and equipment are prepared for specific services as required.
		4.2	Tools and equipment are checked for maintenance requirements.

- 4.3 Tools and equipment are referred for repair as required.
 - 4.4 Tools and equipment are cleaned and stored safely and in position to comply with salon requirements and local health regulations.
- 5. Check and rotate stock
 - 5.1 Stock rotation procedures are carried out routinely and accurately according to salon procedures.
 - 5.2 Stock levels are accurately recorded according to salon procedures.
 - 5.3 Under or over supplied stock items are notified immediately to the salon supervisor.
 - 5.4 Incorrectly ordered or delivered stock is referred to the salon supervisor for return to supplier.
 - 5.5 Safe lifting and carrying techniques maintained in line with salon occupational health and safety policy and government legislation.
- 6. Observe basic safety procedure
 - 6.1 Procedures to achieve a safe working environment followed and maintained in line with occupational health and safety regulations and requirements according to salon policy.
 - 6.2 All unsafe situations recognised and reported according to salon policy.
 - 6.3 All breakdowns in relation to machinery and equipment reported to supervisor.
 - 6.4 Fire and safety hazards identified and necessary precautions taken or reported according to salon policy and procedures.
 - 6.5 Dangerous goods and substances identified, handled and stored according to salon policy and procedures and occupational health and safety regulations.
 - 6.6 Salon policy regarding manual handling practice is followed.
 - 6.7 Participation in consultative arrangements established by salon for occupational health and safety is demonstrated.
- 7. Observe emergency
 - 7.1 Salon policies and procedures in regard to illness or accident are identified and observed.
 - 7.2 First Aid requirements identified and observed.

- 7.3 Safety alarms are identified accurately.
- 7.4 Qualified person contacted in the event of accident or sickness of clients or staff and accident details correctly recorded according to salon policy.

RANGE STATEMENT

This unit applies to all establishments where beauty services are provided.

This unit of competency should be demonstrated in accordance with the salon's :

- salon policies and procedures in regard to occupational health and safety, general duty of care, emergency procedures, hygiene, security and salon operation policies

Legislation, codes and national standards relevant to the workplace may include:

- Labour laws of the country
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements

Emergency procedures may include: sickness, accidents, fire or store evacuation involving staff or clients.

- clients and team members may include people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- cleaning may include counters, benches, walkways, walls, fixtures or other working surfaces
- salon service range
- products from various manufacturers' ranges
- tools and equipment
- linen may be cleaned on or off the premises

Relevant salon policies and procedures should include:

- hazard policies and procedures
- emergency, fire and accident procedures
- personal safety procedures
- procedures for the use of personal protective clothing and equipment
- use of motor vehicles
- hazard identification
- issue resolution procedures
- job procedures
- work instructions

Unsafe situations may deal with but are not restricted to:

- toxic substances
- damaged packaging material or containers
- broken or damaged equipment
- inflammable materials and fire hazards
- lifting practices
- spillages
- waste, including hair, especially on floors
- ladders
- trolleys

Occupational health and safety procedures may deal with:

- clients
- staff
- equipment/tools
- premises
- stock

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively maintain a safe, clean and efficient work environment in accordance with the performance criteria and the range statement.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to consistently:

- knowledge and consistent application of salon policies and procedures and industry codes of practice in regard to Occupational Health and Safety Codes of Practice for First Aid in the workplace
- apply safe work practices and emergency procedures in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including First Aid as required
- apply salon policies and procedures and industry codes of practice in regard to the performance of cleaning procedures
- provide a consistently welcoming client environment by treating clients in a courteous helpful manner, by responding to clients' needs
- clean and maintain the work area according to the range of variables
- use and maintain cleaning equipment and use and store cleaning chemicals
- check, rotate and record stock
- check and maintain tools and equipment and prepare for specific services as required
- refer tools and equipment for repair as required and store to comply with health regulations and salon procedures
- interpret and apply manufacturers' instructions for products, tools and equipment
- apply First Aid procedures for emergency life support
- record sickness/accident/emergency details

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills**Knowledge**

Knowledge of:

- Health and Hygiene regulations/requirements
- Occupational Health and Safety and First Aid regulations/requirements.
- salon policies and procedures in regard to Occupational Health and Safety Codes
- procedures to be applied in the event of fire or salon evacuation or in events likely to endanger staff or clients
- salon policies and procedures in regard to client service, personal hygiene practices, preparation and maintenance of work areas, tools, equipment and the salon stock system
- maintenance and storage procedures for tools and equipment used
- use of stock control systems/technology

Skills

The ability to:

- recognise and respond appropriately to emergency situations
- refer clients to appropriate professionals/qualified persons
- identify and apply knowledge of reporting procedures relating to occupational Health and safety
- use and maintain cleaning equipment
- use and store cleaning chemicals

(4) Resource Implications

The following resources should be made available:

- salon environment (simulated or actual enterprise)

(5) Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the beauty salon services are provided.

The underpinning knowledge may be assessed off the job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 2	
Using technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOR0021A: Plan and organise work

Competency Descriptor:

This unit deals with the skills and knowledge required to effectively plan and organise work assignments, and applies to all individuals working in the beauty services sector.

Competency Field:

Beauty services

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1. Identify work requirements	1.1	Instructions for work schedule and performance and quality assurance requirements received, understood and clarified where necessary.
2. Plan process to complete work	2.1	Tasks identified, prioritised and sequenced to achieve effective completion of work.
3. Select tools and equipment	3.1	Personal protective equipment correctly identified and selected to suit job requirements.
	3.2	Appropriate tools and equipment identified and selected for required service.
4. Demonstrate safe and efficient sequence of work	4.1	Service provided safely in a logical and efficient sequence.
	4.2	Tools, supplies and equipment safely stored when not in immediate use.
5. Report outcomes	5.1	Verbal report given to appropriate person on completion of service and relevant client details entered on database.
6. Clean up	6.1	Unused materials safely stored at appropriate area.
	6.2	Empty containers and waste material removed from service area.
	6.3	Service area left clean, safe and secure on completion.
	6.4	Tools and equipment cleaned, maintained and stored.

RANGE STATEMENT

Work organisation sequence may range from receiving instructions, to carrying out task, to cleaning up task.

Work plan may be either written or verbal and may include the following:

- preparation of work area
- selections of tools and equipment
- handling of materials, tools and equipment
- housekeeping requirements

Work schedule may be carried out in a singular application or in a team situation.

Work schedule and performance may have to adhere to quality assurance policy and procedures.

EVIDENCE GUIDE

Competency is to be demonstrated by safe and effective preparation using any of the range of work sequences listed within the range of variables statement relative to the work environment.

(1) Critical Aspects and Evidence

It is essential that competence is observed in the following aspects:

- indicate compliance with Occupational Health and Safety regulations applicable to salon operations including relevant National Association of Hair Dressers and Cosmetologist's (NAHC) regulations
- indicate compliance with organisational policies and procedures including quality assurance requirements
- carry out correct procedures prior to and during the provision of service to clients
- communicate to enable efficient individual/organisational planning of work

(2) Pre-requisite Relationship of Units

CSBCOR0011A Maintain a safe, clean and efficient work environment

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to planning and organising allocated duties
- salon and equipment safety requirements
- equipment
- materials appropriate to the task
- products handling
- quality assurance

Skills

The ability to:

- follow routine instructions, perform tasks according to salon procedures, plan and prioritise tasks
- use equipment correctly
- prepare and maintain work area
- select and use products according to manufacturer's instructions
- apply quality assurance

(4) Resource Implications

The following resources should be made available:

- access to clients in workplace situations, requiring a range of services in a salon/simulated assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

- one in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with a variety of services and a range of communication processes with clients result until competency is achieved.

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of short answer or case studies.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
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Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 1	
Planning and organising activities	Level 1	
Working with others and in teams	Level 1	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0001A: Prepare clients for salon service

Competency Descriptor:

This unit deals with the skills and knowledge required to prepare clients for a range of beauty salon services

Competency Field:

Beauty services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Gown and protect clients	1.1 Service to be provided has been verified with operator and client. 1.2 Clean gown/wrap and towels of suitable size for client, selected and applied. 1.3 Relevant health and sanitation regulations are observed.
2. Shampoo hair (cosmetology)	2.1 Service to follow shampoo is verified with client and operator. 2.2 Correct shampoo is selected, applied and removed thoroughly. 2.3 Client comfort and safety is ensured during the procedure. 2.4 Water temperature and flow is controlled during process. 2.5 Hair and scalp are massaged using appropriate technique. 2.6 After shampoo, conditioning agents are applied and removed according to manufacturer's instruction.
3. Cleanse skin (Beauty therapy)	3.1 Make up removed correctly. 3.2 Skin cleanse correctly. 3.3 Skin analysis is performed using appropriate forms and tools/equipment. 3.4 Followed correct procedure for using equipment. 3.5 Correct products are selected and used for second cleansing and toning. 3.6 Water is used at the appropriate temperature. 3.7 Followed correct procedure for disposal of used products.

- 3.8 Followed appropriate hygiene and sanitation throughout entire process.
- 3.9 Client's comfort and safety is ensured during entire process.

RANGE STATEMENT

This unit applies to all establishments where beauty salon services are provided.

Preparing clients for salon services include:

- the application of salon policies and procedures in regard to the preparation of clients for salon services including colour, styling, permanent waves and chemical relaxer, hair cutting and treatment services at varying levels of staffing, staff training and trading conditions.

These may include but not limited to customers and team members from a range of cultural backgrounds and physical and mental abilities.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively prepare clients for salon services according to the performance criteria and the range statement

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently

- apply salon policies and procedures and industry codes of practice in regard to the performance of a range of salon services
- apply safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements
- read, accurately interpret and consistently apply manufacturers' instructions for products and equipment, especially in regard to water temperature and flow
- use effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service
- verify the service to be provided
- select and apply appropriate gown/wrap and towel/s for salon services according to the range of variables
- select, apply and remove of a variety of shampoo and conditioning products, according to manufacturers' instructions and salon procedures
- apply hair and scalp massage according to client requirements and salon procedures
- use time effectively and to control product waste

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with:

CSBCOR0011A	Maintain a safe, clean and efficient work environment
CSBCOR0001A	Perform interactive workplace communication”

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to salon services, product range and procedures
- preparation of the service area, products and equipment
- use of shampoo equipment, care
- care and protection of client
- selection, application and removal of shampoo and conditioning products according to the manufacturer’s instructions
- hair/scalp massage procedures suitable for the type of salon service to follow
- post shampoo procedures
- internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements
- communication techniques and skills
- insurance against malpractice

Skills

The ability to:

- read, accurately interpret and consistently apply manufacturer’s instructions for products and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients
- consistently verify the service to be provided
- consistently select and apply appropriate gown/wrap and towel(s) for salon services according to the range statement
- select, apply and remove shampoo and conditioning products according to the manufacturer’s and salon procedures
- use time and products efficiently
- coordinate shampoo services with other salon services that are being offered to different clients simultaneously

(4) Resource Implications

The following resources should be made available:

- access to a range of shampoo and conditioning products and equipment and to clients presenting with a range of requirements in a salon/simulated assessment area

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with a variety of beauty salon services and a range of communication processes. The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
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Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skill.

CSBCOR0041A: Deliver quality service to customers

Competency Descriptor:

This unit covers the skills and knowledge required to identify customers' needs and quality service to customers.

Competency Field: Education and Training

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Identify customers' needs	1.1 Customers' needs and expectations are clarified and accurately identified using appropriate interpersonal skills. 1.2 Customers' needs are assessed for urgency to determine priorities for service delivery in accordance with organisational requirements. 1.3 Customers are provided with information about available choices for meeting their needs and assisted in the selection of preferred options. 1.4 Limitations in addressing customers' needs are identified and appropriate assistance is sought from designated individuals.
2. Deliver a service to customers	2.1 Service is provided promptly to customers to meet identified needs in accordance with organisational requirements. 2.2 Appropriate rapport is established and maintained with customers to ensure completion of the delivery of a quality service. 2.3 Customers' complaints are handled sensitively and courteously in accordance with organisational requirements. 2.4 Customers with special needs or assistance are responded to in accordance with organisational requirements. 2.5 Available opportunities are identified and used to promote and enhance services and products to customers.

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|----|--|-----|--|
| 3. | Monitor and report on service delivery | 3.1 | Customer satisfaction with service delivery is regularly checked in accordance with organisational requirements. |
| | | 3.2 | Procedural aspects of service delivery are monitored for effectiveness and suitability to customer requirements. |
| | | 3.3 | Customer feedback is regularly sought and used to improve the provision of products and services. |

RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace, which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Appropriate interpersonal skills may include:

- using appropriate body language
- summarising and paraphrasing to check understanding of customer's message
- providing an opportunity for the customer to confirm their request
- seeking feedback from the customer to confirm understanding of needs
- questioning to clarify and confirm the customer's needs
- listening actively to what the customer is communicating

Customer needs and expectations may relate to:

- advice or general information
- specific information
- further information
- making an appointment
- complaints
- purchasing services
- accuracy of information
- fairness/politeness
- prices/value

Customers with special needs may include:

- disabilities
- language
- beliefs/values
- religious/spiritual observances
- gender, age
- culture

Customers' complaints may include:

- service errors
- service not delivered on time
- customer satisfaction with service quality

Customers can be:

- internal or external
- regular
- new
- those with special needs

Designated individuals may include:

- supervisor
- customers
- colleagues

Organisational requirements may include:

- quality assurances and/or procedures manuals
- goals, objectives, plans, systems and processes
- legal and organisational policy/guidelines and requirements
- Occupational Health and Safety policies, procedures and programs
- anti-discrimination and related policy
- access and equity principles and practice
- quality and continuous improvement processes and standards
- defined resource parameters
- who is responsible for services
- pricing policies
- refund policy and procedures

Verifiable evidence may include:

- customer satisfaction questionnaires
- audit documentation and reports
- quality assurance data
- returned goods
- lapsed customers
- service calls
- complaints

Opportunities for enhancing quality of service may include:

- procedures for delivery of service
- extending timelines
- update of customer service charter

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

In order to achieve consistency of performance, evidence should be collected over a set period of time, which is sufficient to include dealings with an appropriate range and variety of situations

(1) Critical Aspects of Evidence

- Identifying needs and priorities of customers
- Distinguishing between different levels of customer satisfaction
- Treating customers with courtesy and respect
- Identifying and complying with organisational requirements
- Responding to and reporting on customer feedback

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- the relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- knowledge of the principles of excellent customer service
- understanding the organisation's business structure, products and services
- understanding the organisation's policy and procedures for customer service including handling customer complaints
- knowledge of service standards and best practice models
- understanding the principles of quality assurance
- understanding public relations and product promotion
- consultation methods, techniques and protocols
- techniques for dealing with customers, including customers with special needs

Skills

The ability to:

- use verbal and non-verbal communication effectively
- assess information for relevance and accuracy; source additional information as required
- technology skills including the ability to select and use technology appropriate to a task
- problem solving skills to deal with customer enquiries or complaints
- ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

(4) Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace.

(5) Method of Assessment

Review of a portfolio containing the following

- Evidence(lesson plans and attendance register) of training sessions in a number of contexts using a range of delivery methods to competency requirements
- Training materials and resources
- Trainers self assessment of their own training delivery
- Documentation on reaction of appropriate personnel and training participants to delivery of training sessions (Clients, feedback to training delivery)
- Changes made to subsequent delivery practices based on feedback by training participants and appropriate personnel.

(6) Context of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular NVQ-J Level. Refer to the critical Employability Skill Levels at the end of this unit.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 2	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skill.

CSBBTH0002A: Provide manicure and pedicure services

Competency Descriptor:

This unit deals with the skills and knowledge required to perform a range of manicure and pedicure treatments in accordance with Occupational Health and Safety requirements, Health regulations and organization's requirements.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Prepare client for manicure/pedicure service	1.1	Treatment area client and operator prepared for manicure/pedicure service according to Health and Hygiene requirements and salon procedures.
		1.2	Client protection, comfort and relaxation ensured throughout service.
		1.3	Client's characteristics accurately identified.
		1.4	Clients' needs and expectations evaluated to enable accurate advice and recommendations for a treatment plan including, desired shape of nail, treatment/service procedures and varnish/polish application.
		1.5	Nail and skin condition of hands and feet accurately identified by physical and visual examination.
		1.6	Areas of the hands/feet requiring special treatment identified and noted.
		1.7	Contra-indications including infectious and non-infectious skin and nail disorders identified where applicable, explained to client, and referred to appropriate professional where required.
		1.8	Hand/skin care products, materials, tools and equipment selected according to treatment plan and confirmed with client.
		1.9	Client requested to remove hand and nail jewellery.
		1.10	Client reassured during treatment as required and all questions answered fully and accurately.

2. Perform a basic manicure/pedicure service
- 2.1 Manicure/Pedicure products and equipment are used sequentially according to Health and Hygiene regulations, manufacturers' instructions and client's requirements.
 - 2.2 Client's hands/feet and nails cleansed thoroughly according to treatment plan.
 - 2.3 Nail varnish/polish removed effectively, without damage to the nail or skin, as required.
 - 2.4 Nails shaped/filed to a smooth even finish according to treatment plan requirements.
 - 2.5 Exfoliation and/or treatments applied as required according to treatment plan and manufacturers instructions.
 - 2.6 Cuticles softened and pushed back gently and hangnails trimmed as required with no cuts or abrasions to skin or cuticles according to client requirements, Health and Hygiene requirements and salon procedures.
 - 2.7 Nail mend (fabric) applied to fingernails as required and adhered securely with a clean smooth finish.
 - 2.8 Massage movements to hand and lower arm /foot and leg applied smoothly and evenly and to include:
 - effleurage
 - petrissage
 - tapotement
 - according to client requirements
 - 2.9 Polish/varnish applied smoothly and evenly to clean nail plate according to manufacturers instructions and client requirements.
 - 2.10 Polish/varnish applied to nail only, and any excess product removed to leave a fine clear edge between nail plate and cuticle.
 - 2.11 Manicure service completed according to client requirements, Health and Hygiene requirements and salon procedures with no cut and abrasion.
 - 2.12 Nail clippings, filing dust, and cleansing pads disposed of according to Health and Hygiene regulations and salon procedures.
 - 2.13 Equipment including files disinfected/disposed of according to Health and Hygiene regulations and salon procedures.

- | | | | |
|----|--------------------------|--|---|
| | 2.14 | Treatment completed within designated salon time frames. | |
| | 2.15 | Portion control used to minimise wastage. | |
| 3. | Provide aftercare advice | 3.1 | Questioning and active listening used to obtain client feedback. |
| | | 3.2 | Relevant outcomes of treatment recorded accurately and legibly. |
| | | 3.3 | Future treatment program recommended according to clients needs. |
| | | 3.4 | Treatment plan revised as required. |
| | | 3.5 | After care advice and guidelines accurately provided according to clients need. |
| | | 3.6 | Homecare product recommendations made according to client requirement. |
| | | 3.7 | Client rebooked according to agreed treatment plan. |

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range statement also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon policies and procedures in regard to the performance of a manicure/pedicure treatment/service
- salon hygiene policies and procedures
- state and local Health Regulations
- relevant sanitary requirements in regard to Occupational Health and Safety
- salon product range and manufacturers instructions
- salon time frame allocated for the performance of a manicure/pedicure treatment

Contraindications may include:

- skin or nail disorders or diseases
- allergic reactions
- bruising or swelling
- areas exhibiting loss of tactile sensation
- cuts or abrasions
- recent operations
- areas of recent fractures or sprains

Non contagious hand/foot/nail disorders may include:

- onycholysis
- white spots (leuconychia)
- corrugated furrows
- split or brittle nails
- hang nails
- bruised nails
- onychophagy (bitten nails)
- blisters
- calluses
- heel fissures
- bunions
- hammer toes
- corns
- dermatitis
- circulatory problems
- eggshell nails
- congenital or trauma induced nail malformations

Manicure/pedicure treatments/services may include:

- shaping
- cuticle care
- nail varnish/polish (single or multi layer) application of varying colours
- French manicure
- paraffin wax treatments
- nail mend
- buffing
- callous rasping
- hot oil treatments

Equipment used may include:

- nail clippers /scissors/hang nail trimmer
- emery board, rasp, file
- orange stick/ cuticle pusher
- paraffin wax bath
- buffer
- foot spa/electric spa machines (vibrating and whirlpool)

Products may include:

- sanitisers
- skin/cuticle massage and treatment creams
- paraffin wax
- exfoliants
- remedial products
- cuticle remover/softener
- nail hardener
- nail soaking solution
- base coat/varnish/top coat /drier/thinners
- wrap fabric
- resin
- activator (spray/brush)
- exfoliation cream

Hand/foot/nail disorders may be contagious or non contagious.

Contagious disorders may include:

- bacterial, viral, or fungal infections
- warts
- tinea pedis
- tinea unguium
- papillomas
- paronychia

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients

Appropriate professionals may include:

- medical practitioner
- podiatrist

Special precautions may be required for medical conditions including:

- diabetes or blood disorders/diseases

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range of Variables. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

Consistent repetition as part of the daily routine will ensure competence and lead to an understanding of the underpinning critical issues involved in this unit.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated:

- salon policies and procedures in regard to the performance of a manicure/pedicure treatment
- safe work practices, including first aid and sanitation, in regard to the performance of manicure/pedicure treatments and safe use of product according to Occupational Health and Safety regulations/requirements
- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables
- read, accurately interpret, and consistently apply, manufacturers' instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's nails and skin and design a treatment plan to meet the client's needs
- apply manicure and pedicure treatments/services including hand/arm massage, paraffin wax treatments, exfoliation treatments, nail mends, French polish, buffing, callous rasping, polish/varnish application
- apply a variety of manicure and pedicure products according to the range of variables
- consistently use time effectively and control product waste
- evaluate a manicure/pedicure service and advise the client on future treatments, home care and complementary products

(2) Pre-requisite Relationship of Units

- CSBCOR0001B Perform Interactive workplace communication
- CSBCOS0001A Prepare clients for salon services
- CSBCOS0032A Sell products and services

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to the performance of a manicure/pedicure treatment
- state and local Health and Hygiene requirements/regulations and salon hygiene policies, including disinfection procedures
- safe work practices, including first aid, in regard to the performance of manicure/pedicure treatments and safe use of product according to Occupational Health and Safety regulations/requirements
- the transmission routes of infectious conditions
- manicure and pedicure treatments/services including hand/arm massage, paraffin wax treatments, exfoliation treatments, nail mends, French polish, buffing, callous rasping, polish/varnish application
- a variety of manicure and pedicure products according to the range of variables
- the gross anatomy and physiology of the skin and skin structures including:
 - dermis, epidermis and subcutaneous layers
- the anatomy and physiology of the nail structure and shape and the function and growth of nails
- the anatomy and physiology of the hands, feet, lower legs, lower arms, bones muscles, circulation in regards to manicure and Pedicure service
- cosmetic chemistry/ingredients in relevant treatment products particularly in regard to their likely effects on the nail and possible contraindications in combination with other products or circumstances
- pH scale of human skin, nails and products used in manicure and pedicure

Skills

The ability to:

- apply salon policies and procedures in regard to the performance of a manicure/pedicure treatment
- apply state and local Health and Hygiene requirements/regulations and salon hygiene policies, including disinfection procedures
- apply safe work practices, including first aid, in regard to the performance of manicure/pedicure treatments and safe use of product according to Occupational Health and Safety regulations/requirements
- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables
- apply standard infection control precautions
- read, accurately interpret, and consistently apply, manufacturers instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's nails and skin and design a treatment plan to meet the client's needs including:
 - areas requiring special treatment
 - product application techniques
 - areas requiring corrective/remedial services

Underpinning Knowledge and Skills (Cont'd)Skills

The ability to:

- apply manicure and pedicure treatments/services including hand/arm massage, paraffin wax treatments, exfoliation treatments, nail mends, French polish, buffing, callous rasping, polish/varnish application
- apply a variety of manicure and pedicure products according to the range of variables and manufacturer's instructions
- consistently use time effectively and to control product waste
- evaluate a manicure/pedicure service and advise the client on future treatments, home care and complementary products

(4) Resource Implications

The following resources should be made available:

- access to a range of clients with differing manicure and pedicure requirements using a professional manicure table/operator chair/ client chair in a fully equipped treatment area with a range of products

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITICOR0011A: Carry out data entry and retrieval procedures

Competency Descriptor:

This unit deals with the skills and knowledge required to operate computer to enter, manipulate and retrieve data and to access information and communicate via the Internet.

Competency Field: Information Technology and Communications - Operations

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1. Initiate computer system	1.1	Equipment and work environment are correctly checked for readiness to perform scheduled tasks.
	1.2	The hardware components of the computer and their functions are correctly identified.
	1.3	Equipment is powered up correctly.
	1.4	Access codes are correctly applied.
	1.5	Appropriate software is selected or loaded from the menu.
2. Enter data	2.1	Types of data for entry correctly identified and collected.
	2.2	Input devices selected and used are appropriate for the intended operations.
	2.3	Manipulative procedures of Input device conform to established practices.
	2.4	Keyboard/mouse is operated within the designated speed and accuracy requirements.
	2.5	Computer files are correctly located or new files are created, named and saved.
	2.6	Data is accurately entered in the appropriate files using specified procedure and format.
	2.7	Data entered is validated in accordance with specified procedures.
	2.8	Anomalous results are corrected or reported in accordance with specified procedures.
	2.9	Back-up made in accordance with operating procedures.

- 3. Retrieve data
 - 3.1 The identity and source of information is established.
 - 3.2 Authority to access data is obtained where required.
 - 3.3 Files and data are correctly located and accessed.
 - 3.4 Integrity and confidentiality of data are maintained.
 - 3.5 The relevant reports or information retrieved using approved procedure.
 - 3.6 Formats to retrieved report or information conform to that required.
 - 3.7 Copy of the data is printed where required.
- 4. Amend data
 - 4.1 Source of data/information for amendment is established.
 - 4.2 Data to be amended is correctly located within the file.
 - 4.3 The correct data/Information is entered, changed or deleted using appropriate input device and approved procedures.
 - 4.4 The Integrity of data is maintained.
- 5. Use document layout and data format facilities
 - 5.1 Requirements for document are verified where necessary.
 - 5.2 The given format and layout are appropriately applied.
 - 5.3 Facilities to achieve the desired format and layout are correctly identified, accessed and used.
 - 5.4 Data manipulating facilities are used correctly.
 - 5.5 Format reflects accuracy and completeness.
- 6. Monitor the operation of equipment
 - 6.1 The system is monitored to ensure correct operation of tasks.
 - 6.2 Routine system messages are promptly and correctly dealt with.
 - 6.3 Non-routine messages are promptly referred in accordance with operating requirements.

	6.4	Error conditions within level of authority are dealt with promptly, and uncorrected errors are promptly reported.
	6.5	Output devices and materials are monitored for quality.
7. Access and transmit information via the Internet	7.1	Access to the Internet is gained in accordance with the provider's operating procedures.
	7.2	Evidence of the ability to negotiate web sites to locate and access specified information and other services is efficiently demonstrated.
	7.3	E-Mail is sent and retrieved competently.
8. Close down computer system	8.1	The correct shut down sequence is followed.
	8.2	Problem with shutting down computer is reported promptly.
	8.3	All safety and protective procedures are observed.
	8.4	The system integrity and security are preserved.
9. Maintain computer equipment	9.1	Cleaning materials and/or solutions used meet specified recommendation.
	9.2	The equipment is cleaned as directed.
	9.3	Wear and faults identified are promptly reported to the appropriate personnel.

RANGE STATEMENT

This unit applies to activities associated with essential operations linked to using and maintaining basic computer equipment.

Equipment:

- install supplied computer
- install supplied peripherals

Work environment:

- equipment
- furniture
- cabling
- power supply

Input devices:

- keyboard
- mouse
- scanner
- microphone
- camera

Software systems to include for:

- word processing
- spread sheet
- internet access

Files save on:

- network
- magnetic media
- personal PC

Data:

- textual
- numerical
- graphical

File operations:

Naming, updating, archiving, traversing field and records in database, use of search, sort, print

Maintenance:

- cleaning: enclosures, screen, input devices, output devices
- checking cables, etc

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to accurately carry out basic data entry and retrieval operations on a computer system in accordance with the performance criteria and the range listed within the range of variables statement .

(1) Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- Initiate the use on the equipment.
- Use document layout and data format facilities.
- Locate and access data.
- Use file operations.
- Manipulate input devices.
- Key-in and format reports.
- Access to the internet.

(2) Pre-requisite Relationship of Units

The pre-requisite for this unit is:

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

knowledge of:

- safety for working with and around computers
- computer hardware and software systems
- procedure for initiating and closing down computer
- the operation of the data entry management system
- methods of locating files
- organisation's standards applicable to accessing files
- files operations and their applications
- file operation in database setting
- creating, locating and saving files
- using input devices
- using data checking devices
- formatting functions of software
- layout function of software
- graphic productions and manipulation
- regard for accuracy and security of information
- functions on the internet

Skills

The ability to:

- identify computer hardware
- manipulate data input devices
- access data
- use file operations
- key-in and format reports and letters
- retrieve data
- amend data
- print data
- save data
- search and receive data from the internet
- send and receive E-Mail

(4) Resource Implications

Files saved on network, magnetic media, personal Computer

Input devices: Keyboard, mouse, other selection devices

(5) Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria .

(6) Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices .

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level -	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level -	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBTH0012A: Apply nail enhancement

Competency Descriptor:

This unit deals with the skills and knowledge required to carry out activities relating to the application of a range of artificial nail application services.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Prepare client for artificial nail application	1.1	Treatment area, client and operator prepared for artificial nail application service according to Health and Hygiene requirements, Occupational Health and Safety regulations and salon procedures.
		1.2	Client protection, comfort and relaxation ensured throughout service.
		1.3	Clients' characteristics accurately identified.
		1.4	Clients' needs and expectations evaluated to enable accurate advice and recommendations for a treatment plan.
		1.5	Client clearly and accurately advised of maintenance requirements and advantages/disadvantages of various types of artificial nails.
		1.6	Nail and skin condition accurately identified by physical and visual examination.
		1.7	Areas of the hands/nails requiring special treatment identified and noted.
		1.8	Contra-indications including infectious and non infectious skin and nail disorders identified where applicable, explained to client, and referred to appropriate professional where required.
		1.9	Type of artificial nail application and finished nail shape selected according to treatment plan and confirmed with client.
		1.10	Artificial nail products materials, tools and equipment selected according to treatment plan and confirmed with client.

-
- 1.11 Client requested to remove hand and nail jewellery if applicable.
 - 1.12 Client reassured during treatment as required and all questions answered fully and accurately.
2. Remove artificial nails
- 2.1 Artificial nail removal products and equipment are used sequentially according to Health and Hygiene regulations, manufacturers' instructions and clients' requirements.
 - 2.2 Artificial nails removed according to manufacturers' instructions and clients requirements.
 - 2.3 After care advice and guidelines and homecare product recommendations, after removal of acrylic/artificial nails, accurately provided according to clients needs.
3. Apply/refill artificial nails
- 3.1 Artificial nail products and equipment selected and used sequentially according to Health and Hygiene regulations, manufacturers' instructions and clients requirements.
 - 3.2 Safety goggles/glasses worn to protect operators and clients eyes from particles of artificial nail product, as required.
 - 3.3 Nails cleansed and prepared without damage to nail bed or cuticle according to manufacturers recommendations and treatment plan.
 - 3.4 Cuticles prepared/pushed back gently as required without damage to nail bed.
 - 3.5 Nail lightly sanded in direction of growth to remove natural shine.
 - 3.6 Nails disinfected/cleansed and completely dried.
 - 3.7 Tips/overlay applied as required, blended and shaped to smooth even finish.
 - 3.8 Nail products applied accurately in sequence according to manufacturers instructions.
 - 3.9 Artificial nails applied/refilled as required and secured according to manufacturers recommendations and treatment plan.

- 3.10 Artificial nail application service completed according to client and Health and Hygiene requirements and salon procedures.
 - 3.11 Finished result to be structurally correct and well balanced, smooth and neat with no excess product on cuticle or surrounding skin and no cuts or abrasions to skin or cuticle.
 - 3.12 Filing dust, and desk mats disposed of and equipment sanitised, according to Health and Hygiene regulations and salon procedures.
 - 3.13 Excess monomer in the dampen dish discarded after each client application.
 - 3.14 Finished result including nail shape and refinement match treatment plan.
 - 3.15 Treatment completed within designated salon time frames.
 - 3.16 Portion control used to minimise wastage.
4. Provide aftercare advice
- 4.1 Questioning and active listening used to obtain client feedback.
 - 4.2 Relevant outcomes of service recorded accurately and legibly.
 - 4.3 Future treatment program recommended according to clients needs.
 - 4.4 Treatment plan revised as required.
 - 4.5 After care advice and guidelines accurately provided according to clients needs.
 - 4.6 Client rebooked according to agreed treatment plan.

RANGE STATEMENT

The Range statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon policies and procedures in regard to the performance of artificial nail application and maintenance
- salon hygiene policies and procedures
- relevant regulations/legislation in regard to Occupational Health and Safety
- salon product range and manufacturers instructions in particular for artificial nail products
- salon time-frame allocated for the performance of an artificial nail application
- methods of venting air
- temperature and air currents within
- treatment area

Maintenance procedures may include:

- french refills
- refills
- removal of loose acrylic
- repair damaged, chipped or broken nails (natural or artificial)
- blend regrowth lines
- repolish (colour/French polish)
- filing/buffing
- shortening
- reshaping
- reapplying new nail
- rebalancing stress curve
- correction to side walls of extension

Nail enhancement application will include:

- filing
- shaping
- buffing
- repairs
- natural nail overlays
- natural nail extensions
- natural nail (mends)

Skin/nail disorders may be contagious or non contagious. Contagious conditions may include:

- bacterial
- viral, or fungal infections

Types of nail procedures will include:

- tips
- overlays
- French refill
- refill
- acrylic resin
- sculptured nails
- sculpting forms
- tips and overlays
- French tips
- UV and non light gels

Types of product used may include:

- primer, acid and non acid
- adhesive (thin and gel)
- tips (various styles)
- acrylic powder (polymer)
- acrylic liquid (monomer)
- dehydrator
- hand/nail sanitisers
- Gel (UV and non UV)
- fibreglass/silk wrap
- resin
- activator (spray, brush)
- artificial nail remover

Types of nail procedures may include:

- fibreglass/silk wrap
- special occasion/temporary tips
- odourless acrylics
- UV gel coating over acrylic
- UV acrylic

Special precautions may be required for medical conditions including diabetes or blood disorders/diseases.

Appropriate professionals may include:

- medical practitioner
- clients' needs may include health of natural nail
- home care products may include: buffer/files, cuticle oil, polish, polish remover, hand/cuticle cream, jewellery

Knowledge and access of material safety data sheets.

- clients may include people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients

Equipment used may include:

- electric drill
- buffers
- table with air venting facility/chair
- ultra violet light especially for use in conjunction with gel nails
- desk lamp
- desk mats
- desk towels
- masks, goggles, gloves
- dappen dishes
- brushes for application of artificial nails, primer brushes
- emery boards/files/buffers
- tip cutters/acrylic clippers
- cuticle pushers

Contraindications may include:

- skin or nail disorders or diseases
- allergic reactions
- bruising or swelling
- areas exhibiting loss of tactile sensation
- cuts or abrasions
- recent operations
- areas of recent fractures or sprains

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range Statements. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

These relate to particular knowledge and skills that are considered essential to demonstrate competency in this unit. Evidence of the following needs to be demonstrated.

(1) Critical Aspects of Evidence:

Evidence of the following needs to be demonstrated:

- salon policies and procedures in regard to the performance and maintenance of nail enhancement application
- safe work practices, including first aid, in regard to the performance of nail enhancement applications and safe use of product according to Occupational Health and Safety regulations/requirements

Critical Aspects of Evidence: (Cont'd)

- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables
- read, accurately interpret, and consistently apply, manufacturers instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- apply a variety of artificial nail products according to the range of variables
- consistently use time effectively and to control product waste
- evaluate an artificial nail service and advise the client on future treatments, home care and complementary products

(2) Pre-requisite Relationship of Units

This refers to an assessment relationship between units.

- CSBCOR0001A Perform Interactive Workplace communication
- CSBCOS0001A Prepare clients for salon services
- CSBCOS0032A Sell products and services
- CSBBTH0002A Provide manicure and pedicure service

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to the performance and maintenance of nail enhancement application by the enterprise
- state and local Health and Hygiene requirements/regulations and salon hygiene policies, including disinfection procedures
- safe work practices, including first aid, in regard to the performance of manicure/pedicure treatments and safe use of product according to Occupational Health and Safety regulations/requirements
- the transmission routes of infectious conditions and skills in the application of standard infection control precautions

Skill

The ability to:

- salon policies and procedures in regard to the performance and maintenance of nail enhancement application by the enterprise
- state and local Health and Hygiene requirements/regulations and salon hygiene policies, including disinfections procedures
- safe work practices, including first aid, in regard to the performance of nail enhancement treatments and safe use of product according to Occupational Health and Safety regulations/requirements
- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables

Underpinning Knowledge and Skills (Cont'd)

Knowledge

Knowledge of:

- artificial nail services including: artificial nail removal and application and refill of artificial nails and polish/varnish application
- a variety of artificial nail products according to the range of variables
- the effects of health and disease on nails and nail growth and maintenance of artificial nails
- the anatomy and physiology of the hands, lower arms, bones muscles, circulation
- benefits and effects to clients and natural nails of various artificial nail application advantages and disadvantages

Skill

The ability to:

- recognise and manage specific treatment complications including:
 - product reaction
 - natural nail separation
 - discolouring of product
 - lifting of product (acrylic)
 - peeling of product (gel)
 - water mould (pseudomonas)
 - damage to natural nail due to trauma to artificial nail
- read, accurately interpret, and consistently apply, manufacturers instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's nails and skin and design a treatment plan to meet the client's needs including:
 - type of artificial nails
 - procedure/product
 - product application techniques
 - areas requiring corrective/remedial services
- apply artificial nail services including: artificial nail removal and application and refill of artificial nails and polish/varnish application
- apply a variety of artificial nail products according to the range of variables
- consistently use time effectively and to control product waste
- evaluate an artificial nail service and advise the client on future treatments, home care and complementary products

(4) Resource Implications

Competency in this unit may be assessed through access to:

- a range of clients with a variety of artificial nail requirements
- a professional manicure table, operator/client chair in a fully equipped
- adequately ventilated area with a full range of products.

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency may be assessed in the workplace or simulated workplace setting. Assessment should be while tasks are undertaken either individually or as part of a team under limited supervision.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBTH0032A: Apply nail art

Competency Descriptor:

This unit deals with those competencies involved with the application of a range of nail art services.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY**PERFORMANCE CRITERIA**

1. Prepare client for nail art service	1.1 Treatment area, client, operator and equipment prepared for nail art service according to Health and Hygiene requirements, Occupational Health and Health Safety regulations and salon procedures.
	1.2 Client protection, comfort and relaxation ensured throughout service.
	1.3 Clients' characteristics accurately identified.
	1.4 Client's needs and expectations evaluated to enable accurate advice and recommendations for a treatment plan.
	1.5 Client to plan clearly and accurately advised of maintenance requirements for decorated nails.
	1.6 Nail and skin condition accurately identified by physical and visual examination.
	1.7 Areas of the hands/nails requiring special treatment identified and noted.
	1.8 Contra-indications including infectious and non infectious skin and nail disorders identified where applicable, explained to client, and referred to appropriate professional where required.
	1.9 Type of nail art selected suitable for size of nail, according to treatment plan and confirmed with client.
	1.10 Nail art products selected according to treatment plan and confirmed with client.
	1.11 Client requested to remove hand and nail jewellery if applicable.

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- 1.12 Client reassured during treatment as required and all questions answered fully and accurately.
 - 1.13 Prepared all necessary materials, tools and equipment before the beginning the service
 - 2. Apply nail art
 - 2.1 Nail art products and equipment selected and applied sequentially according to health and hygiene regulations, manufacturers' instructions and clients' requirements.
 - 2.2 Nails prepared according to manufacturers recommendations and treatment plan
 - 2.3 Masks worn to protect operator and client when airbrushing, where required.
 - 2.4 Nail art applied as required and secured according to manufacturers' recommendations and treatment plan.
 - 2.5 Nail art service completed according to client requirements Health and Hygiene requirements and salon procedures.
 - 2.6 Waste disposed of according to Health and Hygiene regulations and salon procedures.
 - 2.7 Treatment completed within designated salon time frame
 - 2.8 Portion control used to minimise wastage
 - 3. Provide aftercare advice
 - 3.1 Questioning and active listening used to obtain client feedback.
 - 3.2 Relevant outcomes of service recorded accurately and legibly
 - 3.3 Future treatment program recommended according to clients needs.
 - 3.4 Treatment plan revised as required.
 - 3.5 After care advice and guidelines accurately provided according to clients needs.
 - 3.6 Product recommendations made according to client requirements.
 - 3.7 Client rebooked according to agreed treatment plan.

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon policies and procedures in regard to the performance of nail art application
- salon hygiene policies and procedures
- state and local Health Regulations
- salon hygiene policies and procedures
- state and local Health Regulations
- state and local Health Regulations
- salon product range and manufacturers instructions
- salon product range and manufacturers instructions
- salon time-frame allocated for the performance of nail art

Equipment used may include:

- electric drill/hand drill
- table with air venting facility
- brushes
- scissors
- marbilizer/dotter
- methods of venting air
- air brush machine (where applicable)

Nail art application may include:

- adornments/jewellery
- decorative designs
- water decals
- adhesive backed tape and decals
- rhinestones
- hand painted designs

Contraindications may include:

- skin or nail disorders or diseases
- clients may include people from a range of social
- cultural or ethnic backgrounds and physical and mental ability

Skin/nail disorders may be contagious or non contagious. Contagious conditions may include:

- bacterial,
- viral, or fungal infections

Specialist nail art may include:

- air brush designs

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide that relates directly to the Performance Criteria and the Range of Variables. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated:

- salon policies and procedures in regard to the performance and maintenance of nail art application
- safe work practices, including first aid, in regard to the performance of nail enhancement applications and safe use of product according to Occupational Health and Safety regulations/requirements
- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables
- read, accurately interpret, and consistently apply, manufacturers instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- perform nail art application for a variety of artificial nail products according to the range of variables
- consistently use time effectively and to control product waste
- evaluate the nail art application service and advise the client on future treatments, home care and complementary products

(2) Pre-requisite Relationship of Units

This refers to an assessment relationship between units.

- CSBCOR0001A Perform Interactive Workplace communication
- CSBCOS0001A Prepare clients for salon services
- CSBCOS0032A Sell products and services
- CSBBTH0002A Provide manicure and pedicure service

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to the performance of nail art application
- state and local Health and Hygiene requirements/regulations and salon hygiene policies, including disinfection procedures
- safe work practices, including first aid, in regard to the performance of nail art application and safe use of product according to Occupational Health and Safety regulations/requirements
- the performance of nail art application
- the performance of nail art application for a variety of artificial nail products according to the range of variables
- the effect of changes created by complementary nail shapes and designs
- the salon product and equipment range
- the effects and benefits of a defined range of salon nail art products
- ingredients and the effects of products used for nail art
- the conditions which indicate client referral to a medical practitioner or other professional and referral procedures
- methods of venting air

Skill

The ability to:

- apply salon policies and procedures in regard to the performance of nail art application
- apply state and local Health and Hygiene requirements/regulations and salon hygiene policies, including disinfection procedures
- apply safe work practices, including first aid, in regard to the performance of nail art application and safe use of product according to Occupational Health and Safety regulations/requirements
- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables
- read, accurately interpret, and consistently apply, manufacturers instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's nails and design a treatment plan to meet the client's needs including:
 - type of artificial nails
 - procedure/techniques/product
 - type of nail art to be used
 - areas requiring corrective/remedial services
- perform nail art application for a variety of artificial nail products according to the range of variables
- consistently use time effectively and to control product waste
- evaluate the nail art application service and advise the client on future treatments, home care and complementary products

(4) Resource Implications

Competency in this unit may be assessed through access to:

- a range of clients with a variety of artificial nail requirements
- a professional manicure table, operator/client chair in a fully equipped
- adequately ventilated area with a full range of nail art products

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- portfolio
- project

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0052A: Perform stock control procedures

Competency Descriptor:

This unit deals with the skills and knowledge required to handle stocks and includes receiving, unpacking and dispatching of goods and participating in stocktaking under supervision.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Receive and process incoming goods	1.1 Cleanliness and orderliness in receiving bay maintained according to salon/store policy. 1.2 Goods unpacked using correct techniques and equipment in line with store policy. 1.3 Packing materials removed and disposed of promptly according to salon/store policy. 1.4 Incoming stock accurately checked and validated against purchase orders and delivery documentation according to salon/store policy. 1.5 Items received inspected for damage, quality, use-by dates, breakage or discrepancies and recorded according to salon/store policy. 1.6 Stock levels accurately recorded on salon/store stock systems, according to salon/store policy. 1.7 Secure storage of goods arranged according to salon/store policy and government legislation. 1.8 Stock dispatched to appropriate area/department. 1.9 Stock price labels applied when required according to salon/store policy.
2. Rotate stock	2.1 Stock rotation procedures for merchandise and wrapping and packing materials carried out routinely and accurately according to salon/store policy. 2.2 Excess stock placed in storage or disposed of in accordance with salon/store policy. 2.3 Safe lifting and carrying techniques maintained in line with salon/store Occupational Health and Safety policy and government legislation.

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|----|--------------------------|-----|---|
| 3. | Participate in stocktake | 3.1 | Stocktaking and cyclical counts assisted with according to salon/store policy/procedures. |
| | | 3.2 | Stock records documentation completed according to salon/store stock control system. |
| | | 3.3 | Discrepancies in stock recorded and reported. |
| | | 3.4 | Electronic recording equipment operated and maintained according to manufacturer's specifications. |
| 4. | Reorder stock | 4.1 | Minimum stock levels identified according to salon/store policy. |
| | | 4.2 | Stock requisition forms or electronic orders completed accurately. |
| | | 4.3 | Undelivered stock orders identified on stock system and followed up without undue delay. |
| 5. | Dispatch goods | 5.1 | Goods to be returned to supplier identified and labelled with date, supplier and reason for return or referred to management if required. |
| | | 5.2 | Credit request documentation completed according to salon/store procedure. |
| | | 5.3 | Goods salon/stored securely while awaiting dispatch. |
| | | 5.4 | Delivery documentation completed according to salon/store procedures. |
| | | 5.5 | Special delivery instructions noted. |
| | | 5.6 | Items packed safely and securely to avoid damage in transit. |

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon/store policies and procedures in regard to stock control and dispatch
- size and type of salon/store
- manual or electronic stock recording
- stock takes may be cyclical or compliance driven
- type of equipment
- salon/store merchandise range
- merchandise may need to conform to established quality guidelines
- salon/store stock control may include checking incoming or existing stock and special orders
- stock may be moved manually or mechanically
- delivery procedures
- levels of staffing, e.g. staff shortages
- varying levels of staff training
- routine or busy trading conditions
- full-time, part-time or casual staff
- handling techniques may vary according to stock characteristics and industry codes of practice

EVIDENCE GUIDE

These relate to particular knowledge and skills that are considered essential to demonstrate competency in this unit. Evidence of the following needs to be demonstrated.

Consistent repetition as part of the daily routine will ensure competence and lead to an understanding of the underpinning critical issues involved in this unit.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated:

- apply salon policies and procedures and industry codes of practice in regard to stock control
- apply state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, of relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of product/stock according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- read, accurately interpret and consistently apply manufacturers' instructions for handling or using products, tools and equipment
- receive and process incoming goods and dispatch outgoing goods
- apply salon/store procedures to correctly rotate stock and assist in stocktaking procedures according to the range of variables
- maintain stock levels
- rotate stock and assist in stocktaking according to store procedures
- consistently use time effectively
- apply literacy and numeracy skills to stock records and documentation

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, of relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- safe work practices and emergency procedures in regard to the provision of services and safe handling of product/stock according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- the provisions of relevant Health and Hygiene regulations/requirements, Skin Penetration Acts, relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- salon policies and procedures in regard to receiving and processing incoming goods and dispatching outgoing goods
- the following procedures:
 - correct handling techniques for protection of self and merchandise
 - stock rotation and required stock levels
 - manufacturers instructions for handling products or using tools and equipment
 - correct unpacking of goods
 - delivery documentation
 - out of date, missing or damaged stock
 - product quality standards
 - salon/store product and service range
 - use of electronic labelling/ticketing equipment

Skill

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to stock control
- apply state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, of relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of product/stock according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- read, accurately interpret and consistently apply manufacturers' instructions for handling or using products, tools and equipment
- receive and process incoming goods and dispatch outgoing goods
- apply salon/store procedures to correctly rotate stock and assist in stocktaking procedures according to the range of variables
- maintain stock levels
- rotate stock and assist in stocktaking according to store procedures
- consistently use time effectively
- apply literacy and numeracy skills to stock records and documentation

Knowledge

Knowledge of: (Cont'd)

- stock location and methods of storage
- stock record documentation
- dispatch documentation
- waste disposal

(4) Resource Implications

This refers to the resources that are necessary for undertaking the assessment.

Competency for this unit should be assessed through access to a salon/simulated salon or store situation and to a range of stock control facilities and equipment.

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills

CSBCOS0042A: Conduct financial transactions

Competency Descriptor:

This unit provide the skills and knowledge required to operate at the point of sale area. It encompasses procedures for use of point of sale equipment for maintaining a cash float, reconciling takings and for completing a sales transaction.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Operate point of sale equipment	1.1 Point of sale equipment operated according to design specifications. 1.2 Point of sale terminal opened and closed according to salon/store procedure. 1.3 Point of sale terminal cleared and tender transferred according to salon/store procedure. 1.4 Cash handled according to salon/store security procedures. 1.5 Supplies of change/cash float in point of sale terminal maintained according to salon/store policy. 1.6 Active point of sale terminals attended according to salon/store policy. 1.7 Records completed for transaction errors according to salon/store policy. 1.8 Adequate supplies of dockets, vouchers and point of sale documents maintained.
2. Perform point of sale transactions	2.1 Point of sale transactions completed according to salon/store policy. 2.2 Salon/store procedures identified and applied in respect of cash and non-cash transactions, eg. EFTPOS, credit card, cheque and lay-by, gift vouchers. 2.3 Salon/store procedures identified and applied in regard to exchanges and returns. 2.4 Information entered into point of sale equipment accurately. 2.5 Price/total/amount of cash received stated verbally to client. 2.6 Correct change tendered.

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|----|---------------------|-----|--|
| 3. | Complete sales | 3.1 | Client order forms, invoices, receipts completed accurately. |
| | | 3.2 | Sales transactions processed without undue delay or clients directed to point of sale terminals according to salon/store policy. |
| 4. | Wrap and pack goods | 4.1 | Adequate supplies of wrapping material or bags maintained/requested. |
| | | 4.2 | Appropriate packaging material selected. |
| | | 4.3 | Merchandise wrapped neatly and effectively where required. |
| | | 4.4 | Items packed safely to avoid damage in transit, and labels attached where required. |
| 5. | Reconcile takings | 5.1 | Cash counted accurately. |
| | | 5.2 | Non-cash documents calculated accurately. |
| | | 5.3 | Balance between register/terminal reading and sum of cash and non cash transactions determined accurately. |
| | | 5.4 | Takings accurately recorded. |

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

Cash handling may include:

- opening and closing point of sale terminal
- clearance of terminal and transference of tender
- maintenance of cash float
- tendering of change
- counting cash
- calculating non-cash documents
- balancing point of sale terminal recording takings

Regular and new clients

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities

The following variables may be present:

- salon/store policies and procedures in regard to operation of point of sale equipment, security and sales transactions
- salon/store facilities in regard to client service
- size, type and location of salon/store
- salon/store beauty product range
- salon/store beauty services range

Point of sale equipment may be:

- manual or electronic

Point of sale transactions may include cash or non-cash transactions including:

- debit cards
- cheques
- credit cards
- smart cards
- lay-by
- credits and returns
- customer refunds
- gift vouchers
- client credit ratings

Wrapping techniques may vary according to product range:

- availability of staff
- routine or busy trading conditions
- full-time or part-time staff
- clients with routine or special requests

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range of Variables. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

Consistent repetition as part of the daily routine will ensure competence and lead to an understanding of the underpinning critical issues involved in this unit.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated:

- apply salon policies and procedures and industry codes of practice in regard to client service and point of sale techniques
- apply state and local Health and Hygiene requirements, relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- apply safe work practices and emergency procedures in regard to the provision of client service and point of sale techniques according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- read, accurately interpret and consistently apply manufacturers instructions in regard to point of sale techniques/procedures
- consistently operate point of sale equipment according to design specifications
- apply salon/store policies/procedures in regard to cash handling and point of sale transactions according to the range of variables
- apply salon/store policies/procedures in regard to wrapping and packing items, according to the range of variables
- consistently use time effectively
- wrap and pack goods effectively

Critical Aspects of Evidence (Cont'd)

- use Point of Sale equipment and apply procedures including the following:
 - registers
 - calculators
 - debit cards
 - credit cards
 - lay-by
 - credits and returns
 - customer refunds
 - customer credit ratings

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to client service and point of sale techniques
- state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, of relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- safe work practices and emergency procedures in regard to the provision of client service and point of sale techniques according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- salon/store policies/procedures in regard to cash handling and point of sale transactions according to the range of variables
- salon/store policies/procedures in regard to wrapping and packing items, according to the range of variables
- the provisions of relevant Health and Hygiene regulations/requirements, Skin Penetration Acts, relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- the following techniques and skills in relation to provision of client service and point of sale techniques:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
- cash handling procedures including:
 - opening and closing point of sale terminal
 - clearance of terminal and transference of tender
 - maintenance of cash float
 - tendering of change
 - counting cash
 - calculating non-cash documents
 - balancing point of sale terminal
 - recording takings
 - security of cash and non-cash transactions
- change required and denominations of change

Underpinning Knowledge and Skills (Cont'd)**Skill**

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to client service and point of sale techniques
- apply state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, of relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act
- apply safe work practices and emergency procedures in regard to the provision of client service and point of sale techniques according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- read, accurately interpret and consistently apply manufacturers instructions in regard to point of sale techniques/procedures
- consistently operate point of sale equipment according to design specifications
- apply salon/store policies/procedures in regard to cash handling and point of sale transactions according to the range of variables
- apply salon/store policies/procedures in regard to wrapping and packing items, according to the range of variables
- consistently use time effectively
- wrap and pack goods effectively
- use Point of Sale equipment and apply procedures including the following:
 - registers
 - calculators
 - EFTPOS
 - credit cards
 - lay-by
 - credits and returns
 - customer refunds
 - customer credit ratings

(4) Resource Implications

Competency for this unit should be assessed through access to a range of point of sale equipment and cash and non cash procedures in a salon/simulated salon or store/simulated store assessment area.

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed

(6) Context of Assessment

Competency should be assessed in the workplace or simulated workplace environment in accordance with work practices and safety procedures.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CBSCOS0032A: Sell products and services

Competency Descriptor:

This unit involves the use of sales techniques and encompasses the key selling skills from approaching the customer to closing the sale. It requires a basic level of product knowledge.

Competency Field: Beauty/Retail Operations

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Apply product knowledge	1.1	Knowledge of the use and application of relevant products and services demonstrated.
		1.2	Experienced sales staff or product information guide consulted to increase product knowledge.
2.	Approach customer	2.1	Timing of customer approach determined and applied.
		2.2	Effective sales approach identified and applied.
		2.3	Positive impression conveyed to arouse customer interest.
		2.4	Knowledge of customer buying behaviour demonstrated.
		2.5	Customer focused on specific merchandise.
3.	Gather information	3.1	Questioning techniques applied to determine customer buying motives.
		3.2	Listening skills used to determine customer requirements.
		3.3	Non-verbal communication cues interpreted and clarified.
		3.4	Customers identified by name where possible.
4.	Sell benefits	4.1	Customer needs matched to appropriate products and services.
		4.2	Knowledge of products' features and benefits communicated clearly to customers.
		4.3	Product use and safety requirements described to customers.
		4.4	Customers referred to appropriate product specialist as required.
		4.5	Routine customer questions are answered accurately and honestly or referred to more experienced senior sales staff.

5.	Overcome Objections	5.1	Customer objections identified and accepted.
		5.2	Objections categorised into price, time and merchandise characteristics.
		5.3	Solutions offered according to store policy.
		5.4	Problem solving applied to overcome customer objections.
6.	Close Sale	6.1	Customer buying signals monitored, identified and responded to appropriately.
		6.2	Customer encouraged to make purchase decisions.
		6.3	Appropriate method of closing sale selected and applied.
7.	Maximise Sales Opportunities	7.1	Opportunities for making additional sales recognized and applied.
		7.2	Customer advised of complementary products or services according to customer's identified need.
		7.3	Personal sales outcomes reviewed to maximise future sales.

RANGE STATEMENT

Routine customer questions about merchandise may include:

- price
- price reductions
- quality
- usage

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to sell products and services in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects of Evidence

- applying product knowledge and using an appropriate sales approach to sell the benefits of products, overcome objections and close sales
- using questioning, listening and observation skills to accurately determine customer requirements
- consistently applying store policies and procedures, in regard to selling products and services
- maximising sales opportunities according to store policies and procedures
- consistently applying industry codes of practice, relevant legislation and statutory requirements in regard to selling products and services
- evaluating personal sales performance to maximise future sales

(2) Pre-requisite Relationship of Units

- Nil

**(3) Underpinning Knowledge and Skills **Knowledge

Knowledge of:

- store policies and procedures, in regard to:
 - selling products and services
 - allocated duties and responsibilities
- store merchandise and service range
- Specific product knowledge for area/section.
- Basic operational knowledge of relevant:
 - statutory requirements including consumer protection law (Fair Trading Commission) industry codes of practice,
 - Non-Government consumer organizations

Skills

The ability to:

- apply verbal and non verbal communications
- use effective questioning/listening/observation techniques
- handle difficult customers
- negotiate with client to finalise sale
- solve problems that may arise during the sales negotiation
- appreciate sales performance

(4) Resource Implications

All resources must be provided for the assessment. If workplace based, the resources should relate specifically to store policies, procedures and range of stock and equipment. If an off the job or simulated work environment is used then resources should be generic and be applicable to a wide variety of stores/work environments. Resources may include:

A real or simulated retail environment.

Access to a range of customers with different requirements (real or simulated).

Relevant documentation, such as:

- stock/inventory/price lists
- sales order forms
- store policy and procedures manuals

A range of merchandise and products appropriate to the retail workplace

Product labels and sources of product information.

(5) Method of Assessment

Competency is demonstrated by performance of all stated criteria according to the range of variables applicable to the workplace.

Evidence should be gathered attesting to the achievement of competence by the candidate to the standard required for each element in this unit of competency.

Evidence is best gathered using the products, processes and procedures of the individual workplace context as the means by which the candidate achieves retail industry competencies. In order to ensure consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of retail situations

Assessment activities may also include written or verbal short answer testing, multiple choice testing, practical exercises, role plays, research/project work or observation of practical demonstration.

(6) Context of Assessment

Elements of competency contain both theoretical and practical components. The theoretical components may be assessed off the job. The practical components should be assessed either in a work or simulated work environment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOS0002A: Receive and direct clients

Competency Descriptor:

This unit deals with the skills and knowledge required to receive and direct clients in the reception area where beauty salon services are provided.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Receive and direct clients	1.1 Clients are acknowledged on arrival, and greeted in a positive manner and promptly attended to promptly. 1.2 Relevant questions are asked of clients to directly identify their needs. 1.3 Client card is sourced from file or client's personal details are recorded on a new client card. 1.4 Appropriate operator is informed of client's arrival. 1.5 Clients are directed to designated areas for specific service.
2. Answer the telephone	2.1 Telephone is answered promptly and salon telephone procedure is implemented. 2.2 Questioning and active listening techniques used to identify caller and accurately establish and confirm requirements. 2.3 Client is informed of any problems and the action that is being taken. 2.4 Follow up action taken as necessary. 2.5 Telephone messages are given and recorded accurately and information received/relays to the appropriate person.
3. Complete client detail	3.1 Clients' relevant personal details are collected and recorded accurately in the client record system.

RANGE STATEMENT

This unit applies to all establishments where beauty salon services are provided.

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard to the client reception, telephone answering and client records
- ethical standards
- designated operating hours

Communication may occur with:

- external and internal contacts including management

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients
- colleagues

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements

Written information may include:

- clients record and appointment cards

Working conditions may include:

- working with full or part time staff
- varying levels of staff training
- varying levels of staffing e.g. staff shortages
- routine or busy trading periods

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively receive and direct clients in accordance with the performance criteria and the range statement.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to verbal and non-verbal presentation and to external and internal client contact
- apply safe work practices in regard to the provision of services according to Occupational Health and Safety regulations/requirements and First Aid procedures as required
- apply salon policies and procedures in regard to client reception and telephone procedures according to the range of variables
- interpret and consistently apply manufacturers' instructions for use of communication equipment
- provide a consistently welcoming client environment and treat clients in a courteous manner
- accurately interpret and communicate information to clients, supervisors and peers
- accurately source client cards and to collect relevant details and accurately record in the client record system

Critical Aspect of Evidence (Cont'd)

- use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- use time effectively

(2) Pre-requisite Relationship of Units

CSBCOR0011A	Maintain a safe, clean and efficient work environment
CSBCOR0011A	Carry out interactive workplace communication

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures in regard to client reception, telephone answering and client records
- salon policies and procedures and industry codes of practice in regard to verbal and non-verbal presentation, internal and external client contact and personal hygiene and deportment
- Occupational Health and Safety and First Aid regulations/requirements
- telephone function and procedures
- filing and retrieval system
- maintenance of salon filing system
- full range of products and services and prices of products and services offered by salon
- communication techniques and skills including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
 - types of client need e.g. Functional and psychological

Skills

The ability to:

- read, and accurately interpret and use communication equipment according to manufacturer's instruction
- consistently provide a welcoming client environment
- consistently interpret and communicate information to internal and external customers
- efficiently source client's file and maintain client record system
- use appropriate communication techniques to consult and negotiate with clients
- carry out tasks in a timely manner

(4) Resource Implications

The following resources should be made available:

- clients presenting with a range of requirements in a salon/simulated assessment area, telephone equipment and client information system

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration of a range of workplace situations on-the-job or in a simulated workplace environment where the beauty salon reception services are provided.

The underpinning knowledge may be assessed of the job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYMENTABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1	Level 2	Level 3
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills

CSBCOS0012A Schedule and check out clients

Competency Descriptor:

This unit deals with the skills and knowledge required to provide a full receptionist service in a beauty salon.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Schedule clients	1.1	Appointments are scheduled according to timing of services, availability of operators and salon procedures.
		1.2	Appointment arrangements are confirmed with client and details recorded neatly and accurately in the appointment book.
2.	Process payment	2.1	Clients' bills are calculated accurately.
		2.2	Items sold are recorded.
		2.3	Payments for salon goods and services are received and recorded.
		2.4	Relevant credit card sales vouchers are completed accurately and credit clearance are facilitated when required.
3.	Supervise staff	3.1	Client service history is neatly and accurately recorded on salon record system.
4.	Implement stock control measures	4.1	Existing stock is counted and recorded on stock systems in line with salon policy.
		4.2	Items received are checked against delivery documentations to ensure accuracy.
		4.3	Items received are recorded on stock control systems and placed in appropriate area.

RANGE STATEMENT

This unit applies to all beauty salon establishments where clients are scheduled and checked-out.

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard to scheduling and checking out clients
- policies regarding levels of staffing, staff training and trading conditions
- ethical standards
- client service standards
- designated operating hours
- cash handling
- policies for credit arrangements and lay away

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements
- Insurance against malpractice and premises

Products and equipment may include:

- Point of sale equipment for cash and credit and debit card transactions
- Clients record system
- Salon's service and price list
- Stock control system

Scheduling and checking out techniques may include:

- effective questioning and active listening
- negotiating
- accurate recording

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients
- those with routine and specialist request

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice to receive and schedule clients according to the performance criteria and the range statement.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to client services, receiving and scheduling clients, making appointments, processing payments, assisting in stock control and recording client service histories
- Apply safe work practices and emergency procedures in regard to the provision of services and safe handling of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- schedule clients, make and confirm appointments and to accurately record details
- collect accurate relevant client service details and accurately record in the client record system
- provide a consistently welcoming client environment by treating clients in a courteous, professional manner
- apply point of sale techniques/procedures
- operate point of sale equipment according to design specifications
- apply salon policies/procedures in regards to cash handling and point of sale transactions

(2) Pre-requisite Relationship of Units

CSBCOR0001A Perform interactive workplace communication

(3) Underpinning Knowledge and Skills**Knowledge**

Knowledge of:

- salon policies and procedures and industry codes of practice in regard salon policies and procedures and industry codes of practice in regard to client service are as follow
 - receiving and scheduling clients
 - making appointments
 - processing payments
 - assisting stock control
 - recording clients service history
- listening and questioning techniques
- verbal and non-verbal communication skills
- negotiation techniques
- time allowed for various services
- availability of operators
- appointment booking system
- salon products and service range
- methods of collecting and recording client details
- client record system
- point of sale procedures
- numeracy skills to enable accuracy in calculating client bills
- procedures client returns/refunds, client refund rights, gift vouchers lay-away procedures

Underpinning Knowledge and Skills (Cont'd)Knowledge

Knowledge of: (Cont'd)

- processing methods for credit cards and cheques
- methods for obtaining credit clearances
- methods for receiving and recording payments
- stock control systems and procedures
- internal and external client contact and personal hygiene and department
- Occupational Health and Safety and First Aid regulations/requirements

Skills

The ability to:

- receive and schedule clients, make and confirm appointments and accurately record details
- process payments made with cash, credit card or check
- calculate client bills
- process client returns/refunds, lay-away and gift vouchers
- receive and record payments
- assist in stock control
- read, accurately interpret and consistently apply manufacturer's instructions in relation to point of sale techniques and procedures
- operate point of sale equipment according to design specifications
- consistently use effective questioning and active listening techniques to consult and negotiate with clients
- accurately collect and record data from client precisely
- apply salon policies/procedures in regard to cash handling and point of sale transactions
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid

(4) Resource Implications

The following resources should be made available:

- access to clients receiving a range of beauty services in a salon/simulated assessment area

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with a variety of clients and/or situations in regard beauty salon services. The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYMENTABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills

CSBBTH0022A: Merchandise beauty care and related products

Competency Descriptor:

This unit is equivalent to Unit "Merchandise Products". It involves the arrangement and presentation of product displays within the salon/store. It includes the setting up and maintenance of displays and checking, maintaining and labelling or pricing stock.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Place and arrange merchandise	1.1	Merchandise unpacked in accordance with salon/store procedure.
		1.2	Merchandise placed on floor, fixtures and shelves in determined locations.
		1.3	Merchandise displayed to promote sales.
		1.4	Damaged, soiled or out of date stock identified and corrective action taken as required according to salon/store procedure.
		1.5	Stock range placed according to salon/store procedures.
		1.6	Stock rotated according to stock requirements and salon/store procedure.
		1.7	Stock presentation conforms to special handling techniques and other safety requirements.
2.	Place, arrange and display price tickets and labels	2.1	Labels/tickets replaced according to salon/store policy.
		2.2	Correct pricing and information maintained on merchandise according to salon/store procedures, industry codes and government requirements.
3.	Maintain displays	3.1	Product/stock selected for display.
		3.2	Products/stock arranged according to layout specifications, if available, and load bearing capacity of fixtures.
		3.3	Unsuitable or out of date displays identified, reset and/or removed as directed.
		3.4	Optimum stock levels identified and stock replenished according to salon/store policy.
		3.5	Display areas maintained in a clean and tidy manner.

- | | | |
|----|---------------------|---|
| | 3.6 | Excess packaging removed from display areas. |
| 4. | Protect merchandise | 4.1 Correct handling, storage and display techniques identified and used according to stock characteristics and industry codes. |

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance. Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon/store policy and procedures in regard to merchandising of products and displays
- size, type and location of salon/store
- size, type and location of display areas and fittings
- salon/store product range
- Industry codes of practice
- setting of new displays or maintaining existing displays
- tickets may be provided, produced electronically or manually

Salon/store ticketing and pricing policy may include:

- written labels
- bar coding
- Handling techniques may vary according to stock characteristics and industry codes of practice
- availability of staff, e.g. staff shortages
- routine or busy trading conditions
- full-time or part-time staff

Products may be characterised by:

- type
- size
- brand
- client market
- colour

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range of Variables. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

Consistent repetition as part of the daily routine will ensure competence and lead to an understanding of the underpinning critical issues involved in this unit.

(1) Critical Aspects of Evidence

- apply salon policies and procedures and industry codes of practice in regard to merchandising, ticketing, pricing and storage of stock
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- read, accurately interpret and consistently apply manufacturers instructions for handling or using products, tools and equipment
- merchandise, ticket, price, handle, maintain and store stock according to the range of variables
- apply correct pricing procedures and to use and maintain pricing equipment
- maintain stock levels
- consistently use time effectively

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to merchandising, ticketing, pricing and storage of stock
- safe work practices and emergency procedures in regard to the provision of services and safe handling of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- the provisions of relevant health and hygiene regulations/requirements, Skin Penetration Acts, relevant government legislation and statutory requirements including Consumer Law, Trade Practices Act and Fair Trading Act

Skill

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to merchandising, ticketing, pricing and storage of stock
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of product according to Occupational Health and Safety regulations/requirements, including First Aid procedures as required
- read, accurately interpret and consistently apply manufacturers instructions for handling or using products, tools and equipment
- merchandise, ticket, price, handle, maintain and store stock according to the range of variables
- apply correct pricing procedures and to use and maintain pricing equipment
- maintain stock levels consistently use time effectively

Underpinning Knowledge and Skills: (Cont'd)Knowledge

Knowledge of:

- the following:
 - basic principles of display
 - manufacturers instructions for handling products or using tools and equipment
 - salon/store promotional themes
 - location of display areas
 - product and service range
 - use of electronic labelling/ticketing equipment
 - availability and use of display materials
 - correct handling techniques for protection of self and merchandise
- salon/store procedures regarding:
 - product quality standards
 - correct unpacking of goods
 - missing or damaged stock
 - methods of storage
 - delivery documentation
 - stock rotation
 - required stock levels
 - stock replenishment procedures

(4) Resource Implications

This refers to the resources that are necessary for undertaking the assessment.

Competency for this unit should be assessed through access to a salon/simulated salon situation and to a range of merchandising, ticketing and pricing materials and equipment.

5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBTH0082A: Demonstrate retail beauty care products

Competency Descriptor:

This unit relates to those competencies required to cleanse skin and apply skin care products for the purpose of retail cosmetic sales.

Competency Field: Beauty Therapy

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Prepare client for skin cleansing	1.1	Service area and operator prepared according to Health and Hygiene requirements and salon/store procedure.
		1.2	Protective covering and headband placed to protect client's hair and clothes.
		1.3	Client positioned comfortably on the chair or couch.
		1.4	Abnormal skin conditions/contra-indications accurately identified, noted and the client advised accordingly.
		1.5	Client's skin type and condition accurately assessed according to manufacturers product manual.
2.	Cleanse face	2.1	Suitable cleansing product identified for clients skin type and for different areas of the face.
		2.2	Cleansing product applied in a prescribed sequence according to manufacturer's product specifications.
		2.3	Client's skin cleansed thoroughly and all make-up removed.
3.	Apply skin care products	3.1	Products suitable to achieve identified outcomes selected and agreed with the client.
		3.2	Products applied in sequence according to product manufacturer's recommendations, salon/store procedures and Health and Hygiene requirements.
		3.3	Procedures explained accurately to the client during the treatment.
		3.4	Products removed completely and without distress to client.
		3.5	Treatment result matches client's expectations and specified outcomes.

- | | | | |
|----|-------------------------------|-----|---|
| 4. | Advise on further product use | 4.1 | Client advised of suitable homecare products and treatments. |
| | | 4.2 | Product use clearly explained and application demonstrated as required. |
| | | 4.3 | Possible contra-indications clearly explained to client. |

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon/store policies and procedures in regard to skin
- analysis and selection of skin care products
- salon/store hygiene policies and procedures
- state and local health regulations
- salon/store product range and manufacturers instructions
- manufacturers product manuals
- salon/store time-frame allocated for the performance
- skin cleansing treatment

Contra-indications/precautions may include:

- contagious and non contagious skin diseases/disorders
- cuts, bruises, trauma to skin
- burns, including sunburn

Skin care products may include:

- cleansers
- toners
- moisturisers
- masks
- products

Contra-actions may include:

- product reactions

Skin types may include:

- normal
- dry
- combination
- oily
- sensitive
- dehydrated
- damaged
- mature
- acne

Abnormal conditions may include:

- sunburn, trauma
- bruises, significant scarring, herpes, eczema,
- psoriasis, acne and other visible non-normal skin

Clients may include:

- people from a range of social
- cultural or ethnic backgrounds and physical and mental abilities

Regular and new clients

EVIDENCE GUIDE

These relate to particular knowledge and skills that are considered essential to demonstrate competency in this unit.

Evidence of the following needs to be demonstrated.

(1) Critical Aspects of Evidence

- salon/store policies and procedures and industry codes of practice in regard to selection of skin care products and cleansing the face for the purpose of application of skin care products
- state and local Health and Hygiene requirements/regulations, and of salon/store policies and procedures in regard to hygiene
- safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- recognise the appearance of and procedures to be followed in regard to local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables
- read, accurately interpret and consistently apply manufacturers instructions for products
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- recognise client's skin type according to manufacturers product manual, and identify the client's requirements/needs
- prepare the face for cleansing and to perform a face cleansing procedure
- apply a variety of skin care products according to the range of variables
- consistently use time effectively and to control product waste
- advise and demonstrate to the client on product use, home care and complementary products
- recognise the physical appearance of various skin types
- recognise skin disorders and diseases, their appearance and management or referral to appropriate professional where required

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon/store policies and procedures and industry codes of practice in regard to selection of skin care products and cleansing the face for the purpose of application of skin care products
- state and local Health and Hygiene requirements/regulations, and of salon/store policies and procedures in regard to hygiene
- safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- a variety of skin care products according to the range of variables
- the anatomy and physiology of the skin as it relates to demonstration of retail skin care products including a simplified cross section of the skin
- abnormal skin conditions; their appearance, and symptom
- the causes of skin reactions/allergies in regard to skin care products
- the salon/store product range and manufacturers instructions/data sheets
- the effects and benefits of a defined range of salon/store skin care products

Skill

The ability to:

- apply salon/store policies and procedures and industry codes of practice in regard to selection of skin care products and cleansing the face for the purpose of application of skin care products
- state and local Health and Hygiene requirements/regulations, and of salon/store policies and procedures in regard to hygiene
- apply safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- recognise the appearance of and procedures to be followed in regard to local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables
- read, accurately interpret and consistently apply manufacturers instructions for products
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- recognise client's skin type according to manufacturers product manual, and identify the client's requirements/needs
- prepare the face for cleansing and to perform a face cleansing procedure
- apply a variety of skin care products according to the range of variables
- consistently use time effectively and to control product waste
- advise and demonstrate to the client on product use, home care and complementary products

Underpinning Knowledge and Skills Cont'd.Skill

The ability to:

- recognise the physical appearance of:- various skin types, normal skin, minor skin blemishes, inflammation arising from skin care products
- recognise skin disorders and diseases, their appearance and management or referral to appropriate professional where required
- apply skin care products for the following skin types:
- combination, oily

(4) Resource Implications

The following resources should be made available:

Access to clients with a range of skin care product requirements, a full home skin care product range and may occur in treatment area or in a retail setting.

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 2	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBTH0042A: Design and apply make-up

Competency Descriptor:

This unit encompasses those competencies used in designing and applying suitable make up techniques for domestic street wear, business, pleasure, social, time of day and special occasion.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE	
1.	Prepare client and cleanse face	1.1	Protective covering placed to protect client's hair and clothes as required.
		1.2	Client positioned comfortably on chair or couch.
		1.3	Contra-indications/precautions accurately identified, noted and client advised accordingly.
		1.4	Clients' skin type/condition accurately assessed to determine appropriate product application techniques.
		1.5	Suitable cleansing product identified for clients skin type/different areas of face.
		1.6	Client's skin cleansed thoroughly, the procedure explained to the client.
2.	Analyse face and design make up plan	2.1	Client's facial shape accurately identified and noted.
		2.2	Facial areas requiring highlighting/shading techniques assessed to determine correct product application.
		2.3	Facial areas requiring corrective/camouflage make-up accurately identified, and client advised accordingly.
		2.4	Image identified accurately to design for occasion and wear suitability.
		2.5	Colour design principles including tonal values, applied according to client requirements.
		2.6	Pre-determined make-up plan accurately identified, noted and agreed with client.

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|----|-------------------------------|-----|---|
| 3. | Select products and equipment | 3.1 | Products suitable for make-up plan, including oil based, water based, solid or fluid and with varying degrees of coverage and pigmentation, selected and agreed with client. |
| | | 3.2 | Make-up tools including brushes and sponges identified and selected according to product manufacturers recommendations and make up plan. |
| | | 3.3 | Correct usage and care of make up and equipment identified and applied according to manufacturers recommendations. |
| 4. | Apply make-up | 4.1 | Products applied in sequence according to product manufacturer's recommendations, determined outcomes, salon/store, location procedures and Health and Hygiene requirements. |
| | | 4.2 | Procedures explained accurately to client during application. |
| | | 4.3 | Make-up application result matches client's expectation/specified outcomes where possible. |
| | | 4.4 | Make-up application result was stable and suitable for the day/evening, natural and artificial light and to client's requirements. |
| 5. | Advise on further product use | 5.1 | Client advised of suitable homecare products / treatments |
| | | 5.2 | Product use including various types of foundation, eye shadows, blushes, mascaras, lipsticks and complementary tools or equipment clearly explained and application demonstrated as required. |
| | | 5.3 | Possible contra-indications/contra-actions clearly explained to client. |

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon/store policies and procedures in regard to skin type and condition and selection of skin care products
- salon/store hygiene policies and procedures
- state and local health regulations
- salon/store product range and manufacturer's instructions
- Salon/store time-frame allocated for the performance of make-up application
- facial shapes to elements and principals of design and their combinations
- skin types may include, normal, dry, combination, sensitive, mature, pigmented, colour and tone
- make-up context may be, business, pleasure, social, time of day, and special occasion

Contra-indications/precautions may include:

- contagious and non contagious diseases
- sunburn
- trauma
- bruises
- cosmetic and general surgery and other visible non-normal skin

Skin disorders may be contagious or non contagious. Contagious conditions may include:

- bacterial
- viral or fungal infections

Make-up equipment may include:

- brushes
- sponges
- applicators
- pallets
- lash curlers
- artificial lashes
- tweezers
- magnifying mirror
- containers/tray etc
 - pencil sharpeners
 - spatulas
- make up box

Make up products may include:

- pre make-up products and stabilisers
- concealers
- foundation (liquid/solid)
- powders
- eyeshadows (matt/frosted)
- blushes
- mascaras (powder, liquid, wand)
- lipsticks
- pencils

Non contagious disorders may include:

- various types of acne
- dermatitis
- eczema
- allergic reactions

Work may be performed in a salon/store, situation or on location.

- the range of skills may vary between the salon/store

Make-up equipment may include:

- brushes
- sponges
- applicators
- pallets
- lash curlers
- artificial lashes
- tweezers
- magnifying mirror
- containers/tray etc
- pencil sharpeners
- spatulas
- make up box

Clients may include:

- people from a range of social, cultural ethnic backgrounds
- varying physical abilities
- mental abilities
- regular clients
- new clients

Techniques may include:

- the incorporation of elements and principles of design,
- corrective
- colour principles

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range Statement. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated:

- apply salon/store policies and procedures in regard to facial shape, selection of make up products, tools/equipment and make up application
- safe work practices, including first aid, in regard designing and applying make-up and safe use of products according to Occupational Health and Safety regulations/requirements
- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables
- read, accurately interpret, and consistently apply, manufacturers instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's face and the image/occasion/basic wardrobe and design and record a make-up plan
- apply a variety of make up products according to the range of variables
- apply make-up products for a variety of skin types and contexts according to the range of variables
- evaluate a make-up and to both advise and demonstrate to the client on methods of self application
- consistently use time effectively and control product waste

(2) Pre-requisite Relationship of Units

- CSBCOR0021A Carry out Interactive Workplace communication
- CSBCOS0001A Prepare clients for salon services
- CSBCOS0032A Sell products and services

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon/store policies and procedures in regard to facial shape, selection of make up products, tools/equipment and make up application
- state and local Health and Hygiene requirements/regulations and of salon/store policies and procedures in regard to hygiene
- safe work practices in regard to the provision of make up services and safe use of product according to Occupational Health and Safety regulations/requirements
- the transmission routes of infectious conditions
- a variety of make up products according to the range of variables
- make-up products for a variety of skin types and contexts according to the range of variables
- face and body shapes and their relationship to the elements and principles of design
- anatomy and physiology of the skin and skin structures as it relates to make up services, including a simplified cross-section of skin
- the body systems as listed below, in regard to their relationship to facial and body shapes and to the skin, muscles and nerves:
 - skeletal and muscular
 - nervous system and its relationship to skin sensations
 - circulatory systems in regard to its relationship to skin function

Skill

The ability to:

- apply salon/store policies and procedures in regard to facial shape, selection of make up products, tools/equipment and make up application
- apply state and local Health and Hygiene requirements/regulations and of salon/store policies and procedures in regard to hygiene
- apply safe work practices in regard to the provision of make up services and safe use of product according to Occupational Health and Safety regulations/requirements
- follow procedures in regard to local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables
- apply standard infection control precautions
- to read, accurately interpret and consistently apply manufacturers instructions for products, tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- analyse the client's face and the image/occasion/basic wardrobe and design and record a make-up plan, including:
 - facial areas requiring highlighting/shading
 - product application techniques
 - areas requiring corrective make-up
 - recognition of client image and occasion
 - colour design principles
 - application to lighting natural and artificial

Underpinning Knowledge and Skills (Cont'd)

Knowledge

Knowledge of:

- the following in regard to make-up services:
 - effects of lighting natural/artificial on cosmetics
 - colour design principles
 - colour wheel, primary, secondary,
 - complementary colours, grey scale
 - tonal value
 - differences between tone, value, hue and shade
 - cosmetic chemistry/ingredients in relevant make up products particularly in regard to their likely effects on the skin

Skill

The ability to:

- apply a variety of make up products according to the range of variables
- apply make-up products for a variety of skin types and contexts according to the range of variables
- consistently use time effectively and to control product waste
- evaluate a make-up and to both advise and demonstrate to the client on methods of self application

(4) Resource Implications

The following resources should be made available:

- access to a range of clients, presenting with a range of requirements in a salon, store/simulated salon/store assessment area or on location
- access to a make up kit including a range of products and equipment, make up mirror, lighting, chair and make up plan proforma will be required

(5) Method of Assessment

This refers to what assessment is appropriate, how often it is required to be demonstrated and where assessment should be undertaken for this unit.

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- portfolio assessment
- project

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency may be assessed in the workplace or simulated workplace setting.

Assessment should be done while tasks are undertaken either individually under limited supervision.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

BSBSBM0012A: Craft personal entrepreneurial strategy

Competency Descriptor:

This unit deals with the skills and knowledge required to craft an entrepreneurial strategy that fits with the attitudes, behaviours, management competencies and experience necessary for entrepreneurs to meet the requirements and demands of a specific opportunity.

Competency Field: Small Business Operations

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1. Demonstrate knowledge of the nature of entrepreneurship	1.1	Concepts associated with entrepreneurship are clearly defined.
	1.2	Factors which influence entrepreneurship in and outside of Jamaica are correctly identified and explained.
	1.3	The importance of entrepreneurship to economic development and employment is explained clearly.
	1.4	The findings of research conducted on entrepreneurial ventures and successes in the Caribbean region are clearly presented in an appropriate format.
	1.5	Differences between wage employment and entrepreneurial ventures are correctly stated.
2. Identify and assess entrepreneurial characteristics	2.1	Relevant research is carried out and required entrepreneurial characteristics identified.
	2.2	Entrepreneurial characteristics identified are assessed and ranked.
	2.3	An understanding of the process and discipline that enable an individual to evaluate and shape choices and to initiate effective action is correctly demonstrated.
	2.4	Factors that will help an entrepreneur to manage the risk and uncertainties of the future, while maintaining a future orientated frame of mind, are identified.

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|----|-----------------------------------|-----|---|
| 3. | Develop self-assessment profile | 3.1 | Self-assessment tools/methods to identify personal entrepreneurial potential are identified and properly used. |
| | | 3.2 | The ability to apply creativity, problem-solving techniques and principles to solve business related problems are demonstrated. |
| | | 3.3 | Feedback from others for the purpose of becoming aware of blind spots and for reinforcing or changing existing perceptions of strengths/ weaknesses is appropriately obtained. |
| 4. | Craft an entrepreneurial strategy | 4.1 | A profile of the past that includes accomplishments and preferences in terms of life and work styles, coupled with a look into the future and an identification of what one would like to do is developed. |
| | | 4.2 | Commitment, determination and perseverance; orientation towards goals; taking initiative and accepting personal responsibility; recognizing management competencies and identifying areas for development are determined. |
| | | 4.3 | Written guidelines to obtain feedback that is solicited, honest, straightforward, and helpful but not all positive or negative are developed to facilitate reviews. |
| | | 4.4 | Framework and process for setting goals which demand time, self-discipline, commitment, dedication and practice are developed. |
| | | 4.5 | Goals established are specific and concrete, measurable, relate to time, realistic and attainable. |
| | | 4.6 | Priorities, including identifying conflicts and trade-offs and how these may be resolved are established. |
| | | 4.7 | Potential problems, obstacles and risks in meeting goals are identified. |
| | | 4.8 | Specified action steps that are to be performed in order to accomplish goals are identified. |
| | | 4.9 | The method by which results will be measured is indicated. |

- 4.10 Milestones for reviewing progress and tying these to specific dates on a calendar are established.
- 4.11 Sources of help to obtain resources are identified.
- 4.12 Evidence of the ability to review process and periodically revise goals is demonstrated.

RANGE STATEMENT

At this stage of the entrepreneurial process the entrepreneur must be able to conduct a self-assessment profile, examine the frame work for self assessment, develop a personal entrepreneurial strategy, identify data to be collected in the self-assessment process and learn about receiving feedback and setting goals.

Concepts associated to include:

- risk
- entrepreneurship
- macro-screening
- micro-screening
- competition
- wage employment

Influencing factors to include:

- market conditions
- markets – demand/supply
- global trends
- level of economic activities
- funding
- economic stability
- social stability
- resources availability

The entrepreneur must be able to:

- understand the extreme complexity in predicting or aligning him/herself to specific careers in an environment of constant change
- determine the kind of entrepreneur he or she wants to become based on attitudes, behaviours, competencies, experience and how these fit with the requirements and demands for a specific opportunity
- evaluate thoroughly his or her attraction to entrepreneurship
- effectively develop personal plan
- utilize available information that will enhance his or her ability to achieve success

The entrepreneur may encounter setbacks if the planning process is not effectively pursued.

Pitfalls may include:

- proceeding without effective planning which may result in commitment to uncertainty
- commitment to a premature path with the desirability of flexibility can lead to disaster
- personal plans fail for the same reasons as business plans including frustration if the plan appears not to be working immediately and the challenges of changing behaviour from an activity-oriented routine to one that is goal oriented
- developing plans that fail to anticipate obstacles, and those that lack progress milestones and reviews

EVIDENCE GUIDE

Competency is to be demonstrated when the entrepreneur is able to undertake a personal entrepreneurial assessment exercise to determine if he or she possesses the necessary credentials to be a successful entrepreneur. This stage of the entrepreneurial process is critical since experience has shown that the founder is one of the deciding forces if the venture is to succeed and prosper.

(1) Critical Aspects of Evidence

The entrepreneur will be assessed by his/her action in developing an orchestrated plan in order to effectively pursue the business concept.

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- personal entrepreneurial profile systems
- effective management systems: marketing, operations/productions, finance, administration, law
- how to measure feedback
- the method of developing a personal plan and a business plan
- understanding the difference between entrepreneurial culture and management culture

Skills

The ability to:

- determine barriers to entrepreneurship
- minimize exposure to risk
- exploit any available resource pool
- tailor reward systems to meet a particular situation
- effectively plan and execute activities
- use computer technology to undertake assessments

(4) Resource Implications

The following resources should be made available:

Personal computer with access to the internet and appropriate software that will enable one to conduct the necessary analysis using the internet

(5) Method of Assessment

A useful method of assessment is to determine if the venture can stand up to the test of critical evaluation.

(6) Context of Assessment

This stage of the entrepreneurial process is assessed when comparisons are made between actual outcomes and plans/projections.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1	Level 2	Level 3
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBTH0072B: Provide temporary epilation and bleaching treatments

Competency Descriptor:

This unit encompasses those competencies required to analyse the temporary hair removal/bleaching needs of clients and provide the necessary service/s in a safe and hygienic manner.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Prepare client for service	1.1	Treatment area, client and operator prepared according to Health and Hygiene requirements and salon procedures.
		1.2	Client's needs evaluated to enable accurate advice and recommendations for a treatment plan.
		1.3	Client comfort and relaxation ensured throughout service.
		1.4	Contra-indications/precautions including infectious and non infectious skin diseases/disorders and specific treatment contra-actions identified where applicable, explained to client, and referred to appropriate professional where required.
		1.5	Wax type/procedure/bleaching product selected according to treatment plan and confirmed with client.
		1.6	Areas of the skin/hair growth requiring special treatment identified and noted.
		1.7	Client reassured during treatment as required and all questions answered fully and accurately.
		1.8	Client privacy and confidentiality maintained.
		1.9	Client kept appropriately covered.
		1.10	Prepared all necessary working materials before beginning task.
2.	Perform waxing treatments	2.1	Wax area prepared/cleansed according to Health and Hygiene requirements and salon procedures.
		2.2	Wax prepared, applied and removed according to client's requirements, manufacturer's instructions, Health and Hygiene requirements and salon procedures.

- 2.3 All unwanted hair removed against direction of hair growth with minimum trauma to skin, according to client's treatment plan.
- 2.4 Soothing product applied according to procedure.
- 2.5 Treatment completed within designated salon time frames.
- 2.6 Portion control used to minimise wastage.
- 2.7 Wax disposed of according to health regulations and salon procedures.
- 2.8 Skin support maintained throughout service.
- 2.9 Temperature of wax maintained according to manufacturers instructions.
- 3. Perform bleaching treatments
 - 3.1 Bleach product prepared applied and removed according to client requirements, manufacturer's instructions, Health and Hygiene requirements and salon procedures.
 - 3.2 Clients comfort and safety ensured during process.
 - 3.3 Treatment completed within designated salon time frames.
 - 3.4 Portion control used to minimise wastage.
 - 3.5 Protective cream is used where necessary according to manufacturer's instruction.
 - 3.6 Colour result matches agreed treatment plan.
 - 3.7 Soothing product applied according to client requirements.
- 4. Provide aftercare advice
 - 4.1 Questioning and active listening used to obtain client feedback.
 - 4.2 Relevant outcomes of treatment recorded accurately and legibly.
 - 4.3 Future treatment program recommended according to clients needs.
 - 4.4 Treatment plan revised as required.
 - 4.5 Before wax and after care advice and guidelines accurately provided according to clients needs.
 - 4.6 Product recommendations made according to client requirements.
 - 4.7 Client rebooked according to agreed treatment plan.

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon policies and procedures in regard to temporary hair removal/bleaching treatments
- salon hygiene policies and procedures
- state and local Health Regulations
- salon product and equipment range and manufacturers instructions

Hair removal treatments may include:

- strip wax
- hot wax
- tweezing, shaving, abrasive mitts
- depilatory creams

Treatment areas could include:

- lower legs
- knees
- full leg
- toes
- bikini line
- buttocks
- back
- chest
- feet
- abdomen underarm
- arm
- face including
 - lip
 - chin
 - neck and eyebrows

Abnormal conditions may be contagious or non contagious

Contagious conditions may include:

- bacterial, viral or fungal infections
- herpes simplex
- impetigo
- warts
- tinea
- scabies
- pediculosis

Non-contagious conditions may include:

- acne
- hypertrichosis
- hirsutism
- sun related disorders, sun burn
- skin cancers, benign and malignant tumours
- moles, scar tissue, lesions
- varicose veins
- fresh scars
- thrombosis
- allergic reactions i.e. eczema, dermatitis
- trauma e.g. bruising, sunburn
- other visible non normal skin

Contra-actions -may include:

- inflammation arising from the performance of temporary hair removal/bleaching treatments
- spotting of skin
- hive like reactions
- ingrown hairs
- trauma to skin
- torn skin
- bruising
- broken capillaries
- infections of the hair follicle
- burns to skin
- bleeding from follicles

Contraindications may include:

- sunburn or burns
- trauma to skin
- skin diseases
- excessively dry flaky skin
- weeping eczema
- hypersensitive skin
- allergy to bleach

Advice on use of homecare products may include:

- moisturiser
- remedial products

Skin types may include:

- normal
- dry
- oily
- combination

After care recommendations may include:

- follow up treatments
- future prevention of ingrown hairs
- wax may be recycled according to some state requirements/regulations with the exception of the following areas:
 - bikini line
 - underarms
 - face
 - areas where bleeding has occurred

Clients may include:

- Regular and new clients.
- people from a range of social
- cultural or ethnic backgrounds and physical and mental abilities

Hair treatments may include:

- bleaching
- body hair clipping

Skin support may include:

- holding skin taut

Climatic variations may affect treatment procedure

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range of Variables. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

(1) Critical Aspects of Evidence

Evidence of the following needs to be demonstrated:

- salon policies and procedures and industry codes of practice in regard to the performance of temporary hair removal/bleaching treatments
- state and local Health and Hygiene requirements/regulations, and of salon policies and procedures in regard to hygiene
- apply safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- recognise and manage local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables
- apply standard infection control precautions
- read, accurately interpret and consistently apply manufacturers instructions for products, tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients
- analyse and identify the client's requirements/needs,
- refer clients to appropriate professional as required,
- develop and record a treatment plan
- apply a variety of temporary hair removal/bleaching products, using a variety of techniques/procedures according to the range of variables
- consistently use time effectively and to control product waste
- evaluate a temporary hair removal/bleaching treatment and to advise the client on future treatments, home care and complementary products

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the performance of temporary hair removal/bleaching treatments
- state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, and of salon policies and procedures in regard to hygiene
- safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required

Skill

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to the performance of temporary hair removal/bleaching treatments
- apply state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, and of salon policies and procedures in regard to hygiene
- apply safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required

Underpinning Knowledge and Skills (Cont'd)

Knowledge

Knowledge of:

- the transmission routes of infectious conditions
- a variety of temporary hair removal/bleaching products, using a variety of techniques/procedures according to the range of variables
 - temporary hair removal/bleaching treatments procedures including:
 - preparation of the service area
 - preparation of products and equipment
 - preparation of the client
 - application of products
 - waxing procedures including preparation of the area, pattern of wax application and removal
 - cleansing/disposal of product/equipment
 - care and temperature control of equipment
 - post treatment procedures
 - after care and home care advice to client
- causes of skin reactions in regard to temporary hair removal/bleaching treatments and the appearance and management of specific treatment complications/contra-actions according to the range of variables
- abnormal skin conditions; their appearance, and symptoms and contra-indications for temporary hair removal/bleaching treatments
- the salon/store product range and manufacturers instructions/data sheets
- skin and hair structure and growth in regard to temporary hair removal/bleaching treatments including:
 - a simplified cross-section of skin
 - glands as they relate to basic skin function

Skill

The ability to:

- recognise and manage local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables
- apply standard infection control precautions
- read, accurately interpret and consistently apply manufacturers instructions for products, tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients
- analyse and identify the client's requirements/needs, refer clients to appropriate professional as required, and develop and record a treatment plan including:
 - areas of the face/body requiring special treatment
 - range of appropriate temporary hair removal/bleaching products and application techniques
 - range of appropriate temporary hair removal/bleaching procedures
 - review of previous treatments
 - apply a variety of temporary hair removal/bleaching products, using a variety of techniques/procedures according to the range of variables
 - consistently use time effectively and to control product waste evaluate a temporary hair removal/bleaching treatment and to advise the client on future treatments, home care and complementary products

Underpinning Knowledge and Skills (Cont'd)Knowledge

Knowledge of:

- types of hair: lanugo, vellus, terminal
- factors affecting hair growth: hormonal, exposure to sunlight, heredity, drugs/chemicals
- hair growth patterns
- effects of waxing and tweezing on hair
- the growth cycle of hair and its relationship to waxing/tweezing
- histology of hair
- normal skin response to irritation and trauma
- the body systems as listed below, in regard to their interdependence and purpose in relation to a healthy body and their relationship to the skin, muscles and nerves:
 - skeletal and muscular including muscle contractibility and motor points
 - nervous system and its relationship to skin sensations
 - lymphatic, digestive, respiratory, and circulatory systems in regard to their relationship to skin function including, thermo regulation and homeostasis
 - endocrine and reproductive systems in relationship to hormonal control of the skin
 - the following in regard to temporary hair removal/bleaching treatments including:
 - appearance of hypertrichosis and hirsutism
 - factors to take into account when referring a client to permanent hair removal or to a medical practitioner
 - advantages and disadvantages of permanent hair removal versus temporary hair removal
 - categories of wax and the advantages of each

Underpinning Knowledge and Skills (Cont'd)Knowledge

Knowledge of:

- issues involved in and the correct procedures for the recycling of wax if applicable
- bleach ingredients and actions
- advantages and disadvantages of bleaching
- alternative progressive hair removal methods e.g.: infra red and hair retarding products used in conjunction with waxing procedures
- relevant cosmetic chemistry

(4) Resource Implications

The following resources should be made available:

Access to a range of clients with differing hair removal/ bleaching needs, a professional treatment couch in a fully equipped treatment area and a range of waxing and bleaching products.

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated environment and in accordance with work practices and procedures.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBBTH0003A: Pierce ears

Competency Descriptor:

This unit describes those competencies required to pierce ears for ornamentation.

Competency Field: Beauty Services

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1. Prepare client for service	1.1	Service area operator, client and ear piercing equipment prepared according to Health and Hygiene requirements, and salon procedures.
	1.2	Clients' needs are evaluated to enable accurate advice and recommendations for an ear piercing service.
	1.3	Consent form accurately completed if client underage.
	1.4	Suitable earrings agreed upon according to client requirements.
	1.5	Client comfort and relaxation ensured throughout service.
	1.6	Contra-indications (if applicable) identified and explained to client.
	1.7	Areas of the ear requiring special treatment identified and noted.
	1.8	Client reassured during service as required and all questions answered fully and accurately.
	1.9	Prepared and selected all necessary materials, tools and equipment before the beginning the service.
2. Perform ear piercing	2.1	Studs prepared and applied according to Health and Hygiene requirements, manufacturers instructions and salon procedures.
	2.2	Piercing equipment thoroughly cleansed/disposed of/according to Health and Hygiene requirements and salon procedures.
	2.3	Contra-actions accurately identified and action taken according to salon procedures.

	2.4	Infection control and skin penetration procedures adhered to according to Health and Hygiene requirements/regulations, and salon procedures.	
	2.5	Earring placement matches plan agreed with client.	
	2.6	Service completed within designated salon time frame.	
	2.7	Service area cleansed according to Health and Hygiene requirements, and salon procedures.	
3.1	Provide aftercare advice	3.1	Questioning and active listening used to obtain client feedback.
		3.2	Relevant outcomes of treatment recorded accurately and legibly.
		3.3	After care advice and guidelines accurately provided according to clients needs.
		3.4	Product recommendations made according to client requirements.

RANGE STATEMENT

The Range statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- salon policies and procedures in regard to ear piercing service
- salon hygiene policies and procedures
- state and local Health Regulations and Skin Penetration Acts
- salon range of earring studs and other products
- manufacturers instructions for use of stud gun or other equipment
- contraindications to ear piercing may include: trauma to skin, skin diseases, excessively dry flaky skin, weeping eczema, hypersensitive skin, allergy to stud manufacturing materials
- contra-actions - inflammation arising from the
- ear piecing process, infections of the earlobe
- abnormal conditions may be contagious or non contagious

Non-contagious conditions may include:

- sun related disorders
 - sun burn
 - skin cancers
 - benign and malignant tumours
 - moles, scar tissue, lesions and other visible non normal skin
- clients may include people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- regular and new clients advice on use of homecare products may include: antiseptic, remedial products

After care recommendations may include:

- care and maintenance procedures for recently pierced ears
- care and maintenance procedures for ear studs

Contagious conditions may include:

- bacterial
- viral or fungal infections

EVIDENCE GUIDE

Each Unit of Competency has an Evidence Guide which relates directly to the Performance Criteria and the Range of Variables. Its purpose is to guide assessment of the unit of competency in the workplace or a training programme. The following components provide information to assist this purpose.

Consistent repetition as part of the daily routine will ensure competence and lead to an understanding of the underpinning critical issues involved in this unit.

(1) Critical Aspects of Evidence

These relate to particular knowledge and skills that are considered essential to demonstrate competency in this unit. Evidence of the following needs to be demonstrated.

- salon policies and procedures in regard to the performance of a ear piercing
- safe work practices, including first aid, in regard to the performance of ear piercing and safe use of product according to Occupational Health and Safety regulations/requirements
- recognise and manage local and general contra-indications/special precautions to treatment and specific treatment complications/contra-actions and conditions which may indicate referral to an appropriate professional according to the range of variables
- read, accurately interpret, and consistently apply, manufacturers instructions regarding the selection and application of products, and use of tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients while maintaining an awareness of the need for discretion, tact and confidentiality
- consistently use time effectively and control product waste
- consult with clients and agree on selection and placement of earrings and obtain client's consent where applicable
- consistently select, prepare use and dispose of/cleanse, ear piercing products and equipment, according to Health and Hygiene requirements, manufacturer's instructions and salon procedures
- evaluate an ear piercing service and to advise the client on future treatments, home care and complementary products
- consistently use time effectively and to control product waste

(2) Pre-requisite Relationship of Units

- CSBCOR0001B Perform interactive Workplace communication
- CSBCOS0001A Prepare clients for salon services
- CSBCOS0032A Sell products and services

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to the performance of ear piercing services
- state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, and of salon policies and procedures in regard to hygiene
- safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- the transmission routes of infectious conditions
- ear piercing procedures including:
 - the provisions of relevant Health and preparation of the service area
 - preparation of products and equipment
 - preparation of the client
 - application of studs
 - cleansing/disposal of product/equipment
 - post treatment procedures
 - procedures for consent forms
 - after care and home care advice to client
- causes of skin reactions and the appearance and management of specific treatment complications including:
 - inflammation arising from the ear piercing process
 - infections of the ear lobe
- abnormal skin conditions; their appearance, and symptoms and contra-indications for ear piercing services salon/store product range and manufacturers instructions/data sheets

Skill

The ability to:

- apply salon policies and procedures and industry codes of practice in regard to the performance of ear piercing services
- apply state and local Health and Hygiene requirements/regulations and Skin Penetration Acts, and of salon policies and procedures in regard to hygiene
- apply safe work practices in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required
- apply standard infection control precautions
- recognise and manage local and general contra-indications/special precautions for treatment and specific treatment complications/contra-actions according to the range of variables
- read, accurately interpret and consistently apply manufacturers instructions for products, tools and equipment
- consistently use effective questioning and active listening techniques to consult and negotiate with clients
- consult with clients and agree on selection and placement of earrings and obtain client's consent where applicable
- consistently select, prepare use and dispose of/cleanse, ear piercing products and equipment, according to Health and Hygiene requirements, in particular, Skin Penetration Acts, government regulations, manufacturer's instructions and salon procedures
- evaluate an ear piercing service and to advise the client on future treatments, home care and complementary products consistently use time effectively and to control product waste

(4) Resource Implications

The following resources should be made available:

Access to a range of clients with differing ear piercing requirements using a professional /operator client chair in a fully equipped treatment area with a range of products.

(5) Method of Assessment

In order to ensure consistency in performance and identified situational variables it will be necessary to collect evidence across a range of clients.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer

It may be possible to assess more than one element or unit of competency at the same time if the appropriate situation occurs in workplace or an appropriate simulated situation is designed.

(6) Context of Assessment

Competency may be assessed in the workplace or simulated workplace setting. Assessment should be while tasks are undertaken individually under supervision.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

CSBCOR0003A: Maintain customer relations

Competency Descriptor:

This unit deals with the skills and knowledge required to develop and implement strategies to meet the requirements of existing customers and identify potential new customers, products and services which may expand business opportunities.

Competency Field:

Beauty Services

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1.	Monitor the requirements of customers	1.1	Customer requirements are monitored formally and informally to enable customer feedback to be collated.
		1.2	An analysis of customer requirements is conducted to enable an effective response.
2.	Tailor products and services to customers requirements	2.1	Current products and services are assessed against identified customer demands.
		2.2	Customer needs are met through research and availability of new products and services.
		2.3	New products, services and processes are researched and introduced in a manner that ensures an adequate return on investment.
3.	Promote the salon to customers	3.1	The competitive position of the salon is enhanced through its promotion.
		3.2	A plan for promoting sales to customers is developed and instituted.
4.	Speak to groups	4.1	Information that is relevant to the topic is selected and prepared.
		4.2	Speech is delivered in a clear and sequential manner and within a pre-determined time.
		4.3	Questions from the audience are received and responded to.

RANGE STATEMENT

This unit of competency should be demonstrated in accordance with the salon's :

- policies and procedures in regard to salon promotion
- ethical standards
- client service standards
- designated operating hours

Salon promotion may involve:

- outside presentations
- promoting a new or long established business
- prevailing salon culture and orientation to clients
- the external presentation of the business and the perceived image held by clients
- availability and reliability of information held on clients

Legislation, codes and national standards relevant to the workplace may include:

- State and Local Government regulations
- Local health regulations
- OHS and hygiene requirements
- First Aid regulations/requirements

Clients may include:

- people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
- existing and potential clients
- internal or external

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apply salon policies and procedures and industry codes of practice in regard to salon promotion.

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to efficiently and consistently:

- apply salon policies and procedures and industry codes of practice in regard to the maintenance of customer relations
- monitor current products and services against identified clients' requirements/needs
- ensure that new products and services are researched and made available as required in the appropriate context and to the level acceptable by the enterprise.
- promote the salon to customers

(2) Pre-requisite Relationship of Units

This unit should be assessed after the completion of or in conjunction with

- CSBCOS0001A Prepare clients for salon services

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- salon policies and procedures and industry codes of practice in regard to salon promotion
- the following procedures/methods in relation to salon promotion including:
 - local industry associations code of ethics
 - roles, responsibilities and allocated duties of self, peers and management
 - salon policies in regard to verbal and non-verbal presentation
 - methods of monitoring and analysing client requirements/needs
 - marketing and promotional strategies
 - methods for researching new products, services and processes
 - development of sales plans
 - strategies for delivering information to groups, including use of a variety of methods including electronic media
- the following techniques and skills in relation to salon promotion including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - interpersonal skills
 - negotiation techniques/skills
 - research skills
 - planning skills
 - assertiveness
 - group presentation skills
 - time management
 - goal setting

Skills

The ability to:

- consistently use effective questioning and active listening techniques to consult and negotiate with clients, identify clients' requirements/needs, and to ensure client comfort and safety
- consistently monitor clients, on a formal and informal basis, to identify clients' requirements/needs, and to ensure that client feedback is collated and analysed to enable an effective response
- demonstrate a practical ability to research and introduce new products, services and processes in a cost-effective manner
- demonstrate a practical ability to develop and institute an effective marketing plan and to enhance the competitive position of the salon through its promotion
- demonstrate of a practical ability to present information in a group situation, select and prepare relevant information, use a variety of media to enhance presentation, answer and respond to questions, and deliver presentation in a clear, sequential manner within a pre-determined time

Skills

The ability to: (Cont'd)

- demonstrate the following skills in relation to salon promotion including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - interpersonal skills
 - negotiation techniques/skills
 - research skills
 - planning skills
 - assertiveness
 - group presentation skills
 - time management
 - goal setting
- apply safe work practices and emergency procedures in regard to the provision of services and safe handling of products according to OHS regulations/requirements and First Aid
- apply salon policies/procedures in regard to the performance of a range of classic and current commercial hair cutting, beard designing and finishes

(4) Resource Implications

The following resources should be made available:

- access to clients presenting with a range of requirements in a salon/simulated assessment area
- in a salon/simulated assessment area

For the purpose of assessment a workplace or simulated hairdressing salon is defined as:

- one in which all the skills of hairdressing are performed with respect to the public, while the salon is open for business

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment dealing with clients requiring a range of salon promotion activities until competency is achieved.

The underpinning knowledge may be assessed off-the-job with the use of written or verbal items inclusive of multiple choice, short answer or project.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 2	
Planning and organising activities	Level 2	
Working with others and in teams	Level 2	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

BSBCOR0113A: Maintain workplace safety

Competency Descriptor

This unit deals with the skills and knowledge required for the frontline supervisor to implement and monitor the organisation's Occupational Health and Safety policies, procedures and programmes to meet statutory requirements.

Competency Field:

Front Line Management

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Assist incorporation of Occupational Health and Safety policy and procedures into the work team	1.1 Understanding of basic requirements of Occupational Health and Safety legislation in area of responsibility appropriate for health and safety needs of a small work team are demonstrated. 1.2 Information on the organisation's Occupational Health and Safety policies, procedures and programs is provided in a readily accessible manner and clearly explained to the work group. 1.3 Information about identifying hazards and the outcomes of risk assessment and control is regularly provided and clearly explained to the work group.
2. Support participative arrangements for the management of Occupational Health and Safety	2.1 Organisational consultative procedures are implemented and monitored to facilitate participation of work group in management of work area hazards. 2.2 Issues raised through consultation are promptly dealt with in accordance with organisational procedures for issue resolution. 2.3 Encouragement and assistance is given to team members to contribute to the management of Occupational Health and Safety at the workplace. 2.4 Feedback from individuals and teams is used to identify and implement improvements in the management of Occupational Health and Safety.

- | | | | |
|----|---|-----|--|
| 3. | Support the organisation's procedures for providing Occupational Health and Safety training | 3.1 | Advice is provided on Occupational Health and Safety training needs of individuals and workgroup. |
| | | 3.2 | Advice is provided on strategies and opportunities for development of workgroup's competencies in relation to Occupational Health and Safety. |
| | | 3.3 | Coaching and mentoring assistance is provided to team members to support the effective development of individual and group competencies in Occupational Health and Safety. |
| 4. | Participate in identifying hazards and assessing and controlling risks for the work area | 4.1 | Advice is provided on hazards in the work area in accordance with organisation's Occupational Health and Safety policies and procedures. |
| | | 4.2 | Support is provided in implementing procedures to control risks using the hierarchy of controls and in accordance with organisational procedures. |
| | | 4.3 | Inadequacies in existing risk control measures are identified and reported in accordance with the hierarchy of controls. |
| | | 4.4 | Occupational Health and Safety records of incidents in the work area are accurately completed and maintained in accordance with Occupational Health and Safety legal requirements. |

RANGE STATEMENT

The scope and context of this unit of competence allow for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace including:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Occupational Health and Safety legislation will include:

- common law duties to meet the general duty of care requirements
- requirements for the maintenance and confidentiality of records of occupational injury and disease
- provision of information, induction and training
- regulations and approved codes of practice relating to hazards present in work area
- health and safety representatives and health and safety committees
- prompt resolution of health and safety issues

Organisational Occupational Health and Safety policies and procedures may include:

- | | |
|---|--|
| <ul style="list-style-type: none"> • procedures for hazard identification • procedures for risk assessment, selection and implementation of risk control measures • incident (accident) investigation • OHS audits and safety inspections • consultative arrangements for employees in work area • hazard reporting procedures • safe operating procedures/instructions • use & care of personal protective equipment | <ul style="list-style-type: none"> • emergency & evacuation procedures • purchasing policy & procedures • plant & equipment maintenance & use • hazardous substances use and storage • dangerous goods transport & storage • OHS arrangements for on site contractors, visitors and members of public • first aid provision/medical practitioner contact & attention • site access |
|---|--|

Identification of hazards and assessment of risk may occur through activities such as:

- workplace inspections in area of responsibility
- consulting work team members
- housekeeping
- checking equipment before and during work
- review of records, eg injury, hazardous substances including labels and Materials Safety Data Sheet register, dangerous goods storage list, training, plan and equipment maintenance, etc

Training needs relating to Occupational Health and Safety may include:

- coaching, mentoring and/or supervision
- formal/informal learning programs
- internal/external training provision
- personal study

Coaching and mentoring assistance may include:

- explaining/clarifying
- respecting the contribution of all participants and giving credit for achievements
- presenting and promoting a safe workplace
- problem solving
- providing encouragement
- providing feedback to another team member

Controlling risks in the work area may include actions such as:

- application of the hierarchy of control, namely:
- eliminate the risk
- reduce/minimise the risk through engineering controls, administrative controls, personal protective equipment
- regular consultation with workers

Hazards and associated risks to which the work team may be exposed in the work area may include:

- blocked exits
- slippery and uneven floors
- untidy and or noisy work areas
- lack of adequate storage
- reliance on low order control measure (eg PPE) to reduce worker risk exposure instead of controlling the hazard itself
- unguarded /poorly maintained machinery and equipment
- unlabelled chemicals and substances
- ergonomically unsuitable work stations and task design, eg. repetitive work, poor lighting/ glare surfaces, non-adjustable work surfaces & seating
- internal/external threat of occupational violence and bullying

Organisational procedures for consultation and issue resolution may include:

- formal and informal meetings
- health and safety committees
- attendance of health and safety representatives at management meetings
- other committees, for example, planning and purchasing
- early response to employee suggestions, requests, reports and concerns put forward to management
- counselling/disciplinary processes

EVIDENCE GUIDE

The critical aspects, underpinning knowledge and skills identified must be demonstrated to confirm competence for this unit.

(1) Critical Aspects of Evidence

- identify and comply with Occupational Health and Safety legal and organisational requirements
- apply procedures for identifying hazards in the work area
- apply procedures for assessing and controlling risks to health & safety associated with those hazards, in accordance with the hierarchy of control
- provide specific, clear and accurate information and advice on workplace hazards to work group
- provide appropriate supervision of work group

(2) Pre-requisite Relationship of units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- the relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- hazards and associated risks which exist in the workplace
- organisation's policies and procedures relating to hazard management, fire, emergency, evacuation, incident (accident) investigating and reporting
the relevance of Occupational Health and Safety management to other organisational systems and procedures of characteristics and composition of the workgroup

Skills

The ability to:

- understand workplace procedures and work instructions for identifying and reporting hazards and interpreting Occupational Health and Safety signs and symbols
- analysing skills to identify hazards and assess risks in the work area
- analysis data including incident (accident) monitoring environmental monitoring
- evaluation of effectiveness of risk control measures
- assess resources required to apply risk control measures
- demonstrate coaching and mentoring skills to provide support to colleagues
relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

(4) Resource Implications

The following resources should be provided:

- access to appropriate documentation and resources normally used in the workplace

(5) Consistency of Performance

In order to achieve consistency of performance, evidence should be collected over a set period of time, which is sufficient to include dealings with an appropriate range and variety of situations

(6) Context of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Competency Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the Critical Employability Skills and the Business Services Common Competencies for the particular NVQ Level.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills