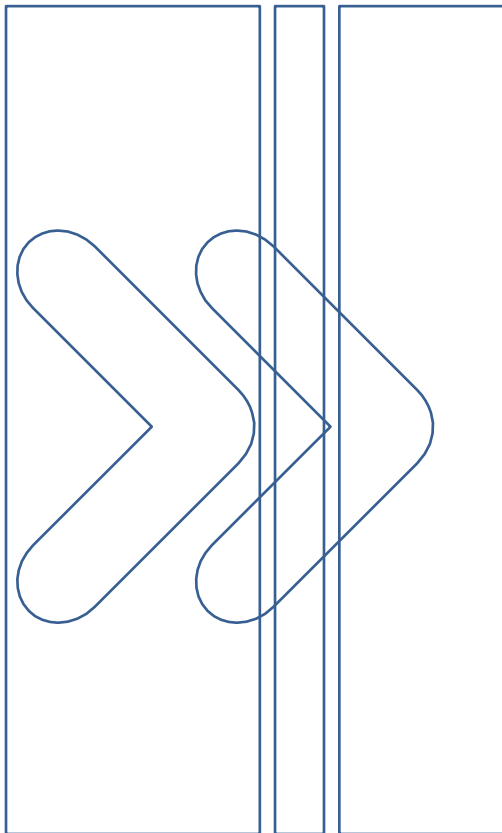




WORK PLACEMENT GUIDE FOR INDUSTRY MENTORS

HAIRSTYLIST

Apprenticeship



Work placement guide for industry mentors

Hairstylist Apprenticeship

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APPRENTICE DETAILS

Name:_____ Student ID no.: _____

Contact details: _ Training institution: _ Trainer/Course coordinator:_____ Contact
no.: _____

Emergency contact details

Person to contact: _____

Relationship (e.g. parent, neighbor etc.): _____

Contact no.: _____

WORK PLACEMENT ARRANGEMENTS

Agreed day(s) of attendance: _____

Daily attendance time: ____

Place(s) of attendance: ____

Mentor/Supervisor: _____

INTRODUCTION

Welcome to the work placement program and thank you for your support and participation. We hope that both you and your apprentice will gain a large measure of satisfaction from this experience, and that it has the potential to benefit the hairdressing industry in the long term.

The information in this guide is for industry mentors of apprentices enrolled in the *Hairstylist Red Seal Apprenticeship program*. Participation in this program is organized by the apprentice's ITA sponsor salon, while the program itself is conducted by a registered ITA training institution. Part of the work placement program involves participation in a period of work placement in a hair salon, under the guidance and direct supervision of an industry mentor.

This guide provides you, the industry mentor, with:

- information about the requirements for the work placement experience
- an overview of the program, and related programs and career training options
- guidance to support supervisions of the structured work placement tasks.

Some of the information in this guide is a direct copy from the *Hairstylist logbook* for apprentices however, some of it is specific to your role as an industry mentor.

We encourage mentors to embrace this opportunity to provide possible future employees for the hairdressing industry with a taste of what it might be like should they decide to pursue this career path.



TERMINOLOGY, ABBREVIATIONS AND DEFINITIONS

As you work your way through the program and this guide, you will come across some of the following common terminology, abbreviations and definitions relating to the qualification.

ASSESSMENT

On completion of each unit in your program, you will complete an assessment task (or tasks). Assessment involves demonstrating your skills and knowledge so that you can be deemed 'competent'.

COMPETENCY-BASED TRAINING (CBT)

To be 'competent' means being able to do something. CBT is training based on the requirements needed to operate effectively in industry and achieve competency standards. CBT focuses on the skills and knowledge you have, rather than on how you attained the skills and knowledge.

ELEMENTS OF COMPETENCY

Elements describe what you need to be able to demonstrate in a unit of competency. Your assessment task is based on these.

EMPLOYABILITY SKILLS

These are non-technical skills and knowledge you need to have to be able to participate effectively in the workforce. They are not unique to any specific industry or type of work; they are skills that most individuals need in most jobs.

INDUSTRY MENTOR

A person who provides coaching, training, and usually supervision in the workplace.

PERFORMANCE CRITERIA

Performance criteria specify the level of performance required to demonstrate achievement of the elements within a unit of competency.

DTI

Designated training institution.

UNIT OF COMPETENCY (UOC)

This is a statement of a key function or role in a particular job or occupation. It specifies the knowledge and skill required, how they should be applied, and the standard expected in the workplace.

WORK PLACEMENT

A structured workplace learning program that prepares a person for the workplace. Unlike work experience, where a person may not actually 'work', work placement expects that you will undertake appropriate tasks that put classroom theory into practice.

PROGRAM OVERVIEW

This Apprentice Support program is aimed at salons who are seeking a structured learning environment to support apprentices in the hairdressing industry. The program is made up of units of competency plus a period of work placement. These two components together – study and work – provide an opportunity to put new skills and knowledge gained in training into practice in the workplace.

As it can sometimes be difficult to get apprentices with any experience, an apprentice support program provides a great start in the industry and the skills, knowledge and work experience gained will help build apprentices' confidence to impress both employers and clients.

Undertaking an apprenticeship support program may also mean that apprentices have quickly and effectively built skills to contribute to the success of the salon.

The apprenticeship support program specifies the skills and knowledge required to work effectively in a hair salon, such as:

- working safely
- greeting and preparing clients
- shampoo and conditioning treatments
- applying colour products
- scalp massage
- drying hair to shape
- applying braiding techniques
- working with tools and equipment
- effective consultation techniques.

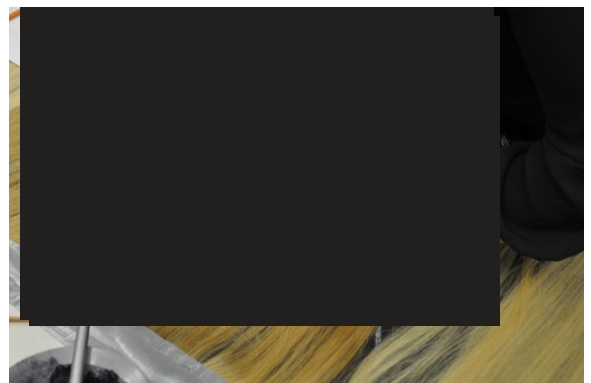
There is also a focus on the development of business-related skills as well as employability skills such as teamwork, communication, problem-solving, planning and organizing.



FURTHER TRAINING

Starting a hairdressing career with this apprenticeship support program is a smart move, as it gives a solid foundation on which to build a future. During this program, apprentices will be advised about further study options should they wish to pursue an apprenticeship pathway that will lead to Red-Seal Certification and Endorsement.

Information about further training options is provided later in this guide, for your information.



UNITS OF COMPETENCY (UOC)

There are units of competency in this program (listed below). All units must be successfully completed, and the apprentice's competency assessed to achieve the well-rounded success the industry demands.

Successful program and UoC completion depend on achieving competency with the assessment items specified in each unit. The time taken to achieve competency may vary from person to person, but generally all assessment items have to be completed during each period of program enrolment. As industry mentor, you are not expected to perform any kind of 'assessor' role, however the tasks that the apprentice will be completing during the work placement are designed to focus on skills building that will support successful achievement of competency at assessment.

Unit code	Unit of competency	Hours
	Apply salon safety procedures	10
	Communicate in the workplace	40
	Dry hair to shape	35
	Greet and prepare clients for salon services	10
	Maintain and organize tools, equipment, and work areas	5
	Participate in environmentally sustainable work practices	10
	Perform shampoo and shampoo sink services	10
	Work effectively in a retail environment	30
	Apply hair braiding techniques	10
	Apply hair colour products	20
	Perform scalp massage	20
	Recommend hair, beauty and cosmetic products and services	20
	Rinse and neutralize chemically restructured hair	30
	Merchandise products	35
	Organize and complete daily work activities	15
Total program hours		300

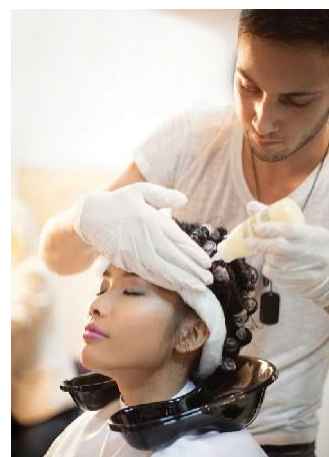
In addition to the units listed above, apprentices may complete 990 hours of instructor-led technical training at an ITA designated institution and 300 hours of work placement which may take place in more than one salon

A CAREER IN HAIRDRESSING

Hairdressing is currently one of the largest employing occupations in the personal services* sector.

There are many careers and jobs to consider in the hairdressing industry, and apprentices are encouraged to use this work placement as an opportunity to get a feel for what type of area of the industry they may be best suited to.

The following table provides a summary overview of how a career in the hairdressing industry can develop from this entry level program.



Level of qualification	Job title(s)	Skills/specialization
Level 1	Apprentice	Entry-level salon procedures and processes under supervision
Level 2	Apprentice Hairstylist	Apprenticeship program
Red Seal Certificate	Journeyman Hairstylist	Advanced hairdressing Leadership in creativity Creative cutting Complex colouring solutions Creative colouring Chemical reformation Hair extensions Session styling Photographic work
Red Seal Endorsed	Red Seal Journeyman Hairstylist Creative director Artistic director Freelance designer/stylist	Human resources Recruiting staff business planning Sustainability Business and financial management Marketing and promotion Technical and creative leadership Training Film and Television Competitions and expos Fashion, trends, design Special effects hair design High-fashion model styling for catwalk or magazines

Table 1.1: Qualifications and professions

* source: www.statisticscanada.ca

QUALIFICATION PATHWAYS

The following pathways PDF shows the types of pathways into and from qualifications that are possible with the Hairstylist Apprentice Program via either direct enrolment to study or through receiving recognition of other training and/or industry experience.



EMPLOYABILITY SKILLS

Employability skills are the non-technical skills and knowledge required for effective participation in the workforce. They are not unique to an industry or a specific type of work – they are the skills that every person needs in any job.

The term ‘employability skills’ came about because these have been identified as the skills that potential employers look for – the skills that appeal to them most. The more developed a person’s employability skills, the more competitive they will be when they go job hunting.

Listed below are the employability skills that the hairdressing industry has identified as being valuable. As you mentor and supervise your apprentice during their work placement, we encourage you to look for opportunities for them to develop and demonstrate these employability skills whenever possible.



Employability skill	Industry/enterprise requirements for this qualification include
Communication	Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive experience that reflects salon values; regularly carrying out verbal instructions from other team members and supervisors; reading and interpreting simple workplace documents; completing simple written workplace forms and sharing work related information with other team members.
Teamwork	Working collaboratively with other team members; supporting the team; respecting and understanding other views and giving and receiving feedback in the context of a salon environment where employees are expected to perform their individual tasks but also look for opportunities to assist others.
Problem-solving	Demonstrating sensitivity to customer needs and concerns, anticipating problems and acting to avoid them where possible; solving problems in the context of a team structure where, after clarification, customer service issues or recognition of risk may be referred to a senior operator for resolution depending upon salon policy and procedures.
Initiative and enterprise	Adapting to new situations, including changing workplace procedures.
Planning and organizing	Planning and carrying out simple salon tasks to timelines and priorities that are set by a senior operator.
Self-management	Understanding and following salon policies regarding work availability, schedules, and work duties; working within the salon culture by practicing inclusive behavior, effective management of personal presentation, hygiene, and time; efficiently prioritizing and completing delegated tasks under instruction.
Learning	Identifying personal strengths and weaknesses in the context of the job role; recognizing own learning style (implement the VAK Questionnaire), at work; accepting opportunities to learn new ways of doing things; implementing changes under instruction within the context of salon procedures.
Technology	Using and maintaining a range of salon technology in the context of available equipment and salon procedures; recognizing and reporting faulty equipment; following salon occupational health and safety procedures.

ABOUT THE WORK PLACEMENT

Structured work placement is a great way to integrate theory with practice in a realistic work environment, while giving apprentices an opportunity to experience a working hair salon.

You will be giving the apprentice various tasks to complete under your guidance and supervision during the work placement period. You may involve other staff in the salon in the mentoring process, or as supervisors, as appropriate.

All work placement arrangements will be organized through the sponsor salon, who will provide you with all the relevant details.

When doing work placement, apprentices have been told that they are working in a business environment and dealing with your clients. They have been advised the placement is a 'real' job, and to always conduct themselves in a professional manner.

As this may be the apprentice's first attendance at a workplace within the hairdressing industry, you may find that they do not have general experience in the salon environment and require some basic guidelines to follow. The following information will help you to support them through the process.

PRIOR TO ARRIVAL

Review your Occupational Safety and Health procedures in view of an unqualified and inexperienced person being in your salon. The apprentice will need to be given a thorough briefing of your OSH procedures before he or she commences any work.

As some apprentices will be under the age of 18 years, check with your insurance agent to confirm proper coverage. You must provide your apprentice with a safe work environment free from any possibility of abuse, bullying or discrimination.

It is recommended to hold a meeting with key personnel in the salon, to brief them on these points so that they too are prepared for the experience.



FIRST DAY OF ATTENDANCE

The following list outlines some requirements for the first day of attendance in the work placement program.

- Allocate the apprentice a particular person on the floor who can assist them in finding things and be their 'go-to' person with any questions.
- Introduce the apprentice to other staff, as appropriate.
- Provide an insight into your salon – its history, its clientele, and any other information that you feel the apprentice should know.
- Conduct a tour of the salon and its facilities, including the location of your bathroom(s) and toilet(s), and cover any specific workplace protocols they should be aware of.
- Go through the applicable OHS procedures, including the location of emergency exits and what to do in an emergency situation.
- Brief the apprentice as to the tasks you have planned – at least in the early days of the work placement; other tasks will develop as time progresses.

PROTOCOLS AND PROCESSES

Most importantly, make sure that the apprentice is aware of the appropriate protocols and processes that are followed at your salon. For example:

- the hours of attendance (start and finish times)
- how clients are greeted
- Who is in charge of certain aspects of the salon?
- what time(s) are allocated to breaks (e.g. for lunch)
- to whom do they 'report' if you are not available
- what (if any) equipment or areas in the salon are 'out of bounds'.



Being clear about these things will help to reduce the likelihood of mistakes and misunderstandings.

ORIENTATION CHECKLIST

This checklist provides a good outline of key points to cover during the orientation on the apprentice's first day.

- ☐ Introduce other salon staff
- ☐ Outline the work/team structure
- ☐ Explain the daily routines and activities
- ☐ Discuss work behavior requirements and expectations
- ☐ Explain start and finish times, work breaks etc.
- ☐ Outline requirements for notification of late and/or non-attendance
- ☐ Explain required dress and personal presentation standards
- ☐ Demonstrate safety requirements, including emergency and evacuation procedures
- ☐ Explain what to do if first aid is required
- ☐ Show location of facilities such as toilets, kitchen etc.
- ☐ Show how and where equipment is stored
- ☐ Discuss how to deal with issues and/or conflicts
- ☐ Provide a tour of the salon and its facilities
- ☐ Explain customer service etiquette and practice, including how to answer the phone (if appropriate)
- ☐ Explain about any 'no-go' areas e.g. using the register or entering the stock room

SAFETY AND HEALTH

Every year in British Columbia, young and inexperienced workers make up a significant proportion of people who experience accidents in the workplace, and in some cases, these have caused serious injuries and even death. There is also a higher risk of workplace discrimination and bullying for the younger person.

Often the accident or incident happens because the young person is unfamiliar with the work environment or they are not aware of the risks. There is also sometimes a lack of sufficient maturity and experience when it comes to decision-making. Additionally, younger people are generally less aware of their workplace rights and responsibilities and may not have the confidence to speak up in the workplace about health and safety issues that affect them.



Your apprentice has already completed OSH training as part of their program before commencing work placement, and therefore you are not expected to 'train' them in this area. However, as the industry mentor for this program you do have a duty of care in relation to ensuring that your salon is a safe and healthy environment for the apprentice.

Please ensure that the apprentice is supervised at all times during the work placement.

It would be helpful to go over some of the most common risks that the apprentice may encounter in your salon, such as:

- equipment – including what to do if something breaks down or is not working correctly
- tools – particularly those capable of injury, such as scissors
- stress and fatigue – being on your feet in a busy salon all day may be exhausting for an inexperienced apprentice
- ventilation – being aware of the danger from fumes that may be present
- hazardous substances – what is potentially dangerous and should be avoided
- slips, trips, and falls – particularly in wet areas or storerooms
- manual handling – lifting heavy boxes or equipment.



You should also explain what process to follow should the apprentices encounter any safety risks or hazards while they are in your salon, or if they are injured.

Finally, it is important to remember that the apprentice also has a responsibility to conduct him/herself in a safe and healthy manner whilst in your salon. Should you feel that this responsibility is being neglected, please bring it to the apprentice's attention and advise the training institution.

PRIVACY AND CONFIDENTIALITY

The apprentice's privacy must be respected – personal information and details must be kept private and confidential at all times during and after the work placement period. The same is expected of the apprentice in relation to your salon, staff, and clients.

There is a confidentiality agreement in the apprentice's work placement guide, which they are required to sign. A copy of this is provided below, so that you are aware of what the apprentice has agreed to.

CONFIDENTIALITY AGREEMENT

I understand that during this work placement I may have access to information that is private and confidential. I agree that I will not convey to any person outside my host employer's workplace any knowledge or information of a confidential nature that I may gain.

I will at all times show loyalty towards my host employer(s).

Failure to maintain confidentiality may result in the immediate termination of my work placement, disciplinary action by my school/training institution, and possible legal action by my host employer (depending on the seriousness of the breach).

My signature confirms that I understand the consequences of any breach of this confidentiality agreement.

APPRENTICESHIP RULES

There are a few requirements for apprentices on the path to Red Seal Endorsement. First, they must be a registered apprentice with ITA (Industry Training Authority)

You can access the information and applications online at www.itabc.ca

INSURANCE GUIDELINES

Apprentices will be covered for the period of work placement by their Sponsor Salons insurance policy. Make sure this insurance policy is in place before the apprentice starts at your salon and check it carefully to ensure that it provides you with coverage whilst the apprentice is in your care.

Check that your own business insurance policy allows for non-employees or persons, such as an apprentice, to be in your salon for a period of time while on work placement as part of an accredited training program.

Please note that placements arranged privately would normally negate any insurance arrangements. If you have any queries about your insurance coverage or liability, please check with the training institution.



REMUNERATION

Apprentices are undertaking a period of work placement and have been advised that they should expect to be paid minimum wage while in your salon. Please note work hours cannot be used toward foundation training requirements until your salon is registered with ITA as a designated Sponsor Salon.

CONCERNS/ISSUES

Should there be problems with the apprentice's attendance and/or performance during their work placement, or if other issues or concerns arise, please contact the apprentice Advisor at the training institution immediately. All communication on any such issues will remain confidential.

WORK PLACEMENT TASKS

The intention of the work placement period is for apprentices to experience as wide a range of industry-related tasks as possible. This guide contains eight structured tasks that are aligned to the units of competency in the foundation training and level 1 program.

The tasks will include elements of planning, organizing, and completing daily work activities whilst focusing on:

- maintaining tools and equipment
- greeting and preparing clients
- undertaking shampoo and/or shampoo sink duties
- carrying out scalp massage
- braiding, drying hair to shape, and applying colour products
- rinsing and neutralizing client's hair.



You are welcome to assign other tasks to the apprentice, but please be aware of their possible limitations in relation to skills and experience. Should you have any queries or concerns about the apprentice's abilities, please contact the training institution.

Tasks should be supervised at all times. Additionally, you should monitor the tasks to ensure they are level-appropriate, and feedback should be regularly provided.

You will find all of the work placement tasks at Appendix A to this guide.

TASK INFORMATION

For each of the eight tasks, a list of knowledge, skills and abilities is provided. This gives you a useful list to follow while supervising the apprentice to ensure that the task is completed effectively. Once a task has been completed, you should tick the 'Mentor/Supervisor' column to indicate that each aspect of the task was covered. There is also a section for you to add comments and/or feedback for the apprentice.

You will also find comprehensive 'Competency details' information accompanying each task. This information is taken from the units of competency that relate to the task and details the specific aspects and requirements of competency for each unit. You may find it useful to utilize this information as a checklist to give you some guidance as to the range of skills, knowledge and abilities that the apprentice should be experiencing as they complete the work placement tasks.

A mapping guide showing where each of the tasks aligns with the units of competency is provided at the front of Appendix A.



APPRENTICE RECORDING AND TRACKING TASKS

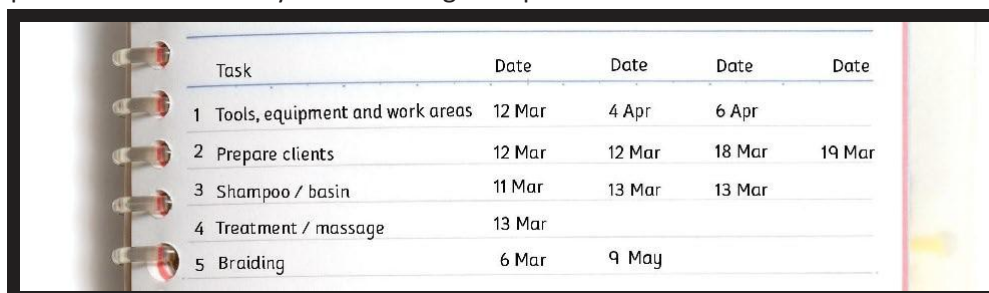
To make sure apprentices are keeping a record of the work done and the skills and knowledge they are gaining during the work placement, there are two recording processes available. Apprentices are asked to:

1. use the 'Log Book' at <https://www.itabc.ca/sites/default/files/docs/recordbooks/hairstylist-current-record-book-may-2020.pdf> to record the number of times they complete each task, and on what date(s)
2. use journal pages to keep a record of daily tasks and activities.

The logbook is an important component of the work placement. Your assistance in assisting the apprentice to maintain these recording processes is appreciated.

THE RECORD BOOK

During the work placement, apprentices are expected to participate in a range of tasks and activities as part of the salon's daily work. The logbook provides a record of all the tasks an



Task	Date	Date	Date	Date
1 Tools, equipment and work areas	12 Mar	4 Apr	6 Apr	
2 Prepare clients	12 Mar	12 Mar	18 Mar	19 Mar
3 Shampoo / basin	11 Mar	13 Mar	13 Mar	
4 Treatment / massage	13 Mar			
5 Braiding	6 Mar	9 May		

apprentice has completed – summarized on to one page – and the dates recorded will enable apprentices to cross-check the tasks to their journal. Here is an example of how the logbook should be completed.

THE JOURNAL

As part of this apprenticeship support program, apprentices keep a daily journal of the tasks they complete, the kind of work they undertake, and their experiences. Keeping a journal is an excellent way to track and record their work, and the experience gained, and it may also be helpful for their assessment later in the program. The apprentice has been told by the designated training institution that they must keep their journal up to date on a daily basis, and that it must be a true and accurate record of the work they are doing. Here is an example of a completed day's journal.

Day/date: Monday 8/9/14

Attendance time: 8:00 am – 4:30 pm

Task summary: Shampoo client

Equipment used: Hair sink, shampoo, towels, gown

Things I learned: Test the water temperature on my hand before applying it to client's hair.

Challenges: It's tricky to get myself and the tap and the client's head all in the right place!

What to focus on for next time: Working out the best place to stand so that I can easily reach the tap and make sure the client is comfortable.

Actions to be followed up: Practice my shampoo technique! Watch Sarah to see how she does it.

A blank journal is recommended at the beginning of their work placement.

POST-PLACEMENT EVALUATION AND FEEDBACK

There is an evaluation component to the work placement, whereby both the apprentice and the industry mentor have an opportunity to provide feedback on the experience. An evaluation proforma is provided for you at Appendix C to this guide.

Please take the time to complete this evaluation and discuss your feedback with the apprentice before they leave your salon. You should also encourage the apprentice to complete the work placement evaluation (also at Appendix C of the apprentice's guide) and discuss their comments with you if appropriate, however they may prefer to keep their feedback confidential.



In addition to the formal evaluation tasks, we encourage you to give the apprentice regular and honest feedback during the time they spend at your salon. This will help them to focus on the development of skills and knowledge that will be of benefit to them in their hairdressing career.

Try to answer any questions as honestly as you can, especially if asked whether you think the apprentice is suited to the hairdressing industry. Appropriate and genuine career advice at this point in a young person's life is particularly important.

If he or she displays a particular interest or aptitude for a specific role within the industry, offer advice on how this can be fostered or developed through training and further experience. If appropriate, encourage them to talk to their teacher or trainer for more information on further study pathways and/or training to support their career goals.

PROGRAM EVALUATION

Your feedback on the work placement program is important, as it assists the training institution to follow a process of continuous improvement and ensure that the work placement program provides maximum benefit for both apprentices and industry. It will also help you to clarify what it is you have gained from the experience, or not gained, and provide feedback as to how you believe the work placement experience can be improved for others who participate in future programs.

Therefore, in addition to the apprentice evaluation we ask that you complete an assessment of the work placement program. Once you have completed the proforma at Appendix C, please pass a copy onto the training institution so that your feedback and any recommendations can be considered.

Thank you for supporting this work placement program. We trust it will be an enjoyable and rewarding experience

APPENDIX A



STRUCTURED

TASKS

1 – 8

RECORD BOOK

Every time you complete one of these tasks, add the date to the boxes below.

Task		Date	Date	Date	Date	Date	Date	Date	Date	Date
1	Tools, equipment, and work areas									
2	Greet and prepare clients									
3	Shampoo/shampoo sink									
4	Treatment/massage									
5	Braiding									
6	Dry hair to shape									
7	Colour									
8	Rinse/neutralize									

Task		Date	Date	Date	Date	Date	Date	Date	Date	Date
1	Tools, equipment, and work areas									
2	Greet and prepare clients									
3	Shampoo/shampoo sink									
4	Treatment/massage									
5	Braiding									
6	Dry hair to shape									
7	Colour									
8	Rinse/neutralize									

TASK MAPPING GUIDE

This guide shows how the tasks align with the units; however, in many cases, competency areas from other units may also be included in the work tasks. For more detailed information about this, please refer to the tasks and the competency details provided for each one.

Units	Task							
	1	2	3	4	5	6	7	8
Apply salon safety procedures	✓	✓	✓	✓	✓	✓	✓	✓
Communicate in the workplace		✓	✓	✓	✓	✓	✓	✓
Dry hair to shape						✓	✓	✓
Greet and prepare clients for salon services		✓	✓	✓	✓	✓	✓	✓
Maintain and organize tools, equipment, and work areas	✓		✓	✓	✓	✓	✓	✓
Participate in environmentally sustainable work practices	✓	✓						
Perform shampoo and shampoo sink services			✓	✓	✓	✓	✓	✓
Work effectively in a retail environment	Depending on salon policy, apprentices may have limited opportunities to experience the retail aspects of salon work.							
Apply hair braiding techniques					✓			
Apply hair colour products							✓	
Perform scalp massage				✓				
Recommend hair, beauty and cosmetic products and services						✓	✓	
Rinse and neutralize chemically restructured hair								✓
Merchandise products	Depending on workplace policy, apprentices may have limited opportunities to experience product merchandising in the salon.							
Organize and complete daily work activities	✓	✓	✓	✓	✓	✓	✓	✓

TASK 1 — TOOLS, EQUIPMENT AND WORK AREAS

Demonstrate the correct disassembling, cleaning, disinfecting, sterilization, reassembling and storage of hairdressing equipment and maintaining of work areas.

Units related to this task are:

- Participate in environmentally sustainable work practices
- Maintain and organize tools, equipment, and work areas
- Apply salon safety procedures.

This task must be under direct supervision.

Knowledge, skills, and abilities	Apprentice	Mentor/ Supervisor
Observe workplace health and safety at all times.		
Ensure tools and equipment are checked for faults.		
Make sure errors are reported to the appropriate person(s).		
Remove all hair from brushes, combs, brush rollers and scissors, etc.		
Wash equipment in warm running water and use a suitable detergent to remove traces of dirt, hairspray, etc.		
Make sure you do not use an abrasive cleaning cloth/brush on equipment.		
Thoroughly rinse equipment in cold running water.		
Thoroughly dry all equipment before disinfecting.		
Make sure the equipment is completely clean before disinfecting.		
Follow manufacturer's instructions when using the disinfecting solution, e.g. soaking for correct time.		
Thoroughly clean and put away bowls and brushes from colour services.		
Thoroughly clean a workstation after use to prepare to receive a new client.		
Thoroughly clean a shampoo sink area after use to prepare to receive a new client.		
Demonstrate correct procedures for laundering towels/drapes.		
Dispose of unused colour in a sustainable way.		
Store disinfecting solution, tools, and equipment in the appropriate place.		

On successful completion of this task, please sign below and add comments for feedback.

	Name	Signature	Date
Apprentice			
Mentor/Supervisor			

Please add comments for feedback and/or follow-up.

COMPETENCY DETAILS — TASK 1 — TOOLS, EQUIPMENT AND WORK AREAS

The following guide highlights the aspects and requirements of the competencies in the units that relate to this task:

- Maintain and organize tools, equipment, and work areas
- Participate in environmentally sustainable work practices
- Apply salon safety procedures.

You can use this information to structure and guide the apprentice's tasks.

Participate in environmentally sustainable work practices	
<i>Environmental and resource efficiency issues</i> may include:	<ul style="list-style-type: none">• maximizing opportunities to improve business environmental performance• minimizing environmental risks• promoting more efficient production and consumption of natural resources, for example minimizing waste by participating in or using a waste management system• using resources efficiently such as material usage, energy usage (seeking alternative sources of energy or energy conservation) or efficient water usage.
<i>Appropriate techniques</i> may include:	<ul style="list-style-type: none">• examining and documenting resources in work area• examining invoices from suppliers• examining relevant information and data• measuring resource usage under different conditions• reports from other parties involved in the process of identifying and implementing improvements.
<i>Compliance</i> may include:	<ul style="list-style-type: none">• meeting relevant laws, by-laws and regulations or best practice to support compliance in environmental performance and sustainability at each level as required.<ul style="list-style-type: none">• international• commonwealth• province/territory• local government• industry• institution.
<i>Institutional plans</i> may include:	<ul style="list-style-type: none">• documented policies and procedures• work plans to minimize waste or to increase efficiency of resources such as a green office program, supply chain program for purchasing sustainable products or an environmental management framework.

Participate in environmentally sustainable work practices

Suggestions may include ideas that help to:

- improve energy efficiency
- increase use of renewable, recyclable, reusable and recoverable resources
- maximize opportunities such as use of solar power or other alternative forms of energy, where appropriate
- prevent and minimize risks
- reduce emissions of greenhouse gases
- reduce use of non-renewable resources.

Maintain and organize tools, equipment, and work areas

Tools and equipment may include:

- electrical equipment
- scissors
- clippers and guards
- neck brushes
- combs
- brushes
- sectioning clips
- rollers
- clips
- perm rods
- tint brushes
- bowls.

Salon procedures may include:

- compliance with province or territory and local government health regulations and guidelines relevant to the service
- occupational health and safety procedures
- environmental protection practices, such as:
 - waste minimization
 - recycling
 - re-use
- energy efficiency, e.g. electricity saving devices and practices
- waste disposal including hazardous waste
- resource management
- water efficiency
- health and hygiene
- occupational health and safety
- waste disposal
- use and storage of cleaning chemicals
- housekeeping
- personal hygiene
- maintenance and storage of cleaning equipment
- safe storage of cleaned and disinfected tools and equipment.

Maintain and organize tools, equipment, and work areas

Work areas may include:	<ul style="list-style-type: none">• counters• floors• benches• sinks• preparation areas• personal service areas• displays• storage areas• point of sale areas and point of sale terminals• fixtures• other working surfaces.
Clean linen may include:	<ul style="list-style-type: none">• towels• wraps• drapes.
Scissors may include:	<ul style="list-style-type: none">• straight blades• curved blades• convex blades• texturizing shears• thinning shears.
Clippers may include:	<ul style="list-style-type: none">• cordless rechargeable clippers• electric clippers with cords.
Relevant legislative and regulatory requirements may include:	<ul style="list-style-type: none">• province and territory health regulations pertaining to hairdressing (personal Service) establishments• skin penetration legislation• local government (council) health regulations• waste removal• environmental protection• transport, storage, and handling of goods• hazardous substances and dangerous goods• labelling of salon substances• occupational health and safety with particular reference to:<ul style="list-style-type: none">• manual handling• care and protection of operator when using cleaning products• salon hazards.
Appropriate personnel may include:	<ul style="list-style-type: none">• manager• senior operator• team leader• colleague.
Unsafe areas may include:	<ul style="list-style-type: none">• spills• wet areas• sharp edges• loose wiring• floors (hair and water).

Apply salon safety procedures

Symptoms may include:	<ul style="list-style-type: none">• condition of the skin, including:<ul style="list-style-type: none">• dry• flaking• split and cracked• itchy• blisters and welts on the skin• swelling of fingers, hands, wrists• runny nose, sneezing and asthma.
Causes may include:	<ul style="list-style-type: none">• irritants, including:<ul style="list-style-type: none">• frequent and ongoing exposure to water• shampoos and styling products• soaps and detergents• heat• hydrogen peroxide• chemical curling and straightening products• allergy to particular products, including:<ul style="list-style-type: none">• hair dyes• chemical curling and straightening products• bleach products• latex in natural rubber, such as that found in cheap, powdered, disposable latex gloves.
Common forms of occupational contact dermatitis may include:	<ul style="list-style-type: none">• irritant contact dermatitis• allergic contact dermatitis• contact urticaria.
Preventative self-care routines may include:	<ul style="list-style-type: none">• using skin moisturizers:<ul style="list-style-type: none">• regularly during the working day• at the end of the working day• before bed• wearing gloves that are:<ul style="list-style-type: none">• specifically designed for hairdressers' use• powder free, high quality latex• developing the habit of wearing gloves• throwing away disposable gloves after each use• wearing reusable rubber gloves when cleaning in the salon• keeping the contaminated surface of reusable rubber gloves on the outside• not wearing rings while working with moisture and chemicals.
Hairdressing chemical services may include:	<ul style="list-style-type: none">• curling, volumizing and straightening products including:<ul style="list-style-type: none">• solutions• neutralizers• hair colouring products• hair lightening products.

Apply salon safety procedures

Salon procedures may include:	<ul style="list-style-type: none">• cash handling• emergency, fire, and accident procedures• evacuation involving staff or customers• handling dangerous goods• hazard identification, e.g. workplace inspections• issue resolution procedures• manual handling• personal safety procedures• procedures for the use of personal protective clothing and equipment• reporting incidents and accidents in the workplace• salon security• stress management• waste disposal.
Unsafe working practices may deal with but are not restricted to:	<ul style="list-style-type: none">• sharp cutting tools and instruments• electricity and water• damaged packing material or containers• toxic substances• flammable materials and fire hazards• lifting practices• spillages, waste, and debris• ladders• trolleys• broken or damaged equipment• glue guns• stress.
Checking plant and equipment may include:	<ul style="list-style-type: none">• guarding of machinery• sharp cutting tools and instruments• broken or damaged equipment• damaged packing material or containers.
Safe manual handling practices may include:	<ul style="list-style-type: none">• lifting or shifting practices• use of equipment such as ladders and trolleys• job procedures.
Salon policy and procedures related to OHS may include:	<ul style="list-style-type: none">• federal, province or territory and local OHS legislation• basic safety procedures• emergency procedures• safe manual handling and lifting• dangerous goods• customers and staff• equipment and tools• premises• stock.

Apply salon safety procedures	
<i>Designated personnel</i> may include:	<ul style="list-style-type: none"> • safety representative • supervisor • team leader • manager.
<i>Consultative processes</i> may include:	<ul style="list-style-type: none"> • minutes from staff meetings, OHS meetings • identification of health and safety representatives • suggestions from staff for improving tasks and procedures.
<i>Emergency procedures</i> may relate to:	<ul style="list-style-type: none"> • sickness • accidents • fire • storms and hurricanes • earthquakes • salon evacuation • armed holdup.

TASK 2 — GREET AND PREPARE CLIENT/MODEL FOR A SERVICE

Demonstrate the procedure for greeting and preparing a client/model for an in-salon service.

Units related to this task are:

- Greet and prepare clients for salon services
- Communicate in the workplace
- Maintain and organize tools, equipment, and work areas
- Apply salon safety procedures.

This task must be under direct supervision.

Knowledge, skills, and abilities	Apprentice	Mentor/ Supervisor
Observe workplace health and safety at all times.		
Ensure the workstation is ready for client/model.		
Demonstrate effective communication when greeting a client/model, including introducing self.		
Demonstrate effectively escorting client/model to consultation area or work bay.		
Demonstrate ability to follow seniors' instructions on draping for type of service.		
Suitably drape and protect the client/model.		
Offer client/model a beverage based on the salon's offerings, e.g. tea, coffee.		

On successful completion of this task, please sign below and add comments for feedback.

	Name	Signature	Date
Apprentice			
Mentor/Supervisor			

Please add comments for feedback and/or follow-up.

COMPETENCY DETAILS — TASK 2 — GREET AND PREPARE CLIENT/MODEL FOR A SERVICE

The following guide highlights the aspects and requirements of the competencies in the units that relate to this task:

- Greet and prepare clients for salon services
- Communicate in the workplace
- Maintain and organize tools, equipment, and work areas
- Apply salon safety procedures.

You can use this information to structure and guide the apprentice's tasks.

Greet and prepare clients for salon services	
Client may include:	<ul style="list-style-type: none">• women• men• children• people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Salon procedures may include:	<ul style="list-style-type: none">• client greeting procedures• offering hospitality• pre-service consultation by a senior operator• client preparation for different salon services.
Service may include:	<ul style="list-style-type: none">• shampoo• hair and scalp treatments• haircutting• hair design• hair colouring• hair lightening• reformation services• straightening and relaxing services.
Beverages may include:	<ul style="list-style-type: none">• water• tea• coffee• soft drinks.
Service area may include:	<ul style="list-style-type: none">• colour and chemical services area• haircutting area• design area• shampoo sink services area.

Communicate in the workplace	
Customers may include:	<ul style="list-style-type: none">• new or repeat contacts• internal and external contacts• customers with routine or special requests• people from a range of social, cultural, and ethnic backgrounds and with varying physical and mental abilities.

Communicate in the workplace

Store policy and procedures may relate to:	<ul style="list-style-type: none">• contact with customers• job descriptions and responsibilities• interaction with other team members• interaction with supervision and management• induction process.
Verbal and non-verbal interaction may occur with:	<ul style="list-style-type: none">• external customers• internal contacts, including management and other team members.
Questioning may involve the following communication techniques:	<ul style="list-style-type: none">• using open and inclusive language• speaking clearly and concisely• using appropriate language• non-verbal communication.
Information may include:	<ul style="list-style-type: none">• telephone• written• electronic media such as email• verbal feedback• observation.
Colleagues may include:	<ul style="list-style-type: none">• management• other staff members• full-time, part-time, casual or contract staff.
Verbal and non-verbal communication may include:	<ul style="list-style-type: none">• speaking and listening• reading and writing• body language• facial expression.
Teams may include:	<ul style="list-style-type: none">• small work teams• store team• corporate team.
Problem solving may be affected by:	<ul style="list-style-type: none">• store policy and procedures• resource implications.
Retail documents may include:	<ul style="list-style-type: none">• stock sheets• planograms• timetables, staff record forms• on-account slips• credit slips• product return slips• manufacturer instructions• telephone message pads.

Maintain and organize tools, equipment, and work areas

Tools and equipment may include:

- electrical equipment
- scissors
- clippers and guards
- neck brushes
- combs
- brushes
- sectioning clips
- rollers
- clips
- perm rods
- tint brushes
- bowls.

Salon procedures may include:

- compliance with province or territory and local government health regulations and guidelines relevant to the service
- occupational health and safety procedures
- environmental protection practices, such as:
 - waste minimization
 - recycling
 - re-use
 - energy efficiency, e.g. electricity saving devices and practices
 - waste disposal including hazardous waste
 - resource management
 - water efficiency
 - health and hygiene
 - occupational health and safety
 - waste disposal
- use and storage of cleaning chemicals
- housekeeping
- personal hygiene
- maintenance and storage of cleaning equipment
- safe storage of cleaned and disinfected tools and equipment.

Work areas may include:

- counters
- floors
- benches
- sinks
- preparation areas
- personal service areas
- displays
- storage areas
- point of sale areas and point of sale terminals
- fixtures
- other working surfaces.

Clean linen may include:

- towels
- wraps
- drapes
- capes.

Maintain and organize tools, equipment, and work areas

Scissors may include:	<ul style="list-style-type: none"> • straight blades • curved blades • convex blades • texturizing shears • thinning shears.
Clippers may include:	<ul style="list-style-type: none"> • cordless rechargeable clippers • electric clippers with cords.
Relevant legislative and regulatory requirements may include:	<ul style="list-style-type: none"> • province and territory health regulations pertaining to hairdressing establishments • skin penetration legislation • local government (council) health regulations • waste removal • environmental protection • transport, storage, and handling of goods • hazardous substances and dangerous goods • labelling of salon substances • occupational health and safety with particular reference to: <ul style="list-style-type: none"> • manual handling • care and protection of operator when using cleaning products • salon hazards.
Appropriate personnel may include:	<ul style="list-style-type: none"> • manager • senior operator • team leader • colleague.
Unsafe areas may include:	<ul style="list-style-type: none"> • spills • wet areas • sharp edges • loose wiring • floors (hair and water).

Apply salon safety procedures

Symptoms may include:	<ul style="list-style-type: none"> • condition of the skin, including: <ul style="list-style-type: none"> • dry • flaking • split and cracked • itchy • blisters and welts on the skin • swelling of fingers, hands, wrists • runny nose, sneezing and asthma.
Common forms of occupational contact dermatitis may include:	<ul style="list-style-type: none"> • irritant contact dermatitis • allergic contact dermatitis • contact urticaria.

Apply salon safety procedures

<i>Causes</i> may include:	<ul style="list-style-type: none"> irritants, including: <ul style="list-style-type: none"> frequent and ongoing exposure to water shampoos and styling products soaps and detergents heat hydrogen peroxide chemical curling and straightening products allergy to particular products, including: <ul style="list-style-type: none"> hair dyes chemical curling and straightening products bleach products latex in natural rubber, such as that found in cheap, powdered, disposable latex gloves.
<i>Preventative self-care routines</i> may include:	<ul style="list-style-type: none"> using skin moisturizers: <ul style="list-style-type: none"> regularly during the working day at the end of the working day before bed wearing gloves that are: <ul style="list-style-type: none"> specifically designed for hairdressers' use powder free, high quality latex developing the habit of wearing gloves throwing away disposable gloves after each use wearing reusable rubber gloves when cleaning in the salon keeping the contaminated surface of reusable rubber gloves on the outside not wearing rings while working with moisture and chemicals.
<i>Hairdressing chemical services</i> may include:	<ul style="list-style-type: none"> curling, volumizing and straightening products including: <ul style="list-style-type: none"> solutions neutralizers hair colouring products hair lightening products.
<i>Consultative processes</i> may include:	<ul style="list-style-type: none"> minutes from staff meetings, OHS meetings identification of health and safety representatives suggestions from staff for improving tasks and procedures.
<i>Emergency procedures</i> may relate to:	<ul style="list-style-type: none"> sickness accidents fire storms and cyclones salon evacuation armed holdup.
Safe <i>manual handling</i> practices may include:	<ul style="list-style-type: none"> lifting or shifting practices use of equipment such as ladders and trolleys job procedures.

Apply salon safety procedures

Salon procedures may include:

- cash handling
- emergency, fire, and accident procedures
- evacuation involving staff or customers
- handling dangerous goods
- hazard identification, e.g. workplace inspections
- issue resolution procedures
- manual handling
- personal safety procedures
- procedures for the use of personal protective clothing and equipment
- reporting incidents and accidents in the workplace
- salon security
- stress management
- waste disposal.

Unsafe working practices may deal with but are not restricted to:

- sharp cutting tools and instruments
- electricity and water
- damaged packing material or containers
- toxic substances
- inflammable materials and fire hazards
- lifting practices
- spillages, waste, and debris
- ladders
- trolleys
- broken or damaged equipment
- glue guns
- stress.

Checking **plant and equipment** may include:

- guarding of machinery
- sharp cutting tools and instruments
- broken or damaged equipment
- damaged packing material or containers.

Salon policy and procedures related to OHS may include:

- federal, province or territory and local OHS legislation
- basic safety procedures
- emergency procedures
- safe manual handling and lifting
- dangerous goods
- customers and staff
- equipment and tools
- premises
- stock.

Designated personnel may include:

- safety representative
- supervisor
- team leader
- manager.

TASK 3 — PERFORM A SHAMPOO AND CONDITIONING SERVICE

Perform a shampoo and conditioning service on a client/model.

Units related to this task are:

- Perform shampoo and shampoo sink services
- Maintain and organize tools, equipment, and work areas
- Apply salon safety procedures
- Greet and prepare clients for salon services
- Communicate in the workplace.

This task must be under direct supervision.

Knowledge, skills, and abilities	Apprentice	Mentor/ Supervisor
Observe workplace health and safety at all times.		
Communicate effectively with the client/model.		
Communicate effectively with the senior operator.		
Suitably drape and protect the client/model.		
Suitably prepare the client/model's hair, checking for any unusual scalp or hair conditions.		
Select and use the appropriate shampoo for cleansing the hair, based on hair and scalp type, after confirming selection with mentor/supervisor.		
Check water temperature and pressure with client/model for comfort.		
Apply the correct amount of product and demonstrate correct shampooing process (× 2).		
Adequately rinse shampoo from hair, ensuring all residual products are removed.		
Select and use appropriate conditioning products and amount and perform the correct massage techniques, where appropriate, after confirming selection with mentor/supervisor.		
Adequately rinse conditioner and remove accordingly.		
Remove tangles correctly, towel-dry hair and prepare the client/model for a subsequent service before leaving the shampoo/ sink area.		

On successful completion of this task, please sign below and add comments for feedback.

	Name	Signature	Date
Apprentice			
Mentor/Supervisor			

Please add comments for feedback and/or follow-up.

COMPETENCY DETAILS — TASK 3 — PERFORM A SHAMPOO AND CONDITIONING SERVICE

The following guide highlights the aspects and requirements of the competencies in the units that relate to this task:

- Perform shampoo and shampoo sink services
- Maintain and organize tools, equipment, and work areas
- Apply salon safety procedures
- Greet and prepare clients for salon services
- Communicate in the workplace.

You can use this information to structure and guide the apprentice's tasks.

Perform shampoo and shampoo sink services	
Service may include:	<ul style="list-style-type: none"> • pre-service shampoo and conditioning • colour product removal • bleach product removal • removing foils.
Clients may include:	<ul style="list-style-type: none"> • women • men • children • people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Supervising hairdresser may include:	<ul style="list-style-type: none"> • Red-Seal Endorsed hairstylist • more experienced apprentice or trainee.
Salon procedures may include:	<ul style="list-style-type: none"> • methods for draping clients for shampoo services • ensuring client comfort and safety at the shampoo sink • operator comfort and safety • complying with province or territory and local government health regulations relevant to providing services at the shampoo sink • environmental protection practices, such as: <ul style="list-style-type: none"> • waste minimization • resource management • recycling • energy efficiency, e.g. gas or electricity saving practices • water efficiency.
Towels may include:	<ul style="list-style-type: none"> • washable • disposable.
Relevant health regulations may include:	<ul style="list-style-type: none"> • province or territory health regulations • local council health regulations.
Condition of hair may include:	<ul style="list-style-type: none"> • dry • normal • oily • coloured or lightened • chemically reformed • chemically treated.

Perform shampoo and shampoo sink services

Enhancements may include:	<ul style="list-style-type: none">• hair extensions• hair ornaments.
Unusual scalp conditions may include:	<ul style="list-style-type: none">• dry, scaly areas• oily crust• sores and lesions• swelling• scabs.
Shampoo and treatment products may include:	<ul style="list-style-type: none">• shampoo products for:<ul style="list-style-type: none">• dry hair and scalp• oily hair and scalp• chemically treated hair• conditioning products for:<ul style="list-style-type: none">• dry hair and scalp• oily hair and scalp• chemically damaged hair• post-colour service treatments• abnormal skin conditions, including:<ul style="list-style-type: none">• dry and oily dandruff• psoriasis• seborrhoea.
Massage techniques may include:	<ul style="list-style-type: none">• petrissage• rotary• scrubbing.
Processed products may include:	<ul style="list-style-type: none">• tint• bleach.

Maintain and organize tools, equipment, and work areas

Tools and equipment may include:	<ul style="list-style-type: none">• electrical equipment• scissors• clippers and guards• neck brushes• combs• brushes• sectioning clips• rollers• clips• perm rods• tint brushes• bowls• bottle.
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Maintain and organize tools, equipment, and work areas

<i>Salon procedures</i> may include:	<ul style="list-style-type: none">• compliance with province or territory and local government health regulations and guidelines relevant to the service• occupational health and safety procedures• environmental protection practices, such as:<ul style="list-style-type: none">• waste minimization• recycling• re-use• energy efficiency, e.g. electricity saving devices and practices• waste disposal including hazardous waste• resource management• water efficiency• health and hygiene• occupational health and safety• waste disposal• use and storage of cleaning chemicals• housekeeping• personal hygiene• maintenance and storage of cleaning equipment• safe storage of cleaned and disinfected tools and equipment.
<i>Work areas</i> may include:	<ul style="list-style-type: none">• counters• floors• benches• sinks• preparation areas• personal service areas• displays• storage areas• point of sale areas and point of sale terminals• fixtures• other working surfaces.
<i>Clean linen</i> may include:	<ul style="list-style-type: none">• towels• wraps• drapes• capes.
<i>Scissors</i> may include:	<ul style="list-style-type: none">• straight blades• curved blades• convex blades• texturizing shears• thinning shears.
<i>Clippers</i> may include:	<ul style="list-style-type: none">• cordless rechargeable clippers• electric clippers with cords.

Maintain and organize tools, equipment, and work areas

Relevant legislative and regulatory requirements may include:	<ul style="list-style-type: none"> • province and territory health regulations pertaining to hairdressing (Personal Service) establishments • skin penetration legislation • local government health regulations • waste removal • environmental protection • transport, storage, and handling of goods • hazardous substances and dangerous goods • labelling of salon substances • occupational health and safety with particular reference to: <ul style="list-style-type: none"> • manual handling • care and protection of operator when using cleaning products • salon hazards.
Appropriate personnel may include:	<ul style="list-style-type: none"> • manager • senior operator • team leader • colleague.
Unsafe areas may include:	<ul style="list-style-type: none"> • spills • wet areas • sharp edges • loose wiring • floors (hair and water).

Apply salon safety procedures

Symptoms may include:	<ul style="list-style-type: none"> • condition of the skin, including: <ul style="list-style-type: none"> • dry • flaking • split and cracked • itchy • blisters and welts on the skin • swelling of fingers, hands, wrists • runny nose, sneezing and asthma.
Common forms of occupational contact dermatitis may include:	<ul style="list-style-type: none"> • irritant contact dermatitis • allergic contact dermatitis • contact urticaria.
Hairdressing chemical services may include:	<ul style="list-style-type: none"> • curling, volumizing and straightening products including: <ul style="list-style-type: none"> • solutions • neutralizers • hair colouring products • hair lightening products.

Apply salon safety procedures

<p><i>Causes</i> may include:</p>	<ul style="list-style-type: none"> • irritants, including: <ul style="list-style-type: none"> • frequent and ongoing exposure to water • shampoos and styling products • soaps and detergents • heat • hydrogen peroxide • chemical curling and straightening products • allergy to particular products, including: <ul style="list-style-type: none"> • hair dyes • chemical curling and straightening products • bleach products • latex in natural rubber, such as that found in cheap, powdered, disposable latex gloves.
<p><i>Preventative self-care routines</i> may include:</p>	<ul style="list-style-type: none"> • using skin moisturizers: <ul style="list-style-type: none"> • regularly during the working day • at the end of the working day • before bed • wearing gloves that are: <ul style="list-style-type: none"> • specifically designed for hairdressers' use • powder free, high quality latex • developing the habit of wearing gloves • throwing away disposable gloves after each use • wearing reusable rubber gloves when cleaning in the salon • keeping the contaminated surface of reusable rubber gloves on the outside • not wearing rings while working with moisture and chemicals.
<p><i>Salon procedures</i> may include:</p>	<ul style="list-style-type: none"> • cash handling • emergency, fire, and accident procedures • evacuation involving staff or customers • handling dangerous goods • hazard identification, e.g. workplace inspections • issue resolution procedures • manual handling • personal safety procedures • procedures for the use of personal protective clothing and equipment • reporting incidents and accidents in the workplace • salon security • stress management • waste disposal.
<p>Checking <i>plant and equipment</i> may include:</p>	<ul style="list-style-type: none"> • guarding of machinery • sharp cutting tools and instruments • broken or damaged equipment • damaged packing material or containers.

Apply salon safety procedures

Unsafe working practices may deal with but are not restricted to:

- sharp cutting tools and instruments
- electricity and water
- damaged packing material or containers
- toxic substances
- inflammable materials and fire hazards
- lifting practices
- spillages, waste, and debris
- ladders
- trolleys
- broken or damaged equipment
- glue guns
- stress.

Salon policy and procedures related to OHS may include:

- federal, province or territory and local OHS legislation
- basic safety procedures
- emergency procedures
- safe manual handling and lifting
- dangerous goods
- customers and staff
- equipment and tools
- premises
- stock.

Safe **manual handling** practices may include:

- lifting or shifting practices
- use of equipment such as ladders and trolleys
- job procedures.

Designated personnel may include:

- safety representative
- supervisor
- team leader
- manager.

Consultative processes may include:

- minutes from staff meetings, OHS meetings
- identification of health and safety representatives
- suggestions from staff for improving tasks and procedures.

Emergency procedures may relate to:

- sickness
- accidents
- fire
- storms and cyclones
- salon evacuation
- armed holdup.

Greet and prepare clients for salon services

Client may include:	<ul style="list-style-type: none">• women• men• children• people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Salon procedures may include:	<ul style="list-style-type: none">• client greeting procedures• offering hospitality• pre-service consultation by a senior operator• client preparation for different salon services.
Service may include:	<ul style="list-style-type: none">• shampoo• hair and scalp treatments• haircutting• hair design• hair colouring• hair lightening• reformation services• straightening and relaxing services.
Beverages may include:	<ul style="list-style-type: none">• water• tea• coffee• soft drinks.
Service area may include:	<ul style="list-style-type: none">• colour and chemical services area• haircutting area• design area• shampoo sink services area.

Communicate in the workplace

Customers may include:	<ul style="list-style-type: none">• new or repeat contacts• internal and external contacts• customers with routine or special requests• people from a range of social, cultural, and ethnic backgrounds and with varying physical and mental abilities.
Store policy and procedures may relate to:	<ul style="list-style-type: none">• contact with customers• job descriptions and responsibilities• interaction with other team members• interaction with supervision and management• induction process.
Verbal and non-verbal interaction may occur with:	<ul style="list-style-type: none">• external customers• internal contacts, including management and other team members.

Communicate in the workplace

Questioning may involve the following communication techniques:	<ul style="list-style-type: none">• using open and inclusive language• speaking clearly and concisely• using appropriate language• non-verbal communication.
Information may include:	<ul style="list-style-type: none">• telephone• written• electronic media such as email• verbal feedback• observation.
Colleagues may include:	<ul style="list-style-type: none">• management• other staff members• full-time, part-time, casual or contract staff.
Verbal and non-verbal communication may include:	<ul style="list-style-type: none">• speaking and listening• reading and writing• body language• facial expression.
Teams may include:	<ul style="list-style-type: none">• small work teams• store team• corporate team.
Problem solving may be affected by:	<ul style="list-style-type: none">• store policy and procedures• resource implications.
Retail documents may include:	<ul style="list-style-type: none">• stock sheets• planograms• timetables, staff record forms• on-account slips• credit slips• product return slips• manufacturer instructions• telephone message pads.

TASK 4 — SCALP TREATMENT

Perform a Scalp massage treatment on a suitable client/model.

Units related to this task are:

- Perform Scalp massage
- Maintain and organize tools, equipment, and work areas
- Apply salon safety procedures
- Greet and prepare clients for salon services
- Communicate in the workplace
- Perform shampoo and shampoo sink services.

This task must be under direct supervision.

Knowledge, skills, and abilities	Apprentice	Mentor/ Supervisor
Observe workplace health and safety at all times.		
Communicate effectively with the client/model.		
Communicate effectively with the senior operator.		
Suitably drape and protect the client/model.		
Suitably prepare the client/model's hair.		
Select and use the correct shampoo and amount, where applicable, after confirming selection with mentor/supervisor.		
Select the appropriate treatment product, after confirming selection with mentor/supervisor.		
Apply the product to the hair and scalp according to the manufacturer's instructions.		
Apply the correct amount of product to the scalp and process the product according to the manufacturer's instructions.		
Perform the correct scalp massage techniques where appropriate.		
Remove the product according to the manufacturer's instructions.		
Ensure client/model comfort and safety throughout the entire service.		
Apply conditioner, if required, massage and remove accordingly.		
Remove tangles correctly, towel-dry hair and prepare the client/model for a subsequent service.		

On successful completion of this task, please sign below and add comments for feedback.

	Name	Signature	Date
Apprentice			
Mentor/Supervisor			

Please add comments for feedback and/or follow-up.

COMPETENCY DETAILS — TASK 4 — SCALP TREATMENT

The following guide highlights the aspects and requirements of the competencies in the units that relate to this task:

- Perform scalp massage
- Maintain and organize tools, equipment, and work areas
- Apply salon safety procedures
- Greet and prepare clients for salon services
- Communicate in the workplace
- Perform shampoo and shampoo sink services.

You can use this information to structure and guide the apprentice's tasks.

Perform scalp massage	
Client may include:	<ul style="list-style-type: none"> • men • women • children • people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Observations may include:	<ul style="list-style-type: none"> • skin conditions, including: <ul style="list-style-type: none"> • skin irritation • broken skin • scabs • scarring.
Supervising operator may include:	<ul style="list-style-type: none"> • senior hairdresser • more experienced apprentice or trainee.
Relevant health regulations may include:	<ul style="list-style-type: none"> • province or territory health regulations for hair and beauty salons • local health regulations.
Salon procedures may include:	<ul style="list-style-type: none"> • client comfort and safety • operator safety • procedures that comply with province or territory and local government health regulations relevant to the service • environmental protection practices, such as: <ul style="list-style-type: none"> • waste minimization • waste disposal • water efficiency.
Massage medium may include:	<ul style="list-style-type: none"> • scalp treatment products • hair treatment products • massage oil.
Massage techniques may include:	<ul style="list-style-type: none"> • petrissage • tapotement • hacking • vibration • friction.
Client response may include:	<ul style="list-style-type: none"> • verbal or non-verbal feedback • an indication of comfort or relaxation • negative feedback indicating discomfort.

Maintain and organize tools, equipment, and work areas

Tools and equipment may include:	<ul style="list-style-type: none">• electrical equipment• scissors• clippers and guards• neck brushes• combs• brushes• sectioning clips• rollers• clips• perm rods• tint brushes• bowls.
Salon procedures may include:	<ul style="list-style-type: none">• compliance with province or territory and local government health regulations and guidelines relevant to the service• occupational health and safety procedures• environmental protection practices, such as:<ul style="list-style-type: none">• waste minimization• recycling• re-use• energy efficiency, e.g. electricity saving devices and practices• waste disposal including hazardous waste• resource management• water efficiency• health and hygiene• occupational health and safety• waste disposal• use and storage of cleaning chemicals• housekeeping• personal hygiene• maintenance and storage of cleaning equipment• safe storage of cleaned and disinfected tools and equipment.
Scissors may include:	<ul style="list-style-type: none">• straight blades• curved blades• convex blades• texturizing shears• thinning shears.
Clippers may include:	<ul style="list-style-type: none">• cordless rechargeable clippers• electric clippers with cords.
Unsafe areas may include:	<ul style="list-style-type: none">• spills• wet areas• sharp edges• loose wiring• floors (hair and water).

Maintain and organize tools, equipment, and work areas

Work areas may include:	<ul style="list-style-type: none">• counters• floors• benches• sinks• preparation areas• personal service areas• displays• storage areas• point of sale areas and point of sale terminals• fixtures• other working surfaces.
Clean linen may include:	<ul style="list-style-type: none">• towels• wraps• drapes• capes.
Relevant legislative and regulatory requirements may include:	<ul style="list-style-type: none">• province and territory health regulations pertaining to hairdressing (Personal Service) establishments• skin penetration legislation• local government health regulations• waste removal• environmental protection• transport, storage, and handling of goods• hazardous substances and dangerous goods• labelling of salon substances• occupational health and safety with particular reference to:<ul style="list-style-type: none">• manual handling• care and protection of operator when using cleaning products• salon hazards.
Appropriate personnel may include:	<ul style="list-style-type: none">• manager• senior operator• team leader• colleague.

Apply salon safety procedures

Hairdressing chemical services may include:	<ul style="list-style-type: none">• curling, volumizing and straightening products including:<ul style="list-style-type: none">• solutions• neutralizers• hair colouring products• hair lightening products.
Designated personnel may include:	<ul style="list-style-type: none">• safety representative• supervisor• team leader• manager.

Apply salon safety procedures

Symptoms may include:	<ul style="list-style-type: none">• condition of the skin, including:<ul style="list-style-type: none">• dry• flaking• split and cracked• itchy• blisters and welts on the skin• swelling of fingers, hands, wrists• runny nose, sneezing and asthma.
Causes may include:	<ul style="list-style-type: none">• irritants, including:<ul style="list-style-type: none">• frequent and ongoing exposure to water• shampoos and styling products• soaps and detergents• heat• hydrogen peroxide• chemical curling and straightening products• allergy to particular products, including:<ul style="list-style-type: none">• hair dyes• chemical curling and straightening products• bleach products• latex in natural rubber, such as that found in cheap, powdered, disposable latex gloves.
Common forms of occupational contact dermatitis may include:	<ul style="list-style-type: none">• irritant contact dermatitis• allergic contact dermatitis• contact urticaria.
Preventative self-care routines may include:	<ul style="list-style-type: none">• using skin moisturizers:<ul style="list-style-type: none">• regularly during the working day• at the end of the working day• before bed• wearing gloves that are:<ul style="list-style-type: none">• specifically designed for hairdressers' use• powder free, high quality latex• developing the habit of wearing gloves• throwing away disposable gloves after each use• wearing reusable rubber gloves when cleaning in the salon• keeping the contaminated surface of reusable rubber gloves on the outside• not wearing rings while working with moisture and chemicals.
Consultative processes may include:	<ul style="list-style-type: none">• minutes from staff meetings, OHS meetings• identification of health and safety representatives• suggestions from staff for improving tasks and procedures.
Safe manual handling practices may include:	<ul style="list-style-type: none">• lifting or shifting practices• use of equipment such as ladders and trolleys• job procedures.

Apply salon safety procedures

Emergency procedures may relate to:	<ul style="list-style-type: none">• sickness• accidents• fire• storms and cyclones• salon evacuation• armed holdup.
Salon procedures may include:	<ul style="list-style-type: none">• cash handling• emergency, fire, and accident procedures• evacuation involving staff or customers• handling dangerous goods• hazard identification, e.g. workplace inspections• issue resolution procedures• manual handling• personal safety procedures• procedures for the use of personal protective clothing and equipment• reporting incidents and accidents in the workplace• salon security• stress management• waste disposal.
Unsafe working practices may deal with but are not restricted to:	<ul style="list-style-type: none">• sharp cutting tools and instruments• electricity and water• damaged packing material or containers• toxic substances• inflammable materials and fire hazards• lifting practices• spillages, waste. and debris• ladders• trolleys• broken or damaged equipment• glue guns• stress.
Checking plant and equipment may include:	<ul style="list-style-type: none">• guarding of machinery• sharp cutting tools and instruments• broken or damaged equipment• damaged packing material or containers.
Salon policy and procedures related to OHS may include:	<ul style="list-style-type: none">• federal, province or territory and local OHS legislation• basic safety procedures• emergency procedures• safe manual handling and lifting• dangerous goods• customers and staff• equipment and tools• premises• stock.

Greet and prepare clients for salon services

Client may include:	<ul style="list-style-type: none">• women• men• children• people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Salon procedures may include:	<ul style="list-style-type: none">• client greeting procedures• offering hospitality• pre-service consultation by a senior operator• client preparation for different salon services.
Service may include:	<ul style="list-style-type: none">• shampoo• hair and scalp treatments• haircutting• hair design• hair colouring• hair lightening• reformation services• straightening and relaxing services.
Beverages may include:	<ul style="list-style-type: none">• water• tea• coffee• soft drinks.
Service area may include:	<ul style="list-style-type: none">• colour and chemical services area• haircutting area• design area• shampoo sink services area.

Communicate in the workplace

Customers may include:	<ul style="list-style-type: none">• new or repeat contacts• internal and external contacts• customers with routine or special requests• people from a range of social, cultural, and ethnic backgrounds and with varying physical and mental abilities.
Store policy and procedures may relate to:	<ul style="list-style-type: none">• contact with customers• job descriptions and responsibilities• interaction with other team members• interaction with supervision and management• induction process.
Verbal and non-verbal interaction may occur with:	<ul style="list-style-type: none">• external customers• internal contacts, including management and other team members.
Problem solving may be affected by:	<ul style="list-style-type: none">• store policy and procedures• resource implications.

Communicate in the workplace

Questioning may involve the following communication techniques:	<ul style="list-style-type: none">• using open and inclusive language• speaking clearly and concisely• using appropriate language• non-verbal communication.
Information may include:	<ul style="list-style-type: none">• telephone• written• electronic media such as email• verbal feedback• observation.
Colleagues may include:	<ul style="list-style-type: none">• management• other staff members• full-time, part-time, casual or contract staff
Verbal and non-verbal communication may include:	<ul style="list-style-type: none">• speaking and listening• reading and writing• body language• facial expression.
Teams may include:	<ul style="list-style-type: none">• small work teams• store team• corporate team.
Retail documents may include:	<ul style="list-style-type: none">• stock sheets• planograms• timetables, staff record forms• on-account slips• credit slips• product return slips• manufacturer instructions• telephone message pads.

Perform shampoo and shampoo sink services

Service may include:	<ul style="list-style-type: none">• pre-service shampoo and conditioning• colour product removal• bleach product removal• removing foils.
Clients may include:	<ul style="list-style-type: none">• women• men• children• people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Supervising hairdresser may include:	<ul style="list-style-type: none">• qualified hairdresser• more experienced apprentice or trainee.
Towels may include:	<ul style="list-style-type: none">• washable• disposable.

Perform shampoo and shampoo sink services

Salon procedures may include:	<ul style="list-style-type: none"> • methods for draping clients for shampoo services • ensuring client comfort and safety at the shampoo sink • operator comfort and safety • complying with province or territory and local government health regulations relevant to providing services at the shampoo sink • environmental protection practices, such as: <ul style="list-style-type: none"> • waste minimization • resource management • recycling • energy efficiency, e.g. gas or electricity saving practices • water efficiency.
Relevant health regulations may include:	<ul style="list-style-type: none"> • province or territory health regulations • local council health regulations.
Condition of hair may include:	<ul style="list-style-type: none"> • dry • normal • oily • coloured or lightened • chemically reformed • chemically treated.
Enhancements may include:	<ul style="list-style-type: none"> • hair extensions • hair ornaments.
Unusual scalp conditions may include:	<ul style="list-style-type: none"> • dry, scaly areas • oily crust • sores and lesions • swelling • scabs.
Massage techniques may include:	<ul style="list-style-type: none"> • petrissage • rotary • scrubbing.
Shampoo and treatment products may include:	<ul style="list-style-type: none"> • shampoo products for: <ul style="list-style-type: none"> • dry hair and scalp • oily hair and scalp • chemically treated hair • conditioning products for: <ul style="list-style-type: none"> • dry hair and scalp • oily hair and scalp • chemically damaged hair • post-colour service treatments • abnormal skin conditions, including: <ul style="list-style-type: none"> • dry and oily dandruff • psoriasis • seborrhoea.
Processed products may include:	<ul style="list-style-type: none"> • tint • bleach.

TASK 5 — BRAIDING SERVICE

Perform one, two and three-strand braids.

Units related to this task are:

- Apply hair braiding techniques
- Maintain and organize tools, equipment, and work areas
- Apply salon safety procedures
- Greet and prepare clients for salon services
- Communicate in the workplace
- Perform shampoo and shampoo sink services.

This task must be under direct supervision.

Knowledge, skills, and abilities	Apprentice	Mentor/ Supervisor
Observe workplace health and safety at all times.		
Demonstrate effective communication and consultation skills with client/model to determine an agreed finished design and result.		
Complete a design analysis sheet correctly.		
Suitably drape and protect the client/model/mannequin.		
Suitably prepare the client/model/mannequin's hair.		
Select and use the correct shampoo and amount where applicable.		
Apply conditioner if required and massage and remove accordingly.		
Remove tangles correctly and towel-dry hair or dry for further service if appropriate.		
Blow-dry hair appropriate to the design.		
Use clean sections and partings.		
Prepare the hair appropriately for the hair design service.		
Select and apply appropriate styling equipment/aids and technique to achieve the desired result.		
Complete the design with even tension.		
Secure the loose ends with an elastic band appropriately for the design.		
Conceal pins.		
Demonstrate braiding techniques using single, two or three-strand braids.		
Use appropriate finishing techniques/product to complete the design (smoothing loose hairs etc.).		

(continued over)

Knowledge, skills, and abilities	Apprentice	Mentor/ Supervisor
Complete the design, taking into consideration the client/model/mannequin's facial features.		
Demonstrate a finish which shows controlled blending, correct shape, balance, and proportion when viewed from all angles.		
Confirm client/model satisfaction.		
Perform the task considering the client/model/mannequin comfort at all times.		
Confirm the client's/model's satisfaction.		
Complete the design taking into consideration the client's/model's/mannequin's facial features.		
Recommend an appropriate home hair care procedure to meet the capability and lifestyle of the client/model.		
Perform the task considering the client's/model's comfort at all times.		

On successful completion of this task, please sign below and add comments for feedback.

	Name	Signature	Date
Apprentice			
Mentor/Supervisor			

Please add comments for feedback and/or follow-up.



COMPETENCY DETAILS — TASK 5 — BRAIDING SERVICE

The following guide highlights the aspects and requirements of the competencies in the units that relate to this task:

- Apply hair braiding techniques
- Maintain and organize tools, equipment, and work areas
- Apply salon safety procedures
- Greet and prepare clients for salon services
- Communicate in the workplace
- Perform shampoo and shampoo sink services.

You can use this information to structure and guide the apprentice's tasks.

Apply hair braiding techniques	
Client may include:	<ul style="list-style-type: none">• women• men• children• people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Tools and equipment may include:	<ul style="list-style-type: none">• combs• sectioning clips• pins• rubber bands• ribbons• ornamentation.
Braiding techniques may include:	<ul style="list-style-type: none">• two-strand• three-strand• multi-strand• French or invisible braid• rope braid• fishtail or herringbone• cornrow.
Salon procedures may include:	<ul style="list-style-type: none">• draping clients• preparing hair for braiding• procedures that comply with province or territory and local government health regulations relevant to the service• occupational health and safety• environmental protection practices, such as waste disposal.
Holding products may include:	<ul style="list-style-type: none">• sprays• gels.

Maintain and organize tools, equipment, and work areas

Tools and equipment may include:	<ul style="list-style-type: none">• electrical equipment• scissors• clippers and guards• neck brushes• combs• brushes• sectioning clips• rollers• clips• perm rods• tint brushes• bowls.
Salon procedures may include:	<ul style="list-style-type: none">• compliance with province or territory and local government health regulations and guidelines relevant to the service• occupational health and safety procedures• environmental protection practices, such as:<ul style="list-style-type: none">• waste minimization• recycling• re-use• energy efficiency, e.g. electricity saving devices and practices• waste disposal including hazardous waste• resource management• water efficiency• health and hygiene• occupational health and safety• waste disposal• use and storage of cleaning chemicals• housekeeping• personal hygiene• maintenance and storage of cleaning equipment• safe storage of cleaned and disinfected tools and equipment.
Work areas may include:	<ul style="list-style-type: none">• counters• floors• benches• sinks• preparation areas• personal service areas• displays• storage areas• point of sale areas and point of sale terminals• fixtures• other working surfaces.
Clean linen may include:	<ul style="list-style-type: none">• towels• wraps• drapes• capes.

Maintain and organize tools, equipment, and work areas

Scissors may include:	<ul style="list-style-type: none">• straight blades• curved blades• convex blades• texturizing shears• thinning shears.
Clippers may include:	<ul style="list-style-type: none">• cordless rechargeable clippers• electric clippers with cords.
Relevant legislative and regulatory requirements may include:	<ul style="list-style-type: none">• province and territory health regulations pertaining to hairdressing establishments• skin penetration legislation• local government (council) health regulations• waste removal• environmental protection• transport, storage, and handling of goods• hazardous substances and dangerous goods• labelling of salon substances• occupational health and safety with particular reference to:<ul style="list-style-type: none">• manual handling• care and protection of operator when using cleaning products• salon hazards.
Appropriate personnel may include:	<ul style="list-style-type: none">• manager• senior operator• team leader• colleague.
Unsafe areas may include:	<ul style="list-style-type: none">• spills• wet areas• sharp edges• loose wiring• floors (hair and water).

Apply salon safety procedures

Symptoms may include:	<ul style="list-style-type: none">• condition of the skin, including:<ul style="list-style-type: none">• dry• flaking• split and cracked• itchy• blisters and welts on the skin• swelling of fingers, hands, wrists• runny nose, sneezing and asthma.
Common forms of occupational contact dermatitis may include:	<ul style="list-style-type: none">• irritant contact dermatitis• allergic contact dermatitis• contact urticaria.

Apply salon safety procedures

Causes may include:	<ul style="list-style-type: none">• irritants, including:<ul style="list-style-type: none">• frequent and ongoing exposure to water• shampoos and styling products• soaps and detergents• heat• hydrogen peroxide• chemical curling and straightening products• allergy to particular products, including:<ul style="list-style-type: none">• hair dyes• chemical curling and straightening products• bleach products• latex in natural rubber, such as that found in cheap, powdered, disposable latex gloves.
Preventative self-care routines may include:	<ul style="list-style-type: none">• using skin moisturizers:<ul style="list-style-type: none">• regularly during the working day• at the end of the working day• before bed• wearing gloves that are:<ul style="list-style-type: none">• specifically designed for hairdressers' use• powder free, high quality latex• developing the habit of wearing gloves• throwing away disposable gloves after each use• wearing reusable rubber gloves when cleaning in the salon• keeping the contaminated surface of reusable rubber gloves on the outside• not wearing rings while working with moisture and chemicals.
Hairdressing chemical services may include:	<ul style="list-style-type: none">• curling, volumizing and straightening products including:<ul style="list-style-type: none">• solutions• neutralizers• hair colouring products• hair lightening products.
Salon procedures may include:	<ul style="list-style-type: none">• cash handling• emergency, fire, and accident procedures• evacuation involving staff or customers• handling dangerous goods• hazard identification, e.g. workplace inspections• issue resolution procedures• manual handling• personal safety procedures• procedures for the use of personal protective clothing and equipment• reporting incidents and accidents in the workplace• salon security• stress management• waste disposal.

Apply salon safety procedures

Unsafe working practices may deal with but are not restricted to:	<ul style="list-style-type: none">• sharp cutting tools and instruments• electricity and water• damaged packing material or containers• toxic substances• inflammable materials and fire hazards• lifting practices• spillages, waste, and debris• ladders• trolleys• broken or damaged equipment• glue guns• stress.
Checking plant and equipment may include:	<ul style="list-style-type: none">• guarding of machinery• sharp cutting tools and instruments• broken or damaged equipment• damaged packing material or containers.
Salon policy and procedures related to OHS may include:	<ul style="list-style-type: none">• federal, province or territory and local OHS legislation• basic safety procedures• emergency procedures• safe manual handling and lifting• dangerous goods• customers and staff• equipment and tools• premises• stock.
Safe manual handling practices may include:	<ul style="list-style-type: none">• lifting or shifting practices• use of equipment such as ladders and trolleys• job procedures.
Designated personnel may include:	<ul style="list-style-type: none">• safety representative• supervisor• team leader• manager.
Consultative processes may include:	<ul style="list-style-type: none">• minutes from staff meetings, OHS meetings• identification of health and safety representatives• suggestions from staff for improving tasks and procedures.
Emergency procedures may relate to:	<ul style="list-style-type: none">• sickness• accidents• fire• storms and hurricanes• salon evacuation• armed holdup.

Greet and prepare clients for salon services

Client may include:	<ul style="list-style-type: none">• women• men• children• people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Salon procedures may include:	<ul style="list-style-type: none">• client greeting procedures• offering hospitality• pre-service consultation by a senior operator• client preparation for different salon services.
Service may include:	<ul style="list-style-type: none">• shampoo• hair and scalp treatments• haircutting• hair design• hair colouring• hair lightening• reformation services• straightening and relaxing services.
Beverages may include:	<ul style="list-style-type: none">• water• tea• coffee• soft drinks.
Service area may include:	<ul style="list-style-type: none">• colour and chemical services area• haircutting area• design area• shampoo sink services area.

Communicate in the workplace

Customers may include:	<ul style="list-style-type: none">• new or repeat contacts• internal and external contacts• customers with routine or special requests• people from a range of social, cultural, and ethnic backgrounds and with varying physical and mental abilities.
Store policy and procedures may relate to:	<ul style="list-style-type: none">• contact with customers• job descriptions and responsibilities• interaction with other team members• interaction with supervision and management• induction process.
Verbal and non-verbal interaction may occur with:	<ul style="list-style-type: none">• external customers• internal contacts, including management and other team members.
Colleagues may include:	<ul style="list-style-type: none">• management• other staff members• full-time, part-time, casual or contract staff.

Communicate in the workplace	
Problem solving may be affected by:	<ul style="list-style-type: none"> • store policy and procedures • resource implications.
Questioning may involve the following communication techniques:	<ul style="list-style-type: none"> • using open and inclusive language • speaking clearly and concisely • using appropriate language • non-verbal communication.
Information may include:	<ul style="list-style-type: none"> • telephone • written • electronic media such as email • verbal feedback • observation.
Verbal and non-verbal communication may include:	<ul style="list-style-type: none"> • speaking and listening • reading and writing • body language • facial expression.
Teams may include:	<ul style="list-style-type: none"> • small work teams • store team • corporate team.
Retail documents may include:	<ul style="list-style-type: none"> • stock sheets • planograms • timetables, staff record forms • on-account slips • credit slips • product return slips • manufacturer instructions • telephone message pads.

Perform shampoo and shampoo sink services	
Service may include:	<ul style="list-style-type: none"> • pre-service shampoo and conditioning • colour product removal • bleach product removal • removing foils.
Clients may include:	<ul style="list-style-type: none"> • women • men • children • people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Unusual scalp conditions may include:	<ul style="list-style-type: none"> • dry, scaly areas • oily crust • sores and lesions • swelling • scabs.

Perform shampoo and shampoo sink services

Condition of hair may include:	<ul style="list-style-type: none"> • dry • normal • oily • coloured or lightened • chemically reformed • chemically treated.
Supervising hairdresser may include:	<ul style="list-style-type: none"> • qualified hairdresser • more experienced apprentice or trainee.
Salon procedures may include:	<ul style="list-style-type: none"> • methods for draping clients for shampoo services • ensuring client comfort and safety at the shampoo sink • operator comfort and safety • complying with province or territory and local government health regulations relevant to providing services at the shampoo sink • environmental protection practices, such as: <ul style="list-style-type: none"> • waste minimization • resource management • recycling • energy efficiency, e.g. gas or electricity saving practices • water efficiency.
Towels may include:	<ul style="list-style-type: none"> • washable • disposable.
Relevant health regulations may include:	<ul style="list-style-type: none"> • province or territory health regulations • local council health regulations.
Enhancements may include:	<ul style="list-style-type: none"> • hair extensions • hair ornaments.
Massage techniques may include:	<ul style="list-style-type: none"> • petrissage • rotary • scrubbing.
Processed products may include:	<ul style="list-style-type: none"> • tint • bleach.
Shampoo and treatment products may include:	<ul style="list-style-type: none"> • shampoo products for: <ul style="list-style-type: none"> • dry hair and scalp • oily hair and scalp • chemically treated hair • conditioning products for: <ul style="list-style-type: none"> • dry hair and scalp • oily hair and scalp • chemically damaged hair • post-colour service treatments • abnormal skin conditions, including: <ul style="list-style-type: none"> • dry and oily dandruff • psoriasis • seborrhoea.

TASK 6 — BLOW - DRY SERVICE

Perform a basic 'dry hair to shape' service, e.g., on base, volume, smooth on a suitable client/ model/mannequin.

Units related to this task are:

- Dry hair to shape
- Recommend hair, beauty and cosmetic products and services
- Maintain and organize tools, equipment, and work areas
- Apply salon safety procedures
- Greet and prepare clients for salon services
- Communicate in the workplace
- Perform shampoo and shampoo sink services.

This task must be under direct supervision.

Knowledge, skills, and abilities	Apprentice	Mentor/ Supervisor
Observe workplace health and safety at all times.		
Demonstrate effective communication and consultation skills with client/model to determine an agreed finished design and result.		
Design takes into consideration the client/model/mannequin's facial features.		
Suitably drape and protect the client/model/mannequin.		
Select and use the correct shampoo and amount where applicable.		
Apply conditioner if required, massage and remove accordingly.		
Remove tangles correctly and towel-dry hair or dry for further service if appropriate.		
Mould the hair appropriate to the design.		
Use clean sections and partings.		
Prepare the hair appropriately for the hair design service.		
Select and apply appropriate styling equipment/aids and technique to achieve the desired result.		
Wind the hair smoothly around the brush/roller with even tension and no fishhooks.		
Use correct roller/brush placement for desired result.		
Dry the hair adequately before combing up.		
Perform backcombing/brushing techniques correctly where appropriate.		

(continued over)

Knowledge, skills, and abilities	Apprentice	Mentor/ Supervisor
Smooth backcombing appropriately to achieve a professional finish.		
Use appropriate finishing techniques/product to complete the design (smoothing loose hairs etc.).		
Demonstrate a finish which shows controlled blending, correct shape, balance, and proportion when viewed from all angles.		

On successful completion of this task, please sign below and add comments for feedback.

	Name	Signature	Date
Apprentice			
Mentor/Supervisor			

Please add comments for feedback and/or follow-up.



COMPETENCY DETAILS — TASK 6 — BLOW - DRY SERVICE

The following guide highlights the aspects and requirements of the competencies in the units that relate to this task:

- Dry hair to shape
- Recommend hair, beauty and cosmetic products and services
- Maintain and organize tools, equipment, and work areas
- Apply salon safety procedures
- Greet and prepare clients for salon services
- Communicate in the workplace
- Perform shampoo and shampoo sink services.

You can use this information to structure and guide the apprentice's tasks.

Dry hair to shape	
Desired finishes may include:	<ul style="list-style-type: none">• smooth finishes• textured finishes• volume.
Tools may include:	<ul style="list-style-type: none">• brushes, such as:<ul style="list-style-type: none">• vent style• Denman style• round• fingers.
Equipment may include:	<ul style="list-style-type: none">• blow dryers• heat diffusers• heat lamps.
Styling aids may include:	<ul style="list-style-type: none">• mousses• lotions.
Predetermined finish may include:	<ul style="list-style-type: none">• direction• volume• curl• texture.
Clients may include:	<ul style="list-style-type: none">• women• men• children• people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Salon procedures may include:	<ul style="list-style-type: none">• procedures that comply with province or territory and local government health regulations relevant to the service• occupational health and safety• environmental protection practices, such as waste disposal.

Dry hair to shape

Finishing products may include:

- waxes
- mousses
- sprays.

Recommend hair, beauty and cosmetic products and services

Product knowledge may include:

- brand options
- application procedures and techniques
- benefits and effects of various products
- method of production
- guarantees
- price
- ingredients
- elements of design such as:
 - line, direction, focal points, balance
 - camouflage of skin or hair faults.

Sources of information may include:

- store or supplier product leaflets and manuals
- fashion magazines
- manufacturer representatives
- product labels
- hair and beauty shows
- internet
- customer feedback
- designated staff members.

Comparisons between products and services may relate to:

- features and effects of products and services
- method of application
- price
- storage requirements and shelf life.

Customer requirements may include:

- occasion (e.g. casual, professional, day or evening)
- colour preferences and style
- durability, function, and usage
- cost
- lifestyle
- physical characteristics, including allergic reactions
- product preferences, including desire to use natural products
- culture and ethnicity.

Services may include:

- product advice for home care treatments
- hair, skin, and nail care advice
- hair, skin, and nail care treatments
- colour coordination for hair and make-up products
- advice on current fashion trends and basic design elements.

Follow-up may include:

- contact by store representative
- return appointments for the customer.

Recommend hair, beauty and cosmetic products and services

Product range may include:	<ul style="list-style-type: none">• hair products such as:<ul style="list-style-type: none">• hair colour• shampoos and conditioners• styling aids such as mousses, gels, and hairsprays• hair ornaments• brushes, combs• blow dryers• beauty products such as:<ul style="list-style-type: none">• skin care products for face and body• home care skin treatments• home care remedial products• sunscreen and tanning products• nail, hand, and foot care products• cosmetic products such as:<ul style="list-style-type: none">• face and body make-up, pre-make-up products, and stabilizers• brushes, sponges• applicators• pallets• lash curlers, artificial lashes, tweezers• magnifying mirrors• containers and trays, make-up boxes• pencil sharpeners.
Customers may include:	<ul style="list-style-type: none">• people with routine or special requests• people with special needs• regular and new customers• people from a range of social, cultural, and ethnic backgrounds and with varying physical and mental abilities.
Staff members may include:	<ul style="list-style-type: none">• new or existing staff• full-time, part-time, or casual• people with varying levels of language and literacy• people from a range of cultural, social, and ethnic backgrounds.
Legislative requirements may include:	<ul style="list-style-type: none">• consumer law• environmental protection• hazardous substances and dangerous goods• Trade Practices and Fair-Trading Acts• WHYMS• industry codes of practice• waste disposal• pricing procedures, including GST requirements.
Store policy and procedures in regard to:	<ul style="list-style-type: none">• selling hair, beauty, and cosmetic products• interacting with customers• product demonstration.

Maintain and organize tools, equipment, and work areas

Tools and equipment may include:

- electrical equipment
- scissors
- clippers and guards
- neck brushes
- combs
- brushes
- sectioning clips
- rollers
- clips
- perm rods
- tint brushes
- bowls.

Salon procedures may include:

- compliance with province or territory and local government health regulations and guidelines relevant to the service
- occupational health and safety procedures
- environmental protection practices, such as:
 - waste minimization
 - recycling
 - re-use
 - energy efficiency, e.g. electricity saving devices and practices
 - waste disposal including hazardous waste
 - resource management
 - water efficiency
 - health and hygiene
 - occupational health and safety
 - waste disposal
- use and storage of cleaning chemicals
- housekeeping
- personal hygiene
- maintenance and storage of cleaning equipment
- safe storage of cleaned and disinfected tools and equipment.

Work areas may include:

- counters
- floors
- benches
- sinks
- preparation areas
- personal service areas
- displays
- storage areas
- point of sale areas and point of sale terminals
- fixtures
- other working surfaces.

Clean linen may include:

- towels
- wraps
- drapes.

Maintain and organize tools, equipment, and work areas

Scissors may include:	<ul style="list-style-type: none">• straight blades• curved blades• convex blades• texturizing shears• thinning shears.
Clippers may include:	<ul style="list-style-type: none">• cordless rechargeable clippers• electric clippers with cords.
Appropriate personnel may include:	<ul style="list-style-type: none">• manager• senior operator• team leader• colleague.
Unsafe areas may include:	<ul style="list-style-type: none">• spills• wet areas• sharp edges• loose wiring• floors (hair and water).
Relevant legislative and regulatory requirements may include:	<ul style="list-style-type: none">• province and territory health regulations pertaining to hairdressing establishments• skin penetration legislation• local government (council) health regulations• waste removal• environmental protection• transport, storage, and handling of goods• hazardous substances and dangerous goods• labelling of salon substances• occupational health and safety with particular reference to:<ul style="list-style-type: none">• manual handling• care and protection of operator when using cleaning products• salon hazards.

Apply salon safety procedures

Unsafe working practices may deal with but are not restricted to:	<ul style="list-style-type: none">• sharp cutting tools and instruments• electricity and water• damaged packing material or containers• toxic substances• inflammable materials and fire hazards• lifting practices• spillages, waste, and debris• ladders• trolleys• broken or damaged equipment• glue guns• stress.
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Apply salon safety procedures

Symptoms may include:	<ul style="list-style-type: none"> condition of the skin, including: <ul style="list-style-type: none"> dry flaking split and cracked itchy blisters and welts on the skin swelling of fingers, hands, wrists runny nose, sneezing and asthma.
Causes may include:	<ul style="list-style-type: none"> irritants, including: <ul style="list-style-type: none"> frequent and ongoing exposure to water shampoos and styling products soaps and detergents heat hydrogen peroxide chemical curling and straightening products allergy to particular products, including: <ul style="list-style-type: none"> hair dyes chemical curling and straightening products bleach products latex in natural rubber, such as that found in cheap, powdered, disposable latex gloves.
Common forms of occupational contact dermatitis may include:	<ul style="list-style-type: none"> irritant contact dermatitis allergic contact dermatitis contact urticaria.
Hairdressing chemical services may include:	<ul style="list-style-type: none"> curling, volumizing and straightening products including: <ul style="list-style-type: none"> solutions neutralizers hair colouring products hair lightening products.
Preventative self-care routines may include:	<ul style="list-style-type: none"> using skin moisturizers: <ul style="list-style-type: none"> regularly during the working day at the end of the working day before bed wearing gloves that are: <ul style="list-style-type: none"> specifically designed for hairdressers' use powder free, high quality latex developing the habit of wearing gloves throwing away disposable gloves after each use wearing reusable rubber gloves when cleaning in the salon keeping the contaminated surface of reusable rubber gloves on the outside not wearing rings while working with moisture and chemicals.

Apply salon safety procedures

Salon procedures may include:	<ul style="list-style-type: none"> • cash handling • emergency, fire, and accident procedures • evacuation involving staff or customers • handling dangerous goods • hazard identification, e.g. workplace inspections • issue resolution procedures • manual handling • personal safety procedures • procedures for the use of personal protective clothing and equipment • reporting incidents and accidents in the workplace • salon security • stress management • waste disposal.
Checking plant and equipment may include:	<ul style="list-style-type: none"> • guarding of machinery • sharp cutting tools and instruments • broken or damaged equipment • damaged packing material or containers.
Salon policy and procedures related to OHS may include:	<ul style="list-style-type: none"> • federal, province or territory and local OHS legislation • basic safety procedures • emergency procedures • safe manual handling and lifting • dangerous goods • customers and staff • equipment and tools • premises • stock.
Safe manual handling practices may include:	<ul style="list-style-type: none"> • lifting or shifting practices • use of equipment such as ladders and trolleys • job procedures.
Designated personnel may include:	<ul style="list-style-type: none"> • safety representative • supervisor • team leader • manager.
Consultative processes may include:	<ul style="list-style-type: none"> • minutes from staff meetings, OHS meetings • identification of health and safety representatives • suggestions from staff for improving tasks and procedures.
Emergency procedures may relate to:	<ul style="list-style-type: none"> • sickness • accidents • fire • storms and cyclones • salon evacuation • armed holdup.

Greet and prepare clients for salon services

Client may include:	<ul style="list-style-type: none">• women• men• children• people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Salon procedures may include:	<ul style="list-style-type: none">• client greeting procedures• offering hospitality• pre-service consultation by a senior operator• client preparation for different salon services.
Service may include:	<ul style="list-style-type: none">• shampoo• hair and scalp treatments• haircutting• hair design• hair colouring• hair lightening• reformation services• straightening and relaxing services.
Beverages may include:	<ul style="list-style-type: none">• water• tea• coffee• soft drinks.
Service area may include:	<ul style="list-style-type: none">• colour and chemical services area• haircutting area• design area• shampoo sink services area.

Communicate in the workplace

Customers may include:	<ul style="list-style-type: none">• new or repeat contacts• internal and external contacts• customers with routine or special requests• people from a range of social, cultural, and ethnic backgrounds and with varying physical and mental abilities.
Store policy and procedures may relate to:	<ul style="list-style-type: none">• contact with customers• job descriptions and responsibilities• interaction with other team members• interaction with supervision and management• induction process.
Verbal and non-verbal interaction may occur with:	<ul style="list-style-type: none">• external customers• internal contacts, including management and other team members.
Colleagues may include:	<ul style="list-style-type: none">• management• other staff members• full-time, part-time, casual or contract staff.

Communicate in the workplace

Questioning may involve the following communication techniques:	<ul style="list-style-type: none"> • using open and inclusive language • speaking clearly and concisely • using appropriate language • non-verbal communication.
Information may include:	<ul style="list-style-type: none"> • telephone • written • electronic media such as email • verbal feedback • observation.
Verbal and non-verbal communication may include:	<ul style="list-style-type: none"> • speaking and listening • reading and writing • body language • facial expression.
Teams may include:	<ul style="list-style-type: none"> • small work teams • store team • corporate team.
Problem solving may be affected by:	<ul style="list-style-type: none"> • store policy and procedures • resource implications.
Retail documents may include:	<ul style="list-style-type: none"> • stock sheets • planograms • timetables, staff record forms • on-account slips • credit slips • product return slips • manufacturer instructions • telephone message pads.

Perform shampoo and shampoo sink services

Service may include:	<ul style="list-style-type: none"> • pre-service shampoo and conditioning • colour product removal • bleach product removal • removing foils.
Clients may include:	<ul style="list-style-type: none"> • women • men • children • people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Supervising hairdresser may include:	<ul style="list-style-type: none"> • qualified hairdresser • more experienced apprentice or trainee.
Massage techniques may include:	<ul style="list-style-type: none"> • petrissage • rotary • scrubbing.

Perform shampoo and shampoo sink services

Salon procedures may include:	<ul style="list-style-type: none"> • methods for draping clients for shampoo services • ensuring client comfort and safety at the shampoo sink • operator comfort and safety • complying with province or territory and local government health regulations relevant to providing services at the shampoo sink • environmental protection practices, such as: <ul style="list-style-type: none"> • waste minimization • resource management • recycling • energy efficiency, e.g. gas or electricity saving practices • water efficiency.
Towels may include:	<ul style="list-style-type: none"> • washable • disposable.
Relevant health regulations may include:	<ul style="list-style-type: none"> • province or territory health regulations • local council health regulations.
Condition of hair may include:	<ul style="list-style-type: none"> • dry • normal • oily • coloured or lightened • chemically reformed • chemically treated.
Enhancements may include:	<ul style="list-style-type: none"> • hair extensions • hair ornaments.
Unusual scalp conditions may include:	<ul style="list-style-type: none"> • dry, scaly areas • oily crust • sores and lesions • swelling • scabs.
Shampoo and treatment products may include:	<ul style="list-style-type: none"> • shampoo products for: <ul style="list-style-type: none"> • dry hair and scalp • oily hair and scalp • chemically treated hair • conditioning products for: <ul style="list-style-type: none"> • dry hair and scalp • oily hair and scalp • chemically damaged hair • post-colour service treatments • abnormal skin conditions, including: <ul style="list-style-type: none"> • dry and oily dandruff • psoriasis • seborrhoea.
Processed products may include:	<ul style="list-style-type: none"> • tint • bleach.

TASK 7 — APPLY COLOUR SERVICE

Apply full or retouch hair colour products for a suitable client/model as directed by mentor/ supervisor who consults and selects colour. Apprentice is responsible for application only.

Ranges can include temporary, semi, demi and tint colour products.

Units related to this task are:

- Apply hair colour products
- Apply salon safety procedures
- Maintain and organize tools, equipment, and work areas
- Greet and prepare clients for salon services
- Communicate in the workplace
- Perform shampoo and shampoo sink services
- Dry hair to shape
- Recommend hair, beauty and cosmetic products and services.

This task must be under direct supervision.

Knowledge, skills, and abilities	Apprentice	Mentor/ Supervisor
Observe workplace health and safety at all times.		
Consult with the senior operator and discuss application process.		
Discuss and confirm the planned program of action with the client/model.		
Suitably drape and protect the client/model.		
Suitably prepare the client/model's hair.		
Select and use the correct shampoo and amount where applicable.		
Apply conditioner if required, massage and remove accordingly.		
Remove tangles correctly and towel-dry hair or dry for further service if appropriate.		
Perform an allergy/skin test.		
Select and use the appropriate application technique, e.g. virgin head, regrowth application, according to the manufacturer's instructions and the desired result.		
Apply product(s) cleanly and evenly throughout the hair, avoiding contact with ears, eyes, face, and neckline, according to the desired result.		
Process/develop the product(s) according to the manufacturer's instructions.		

(continued over)

Knowledge, skills, and abilities	Apprentice	Mentor/ Supervisor
Remove the product(s) according to the manufacturer's instructions and salon policy and occupational health and safety, e.g. gloves and apron.		
Complete the hair colour service, avoiding stains around the hairline.		
Apply and remove post-treatment as required.		
Achieve the desired result according to the analysis and predetermined result.		
Apply appropriate finishing techniques to meet the client's/model's requirements.		
Offer advice regarding home maintenance for the completed hair colour and recommend suitable after-care products where applicable.		
Confirm client's/model's satisfaction with the final result.		
Record the service according to salon policy.		

On successful completion of this task, please sign below and add comments for feedback.

	Name	Signature	Date
Apprentice			
Mentor/Supervisor			

Please add comments for feedback and/or follow-up.

COMPETENCY DETAILS — TASK 7 — APPLY COLOUR SERVICE

The following guide highlights the aspects and requirements of the competencies in the units that relate to this task:

- Apply hair colour products
- Apply salon safety procedures
- Maintain and organize tools, equipment, and work areas
- Greet and prepare clients for salon services
- Communicate in the workplace
- Perform shampoo and shampoo sink services
- Dry hair to shape
- Recommend hair, beauty and cosmetic products and services. You can

use this information to structure and guide the apprentice's tasks.

Apply hair colour products

Client and operator comfort and safety must include:	<ul style="list-style-type: none">• application of drape and towels to protect client's clothes• application of anti-skin stain product on hairline and neckline areas• application of colour stain removal product• avoiding product contact with client's or operator's eyes• avoiding inhalation of fumes whilst mixing product• wearing operator protective gloves.
Stages and methods of product application may include:	<ul style="list-style-type: none">• whole head• regrowth• mid lengths• ends• cross checking for even coverage• sponge• applicator bottle• tint brush and comb.
Personal precautions may include:	<ul style="list-style-type: none">• rubber gloves• skin barrier creams.

Maintain and organize tools, equipment, and work areas

Tools and equipment may include:	<ul style="list-style-type: none">• electrical equipment• scissors• clippers and guards• neck brushes• combs• brushes• sectioning clips• rollers• clips• perm rods• tint brushes• bowls.
Relevant legislative and regulatory requirements may include:	<ul style="list-style-type: none">• province and territory health regulations pertaining to hairdressing establishments• skin penetration legislation• local government (council) health regulations• waste removal• environmental protection• transport, storage, and handling of goods• hazardous substances and dangerous goods• labelling of salon substances• occupational health and safety with particular reference to:<ul style="list-style-type: none">• manual handling• care and protection of operator when using cleaning products• salon hazards.

Maintain and organize tools, equipment, and work areas

<i>Salon procedures</i> may include:	<ul style="list-style-type: none"> • compliance with province or territory and local government health regulations and guidelines relevant to the service • occupational health and safety procedures • environmental protection practices, such as: <ul style="list-style-type: none"> • waste minimization • recycling • re-use • energy efficiency, e.g. electricity saving devices and practices • waste disposal including hazardous waste • resource management • water efficiency • health and hygiene • occupational health and safety • waste disposal • use and storage of cleaning chemicals • housekeeping • personal hygiene • maintenance and storage of cleaning equipment • safe storage of cleaned and disinfected tools and equipment.
<i>Clean linen</i> may include:	<ul style="list-style-type: none"> • towels • wraps • drapes.
<i>Clippers</i> may include:	<ul style="list-style-type: none"> • cordless rechargeable clippers • electric clippers with cords.
<i>Scissors</i> may include:	<ul style="list-style-type: none"> • straight blades • curved blades • convex blades • texturizing shears • thinning shears.
<i>Work areas</i> may include:	<ul style="list-style-type: none"> • counters • floors • benches • sinks • preparation areas • personal service areas • displays • storage areas • point of sale areas and point of sale terminals • fixtures • other working surfaces.
<i>Appropriate personnel</i> may include:	<ul style="list-style-type: none"> • manager • senior operator • team leader • colleague.

Maintain and organize tools, equipment, and work areas

- | | |
|----------------------------------|--|
| Unsafe areas may include: | <ul style="list-style-type: none">• spills• wet areas• sharp edges• loose wiring• floors (hair and water). |
|----------------------------------|--|

Apply salon safety procedures

- | | |
|---|--|
| Symptoms may include: | <ul style="list-style-type: none">• condition of the skin, including:<ul style="list-style-type: none">• dry• flaking• split and cracked• itchy• blisters and welts on the skin• swelling of fingers, hands, wrists• runny nose, sneezing and asthma. |
| Causes may include: | <ul style="list-style-type: none">• irritants, including:<ul style="list-style-type: none">• frequent and ongoing exposure to water• shampoos and styling products• soaps and detergents• heat• hydrogen peroxide• chemical curling and straightening products• allergy to particular products, including:<ul style="list-style-type: none">• hair dyes• chemical curling and straightening products• bleach products• latex in natural rubber, such as that found in cheap, powdered, disposable latex gloves. |
| Common forms of occupational contact dermatitis may include: | <ul style="list-style-type: none">• irritant contact dermatitis• allergic contact dermatitis• contact urticaria. |
| Preventative self-care routines may include: | <ul style="list-style-type: none">• using skin moisturizers:<ul style="list-style-type: none">• regularly during the working day• at the end of the working day• before bed• wearing gloves that are:<ul style="list-style-type: none">• specifically designed for hairdressers' use• powder free, high quality latex• developing the habit of wearing gloves• throwing away disposable gloves after each use• wearing reusable rubber gloves when cleaning in the salon• keeping the contaminated surface of reusable rubber gloves on the outside• not wearing rings while working with moisture and chemicals. |

Apply salon safety procedures

Salon procedures may include:	<ul style="list-style-type: none"> • cash handling • emergency, fire, and accident procedures • evacuation involving staff or customers • handling dangerous goods • hazard identification, e.g. workplace inspections • issue resolution procedures • manual handling • personal safety procedures • procedures for the use of personal protective clothing and equipment • reporting incidents and accidents in the workplace • salon security • stress management • waste disposal.
Unsafe working practices may deal with but are not restricted to:	<ul style="list-style-type: none"> • sharp cutting tools and instruments • electricity and water • damaged packing material or containers • toxic substances • inflammable materials and fire hazards • lifting practices • spillages, waste, and debris • ladders • trolleys • broken or damaged equipment • glue guns • stress.
Checking plant and equipment may include:	<ul style="list-style-type: none"> • guarding of machinery • sharp cutting tools and instruments • broken or damaged equipment • damaged packing material or containers.
Salon policy and procedures related to OHS may include:	<ul style="list-style-type: none"> • federal, province or territory and local OHS legislation • basic safety procedures • emergency procedures • safe manual handling and lifting • dangerous goods • customers and staff • equipment and tools • premises • stock.
Safe manual handling practices may include:	<ul style="list-style-type: none"> • lifting or shifting practices • use of equipment such as ladders and trolleys • job procedures.
Consultative processes may include:	<ul style="list-style-type: none"> • minutes from staff meetings, OHS meetings • identification of health and safety representatives • suggestions from staff for improving tasks and procedures.

Apply salon safety procedures

<i>Hairdressing chemical services</i> may include:	<ul style="list-style-type: none">• curling, volumizing and straightening products including:<ul style="list-style-type: none">• solutions• neutralizers• hair colouring products• hair lightening products.
<i>Designated personnel</i> may include:	<ul style="list-style-type: none">• safety representative• supervisor• team leader• manager.
<i>Emergency procedures</i> may relate to:	<ul style="list-style-type: none">• sickness• accidents• fire• storms and cyclones• salon evacuation• armed holdup.

Greet and prepare clients for salon services

<i>Client</i> may include:	<ul style="list-style-type: none">• women• men• children• people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
<i>Salon procedures</i> may include:	<ul style="list-style-type: none">• client greeting procedures• offering hospitality• pre-service consultation by a senior operator• client preparation for different salon services.
<i>Service</i> may include:	<ul style="list-style-type: none">• shampoo• hair and scalp treatments• haircutting• hair design• hair colouring• hair lightening• reformation services• straightening and relaxing services.
<i>Beverages</i> may include:	<ul style="list-style-type: none">• water• tea• coffee• soft drinks.
<i>Service area</i> may include:	<ul style="list-style-type: none">• colour and chemical services area• haircutting area• design area• shampoo sink services area.

Communicate in the workplace

Customers may include:	<ul style="list-style-type: none">• new or repeat contacts• internal and external contacts• customers with routine or special requests• people from a range of social, cultural, and ethnic backgrounds and with varying physical and mental abilities.
Store policy and procedures may relate to:	<ul style="list-style-type: none">• contact with customers• job descriptions and responsibilities• interaction with other team members• interaction with supervision and management• induction process.
Verbal and non-verbal interaction may occur with:	<ul style="list-style-type: none">• external customers• internal contacts, including management and other team members.
Questioning may involve the following communication techniques:	<ul style="list-style-type: none">• using open and inclusive language• speaking clearly and concisely• using appropriate language• non-verbal communication.
Information may include:	<ul style="list-style-type: none">• telephone• written• electronic media such as email• verbal feedback• observation.
Colleagues may include:	<ul style="list-style-type: none">• management• other staff members• full-time, part-time, casual or contract staff.
Verbal and non-verbal communication may include:	<ul style="list-style-type: none">• speaking and listening• reading and writing• body language• facial expression.
Teams may include:	<ul style="list-style-type: none">• small work teams• store team• corporate team.
Problem solving may be affected by:	<ul style="list-style-type: none">• store policy and procedures• resource implications.
Retail documents may include:	<ul style="list-style-type: none">• stock sheets• planograms• timetables, staff record forms• on-account slips• credit slips• product return slips• manufacturer instructions• telephone message pads.

Perform shampoo and shampoo sink services	
Service may include:	<ul style="list-style-type: none"> • pre-service shampoo and conditioning • colour product removal • bleach product removal • removing foils.
Clients may include:	<ul style="list-style-type: none"> • women • men • children • people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Supervising hairdresser may include:	<ul style="list-style-type: none"> • qualified hairdresser • more experienced apprentice or trainee.
Salon procedures may include:	<ul style="list-style-type: none"> • methods for draping clients for shampoo services • ensuring client comfort and safety at the shampoo sink • operator comfort and safety • complying with province or territory and local government health regulations relevant to providing services at the shampoo sink • environmental protection practices, such as: <ul style="list-style-type: none"> • waste minimization • resource management • recycling • energy efficiency, e.g. gas or electricity saving practices • water efficiency.
Towels may include:	<ul style="list-style-type: none"> • washable • disposable.
Relevant health regulations may include:	<ul style="list-style-type: none"> • province or territory health regulations • local council health regulations.
Unusual scalp conditions may include:	<ul style="list-style-type: none"> • dry, scaly areas • oily crust • sores and lesions • swelling • scabs.
Condition of hair may include:	<ul style="list-style-type: none"> • dry • normal • oily • coloured or lightened • chemically reformed • chemically treated.
Enhancements may include:	<ul style="list-style-type: none"> • hair extensions • hair ornaments.
Massage techniques may include:	<ul style="list-style-type: none"> • petrissage • rotary • scrubbing.

Perform shampoo and shampoo sink services

Shampoo and treatment products may include:	<ul style="list-style-type: none"> shampoo products for: <ul style="list-style-type: none"> dry hair and scalp oily hair and scalp chemically treated hair conditioning products for: <ul style="list-style-type: none"> dry hair and scalp oily hair and scalp chemically damaged hair post-colour service treatments abnormal skin conditions, including: <ul style="list-style-type: none"> dry and oily dandruff psoriasis seborrhoea.
Processed products may include:	<ul style="list-style-type: none"> tint bleach.

Dry hair to shape

Desired finishes may include:	<ul style="list-style-type: none"> smooth finishes textured finishes volume.
Tools may include:	<ul style="list-style-type: none"> brushes, such as: <ul style="list-style-type: none"> vent style Denman style round fingers.
Equipment may include:	<ul style="list-style-type: none"> blow dryers heat diffusers heat lamps.
Styling aids may include:	<ul style="list-style-type: none"> mousses lotions.
Predetermined finish may include:	<ul style="list-style-type: none"> direction volume curl texture.
Clients may include:	<ul style="list-style-type: none"> women men children people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Finishing products may include:	<ul style="list-style-type: none"> waxes mousses sprays.

Dry hair to shape

Salon procedures may include:

- procedures that comply with province or territory and local government health regulations relevant to the service
- occupational health and safety
- environmental protection practices, such as waste disposal.

Recommend hair, beauty and cosmetic products and services

Product knowledge may include:

- brand options
- application procedures and techniques
- benefits and effects of various products
- method of production
- guarantees
- price
- ingredients
- elements of design such as:
 - line, direction, focal points, balance
 - camouflage of skin or hair faults.

Sources of information may include:

- store or supplier product leaflets and manuals
- fashion magazines
- manufacturer representatives
- product labels
- hair and beauty shows
- internet
- customer feedback
- designated staff members.

Comparisons between products and services may relate to:

- features and effects of products and services
- method of application
- price
- storage requirements and shelf life.

Customers may include:

- people with routine or special requests
- people with special needs
- regular and new customers
- people from a range of social, cultural, and ethnic backgrounds and with varying physical and mental abilities.

Legislative requirements may include:

- consumer law
- environmental protection
- hazardous substances and dangerous goods
- Trade Practices and Fair-Trading Acts
- WHYMS
- industry codes of practice
- waste disposal
- pricing procedures, including GST requirements.

Recommend hair, beauty and cosmetic products and services

Product range may include:	<ul style="list-style-type: none"> hair products such as: <ul style="list-style-type: none"> hair colour shampoos and conditioners styling aids such as mousses, gels, and hairsprays hair ornaments brushes, combs blow dryers beauty products such as: <ul style="list-style-type: none"> skin care products for face and body home care skin treatments home care remedial products sunscreen and tanning products nail, hand, and foot care products cosmetic products such as: <ul style="list-style-type: none"> face and body make-up, pre-make-up products, and stabilizers brushes, sponges applicators pallets lash curlers, artificial lashes, tweezers magnifying mirrors containers and trays, make-up boxes pencil sharpeners.
Staff members may include:	<ul style="list-style-type: none"> new or existing staff full-time, part-time, or casual people with varying levels of language and literacy people from a range of cultural, social, and ethnic backgrounds.
Customer requirements may include:	<ul style="list-style-type: none"> occasion (e.g. casual, professional, day or evening) colour preferences and style durability, function, and usage cost lifestyle physical characteristics, including allergic reactions product preferences, including desire to use natural products culture and ethnicity.
Services may include:	<ul style="list-style-type: none"> product advice for home care treatments hair, skin, and nail care advice hair, skin, and nail care treatments colour coordination for hair and make-up products advice on current fashion trends and basic design elements.
Store policy and procedures in regard to:	<ul style="list-style-type: none"> selling hair, beauty, and cosmetic products interacting with customers product demonstration.
Follow-up may include:	<ul style="list-style-type: none"> contact by store representative return appointments for the customer.

TASK 8 — RINSE AND NEUTRALIZE CHEMICAL REFORMATION SERVICE

Perform rinsing and neutralizing of a perm or chemical straightening service on a suitable client/model/mannequin.

Units related to this task are:

- Rinse and neutralize chemically restructured hair
- Maintain and organize tools, equipment, and work areas
- Apply salon safety procedures
- Greet and prepare clients for salon services
- Communicate in the workplace
- Perform shampoo and shampoo sink services.

This task must be under direct supervision.

Knowledge, skills, and abilities	Apprentice	Mentor/ Supervisor
Observe workplace health and safety at all times.		
Set up shampoo sink area in a safe and organized manner for rinsing and neutralizing service.		
Communicate effectively with the client/model and protect the client/model/mannequin with capes and towels.		
Ensure the client's/model's/mannequin's comfort and safety throughout the entire process.		
Take personal precautions to prevent operator skin reactions when neutralizing by wearing gloves.		
Controlled water temperature and flow during the rinsing process.		
Rinse hair gently and evenly to remove all residual product, following manufacturer's instructions for timing.		
Gently and evenly blot excess water from hair without disturbing hair or rods.		
Select the correct neutralizer to match the solution applied.		
Demonstrate ability to measure, apply and process neutralizing chemicals and mentor's/supervisor's advice and direction.		
Use products according to manufacturer's instructions.		
Demonstrate removal of rods in a manner that does not apply undue stretch on the newly reformed hair.		
Demonstrate removal of all residual neutralizing chemicals from the hair.		
Demonstrate application of conditioning product after neutralizing.		
Relocate client/model/mannequin to the finishing station at completion of process.		

On successful completion of this task, please sign below and add comments for feedback.

	Name	Signature	Date
Apprentice			
Mentor/Supervisor			

Please add comments for feedback and/or follow-up.

COMPETENCY DETAILS — TASK 8 — RINSE AND NEUTRALIZE CHEMICAL REFORMATION SERVICE

The following guide highlights the aspects and requirements of the competencies in the units that relate to this task:

- Rinse and neutralize chemically restructured hair
- Maintain and organize tools, equipment, and work areas
- Apply salon safety procedures
- Greet and prepare clients for salon services
- Communicate in the workplace
- Perform shampoo and shampoo sink services.

You can use this information to structure and guide the apprentice's tasks.

Rinse and neutralize chemically restructured hair	
Clients may include:	<ul style="list-style-type: none">• women• men• children• people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
neutralizing products may include:	<ul style="list-style-type: none">• liquids and creams for nozzle application• foaming neutralizers.
Personal precautions may include:	<ul style="list-style-type: none">• rubber gloves• skin barrier creams.
Client comfort and safety may include:	<ul style="list-style-type: none">• protection of client's clothes and skin• provision of clean and dry wraps and towels• protection of client's face and eyes• position of client's head and neck at the shampoo sink.
Salon procedures must include:	<ul style="list-style-type: none">• client comfort and safety• operator safety• procedures that comply with province or territory and local government health regulations relevant to the service• environmental protection practices, such as:<ul style="list-style-type: none">• waste minimization• waste disposal• water efficiency.
Conditioning products may include:	<ul style="list-style-type: none">• recommended products from the manufacturer's range• products from the salon range, as directed by a supervising hairdresser.
Waste may include:	<ul style="list-style-type: none">• residual neutralizing chemicals• end papers.

Maintain and organize tools, equipment, and work areas

Tools and equipment may include:

- electrical equipment
- scissors
- clippers and guards
- neck brushes
- combs
- brushes
- sectioning clips
- rollers
- clips
- perm rods
- tint brushes
- bowls.

Salon procedures may include:

- compliance with province or territory and local government health regulations and guidelines relevant to the service
- occupational health and safety procedures
- environmental protection practices, such as:
 - waste minimization
 - recycling
 - re-use
 - energy efficiency, e.g. electricity saving devices and practices
 - waste disposal including hazardous waste
 - resource management
 - water efficiency
 - health and hygiene
 - occupational health and safety
 - waste disposal
- use and storage of cleaning chemicals
- housekeeping
- personal hygiene
- maintenance and storage of cleaning equipment
- safe storage of cleaned and disinfected tools and equipment.

Work areas may include:

- counters
- floors
- benches
- sinks
- preparation areas
- personal service areas
- displays
- storage areas
- point of sale areas and point of sale terminals
- fixtures
- other working surfaces.

Appropriate personnel may include:

- manager
- senior operator
- team leader
- colleague.

Maintain and organize tools, equipment, and work areas

Clean linen may include:	<ul style="list-style-type: none"> • towels • wraps • drapes.
Scissors may include:	<ul style="list-style-type: none"> • straight blades • curved blades • convex blades • texturizing shears • thinning shears.
Clippers may include:	<ul style="list-style-type: none"> • cordless rechargeable clippers • electric clippers with cords.
Relevant legislative and regulatory requirements may include:	<ul style="list-style-type: none"> • province and territory health regulations pertaining to hairdressing establishments • skin penetration legislation • local government health regulations • waste removal • environmental protection • transport, storage, and handling of goods • hazardous substances and dangerous goods • labeling of salon substances • occupational health and safety with particular reference to: <ul style="list-style-type: none"> • manual handling • care and protection of operator when using cleaning products • salon hazards.
Unsafe areas may include:	<ul style="list-style-type: none"> • spills • wet areas • sharp edges • loose wiring • floors (hair and water).

Apply salon safety procedures

Hairdressing chemical services may include:	<ul style="list-style-type: none"> • curling, volumizing and straightening products including: <ul style="list-style-type: none"> • solutions • neutralizers • hair colouring products • hair lightening products.
Salon policy and procedures related to OHS may include:	<ul style="list-style-type: none"> • federal, province or territory and local OHS legislation • basic safety procedures • emergency procedures • safe manual handling and lifting • dangerous goods • customers and staff • equipment and tools • premises • stock.

Apply salon safety procedures	
Designated personnel may include:	<ul style="list-style-type: none"> • safety representative • supervisor • team leader • manager.
Checking plant and equipment may include:	<ul style="list-style-type: none"> • guarding of machinery • sharp cutting tools and instruments • broken or damaged equipment • damaged packing material or containers.
Safe manual handling practices may include:	<ul style="list-style-type: none"> • lifting or shifting practices • use of equipment such as ladders and trolleys • job procedures.
Salon procedures may include:	<ul style="list-style-type: none"> • cash handling • emergency, fire, and accident procedures • evacuation involving staff or customers • handling dangerous goods • hazard identification, e.g. workplace inspections • issue resolution procedures • manual handling • personal safety procedures • procedures for the use of personal protective clothing and equipment • reporting incidents and accidents in the workplace • salon security • stress management • waste disposal.
Causes may include:	<ul style="list-style-type: none"> • irritants, including: <ul style="list-style-type: none"> • frequent and ongoing exposure to water • shampoos and styling products • soaps and detergents • heat • hydrogen peroxide • chemical curling and straightening products • allergy to particular products, including: <ul style="list-style-type: none"> • hair dyes • chemical curling and straightening products • bleach products • latex in natural rubber, such as that found in cheap, powdered, disposable latex gloves.
Salon policy and procedures related to OHS may include:	<ul style="list-style-type: none"> • federal, province or territory and local OHS legislation • basic safety procedures • emergency procedures • safe manual handling and lifting • dangerous goods • customers and staff • equipment and tools • premises • stock.

Apply salon safety procedures

Symptoms may include:	<ul style="list-style-type: none">• condition of the skin, including:<ul style="list-style-type: none">• dry• flaking• split and cracked• itchy• blisters and welts on the skin• swelling of fingers, hands, wrists• runny nose, sneezing and asthma.
Common forms of occupational contact dermatitis may include:	<ul style="list-style-type: none">• irritant contact dermatitis• allergic contact dermatitis• contact urticaria.
Preventative self-care routines may include:	<ul style="list-style-type: none">• using skin moisturizers:<ul style="list-style-type: none">• regularly during the working day• at the end of the working day• before bed• wearing gloves that are:<ul style="list-style-type: none">• specifically designed for hairdressers' use• powder free, high quality latex• developing the habit of wearing gloves• throwing away disposable gloves after each use• wearing reusable rubber gloves when cleaning in the salon• keeping the contaminated surface of reusable rubber gloves on the outside• not wearing rings while working with moisture and chemicals.
Unsafe working practices may deal with but are not restricted to:	<ul style="list-style-type: none">• sharp cutting tools and instruments• electricity and water• damaged packing material or containers• toxic substances• inflammable materials and fire hazards• lifting practices• spillages, waste, and debris• ladders• trolleys• broken or damaged equipment• glue guns• stress.
Consultative processes may include:	<ul style="list-style-type: none">• minutes from staff meetings, OHS meetings• identification of health and safety representatives• suggestions from staff for improving tasks and procedures.
Emergency procedures may relate to:	<ul style="list-style-type: none">• sickness• accidents• fire• storms and cyclones• salon evacuation• armed holdup.

Greet and prepare clients for salon services

Client may include:	<ul style="list-style-type: none">• women• men• children• people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Salon procedures may include:	<ul style="list-style-type: none">• client greeting procedures• offering hospitality• pre-service consultation by a senior operator• client preparation for different salon services.
Service may include:	<ul style="list-style-type: none">• shampoo• hair and scalp treatments• haircutting• hair design• hair colouring• hair lightening• reformation services• straightening and relaxing services.
Beverages may include:	<ul style="list-style-type: none">• water• tea• coffee• soft drinks.
Service area may include:	<ul style="list-style-type: none">• colour and chemical services area• haircutting area• design area• shampoo sink services area.

Communicate in the workplace

Customers may include:	<ul style="list-style-type: none">• new or repeat contacts• internal and external contacts• customers with routine or special requests• people from a range of social, cultural, and ethnic backgrounds and with varying physical and mental abilities.
Store policy and procedures may relate to:	<ul style="list-style-type: none">• contact with customers• job descriptions and responsibilities• interaction with other team members• interaction with supervision and management• induction process.
Verbal and non-verbal interaction may occur with:	<ul style="list-style-type: none">• external customers• internal contacts, including management and other team members.
Problem solving may be affected by:	<ul style="list-style-type: none">• store policy and procedures• resource implications.

Communicate in the workplace

Colleagues may include:	<ul style="list-style-type: none">• management• other staff members• full-time, part-time, casual or contract staff.
Questioning may involve the following communication techniques:	<ul style="list-style-type: none">• using open and inclusive language• speaking clearly and concisely• using appropriate language• non-verbal communication.
Information may include:	<ul style="list-style-type: none">• telephone• written• electronic media such as email• verbal feedback• observation.
Verbal and non-verbal communication may include:	<ul style="list-style-type: none">• speaking and listening• reading and writing• body language• facial expression.
Teams may include:	<ul style="list-style-type: none">• small work teams• store team• corporate team.
Retail documents may include:	<ul style="list-style-type: none">• stock sheets• planograms• timetables, staff record forms• on-account slips• credit slips• product return slips• manufacturer instructions• telephone message pads.

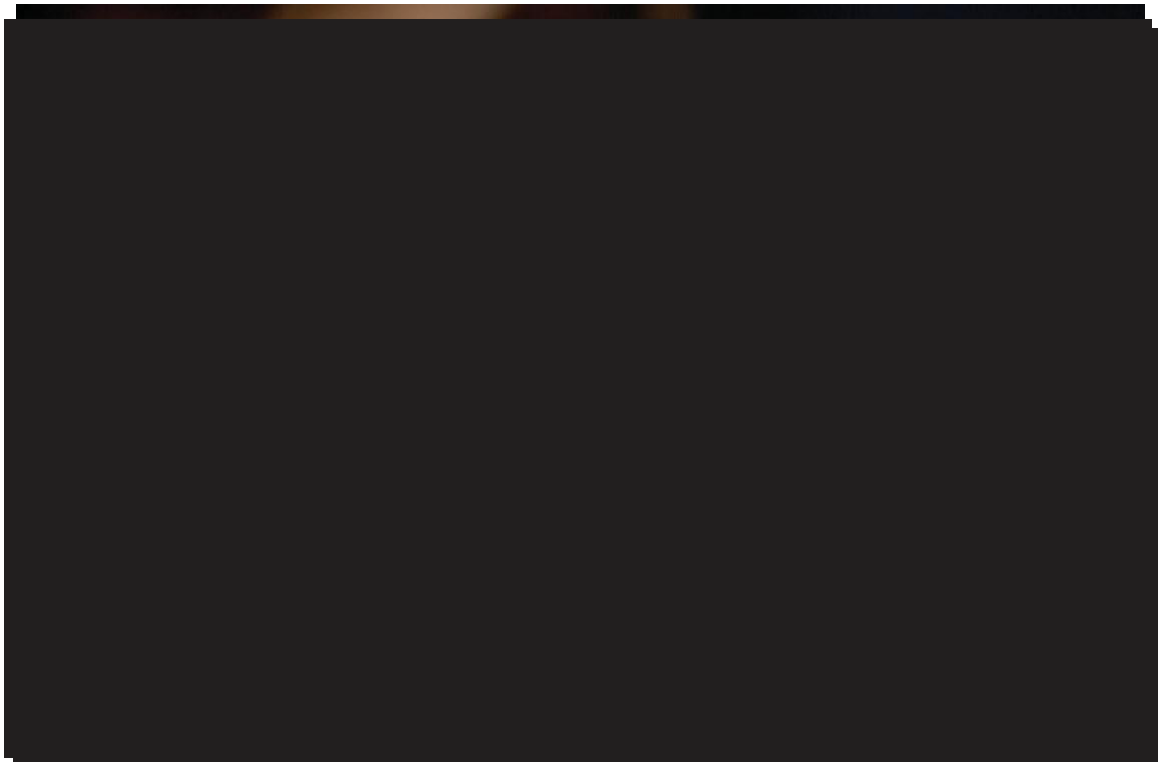
Perform shampoo and shampoo sink services

Service may include:	<ul style="list-style-type: none">• pre-service shampoo and conditioning• colour product removal• bleach product removal• removing foils.
Clients may include:	<ul style="list-style-type: none">• women• men• children• people from a range of social, cultural, or ethnic backgrounds and with a range of physical and mental abilities.
Supervising hairdresser may include:	<ul style="list-style-type: none">• qualified hairdresser• more experienced apprentice or trainee.
Towels may include:	<ul style="list-style-type: none">• washable• disposable.

Perform shampoo and shampoo sink services

<i>Salon procedures</i> may include:	<ul style="list-style-type: none"> • methods for draping clients for shampoo services • ensuring client comfort and safety at the shampoo sink • operator comfort and safety • complying with province or territory and local government health regulations relevant to providing services at the shampoo sink • environmental protection practices, such as: <ul style="list-style-type: none"> • waste minimization • resource management • recycling • energy efficiency, e.g. gas or electricity saving practices • water efficiency.
<i>Relevant health regulations</i> may include:	<ul style="list-style-type: none"> • province or territory health regulations • local council health regulations.
<i>Condition</i> of hair may include:	<ul style="list-style-type: none"> • dry • normal • oily • coloured or lightened • chemically reformed • chemically treated.
<i>Enhancements</i> may include:	<ul style="list-style-type: none"> • hair extensions • hair ornaments.
<i>Unusual scalp conditions</i> may include:	<ul style="list-style-type: none"> • dry, scaly areas • oily crust • sores and lesions • swelling • scabs.
<i>Shampoo and treatment products</i> may include:	<ul style="list-style-type: none"> • shampoo products for: <ul style="list-style-type: none"> • dry hair and scalp • oily hair and scalp • chemically treated hair • conditioning products for: <ul style="list-style-type: none"> • dry hair and scalp • oily hair and scalp • chemically damaged hair • post-colour service treatments • abnormal skin conditions, including: <ul style="list-style-type: none"> • dry and oily dandruff • psoriasis • seborrhoea.
<i>Massage techniques</i> may include:	<ul style="list-style-type: none"> • petrissage • rotary • scrubbing.
<i>Processed products</i> may include:	<ul style="list-style-type: none"> • tint • bleach.

APPENDIX B



DAILY JOURNAL

[illegible]

DAILY ATTENDANCE SUMMARY

Date/day: _____ Attendance Time: _____

Salon: _____

Tasks and activities completed: _____

EQUIPMENT USED

THINGS I LEARNED

CHALLENGES

WHAT TO FOCUS ON FOR NEXT TIME

ACTIONS TO BE FOLLOWED UP

APPENDIX C



WORK PLACEMENT EVALUATION

Attitude to the job

- ☐ Enthusiastic
- ☐ Interested
- ☐ Appears indifferent

Appearance and dress

- ☐ Appropriate
- ☐ Well groomed, appropriately dressed
- ☐ Inappropriate

Ability to work with others

- ☐ Shows flexibility
- ☐ Works well in a team environment
- ☐ Prefers to work alone

Ability to work unsupervised

- ☐ Shows initiative
- ☐ Readily seeks further advice
- ☐ Needs encouragement
- ☐ Waits to be told what to do
- ☐ Not applicable to this position

Adjustment to the work environment

- ☐ Settled immediately
- ☐ Settled in well after a while
- ☐ Experienced difficulty

Client service

- ☐ Excellent
- ☐ Good
- ☐ Needs development

Persistence with tasks given

- ☐ Highly motivated
- ☐ Persistent
- ☐ Needs encouragement

Punctuality

- ☐ Always on time
- ☐ Satisfactory
- ☐ Unsatisfactory

Ability to communicate

- ☐ Outstanding communication skills
- ☐ Communicates well
- ☐ Has difficulty

Ability to follow instructions

- ☐ Shows good understanding
- ☐ Willing to seek clarification
- ☐ Needs close supervision

Attention to safety

- ☐ Excellent
- ☐ Adequate
- ☐ Could take more care

Hairdressing general tasks

- ☐ Very skilled
- ☐ Adequate
- ☐ Needs further development

When you have completed your duties as industry mentor, we encourage you to provide constructive feedback to the apprentice. This feedback might consist of comments on their attendance, attitude to work, work or task performance, level of skills attained, suitability for the industry, etc.

On the final day of the work placement, you should arrange a suitable meeting time to discuss this feedback with your apprentice. Your feedback can provide the apprentice with a valuable insight into their performance and help them make decisions about their future career path.

Mentor/salon: _____

Signature: _____ **Student:** _____ **Date(s):** _____

Please comment on the task performance of the apprentice while working.

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This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

Period of work placement: ____ **Mentor/Workplace:**____ **Contact:** _____

What were the most positive aspects of being involved in the work placement program?

What were the least positive aspects (if any)?

Did the program fulfil the outcomes you thought it would?

Would you recommend being involved in the work placement program to other businesses?

Do you have any suggestions for improving the work placement program?

Any other comments or suggestions?

WORK PLACEMENT EVALUATION — APPRENTICE FEEDBACK

(APPRENTICE TO COMPLETE)

When you have finished your work placement, please complete this self-evaluation. This will help you to clarify what you have gained (or not gained) from the experience, and how you believe the work placement program could be improved for others who enroll in this program.

Once you have completed the evaluation, please pass a copy onto your trainer/program coordinator so that your recommendations can be considered for future participants. Your feedback and comments will be kept confidential.

Name: _____ Signature: _____ Mentor/salon: _____ Date: _____

What were the most enjoyable aspects of your period of work placement?

What were the least enjoyable aspects (if any)?

Did the work placement fulfil the outcomes you thought it would?

Yes/No

Would you recommend this work placement program to other students?

Yes/No

If no, why not?

Do you have any suggestions for improving the work placement program?

Any other comments or suggestions?

WORK PLACEMENT GUIDE FOR INDUSTRY MENTORS

Level 1 HAIRSTYLIST (Apprenticeship)

DESCRIPTION

The information in this guide is to support industry mentors during the work placement component of the Hairstylist Apprenticeship program.

It is designed to assist and support mentors to ensure that the work placement is a positive experience for the apprentice as well as for their own salon, staff, and clients.

In addition to general information and helpful guidelines about the program and the work placement, the guide contains eight structured tasks that are aligned to the Level 1 units in the Hairstylist program. The tasks include:

- maintaining tools and equipment
- greeting and preparing clients
- undertaking shampoo and/or shampoo sink duties
- carrying out scalp massage
- drying hair to shape, braiding, and applying colour products
- rinsing and neutralizing clients' hair.

Elements of planning, organizing, and completing daily work activities are also incorporated into the tasks, and a mapping guide is provided.

EDITION

Edition 1, 2021

UNITS OF COMPETENCY

- Advise on products and services
- Apply hair braiding techniques
- Apply hair colour products
- Apply safe working practices
- Apply salon safety procedure,
- Communicate in the workplace
- Dry hair to shape
- Greet and prepare clients for salon services
- Maintain and organize tools
- equipment and work areas
- Merchandise products
- Operate retail technology
- Organize and maintain work areas
- Organize and complete daily work activities
- Participate in environmentally sustainable work practices
- Perform scalp massage
- Perform shampoo and shampoo sink services
- Recommend hair, beauty and cosmetic products and services
- Rinse and neutralize chemically restructured hair
- Sell products and services
- Work effectively in a retail environment

