



CONTINUOUS IMPROVEMENT REPORT *2020*

SKIN DEEP LEARNING

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

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

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

Hayley Costa **Managing Director**

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Notes to Customer

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Notes to Auditor

Properly purchased Skin Deep Assessment resources in 2020 are colour hardcopies, or the RTO will have a current User License for electronic use.

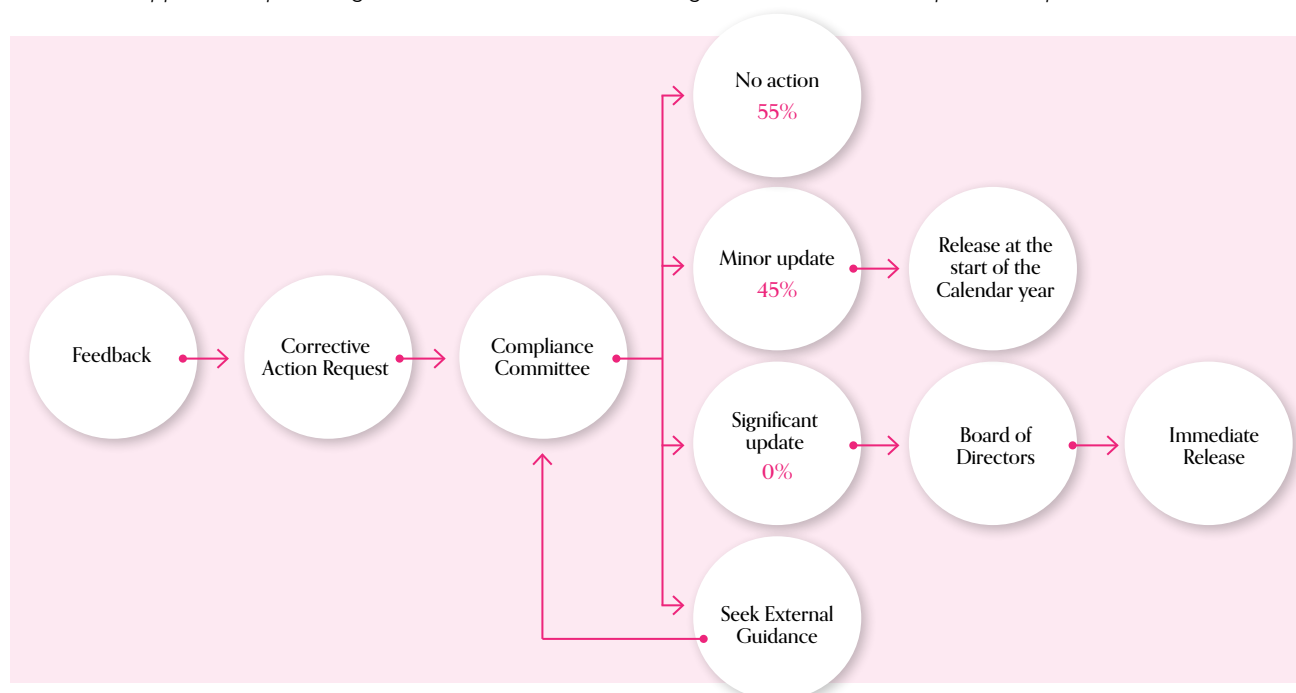
Properly purchased Learning Materials in 2020 are colour, bound, magazine-style resources. Each student should have their own copy to use and retain. Or SDL's Learning Management System (LMS) can be accessed through a User License for electronic use.

1.0 CONTINUOUS IMPROVEMENT PHILOSOPHY AND PURPOSE

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

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

Diagram 1 A simplified diagram of SDL Continuous Improvement and Quality Assurance process for 2020. Approximate percentages are shown for the actions arising from the Continuous Improvement process.



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

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

Also

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

2.0 THE STUDENT JOURNEY FEEDBACK

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

Overall Student Satisfaction

9.6
10

SDL's current student satisfaction score

Students Wanting Hardcopy Magazines to Keep

100%

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

Students Who Prefer SDL to Other Resources

9.9
10

Satisfaction with SDL compared to other resources

Sample of student feedback received



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



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



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



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



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



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

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

This section lists SHB Units of Competency (UOC) that have undergone Continuous Improvement in 2020.

Skin Deep Learning receives feedback from multiple sources including:

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

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

BEAUTY THERAPY UNITS			
SHBBNLS004 - Apply nail art			
Document	Feedback	Change	New Version
Learning Materials	Internal Research	<ul style="list-style-type: none"> Page 35 – For clarity - under the section “What you will need” the words have been removed “ - add glitter gel polish to products” 	V2

SHBXCCS002 - Provide salon services to clients			
Document	Feedback	Change	New Version
Marking Guide 1	Internal Research	<ul style="list-style-type: none"> Changed Question 1 to better describe a definition of discrimination Changed Question 5b to be multiple choice for improved clarity Changed Question 6 to include images of body language for improved clarity Changed Question 7b to be multiple choice and changed the subject from ‘facial’ to ‘massage’ Improved the clarity of the questions on “features, conventions and use of emails and letters” through the use of multiple-choice. Question 10 was modified to allow the student to fill in email details. Question 28 Complaint Form modified to include an “Office Use Only” section at the top, customer signature, and other minor graphical changes. 	V4

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

SHBXCCS002 - Provide salon services to clients			
Document	Feedback	Change	New Version
Marking Guide 2	Internal Research	<ul style="list-style-type: none"> Added a section that included Customer Service Records for student to complete for each work period. Added questions about appointments scheduled in each work period to improve clarity. Added questions about customer special needs that were responded to over the work periods to improve validity of evidence. Added questions about complaints and a requirement to perform a simulated complaint scenario and complete complaint form to improve validity and sufficiency of evidence. 	V4
Observation Form 1	Auditor feedback	<ul style="list-style-type: none"> Observation Form changed to new template. Performance Benchmarks and questions for assessor about observation added to improve validity and reliability. 	V4
Student Assessment 1	Internal Research	<ul style="list-style-type: none"> Updated to reflect Marking Guide 1 as per the above changes. 	V4
Student Assessment 2	Internal Research	<ul style="list-style-type: none"> Updated to reflect Marking Guide 2 as per the above changes. 	V4
Validation Tool	Internal Research	<ul style="list-style-type: none"> Updated to reflect new numbers and location of Performance Benchmarks 	V4

SHBXWHS001 - Apply safe hygiene, health and work practices			
Document	Feedback	Change	New Version
Observation Form 3	Trainer	<ul style="list-style-type: none"> Observation 3 updated to include a N/A option. Updated text to reflect change above, "If N/A has been ticked 6 times, ask oral question 1." Inserted oral question 1 part 1 "When should you apply a waterproof dressing?" to ensure evidence is collected if N/A is ticked 6 times. Inserted oral question 1 part 2. "Draw a simulated cut on the student's skin using a non-permanent marker. Ask the student to apply a waterproof dressing over simulated cut." To ensure evidence is collected if N/A is ticked 6 times. 	V2

BSBSUS201 - Participate in environmentally sustainable work practices			
Document	Feedback	Change	New Version
Marking Guide 1	Trainer	<ul style="list-style-type: none"> Link in Question 7 doesn't work. Link changed to https://www.business.gov.au/Risk-management/Environmental-impact/Environmental-management-and-your-business 	V3
Student Assessment 1	Trainer	<ul style="list-style-type: none"> Updated to reflect Marking Guide 1 as per above change. 	V3

SHBBMUP002 - Design and apply make-up			
Document	Feedback	Change	New Version
Marking Guide 2	Internal Research	<ul style="list-style-type: none"> For clarity, instructions on how to create required Performance Benchmarks added to Assessment 2. 	V5
Observation Form 1	Auditor	<ul style="list-style-type: none"> Performance Benchmarks added to Observation Form. 	V5
Student Assessment 2	Internal Research	<ul style="list-style-type: none"> Updated to reflect changes to Marking Guide 2. 	V5
Validation Tool	Internal Research	<ul style="list-style-type: none"> Updated to reflect new numbers on Observation Form, Marking Guide 2 and Student Assessment 2. 	V4

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

HAIRDRESSING UNITS			
SHBHTRI001 - Identify and treat hair and scalp conditions			
Document	Feedback	Change	New Version
Learning Materials	Internal Research	New unit created	V1
Marking Guide 1	Internal Research	New unit created	V1
Marking Guide 2	Internal Research	New unit created	V1
Marking Guide 3	Internal Research	New unit created	V1
Observation Form 1	Internal Research	New unit created	V1
Observation Form 2	Internal Research	New unit created	V1
Student Assessment 1	Internal Research	New unit created	V1
Student Assessment 2	Internal Research	New unit created	V1
Student Assessment 3	Internal Research	New unit created	V1
Validation Tool	Internal Research	New unit created	V1

SHBHIND003 - Develop and expand a client base

Document	Feedback	Change	New Version
Learning Materials	Internal Research	New unit created	V1
Marking Guide 1	Internal Research	New unit created	V1
Marking Guide 2	Internal Research	New unit created	V1
Observation Form 1	Internal Research	New unit created	V1
Student Assessment 1	Internal Research	New unit created	V1
Student Assessment 2	Internal Research	New unit created	V1
Validation Tool	Internal Research	New unit created	V1

SHBHCLS002 - Colour and lighten hair

Document	Feedback	Change	New Version
Learning Materials	Internal Research	New unit created	V1
Marking Guide 1	Internal Research	New unit created	V1
Marking Guide 2	Internal Research	New unit created	V1
Observation Form 1	Internal Research	New unit created	V1
Student Assessment 1	Internal Research	New unit created	V1
Student Assessment 2	Internal Research	New unit created	V1
Validation Tool	Internal Research	New unit created	V1

SHBHDES003 - Create finished hair designs

Document	Feedback	Change	New Version
Learning Materials	Internal Research	New unit created	V1
Marking Guide 1	Internal Research	New unit created	V1
Marking Guide 2	Internal Research	New unit created	V1
Observation Form 1	Internal Research	New unit created	V1
Student Assessment 1	Internal Research	New unit created	V1
Student Assessment 2	Internal Research	New unit created	V1
Validation Tool	Internal Research	New unit created	V1

SHBHCLS003 - Provide full and partial head highlighting treatments

Document	Feedback	Change	New Version
Learning Materials	Internal Research	New unit created	V1
Marking Guide 1	Internal Research	New unit created	V1
Marking Guide 2	Internal Research	New unit created	V1
Observation Form 1	Internal Research	New unit created	V1
Student Assessment 1	Internal Research	New unit created	V1
Student Assessment 2	Internal Research	New unit created	V1
Validation Tool	Internal Research	New unit created	V1

SHBHCLS004 - Neutralise unwanted colours and tones

Document	Feedback	Change	New Version
Learning Materials	Internal Research	New unit created	V1
Marking Guide 1	Internal Research	New unit created	V1
Marking Guide 2	Internal Research	New unit created	V1
Observation Form 1	Internal Research	New unit created	V1
Student Assessment 1	Internal Research	New unit created	V1
Student Assessment 2	Internal Research	New unit created	V1
Validation Tool	Internal Research	New unit created	V1

SHBHCLS005 - Provide on scalp full head and retouch bleach treatments

Document	Feedback	Change	New Version
Learning Materials	Internal Research	New unit created	V1
Marking Guide 1	Internal Research	New unit created	V1
Marking Guide 2	Internal Research	New unit created	V1
Observation Form 1	Internal Research	New unit created	V1
Student Assessment 1	Internal Research	New unit created	V1
Student Assessment 2	Internal Research	New unit created	V1
Validation Tool	Internal Research	New unit created	V1

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

BSBSUS201 - Participate in environmentally sustainable work practices			
Document	Feedback	Change	New Version
Marking Guide 1	Trainer	<ul style="list-style-type: none"> Link in Question 7 does not work Changed link to https://www.business.gov.au/Risk-management/Environmental-impact/Environmental-management-and-your-business 	V2
Student Assessment 1	Trainer	<ul style="list-style-type: none"> Updated to reflect Marking Guide 1 as per above change. 	V2

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

BEAUTY THERAPY POWERPOINTS			
Document	Feedback	Change	New Version
SHBXCCS001 - Conduct salon financial transactions	Internal Research	<ul style="list-style-type: none"> Updated to reflect new Learning Materials images 	V3
SHBXWHS001 - Apply safe hygiene, health and work practices	Internal Research	<ul style="list-style-type: none"> Updated to reflect new Learning Materials images 	V3

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

HAIRDRESSING POWERPOINTS			
Document	Feedback	Change	New Version
SHBHTRI001 - Identify and treat hair and scalp conditions	Internal Research	New unit created	V1
SHBHIND003 - Develop and expand a client base	Internal Research	New unit created	V1
SHBHCLS002 - Colour and lighten hair	Internal Research	New unit created	V1
SHBHDES003 - Create finished hair designs	Internal Research	New unit created	V1
SHBHCLS003 - Provide full and partial head highlighting treatments	Internal Research	New unit created	V1
SHBHCLS004 - Neutralise unwanted colours and tones	Internal Research	New unit created	V1
SHBHCLS005 - Provide on scalp full head and retouch bleach treatments	Internal Research	New unit created	V1

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

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

POLICIES AND PROCEDURES			
Document	Feedback	Change	New Version
Policies and Procedures Manual	Internal Research	<ul style="list-style-type: none"> Updated to reflect changes to policies and procedures outlined below 	V13
QS-019 - Point of Sales Transactions Procedures	Internal Research	<ul style="list-style-type: none"> Combined EFTPOS sales with Credit Card sales Included subsection on "MAKING A SALE" specifying the procedural steps to taking payment. 	V3
QS-003 - Customer Service Policy and Procedure	Internal Research	<ul style="list-style-type: none"> Customer Complaint section updated to reflect updated beauty unit (SHBXCCS002 - Provide salon services to clients) assessment - Moved "If the client cannot be serviced immediately, acknowledge the client and tell them you will be with them shortly." Added sections TELEPHONE, SALES, CUSTOMER COMPLAINTS, CUSTOMERS WITH SPECIAL NEEDS. Telephone and face to face greetings modified for clarity. 	V3
QS-001 - Bullying and Harassment Policy	Internal Research	<ul style="list-style-type: none"> Renamed Workplace Discrimination and Harassment Policy to Bullying and Harassment Policy and made a range of changes for clarity such as including: <ul style="list-style-type: none"> Detailed section on discrimination Detailed section on bullying Detailed section on sexual harassment Consequences of not complying with policy 	V2
QS-002 - Code of Conduct Policy	Internal Research	<ul style="list-style-type: none"> A range of text changes were made for better readability and to improve clarity: <ul style="list-style-type: none"> Staff attendance section Grievance and dispute settling Organisational chart added 	V3
QS-009 - Safe Work Policy and Procedures	Internal Research	<ul style="list-style-type: none"> Updated section 4.12 for clarity on management of blood and other bodily fluid spills. 	V7
QS-015 - Customer Service and Sales Procedures	Internal Research	<ul style="list-style-type: none"> Added sections LOYALTY PROGRAMS and REBOOKING. 	V4
QS-013 - Environmental Waste Disposal Policy	Internal Research	<ul style="list-style-type: none"> Added a sentence to include more detail on disposing of chemicals and other excess product. 	V5

3.0 IMPROVEMENTS TO UNITS OF COMPETENCY

Table 6 In 2020, Online Learning Materials were created for all units.

ONLINE LEARNING MATERIALS			
ALL BEAUTY THERAPY AND HAIRDRESSING UNITS			
Document	Feedback	Change	New Version
Online Learning Materials	Internal Research	<ul style="list-style-type: none"> Created for all units 	V1

Table 7 The feedback for Beauty Therapy Consultation Forms and Treatment Plans that has resulted in updates and changes has been listed in the following table with the source of the feedback.

BEAUTY THERAPY			
Document	Feedback	Change	New Version
QS-203 - Facial Treatment Plan	Trainer	<ul style="list-style-type: none"> Made products/tools and equipment box bigger Next to Massage Techniques, "If applicable" was added Under tools and equipment "If electrical equipment is used, record settings used." Added to text to make it applicable for SHBBFAS003 - Provide Specialised Facial Treatments. 	V4

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

HAIRDRESSING			
Document	Feedback	Change	New Version
Client Consultation Form (for hairdressing courses)	Internal Research	<ul style="list-style-type: none"> Updated to include information for new units. 	V2
Client Consultation Form (for hairdressing courses)	Internal Research	<ul style="list-style-type: none"> Updated to separate from Hair Service Plan Added section on satisfaction with current hair style Added section on satisfaction with current hair colour Name changed to Client Consultation Form (for hairdressing courses) 	V3
Hair Service Plan	Internal Research	<ul style="list-style-type: none"> Created from QS-215 Hair Consultation Form Added following sections: <ul style="list-style-type: none"> Hair growth patterns Client face shape Finished hair design section 	V1
Colour Service Plan		<ul style="list-style-type: none"> Created for new colour units Clarified information from the Colour Service section Added "normal hair" to hair condition section Added "N/A" to colour history 	V1

Table 9 The units listed in the following table are units that are in production.

BEAUTY THERAPY
SHBBNLS005 - Use electric nail file for nail services

HAIRDRESSING
SHBHCUT001 - Design haircut structures
SHBHCUT002 - Create one length or solid haircut structures
SHBHCUT003 - Create graduated haircut structures
SHBHCUT004 - Create layered haircut structures
SHBHCUT005 - Cut hair using over-comb techniques
SHBHREF002 - Straighten and relax hair with chemical treatments

4.0 VALIDATION TOOL

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

In 2020, the Validation Tool has been further enhanced for many units to include situations where Performance Benchmarks have been created or to identify where trainers need to create Performance Benchmarks. The latter are situations where there are specifics to an RTO's training environment that need to be documented. The overall aim of creation of the Performance Benchmarks is to identify and document the definition of competency and assist in an RTO's evaluation of uniformity of assessment.

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

- Multiple sources of evidence in the Learning Guide given by section heading
- Multiple sources of evidence in the Learning Activities given by number
- Multiple sources of evidence in Assessment 1 given by questions and case studies

SHBBMUP002 - Design and Apply Make-up		Learning Guide	Learning Activities	Assessment 1 Knowledge questions	Assessment 2 Design a make-up plan	Teacher Observation Form	Other Documents	Performance Benchmarks
2a	Client record management	The consultation P43	10.1	8				
2b	Equipment and product use and maintenance	Safety when performing make-up services P10	1.1	4 a b				
2c	Incident reporting	Safety when performing make-up services P10	1.1	4 a b			SHBXVHS001 - Apply safety hygiene, health and work practices - Assessment 2	

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

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

SHBBFAS003 - Provide Specialised Facial Treatments		Learning Guide	Learning Activities	Assessment 1 Knowledge questions and case studies	Assessment 2 Perform specialised facial treatments	Teacher Observation Form 1	Additional evidence in other units/documents	Holistic Assessment with other units
	Source and interpret credible information from publications	treatments and skin care recommendations - Body systems, Skin structure and tissues, Chemistry of the skin	Provide facial treatments and skin care recommendations Activities - 2.3, 2.5, 2.6, 4.1, 4.2					Provide facial treatments and skin care recommendations - Assessment 1

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

- Multiple sources of evidence in Assessment 2 given by questions and case studies
- Multiple sources of evidence in Observation Form 1 given by number
- Location of Performance Benchmarks that need to be created by the RTO
- Location of non-specific Performance Benchmarks SDL has created that are located in the Observation Form

SHBBMUP002 - Design and Apply Make-up		Learning Guide	Learning Activities	Assessment 1 Knowledge questions	Assessment 2 Design a make-up plan	Teacher Observation Form	Other Documents	Performance Benchmarks
6.1	Clean non disposable make-up equipment and tools.	Cleaning up after the service P65	I.2, 2.1, I4.2			24		RTO Performance Benchmarks
6.2	Restock equipment and products to prepare for next service.	Cleaning up after the service P65	I4.2			25		RTO Performance Benchmarks
6.3	Dispose of general waste to minimise negative environmental impacts.	Cleaning up after the service P65	I4.2			26		RTO Performance Benchmarks
3.2	Explain products and application to client throughout make-up service.	Make-up occasions P55, Finishing the make-up service P64	I4.2		8	16		Assessment 2 No. 9 Ob Form 1 No. 16
3.3	Seek client feedback to evaluate make-up application and adjust as required.	Finishing the make-up service P64	I4.2		9	17		Ob Form 1 No. 17
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5.0 HOLISTIC ASSESSMENT

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

Table 10 Fundamental Hairdressing UOCs and UOCs where holistic learning and assessment is used are listed in the following table.

FUNDAMENTAL UNITS OF COMPETENCY - HAIRDRESSING UNITS		
Unit	Holistic Assessment	Suggested delivery sequence
SHBHCLS002 – Colour and lighten hair	<ul style="list-style-type: none"> Incorporated into Observation Forms for core practical SHBHCLS units to fulfill Training Package requirements. 	Unit should be delivered first in the cluster as it is referenced in most other units.

Table 11 Hairdressing UOCs with holistic assessment and the suggested delivery sequence are listed in the following table.

HOLISTIC ASSESSMENT - HAIRDRESSING UNITS		
High Degree of Holistic Assessment		
Unit	Holistic Assessment	Suggested delivery sequence
SHBHCLS003 – Provide full and partial head highlighting treatments	<ul style="list-style-type: none"> High level of holistic assessment with Assessment 1 of SHBHCLS002 – Colour and lighten hair. 	Unit should be delivered after, or in conjunction with, SHBHCLS002 – Colour and lighten hair.
SHBHCLS004 – Neutralise unwanted colours and tones	<ul style="list-style-type: none"> High level of holistic assessment with Assessment 1 of SHBHCLS002 – Colour and lighten hair. 	Unit should be delivered after, or in conjunction with, SHBHCLS002 – Colour and lighten hair.
SHBHCLS005 – Provide on scalp lightening and retouch bleach treatments	<ul style="list-style-type: none"> High level of holistic assessment with Assessment 1 of SHBHCLS002 – Colour and lighten hair. High level of holistic assessment with Assessment 1 of SHBHCLS003 – Provide full and partial head highlighting treatments. 	Unit should be delivered after, or in conjunction with, SHBHCLS002 – Colour and lighten hair.
Low Degree of Holistic Assessment		
SIRXSLS001 – Sell to the retail customer	<ul style="list-style-type: none"> Low level of holistic assessment with Assessment 1 of SHBXIND002 – Communicate as part of a salon team. 	Unit should be delivered after, or in conjunction with, SHBXIND002 – Communicate as part of a salon team.

Table 12 Fundamental Beauty Therapy UOCs and UOCs where holistic learning and assessment is used are listed in the following table.

FUNDAMENTAL UNITS OF COMPETENCY - BEAUTY THERAPY UNITS		
Unit	Holistic Assessment	Suggested delivery sequence
SHBXIND001 - Comply with organisational requirements in a personal services environment	<ul style="list-style-type: none"> Incorporated into Observation Forms for all core practical SHB units to fulfill Training Package requirements (However, only needs to be observed four (4) times). 	Unit should be delivered in the first cluster as it is referenced in most other units.
SHBXWHS001 - Apply safe hygiene, health and work practices	<ul style="list-style-type: none"> Incorporated into Observation Forms for all core practical SHB units to fulfill Training Package requirements (However, only needs to be observed four (4) times). 	Unit should be delivered in the first cluster as it is referenced in most other units.

Table 13 Beauty Therapy UOCs with holistic assessment and the suggested delivery sequence are listed in the following table.

HOLISTIC ASSESSMENT - BEAUTY THERAPY UNITS		
High Degree of Holistic Assessment		
Unit	Holistic Assessment	Suggested delivery sequence
SHBBFAS003 - Provide specialised facials	<ul style="list-style-type: none"> High level of holistic assessment in Assessment 1 with SHBBFAS002 - Provide facial treatments and skin care recommendations. 	Unit should be delivered in a cluster after SHBBFAS002 - Provide facial treatments and skin care recommendations.
SHBBBOS002 - Provide body massages	<ul style="list-style-type: none"> High level of holistic assessment in Assessment 1 with SHBBFAS002 - Provide facial treatments and skin care recommendations. 	Unit should be delivered in a cluster after, or in conjunction with, SHBBFAS002 - Provide facial treatments and skin care recommendations.
SHBBBOS003 - Provide body treatments	<ul style="list-style-type: none"> High level of holistic assessment with SHBBFAS002 - Provide facial treatments and skin care recommendations. High level of holistic assessment with SHBBBOS002 - Provide body massages. 	Unit should be delivered in a cluster after SHBBFAS002 - Provide facial treatments and skin care recommendations and SHBBBOS002 - Provide body massages.
SHBBBOS004 - Provide aromatherapy massages	<ul style="list-style-type: none"> High level of holistic assessment with SHBBFAS002 - Provide facial treatments and skin care recommendations. High level of holistic assessment SHBBBOS002 - Provide body massages. 	Unit should be delivered in a cluster after SHBBFAS002 - Provide facial treatments and skin care recommendations and SHBBBOS002 - Provide body massages.
SHBBCCS002 - Prepare personalised aromatic plant oil blends for beauty treatment	<ul style="list-style-type: none"> High level of holistic assessment with SHBBFAS002 - Provide facial treatments and skin care recommendations. High level of holistic assessment with SHBBBOS002 - Provide body massages. High level of holistic assessment with SHBBBOS004 - Provide aromatherapy massages 	Unit should be delivered in a cluster after SHBBFAS002 - Provide facial treatments and skin care recommendations, SHBBBOS002 - Provide body massages and SHBBBOS004 - Provide aromatherapy massages.

HOLISTIC ASSESSMENT - BEAUTY THERAPY UNITS

High Degree of Holistic Assessment

Unit	Holistic Assessment	Suggested delivery sequence
SHBBSPA003 – Provide stone therapy massage	<ul style="list-style-type: none"> High level of holistic assessment with SHBBFAS002 – Provide facial treatments and skin care recommendations. High level of holistic assessment SHBBBOS002 – Provide body massages. 	Unit should be delivered in a cluster after SHBBFAS002 – Provide facial treatments and skin care recommendations and SHBBBOS002 – Provide body massages.
SHBBMUP003 – Design and apply make-up for photography	<ul style="list-style-type: none"> High level of holistic assessment with SHBBMUP002 – Design and apply make-up. 	Unit should be delivered after SHBBMUP002 – Design and apply make-up.
SHBBMUP004 – Design and apply remedial camouflage make-up	<ul style="list-style-type: none"> High level of holistic assessment with SHBBMUP002 – Design and apply make-up. 	Unit should be delivered after SHBBMUP002 – Design and apply make-up.
SHBBMUP006 – Design and apply creative make-up	<ul style="list-style-type: none"> High level of holistic assessment with SHBBMUP002 – Design and apply make-up. 	Unit should be delivered after SHBBMUP002 – Design and apply make-up.
SHBBMUP005 – Apply airbrushed make-up	<ul style="list-style-type: none"> High level of holistic assessment with SHBBMUP002 – Design and apply make-up. 	Unit should be delivered after SHBBMUP002 – Design and apply make-up.
SHBBSPA002 – Provide spa therapies	<ul style="list-style-type: none"> High level of holistic assessment with Assessment 1 SHBBSPA001 – Work in a spa therapies framework. Moderate level of holistic assessment with Assessment 1 – SHBBBOS002 Provide body massages. 	<p>Unit can be delivered after or in conjunction with SHBBSPA001 – Work in a spa therapies framework.</p> <p>Unit should be delivered after SHBBBOS002 – Provide body massages.</p>
SIRXSL001 – Sell to the retail customer	<ul style="list-style-type: none"> Holistically assessed with SHBCCS001 – Advise on beauty products and services. 	It is recommended this unit is assessed after, or in conjunction with SHBCCS001 – Advise on beauty products and services.
SHBXCCS004 – Recommend products and services	<ul style="list-style-type: none"> High level of holistic assessment with SHBCCS001 – Advise on beauty products and services and SIRXSL001 – Sell to the retail customer. 	It is recommended this unit is assessed after the completion of these two units.
SIRRINV001 – Receive and handle stock	<ul style="list-style-type: none"> Holistically assessed with SIRRMER001 – Produce visual merchandise displays. 	It is recommended that this unit is assessed after, or in conjunction with SIRRMER001 – Produce visual merchandise displays.
SHBBNLS004 – Apply nail art	<ul style="list-style-type: none"> Holistically assessed with SHBBNLS001 – Provide manicure and pedicure services 	It is recommended this unit is assessed after the completion of SHBBNLS001 – Provide manicure and pedicure services

HOLISTIC ASSESSMENT - BEAUTY THERAPY UNITS

Low Degree of Holistic Assessment

Unit	Holistic Assessment	Suggested delivery sequence
SHBBCCS001 – Advise on beauty products and services	<ul style="list-style-type: none"> Low level of holistic assessment with SHBBRES001 – Research and apply beauty industry information. 	Unit should be delivered after, or in conjunction with SHBBCCS001 – Research and apply beauty industry information.
SHBBNLS002 – Apply gel nail enhancements	<ul style="list-style-type: none"> Low level of holistic assessment with SHBBNLS001 – Provide manicure and pedicure services and SHBXWHS001 – Apply safe hygiene, health and work practices 	Unit should be delivered after, or in conjunction with SHBBNLS001 – Provide manicure and pedicure services and SHBXWHS001 – Apply safe hygiene, health and work practices
SHBBNLS003 – Apply acrylic nail enhancements	<ul style="list-style-type: none"> Low level of holistic assessment with SHBBNLS001 – Provide manicure and pedicure services and SHBXWHS001 – Apply safe hygiene, health and work practices 	Unit should be delivered after, or in conjunction with SHBBNLS001 – Provide manicure and pedicure services and SHBXWHS001 – Apply safe hygiene, health and work practices

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

6.0 ASSESSMENT OUTLINE

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

Table 14 SHB20116 - Certificate II in Retail Cosmetics

All practical assessments have an associated observation.

SHB20116 - CERTIFICATE II IN RETAIL COSMETICS				
Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
BSBWHS201 – Contribute to health and safety of self and others	Knowledge questions	Practical – Pre-start safety check	Practical – Hazard identification and WHS consultation	Practical – Follow emergency procedures
SHBBCCS001 – Advise on beauty products and services	Knowledge questions	Practical – Advise and sell beauty products and services	Practical – Product research and presentation	N/A
SHBBMUP002 – Design and apply make-up	Knowledge questions	Practical – Perform make-up service x4	N/A	N/A
SHBXCCS001- Conduct salon financial transactions	Knowledge questions	Practical <ul style="list-style-type: none"> Perform x2 cash sales Perform x2 credit card sales Perform x2 EFTPOS sales Perform x2 Refund/ Exchanges 	N/A	N/A
SHBXCCS004 – Recommend products and services <i>Heavy holistic assessment with SHBBCCS001 – Advise on beauty products and services and SIRXSL001 – Sell to the retail customer</i>	Knowledge questions	N/A	N/A	N/A
SHBXIND001- Comply with organisational requirements within a personal services environment	Knowledge questions	Practical observations incorporated into SHBBMUP002 – Design and apply make-up	N/A	N/A
SHBXIND002 – Communicate as part of a salon team	Knowledge questions	Practical – Workplace observation or role plays	Practical – Participate in a team meeting	N/A

SHB20116 - CERTIFICATE II IN RETAIL COSMETICS CONT.

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SIRRMER001 - Produce visual merchandise displays	Knowledge questions	Practical - Creating and maintaining x3 displays	N/A	N/A
SIRXIND003 - Organise personal work requirements	Knowledge questions	Practical - Prioritise and complete x2 workplace tasks	N/A	N/A
SIRXSLS001 - Sell to the retail customer Holistic assessment with SHBBCCS001 - Advise on beauty products and services	Knowledge questions	Practical - Role plays	N/A	N/A
BSBSUS201 - Participate in environmentally sustainable work practices	Knowledge questions	Practical - Waste assessment	N/A	N/A
ICTWEB201 - Use social media tools for collaboration and engagement	Knowledge questions	Practical - Social media posting (no observation form)	N/A	N/A
SHBBMUP001 - Apply eyelash extensions	Knowledge questions	Practical <ul style="list-style-type: none"> Perform x2 full set Perform x2 infill Perform x2 removal 	N/A	N/A
SHBBRES001 - Research and apply beauty industry information	Knowledge questions	Practical - Research activities and group presentation	N/A	N/A
SIRRINV001 - Receive and handle stock	Knowledge questions	Practical <ul style="list-style-type: none"> Maintain stock handling and storage area Accept stock delivery and validate stock 	N/A	N/A

Table 15 SHB30115 - Certificate III in Beauty Services

All practical assessments have an associated observation.

SHB30115 - CERTIFICATE III IN BEAUTY SERVICES

Core Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
SHBBBOS001 - Apply cosmetic tanning products	Knowledge questions	Practical - Perform tanning services x5	N/A	N/A	N/A
SHBBCCS001 - Advise on beauty products and services	Knowledge questions	Practical - Advise and sell beauty products and services	Practical - Product research and presentation	N/A	N/A

SHB30115 - CERTIFICATE III IN BEAUTY SERVICES CONT.

Core Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
SHBBFAS001 - Provide lash and brow services	Knowledge questions	Practical - Provide lash and brow service x9	N/A	N/A	N/A
SHBBHRS001 - Provide waxing services	Knowledge questions	Practical - Perform waxing service of the following: <ul style="list-style-type: none"> Arms x 6 Bikini Line x 6 Chin x 6 Eyebrows x 6 Legs x 6 Lip x 6 Sides of face x 6 Underarms x 6 	N/A	N/A	N/A
SHBBMUP002 - Design and apply make-up	Knowledge questions	Practical - Perform make-up service x4	N/A	N/A	N/A
SHBBNLS001 - Provide manicure and pedicure services	Knowledge questions	Practical - Provide manicure service x3	Practical - Provide pedicure service x3	N/A	N/A
SHBBRES001 - Research and apply beauty industry information	Knowledge questions	Practical - Research activities and group presentation	N/A	N/A	N/A
SHBXCCS001 - Conduct salon financial transactions	Knowledge questions	Practical <ul style="list-style-type: none"> Perform x2 cash sales Perform x2 credit card sales Perform x2 EFTPOS sales Perform x2 Refund/ Exchanges 	N/A	N/A	N/A
SHBXCCS002 - Provide salon services	Knowledge questions	Observation - Complete customer service tasks x12, three (3) hour work periods	N/A	N/A	N/A
SHBXIND001 - Comply with organisational requirements within a personal services environment	Knowledge questions	Practical observations incorporated into SHB Units	N/A	N/A	N/A
SHBXWHS001 - Apply safe hygiene, health and work practices	Knowledge questions	Practical - Infection control, salon cleaning and cleaning a simulated blood spill.	Practical - Hazard identification and WHS consultation	Practical - Workplace safety procedures into day to day work functions across 6x three (3) hour work periods.	Practical - Follow emergency procedures

SHB30115 - CERTIFICATE III IN BEAUTY SERVICES CONT.

Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
SHBBMUP003 - Design and apply make-up for photography	Knowledge questions	Practical - Perform make-up photography service x3	N/A	N/A	N/A
SHBBMUP004 - Design and apply remedial camouflage make-up	Knowledge questions	Practical - Perform camouflage make-up service x3	N/A	N/A	N/A
SHBBHRS002 - Provide female intimate waxing services	Knowledge questions	Practical - Perform intimate waxing service x5	N/A	N/A	N/A
SHBBMUP001 - Apply eyelash extensions	Knowledge questions	Practical - Perform the following eyelash extension services: <ul style="list-style-type: none"> • Full set x2 • In-fill x2 • Removal x2 	N/A	N/A	N/A
SHBBSKS001 - Pierce ear lobes	Knowledge questions	Practical - Perform ear piercing services x3	N/A	N/A	N/A

Table 16 SHB30215 - Certificate III in Make-Up

All practical assessments have an associated observation.

SHB30215 - CERTIFICATE III IN MAKE-UP

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
SHBXWHS001 - Apply safe hygiene, health and work practices	Knowledge questions	Practical - Infection control, salon cleaning and cleaning a simulated blood spill.	Practical - Hazard identification and WHS consultation	Practical - integrate workplace safety procedures into day to day work functions across six (6) three (3) hour work periods.	Practical - Follow emergency procedures
SHBBMUP002 - Design and apply make-up	Knowledge questions	Practical - Perform make-up service x4	N/A	N/A	N/A
SHBBMUP003 - Design and apply make-up for photography	Knowledge questions	Practical - Perform make-up photography service x3	N/A	N/A	N/A
SHBBMUP004 - Design and apply remedial camouflage make-up	Knowledge questions	Practical - Perform camouflage make-up service x3	N/A	N/A	N/A
SHBBRES001 - Research and apply beauty industry information	Knowledge questions	Practical - Research activities and group presentation	N/A	N/A	N/A

SHB30215 - CERTIFICATE III IN MAKE-UP CONT.

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
SHBXCCS002 - Provide salon services	Knowledge questions	Observation - Complete customer service tasks x12, three (3) hour work periods	N/A	N/A	N/A
SHBXIND001- Comply with organisational requirements within a personal services environment	Knowledge questions	Practical observations incorporated into SHB Units	N/A	N/A	N/A

Table 17 SHB50115 - Diploma of Beauty Therapy

All practical assessments have an associated observation.

SHB50115 - DIPLOMA OF BEAUTY THERAPY

Core Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
SHBBBOS002 - Provide body massages	Knowledge questions	Practical - Provide body massage x6	N/A	N/A	N/A
SHBBBOS003 - Provide body treatments	Knowledge questions	Practical - Provide body treatment x6	N/A	N/A	N/A
SHBBFAS001 - Provide lash and brow services	Knowledge questions	Practical - Provide lash and brow service x9	N/A	N/A	N/A
SHBBFAS002 - Provide facial treatments and skin care recommendations	Knowledge questions	Practical - Provide facial treatment x6	N/A	N/A	N/A
SHBBFAS003 - Provide specialised facial treatments	Knowledge questions	Practical - Provide specialised facial treatment x6	N/A	N/A	N/A
SHBBHRS001 - Provide waxing services	Knowledge questions	Practical - Perform waxing service of the following: <ul style="list-style-type: none"> Arms x 6 Bikini Line x 6 Chin x 6 Eyebrows x 6 Legs x 6 Lip x 6 Sides of face x 6 Underarms x 6 	N/A	N/A	N/A
SHBBMUP002 - Design and apply make-up	Knowledge questions	Practical - Perform make-up service x4	N/A	N/A	N/A

SHB50115 - DIPLOMA OF BEAUTY THERAPY CONT.

Core Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
SHBBNLS001 - Provide manicure and pedicure services	Knowledge questions	Practical - Provide manicure service x3	Practical - Provide pedicure service x3	N/A	N/A
SHBBRES001 - Research and apply beauty industry information	Knowledge questions	Practical - Research activities and group presentation	N/A	N/A	N/A
SHBXCCS001 - Conduct salon financial transactions	Knowledge questions	Practical <ul style="list-style-type: none"> Perform x2 cash sales Perform x2 credit card sales Perform x2 EFTPOS sales Perform x2 Refund/ Exchanges 	N/A	N/A	N/A
SHBXCCS002 - Provide salon services	Knowledge questions	Observation - Complete customer service tasks x12, three (3) hour work periods	N/A	N/A	N/A
SHBXIND001 - Comply with organisational requirements within a personal services environment	Knowledge questions	Practical observations incorporated into SHB Units	N/A	N/A	N/A
SHBXWHS001 - Apply safe hygiene, health and work practices	Knowledge questions	Practical - Infection control, salon cleaning and cleaning a simulated blood spill.	Practical - Hazard identification and WHS consultation	Practical - Workplace safety procedures into day to day work functions across six (6) three (3) hour work periods	Practical - Follow emergency procedures

SHB50115 - DIPLOMA OF BEAUTY THERAPY

Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
SHBBBOS004 - Provide aromatherapy massages	Knowledge questions	Practical - Provide aromatherapy massage x6	N/A	N/A	N/A
SHBBBOS005 - Use reflexology relaxation techniques in beauty treatments	Knowledge questions	Practical - Perform reflexology service x4	N/A	N/A	N/A

SHB50115 - DIPLOMA OF BEAUTY THERAPY CONT.

Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4	Assessment 5
SHBBCCS002 - Prepare personalised aromatic plant oil blends for beauty treatments	Knowledge questions	Practical - Design and perform treatments x4	N/A	N/A	N/A
SHBBHRS002 - Provide female intimate waxing services	Knowledge questions	Practical - Perform intimate waxing service x5	N/A	N/A	N/A
SHBBINF001 - Maintain infection control standards	Knowledge questions	Practical - Perform cleaning, disinfection and sterilising procedures	Write a workplace review	N/A	N/A
SHBBMUP003 - Design and apply make-up for photography	Knowledge questions	Practical - Perform make-up photography service x3	N/A	N/A	N/A
SHBBMUP004 - Design and apply remedial camouflage make-up	Knowledge questions	Practical - Perform camouflage make-up service x3	N/A	N/A	N/A
SHBBSPA001 - Work in a spa therapies framework	Knowledge questions	Observation - Prepare, clean and shut down spa equipment, and monitor environmental impacts of the spa environment over six (6) three (3) hour work periods	Observation - Promote spa therapies to clients x4	N/A	N/A
SHBBSPA002 - Provide spa therapies	Knowledge questions	Practical - Perform spa treatments x6	N/A	N/A	N/A
SHBBSPA003 - Provide stone therapy massages	Knowledge questions	Practical - Perform stone therapy massage x6	N/A	N/A	N/A
SHBBSPA004 - Provide Indian head massages for relaxation	Knowledge questions	Practical - Perform Indian head massage x6	N/A	N/A	N/A

Table 18 SHB20216 – Certificate II in Salon Assistant

All practical assessments have an associated observation.

SHB20216 - CERTIFICATE II IN SALON ASSISTANT				
Core Units				
Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
BSBWHS201 – Contribute to health and safety of self and others	Knowledge questions	Practical – Pre-start safety check	Practical – Hazard identification and WHS consultation	Practical – Follow emergency procedures
SHBHBS001 – Provide shampoo and basin services	Knowledge questions	Practical – Perform basin services across four (4) three (3) hour work periods	N/A	N/A
SHBHDES001 – Dry hair to shape	Knowledge questions	Practical – Perform blow dry services for six (6) clients	N/A	N/A
SHBHIND001 – Maintain and organise tools, equipment and work areas	Knowledge questions	Practical – Use infection control procedures to clean and disinfect four (4) pieces of equipment	Practical – Clean and maintain two (2) work areas	N/A
SHBXCCS001- Conduct salon financial transactions	Knowledge questions	Practical <ul style="list-style-type: none"> Perform x2 cash sales Perform x2 credit card sales Perform x2 EFTPOS sales Perform x2 Refund/ Exchanges 	N/A	N/A
SHBXCCS003 – Greet and prepare clients for salon services	Knowledge questions	Practical – Student is to be observed greeting and preparing clients across four (4) two (2) hour work periods	N/A	N/A
SHBXIND001- Comply with organisational requirements within a personal services environment	Knowledge questions	Practical – The student is to be observed across four (4) three (3) hour work periods complying with organisational requirements	N/A	N/A
SHBXIND002 – Communicate as part of a salon team	Knowledge questions	Practical – Workplace observation or role plays	Practical – Participate in a team meeting	N/A

SHB20216 - CERTIFICATE II IN SALON ASSISTANT CONT.

Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SHBHBAS002 - Provide head, neck and shoulder massages for relaxation	Knowledge questions	Practical - Provide head, neck and shoulder massages to four (4) clients	N/A	N/A
SHBHCLS001 - Apply hair colour products	Knowledge questions	Practical - Student is to apply to two (2) different clients: <ul style="list-style-type: none"> Semi-permanent colour Demi-permanent colour Permanent colour 	N/A	N/A
SHBHDES002 - Braid hair	Knowledge questions	Practical - Perform: <ul style="list-style-type: none"> Two strand braid for two (2) clients Three strand braid for two (2) clients Multi strand braid for one (1) client 	N/A	N/A
SHBHIND002 - Research and use hairdressing industry information	Knowledge questions	Practical - Research activities and group presentation	N/A	N/A
SHBXCCS004 - Recommend products and services	Knowledge questions	Practical - Student is to be observed recommending four (4) products and services from the workplace.	N/A	N/A
SIRRMER001 - Produce visual merchandise displays	Knowledge questions	Practical - Create and maintain three (3) displays.	N/A	N/A
SIRRINV001 - Receive and handle retail stock	Knowledge questions	Practical - <ul style="list-style-type: none"> Maintain stock handling and storage area Accept stock delivery and validate stock 	N/A	N/A
SIRXSLS001 - Sell to the retail customer	Knowledge questions	Practical - Sell four (4) products and services in the workplace OR Four (4) role plays	N/A	N/A

Table 19 SHB30416 – Certificate III in Hairdressing
All practical assessments have an associated observation.

SHB30416 - CERTIFICATE III IN HAIRDRESSING				
Core Units				
Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
BSBSUS201 – Participate in environmentally sustainable work practices	Knowledge questions	Practical – Waste assessment	N/A	N/A
SHBHBAS001 – Provide shampoo and basin services	Knowledge questions	Practical – Perform basin services across four (4) three (3) hour work periods	N/A	N/A
SHBHCLS002 – Colour and lighten hair	Knowledge questions	Practical – Perform hair colour and lightening treatments on nine (9) clients	N/A	N/A
SHBHCLS003 – Provide full and partial head highlighting treatments	Knowledge questions	Practical – Perform whole or partial head highlight treatments on eight (8) clients	N/A	N/A
SHBHCLS004 – Neutralise unwanted colours and tones	Knowledge questions	Practical – Perform colour correction treatments on six (6) clients	N/A	N/A
SHBHCLS005 – Provide on scalp full head and retouch bleach treatments	Knowledge questions	Practical – Perform on scalp bleach and retouch treatments on six (6) clients	N/A	N/A
SHBHDES003 – Create finished hair designs	Knowledge questions	Practical – Style and create finished hair designs on six (6) clients	N/A	N/A
SHBHIND001 – Maintain and organise tools, equipment and work areas	Knowledge questions	Practical – Use infection control procedures to clean and disinfect four (4) pieces of equipment	Practical – Clean and maintain two (2) work areas	N/A
SHBHIND003 – Develop and expand a client base	Knowledge questions	Practical – Set and monitor sales targets and promote on 1x occasion: <ul style="list-style-type: none"> • Hair and scalp treatments • New hair cut design, loyalty program and rebooking service 	Practical – Research 2x products and 2x services based on customer feedback survey and discuss in groups.	N/A
SHBHTRI001 – Identify and treat hair and scalp conditions	Knowledge questions	Practical – Perform 5x hair and scalp analysis	Practical – Perform 5x hair and scalp treatments	N/A
SHBXCCS001 – Conduct salon financial transactions	Knowledge questions	Practical <ul style="list-style-type: none"> • Perform x2 cash sales • Perform x2 credit card sales • Perform x2 EFTPOS sales • Perform x2 Refund/ Exchanges 	N/A	N/A
SHBXCCS002 – Provide salon services to clients	Knowledge questions	Observation – Complete customer service tasks x12, three (3) hour work periods	N/A	N/A

SHB30416 - CERTIFICATE III IN HAIRDRESSING CONT.

Core Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SHBXIND001- Comply with organisational requirements within a personal services environment	Knowledge questions	Practical - Student is to be observed across four (4) three (3) hour work periods complying with organisational requirements	N/A	N/A
SHBXIND002 - Communicate as part of a salon team	Knowledge questions	Practical - Workplace observation or role plays	Practical - Participate in a team meeting	N/A
SHBXWHS001 - Apply safe hygiene, health and work practices	Knowledge questions	Practical - Infection control, salon cleaning and cleaning a simulated blood spill.	Practical - Hazard identification and WHS consultation	Practical - Follow emergency procedures

SHB30416 - CERTIFICATE III IN HAIRDRESSING

Elective Units

Unit	Assessment 1	Assessment 2	Assessment 3	Assessment 4
SHBHBAS002 - Provide head, neck and shoulder massages for relaxation	Knowledge questions	Practical - Provide head, neck and shoulder massages to four (4) different clients	N/A	N/A
SHBHDES001 - Dry hair to shape	Knowledge questions	Practical - Perform blow dry services for six (6) clients	N/A	N/A
SHBHDES002 - Braid hair	Knowledge questions	Practical - Perform: <ul style="list-style-type: none"> Two strand braid for two (2) clients Three strand braid for two (2) clients Multi strand braid for one (1) client 	N/A	N/A
SHBHIND002 - Research and use hairdressing industry information	Knowledge questions	Practical - Research activities and group presentation	N/A	N/A
SHBXCCS004 - Recommend products and services	Knowledge questions	Practical - Recommend four (4) products and services from the workplace.	N/A	N/A
SIRRINV001 - Receive and handle retail stock	Knowledge questions	Practical - <ul style="list-style-type: none"> Maintain stock handling and storage area Accept stock delivery and validate stock 	N/A	N/A
SIRRMER001 - Produce visual merchandise displays	Knowledge questions	Practical - Create and maintain three (3) displays.	N/A	N/A

7.0 INDUSTRY ENGAGEMENT

This section details SDL's industry engagement, feedback, and improvement based on interactions with industries relevant to the SHB training program. This has been designed by SDL to assist the Customer with Standard 1 and 'Currency' of Section 1.8 Rules of Evidence of Standards for Registered Training Organisations (RTO's) 2015 and clause 1.5 and 1.6 - Engage with Industry.

Table 20 A summary of the Industry Partners consulted during the creation of UOC's and the date of the Industry Partner's content. SDL can provide a more specific report if required at audit.

BEAUTY THERAPY		
Industry Engagement	Unit of Competency	Date
Belmacil	<ul style="list-style-type: none"> SHBBFAS001 - Provide lash and brow services 	2016 - Current
Caronlab	<ul style="list-style-type: none"> SHBBHRS001 - Provide waxing services SHBBHRS002 - Provide female intimate waxing SHBBBOS002 - Provide body massages 	2016 - Current
Lycon Cosmetics	<ul style="list-style-type: none"> SHBBHRS001 - Provide waxing services 	2017 - Current
Jessica Cosmetics	<ul style="list-style-type: none"> SHBBNLS001 - Provide manicure and pedicare services 	2016 - Current
Kester Black		
Sothys	<ul style="list-style-type: none"> SHBBFAS002 - Provide facial treatments and skin care recommendations SHBBFAS003 - Provide specialised facial treatments SHBBBOS003 - Provide body treatments 	2016 - Current
Essentially Australia	<ul style="list-style-type: none"> SHBBBOS004 - Provide aromatherapy massages SHBBCCS002 - Prepare personalised aromatic plant oils blends for beauty treatments 	2016 - Current
Sydney essential oil co.		
Moroccan Tan	<ul style="list-style-type: none"> SHBBBOS001 - Apply cosmetic tanning products 	2017 - Current
Caflon	<ul style="list-style-type: none"> SHBBKS001 - Pierce ear lobes 	2017 - Current
Ellebana	<ul style="list-style-type: none"> SHBBMUP001 - Apply eyelash extensions 	2017 - Current
Mia Connor Make-up Artist	<ul style="list-style-type: none"> SHBBMUP002 - Design and apply make-up 	2018 - Current
Mooie Make-up		
Megan Farquarson Make-up Artist	<ul style="list-style-type: none"> SHBBMUP006 - Design and apply creative make-up 	2018 - Current
Taylah Manley Mermaid Manicures	<ul style="list-style-type: none"> SHBBNLS002 - Apply gel nail enhancements SHBBNLS003 - Apply acrylic nail enhancements SHBBNLS004 - Apply nail art 	2018 - Current
Rachael Blackwell Hair and Make-up Artist Photographer	<ul style="list-style-type: none"> SHBBMUP003 - Design and Apply Make-up for Photography 	2020 - Current

HAIRDRESSING		
Industry Engagement	Unit of Competency	Date
BHave	<ul style="list-style-type: none"> SHBHBAS001 - Provide shampoo and basin services 	2018 - Current

Table 21 A summary of the Industry Consultants providing assistance during the creation of UOCS and the date of the Industry Consultant's content.

HAIRDRESSING		
Expert Industry Consultant	Unit of Competency	Date
Debbie Atkins Australian Academy of Cinematic Makeup	<ul style="list-style-type: none"> SHBHCUT002 - Create one length or solid form haircut structures SHBHCUT004 - Create layered haircut structures 	2020 - Ongoing
Jan-Maree Constantine TAFE Gippsland	<ul style="list-style-type: none"> SHBHCLS004 - Neutralise unwanted colours and tones SHBHCLS005 - Provide on scalp full head and retouch bleach treatments 	2020 - Ongoing
Paula Easey REACH For Training	<ul style="list-style-type: none"> SHBHCLS002 - Colour and lighten hair SHBHCLS004 - Neutralise unwanted colours and tones SHBHCUT004 - Create layered haircut structures 	2020 - Ongoing
Mel Livermore Riverina Community College	<ul style="list-style-type: none"> SHBHCLS004 - Neutralise unwanted colours and tones 	2020 - Ongoing
Luisa Pearce North Regional TAFE (Broome)	<ul style="list-style-type: none"> SHBHCLS005 - Provide on scalp full head and retouch bleach treatments SHBHCUT001 - Design haircut structures SHBHCUT002 - Create one length or solid form haircut structures SHBHCUT004 - Create layered haircut structures 	2020 - Ongoing
Jacqui Rogers South Regional TAFE (Esperance)	<ul style="list-style-type: none"> SHBHCLS004 - Neutralise unwanted colours and tones SHBHCUT002 - Create one length or solid form haircut structures 	2020 - Ongoing
Paige Sawatzky Luppinos Hair Brisbane City	<ul style="list-style-type: none"> SHBHDES003 - Create finished hair designs SHBHIND003 - Develop and expand a client base SHBHCLS002 - Colour and lighten hair SHBHCLS003 - Provide full and partial head highlighting treatments SHBHCLS004 - Neutralise unwanted colours and tones SHBHCLS005 - Provide on scalp full head and retouch bleach treatments SHBHCUT001 - Design haircut structures SHBHCUT002 - Create one length or solid form haircut structures SHBHCUT004 - Create layered haircut structures 	2020 - Ongoing
Sarah Young TAFE Gippsland	<ul style="list-style-type: none"> SHBHCLS004 - Neutralise unwanted colours and tones SHBHCLS005 - Provide on scalp full head and retouch bleach treatments SHBHCUT001 - Design haircut structures SHBHCUT002 - Create one length or solid form haircut structures SHBHCUT004 - Create layered haircut structures 	2020 - Ongoing

8.0 SDL SYSTEM DOCUMENTS PURCHASED BY THE CUSTOMER

Section 8.0 of this Continuous Improvement Report is to be completed by the Customer by circling the relevant documents that have been purchased in 2020 in the Tables (Below).

Table 22 Student Packs and Assessment Packs purchased by the Customer.

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

BEAUTY THERAPY CONT.

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

HAIRDRESSING

Unit Code	Unit Name	Student Pack	Assessment Pack
BSBSUS201	Participate in environmentally sustainable work practices	Yes/ No	Yes / No
BSBWHS201	Contribute to health and safety of self and others	Yes/ No	Yes / No
SHBHBAS001	Provide shampoo and basin services	Yes/ No	Yes / No
SHBHBAS002	Provide head, neck and shoulder massages for relaxation	Yes/ No	Yes / No
SHBHCLS001	Apply hair colour products	Yes/ No	Yes / No
SHBHCLS002	Colour and lighten hair	Yes/ No	Yes / No
SHBHCLS003	Provide full and partial head highlighting treatments	Yes/ No	Yes / No
SHBHCLS004	Neutralise unwanted colours and tones	Yes/ No	Yes / No
SHBHCLS005	Provide on scalp full head and retouch bleach treatments	Yes/ No	Yes / No
SHBHDES001	Dry hair to shape	Yes/ No	Yes / No
SHBHDES002	Braid hair	Yes/ No	Yes / No
SHBHDES003	Create finished hair designs	Yes/ No	Yes / No
SHBHIND001	Maintain and organise tools, equipment and work areas	Yes/ No	Yes / No
SHBHIND002	Research and use hairdressing industry information	Yes/ No	Yes / No
SHBHIND003	Develop and expand a client base	Yes/ No	Yes / No

HAIRDRESSING CONT.			
Unit Code	Unit Name	Student Pack	Assessment Pack
SHBHTRI001	Identify and treat hair and scalp conditions	Yes/ No	Yes / No
SHBXCCS001	Conduct Salon Financial Transactions	Yes/ No	Yes / No
SHBXCCS002	Provide salon services to clients	Yes/ No	Yes / No
SHBXCCS003	Greet and prepare clients for salon services	Yes/ No	Yes / No
SHBXCCS004	Recommend products and services	Yes/ No	Yes / No
SHBXIND001	Comply with organisational requirements within Personal Services	Yes/ No	Yes / No
SHBXIND002	Communicate as part of a salon team	Yes/ No	Yes / No
SHBXWHS001	Apply safe hygiene, health and work practices	Yes/ No	Yes / No
SIRRINV001	Receive and handle retail stock	Yes/ No	Yes / No
SIRRMER001	Produce visual merchandise displays	Yes/ No	Yes / No
SIRXSLS001	Sell to the retail customer	Yes/ No	Yes / No

This concludes the 2020 Skin Deep Learning Continuous Improvement Report.
Please feel free to send any thoughts, comments or feedback on the SDL system to admin@skindeeplearning.com.