

# SIHHCCS201A Matrix Map

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## ELEMENTS AND PERFORMANCE CRITERIA

Element	Performance Criteria	Task / Question Map
<i>Element</i>	<i>Performance Criteria</i>	
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>	
1. Welcome arriving clients.	1.1. Welcome arriving client promptly, warmly and by name, according to salon procedures.	Welcoming arriving clients: Q1 Q2 Focusing on clients: Q3 Q4 Q6 Making client comfortable: Q1 Q3 Q7 Seat and prepare client for service video response: Q1 Q2 Q3 Q4 Workplace Task: Greet and welcome client appropriately
	1.2. Focus attention completely on the client.	Welcoming arriving clients: Q1 Q2 Focusing on clients: Q2 Q3 Q4 Q5 Q6 Making client comfortable: Q3 Q7 Seat and prepare client for service video response: Q2 Q3 Q4 Workplace Task: Direct client to service area in a safe manner
	1.3. Indicate to client how long before the booked service will begin.	Welcoming arriving clients: Q1 Focusing on clients: Q1 Q4 Q5 Q6 Seat and prepare client for service video response: Q2 Q3

	1.4. Make waiting client comfortable and offer beverages and reading material, according to salon procedures.	<p>Welcoming arriving clients: Q1 Q2</p> <p>Making client comfortable: Q1 Q2 Q3 Q7</p> <p>Seat and prepare client for service: Q1</p> <p>Seat and prepare client for service video response: Q2 Q3 Q4</p> <p>Workplace Task: Check client is comfortable and offer additional beverages and reading material</p>
	1.5. Notify senior operator of client's arrival.	<p>Welcoming arriving clients: Q1 Q2</p> <p>Making client comfortable: Q7</p> <p>Seat and prepare client for service video response: Q2 Q3 Q4</p> <p>Workplace Task: Inform senior stylist of clients arrival</p>
2. Prepare clients for senior operators.	2.1. Show client to relevant service area and ensure the client is safely and comfortably seated.	<p>Seat and prepare client for service: Q1 Q2</p> <p>Seat and prepare client for service video response: Q2 Q3 Q4</p> <p>Workplace Task: Identify the service procedures of the salon</p> <p>Workplace Task: Identify the service areas of the salon</p> <p>Workplace Task: Direct client to service area in a safe manner</p>
	2.2. Indicate that senior operator will consult with client prior to service where relevant according to salon procedures.	<p>Welcoming arriving clients: Q2</p> <p>Focusing on clients: Q6</p> <p>Seat and prepare client for service: Q2</p> <p>Seat and prepare client for service video response: Q3 Q4</p> <p>Workplace Task: Inform client that senior stylist will provide consultation</p>
	2.3. Confirm service to be provided with senior operator where relevant.	<p>Welcoming arriving clients: Q2 Q3</p> <p>Focusing on clients: Q6</p> <p>Making client comfortable: Q4 Q5 Q6</p> <p>Seat and prepare client for service: Q2</p> <p>Seat and prepare client for service video response: Q2 Q4</p> <p>Workplace Task: Inform senior stylist of clients arrival</p>
	2.4. Select and apply a clean gown or wrap and towels of suitable size for client, according to the planned service and salon procedures.	<p>Seat and prepare client for service: Q3</p> <p>Seat and prepare client for service video response: Q3 Q4</p> <p>Workplace Task: Cape client in preparation for service</p>

	<p>2.5. Check that client is comfortable and offer additional beverages and reading material.</p>	<p>Seat and prepare client for service: Q3 Q4                  Seat and prepare client for service video response: Q2 Q4                  Workplace Task: Check client is comfortable and offer additional beverages and reading material</p>

## REQUIRED SKILLS

Required Skill	Task / Question Map
<i>interpersonal skills to interact with clients</i>	<p><i>Welcoming arriving clients: Q1</i></p> <p><i>Focusing on clients: Q2</i></p> <p><i>Workplace Task: Inform client that senior stylist will provide consultation</i></p> <p><i>Workplace Task: Greet and welcome client appropriately</i></p> <p><i>Workplace Task: Check client is comfortable and offer additional beverages and reading material</i></p> <p><i>Workplace Task: Gain feedback from client</i></p>
<i>communication skills to seek direction and advice from senior operators</i>	<p><i>Welcoming arriving clients: Q1</i></p> <p><i>Focusing on clients: Q2</i></p> <p><i>Making client comfortable: Q2 Q3</i></p> <p><i>Workplace Task: Interpret and follow verbal instructions from senior operators</i></p>
<i>technical skills to:</i>	
<i>prepare clients for a range of services</i>	<p><i>Making client comfortable: Q3</i></p> <p><i>Workplace Task: Direct client to service area in a safe manner</i></p>
<i>prepare and serve beverages to clients</i>	<p><i>Making client comfortable: Q3</i></p> <p><i>Workplace Task: Check client is comfortable and offer additional beverages and reading material</i></p>
<i>literacy skills to interpret salon procedures</i>	<i>Workplace Task: Interpret and follow verbal instructions from senior operators</i>

## REQUIRED KNOWLEDGE

Required Knowledge	Task / Question Map
<i>range of hairdressing services offered by the salon</i>	<i>Workplace Task: Identify the service procedures of the salon</i> <i>Workplace Task: Identify the service areas of the salon</i>
<i>salon procedures, such as:</i>	
<i>meeting and greeting clients</i>	<i>Welcoming arriving clients: Q1</i> <i>Focusing on clients: Q1 Q2</i> <i>Seat and prepare client for service video response: Q3 Q4</i> <i>Workplace Task: Greet and welcome client appropriately</i>
<i>preparing clients for salon services, including:</i>	
<i>client consultation</i>	<i>Welcoming arriving clients: Q1</i> <i>Seat and prepare client for service video response: Q3 Q4</i> <i>Workplace Task: Prepare client for salon services including: Cut, Color, design, lightening, chemical reformation and scalp treatments</i>
<i>hair and scalp treatments</i>	<i>Workplace Task: Prepare client for salon services including: Cut, Color, design, lightening, chemical reformation and scalp treatments</i>
<i>haircutting</i>	<i>Workplace Task: Prepare client for salon services including: Cut, Color, design, lightening, chemical reformation and scalp treatments</i>
<i>hair design</i>	<i>Workplace Task: Prepare client for salon services including: Cut, Color, design, lightening, chemical reformation and scalp treatments</i>
<i>hair colouring</i>	<i>Workplace Task: Prepare client for salon services including: Cut, Color, design, lightening, chemical reformation and scalp treatments</i>
<i>hair lightening</i>	<i>Workplace Task: Prepare client for salon services including: Cut, Color, design, lightening, chemical reformation and scalp treatments</i>
<i>chemical reformation services</i>	<i>Workplace Task: Prepare client for salon services including: Cut, Color, design, lightening, chemical reformation and scalp treatments</i>
<i>straightening and relaxing services</i>	<i>Workplace Task: Prepare client for salon services including: Cut, Color, design, lightening, chemical reformation and scalp treatments</i>

## CRITICAL ASPECTS

Critical Aspects	Task / Question Map
Assessment must ensure access to:	
<i>a salon or a simulated salon environment that includes a range of work situations such as client interruptions and involvement in other related activities normally expected in the salon</i>	
a fully equipped salon which includes as a minimum:	
<i>a fully functional client reception area</i>	
fully equipped work stations suitable for the services offered which may include:	
<i>shampoo</i>	
<i>hair and scalp treatments</i>	
<i>haircutting</i>	
<i>hair design</i>	
<i>hair colouring</i>	
<i>hair lightening</i>	
<i>reformation</i>	
<i>straightening and relaxing services</i>	
<i>a supply of clean towels</i>	
<i>a supply of clean client gowns or wraps</i>	
<i>relevant documentation, such as salon health and safety procedures</i>	
<i>a range of clients for a variety of hairdressing services</i>	
<i>a senior operator for each service.</i>	
<i>For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.</i>	

## RANGE STATEMENTS

Range Statements		Task / Question Map
<i>Salon procedures may include:</i>	<i>client greeting procedures</i>	
	<i>offering hospitality</i>	
	<i>pre-service consultation by a senior operator</i>	
	<i>client preparation for different salon services.</i>	
<i>Service may include:</i>	<i>shampoo</i>	
	<i>hair and scalp treatments</i>	
	<i>haircutting</i>	
	<i>hair design</i>	
	<i>hair colouring</i>	
	<i>hair lightening</i>	
	<i>reformation services</i>	
	<i>straightening and relaxing services.</i>	
<i>Beverages may include:</i>	<i>water</i>	
	<i>tea</i>	
	<i>coffee</i>	
	<i>soft drinks.</i>	
<i>Service area may include:</i>	<i>colour and chemical services area</i>	
	<i>haircutting area</i>	
	<i>design area</i>	
	<i>basin services area.</i>	