Workplace Learning Record

VCE VET Hair And Beauty

SHB20121 Certificate II in Retail Cosmetics

**Student name:**

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East Melbourne VIC 3002

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Structured Workplace Learning Recognition

[VCE Structured Workplace Learning Recognition for VET](https://www.vcaa.vic.edu.au/curriculum/vce/vce-study-designs/SWLRforVET/Pages/Index.aspx) provides students with the opportunity to gain credit towards their VCE (including the VCE VM) or VPC by undertaking a Structured Workplace Learning (SWL) placement that is aligned to their VE1 VCE VET program or VE2 School-based Apprenticeship or Traineeship (SBAT).

To receive credit, students are required to demonstrate satisfactory achievement of the outcomes for the relevant unit of the *VCE Structured Workplace Learning Recognition for VET* study design.

Students must maintain a Workplace Learning Record (WLR) for each placement. In the WLR students must reflect on a minimum of six units of competency (UoCs) from their program, including a workplace health and safety (WHS) UoC.

About this workplace learning record

Students undertaking this study must maintain a Workplace Learning Record (WLR) related to the SWL placement for recording, authentication and assessment purposes.

Student reflections on their SWL placement are to be recorded in the three sections of this WLR to document the skills and knowledge learned, employability skills developed, and industry experience gained relating to the VET qualification being undertaken.

Students must undertake a work placement in a different workplace setting or context for each VCE unit and maintain a separate WLR per placement.

The WLR is divided into three sections.

**Section 1**: Learner profile

**Section 2**: Learning about VET units of competency (UoCs) in the workplace

**Section 3**: Post-placement reflections

Please complete the details of your workplace.

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

Section 1: Learner profile

Complete the learner profile and discuss this with your host employer on or before your first day of SWL placement.

|  |  |
| --- | --- |
| **Student Name** |  |
| **School**  |  |
| **Phone number** |  |
| **Email** |  |
| **Explain why you decided to undertake this VET certificate?** |
|  |
| **List the other studies that you are undertaking.** |
|  |
| **Explain why you have chosen this overall program.**  |
|  |
| **Outline what interests you about the industry.** |
|  |
| **What is your planned career path or future career aspiration?**  |
|  |
| **Describe any workplace skills you have developed through previous work experience, SWL or part time employment.** |
|  |
| **How have you developed these skills?**  |
|  |

Section 2: Learning about VET units of competency in the workplace

This section of the WLR will contain three key questions per unit of competency (UoC) designed to draw out related experiences you may be exposed to in a workplace.

This does not cover all the elements or performance criteria within the units and is not designed as a UoC assessment tool.

You should comment on the UoCs you have experienced in the workplace and reflect on actual observations or activities that you have been exposed to. Your observations will:

* reinforce the training you have undertaken
* identify differences in practice or equipment
* identify areas requiring further training or practical experience.

You are encouraged to take photos and/or video where appropriate to showcase learning in the workplace. Evidence you collect can include:

* observations
* descriptions of activities and tasks
* conversations with employers and other staff
* participation in meetings
* workplace documents
* research in the workplace
* photos of equipment/processes/events
* video of workplace activities.

**Note**: please speak to your host employer before taking photos or video. Do not use the names or details of any clients/stakeholders external to the organisation/other. This record does not require identifying actual people or events, as this may breach confidentiality.

Program outline

SHB20121 Certificate II in Retail Cosmetics

The compulsory UoCs and a selection of electives are listed in the table below. You may list any additional UoC(s) relating to your experiences in the workplace in the table. Indicate the year in which you are undertaking each UoC. You must reflect on a minimum of six UoCs from your program, including a workplace health and safety (WHS) UoC.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| UoC code | UoC title | Nominal hours | Year | Page |
| **Work, Health and Safety** |
| SHBXWHS003 | Apply safe hygiene, health and work practices | 40 |  | 9 |
| **Compulsory** |
| SHBBCCS004 | Demonstrate retail skin care products | 25 |  | 10 |
| SHBBCCS005 | Advise on beauty products and services | 30 |  | 11 |
| SHBBMUP009 | Design and apply make-up | 45 |  | 12 |
| SHBXCCS007 | Conduct salon financial transactions | 25 |  | 13 |
| SHBXIND003 | Comply with organisational requirements within a personal services environment | 45 |  | 14 |
| SHBXIND005 | Communicate as part of a salon team | 30 |  | 15 |
| SIRXIND003 | Organise personal work requirements | 20 |  | 16 |
| SIRXOSM002 | Maintain ethical and professional standards when using social media and online platforms | 50 |  | 17 |
| **Elective** |
| BSBSUS211 | Participate in sustainable work practices | 20 |  | 18 |
| HLTAID011 | Provide First Aid | 18 |  | 19 |
| SHBBFAS004 | Provide lash and brow services | 30 |  | 20 |
| SHBBINF002 | Maintain infection control standards | 75 |  | 21 |
| SHBBRES003 | Research and apply beauty industry information | 20 |  | 22 |
| SHBXCCS009 | Greet and prepare clients for salon services | 10 |  | 23 |
| SIRRMER001 | Produce visual merchandise displays | 35 |  | 24 |
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Reflect on the UoCs you have experienced in the workplace on the following pages.

VCE VET units of competency

SHBXWHS003 - Apply safe hygiene, health and work practices

This unit describes the performance outcomes, skills and knowledge required to follow safe practices to minimise risks to self, client and colleagues in a salon environment.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| In the day-to-day work functions in the salon, what infection control procedures did you use or observe? |  |
| Briefly outline the workplace procedure for effective decontamination of reusable equipment. |  |
| List three ways the workplace maintained a clean and healthy work environment |  |

SHBBCCS004 - Demonstrate retail skin care products

The unit applies to all persons who may be required to provide a first aid response in a range of situations, including community and workplace settings.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| List three appropriate questions to ask a customer prior to commencing a product demonstration |  |
| Why is it important to provide clear product application advice during each demonstration? |  |
| How do you keep uptodate with product and treatment knowledge? |  |

SHBBCCS005 - Advise on beauty products and services

This unit describes the performance outcomes, skills and knowledge required to advise clients on a range of professional beauty products and services.

It requires the ability to investigate products and services, interpret information, identify client beauty needs and explain available beauty products and services.

This unit applies to workers in nail, make-up, and beauty salons. In these environments, they work in a team but have responsibility for maintaining their own product and treatment knowledge.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you develop your knowledge about the product and service range at the workplace? |  |
| Describe one product and one service available in the workplace and decribe the features and benefits of the product and service. |  |
| What was the process for booking client appointments in the workplace? |  |

SHBBMUP009 - Design and apply make-up

This unit describes the performance outcomes, skills and knowledge required to apply facial make-up products for day, evening or special occasions.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What health and hygiene regulations and requirements are important when applying make-up? |  |
| Describe two mak-up plans you observed or prepared in the workplace. |  |
| How did the workplace seek client feedback on a make-up plan? |  |

SHBXCCS007 - Conduct salon financial transactions

This unit describes the performance outcomes, skills and knowledge required to conduct financial transactions for the sale of products and services within a personal services environment.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Name three financial transactions observde or completed in your workplace? |  |
| Name two documents that are relevant at the point-of-sale? |  |
| In your workplace what was the process to report discrepancies in financial transactions? |  |

SHBXIND003 - Comply with organisational requirements within a personal services environment

This unit describes the performance outcomes, skills and knowledge required to work in a personal services environment by integrating knowledge of workplace rights and responsibilities and organisational policies and procedures, and by using effective team and individual work practices to plan and organise daily work activities.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Name two employment rights and responsibilities, learned at the workplace. |  |
| Describe how roles and responsibiliteis of colleagues were communicated in the workplace? |  |
| Name two teamwork tasks/activities that you were involved in. |  |

SHBXIND005 - Communicate as part of a salon team

This unit describes the performance outcomes, skills and knowledge required to work as part of a team in a salon or retail cosmetics environment. It requires the ability to communicate with colleagues and senior staff and actively participate in a teamwork environment.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Explain the importance of clear communication when working in a team. |  |
| What experience did you in the workplace participating in teams? |  |
| Describe two issues discussed at a team meeting. |  |

SIRXIND003 - Organise personal work requirements

This unit describes the performance outcomes, skills and knowledge required to organise and prioritise individual work requirements. It requires the ability to identify tasks for completion, complete tasks according to workplace requirements and respond to changes in personal work requirements.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Name two workplace organisational procedures relating to responding to telephone enquiries in the workplace? |  |
| How did you know that your work tasks were performed within specific timelines and met the workplace quality standards? |  |
| Identify two techniques you used to manage your workplace task requirements. What did you do if these changed? |  |

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

This unit describes the performance outcomes, skills and knowledge required to source information on, and work according to, a range of ethical and professional standards when using social media and online platforms for business purposes.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Why is it important for an organisation to develop and maintain a code of conduct for staff’s online activities? |  |
| Name the technology and software that was available in the workplace. |  |
| How does the organisation deal with customer compliants and conflict? |  |

BSBSUS211 - Participate in sustainable work practices

This unit describes the skills and knowledge required to measure, support and find opportunities to improve the sustainability of work practices.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What environmentally sustainable practices did the workplace use to minimise waste? |  |
| Name two items that could be recycled, re-used or re-purposed in the workplace? |  |
| In the workplace what sustainable practices were in place. |  |

HLTAID011 - Provide First Aid

This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What information was included in your induction on emergency situations in the workplace? |  |
| What was your role in case of an emergency? |  |
| Who was the designated First Aid Officer for the workplace and what was the first aid procedure in case of an injury or illness? |  |

SHBBFAS004 - Provide lash and brow services

This unit describes the performance outcomes, skills and knowledge required to provide lash and brow services that include shaping and colouring.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe the workplace requirements for preparing the treatment area. |  |
| What information did you collect from the client prior to a lash and brow service? |  |
| In the workplace how were treatment plans and records stored? |  |

SHBBINF002 - Maintain infection control standards

This unit describes the performance outcomes, skills and knowledge required to maintain infection control during skin penetration treatments and to review clinic compliance with the applicable state or territory and local council requirements.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you find out about the infection control regulations and guidelines in your workplace? |  |
| What PPE was required in the workplace? |  |
| Describe specific workplace procedures you undertook or observed relating to sterilisation of equipment |  |

SHBBRES003 - Research and apply beauty industry information

This unit describes the performance outcomes, skills and knowledge required to access information and update knowledge of the beauty industry and relevant industry legislation.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Name three sources of information available at your workplace about the beauty industry. |  |
| Name three current issues of concern in the beauty industry. |  |
| Name three career pathways that are available in the beauty industry? |  |

SHBXCCS009 - Greet and prepare clients for salon services

This unit describes the performance outcomes, skills and knowledge required to meet, greet and prepare clients for a range of beauty treatments, hairdressing or barbering services.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Briefly describe how you welcomed arriving clients. |  |
| What salon booking system did you use at the workplace? What was a key feature of the booking system? |  |
| What experience did you have in dealing with the late arrival of clients? |  |

SIRRMER001 - Produce visual merchandise displays

This unit describes the performance outcomes, skills and knowledge required to display retail merchandise. It requires the ability to prepare, produce and maintain merchandise displays in accordance with visual merchandising requirements.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What PPE was appropriate for handling merchandise |  |
| In the workplace how was merchandise and equipment stored? |  |
| What promotion or merchandise displays did you help with or observe in the workplace? |  |

Comments/observations on any other UoCs not listed

|  |  |
| --- | --- |
| UoCs | Comments/observations |
|  |  |

Section 3: Student post-placement reflection

Employability skills are a set of eight skills we use every day in the workplace.

1. Communication
2. Teamwork
3. Problem solving
4. Self-management
5. Planning and organising
6. Technology
7. Learning
8. Initiative and enterprise

When you are on work placement, you will be using employability skills in many ways.

This record will assist you when applying for jobs and in interviews. The skills you are developing may be transferred to a range of occupations.

In Section 3, identify the employability skills you have used and how you have demonstrated them in the workplace. Identify how the skills you have acquired and used during your 80 hours of SWL might assist you in the future.

List of employability skills

How did you demonstrate **communication skills**? For example, by listening and understanding, speaking clearly and directly, or reading and writing.

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| --- |
|  |

How did you demonstrate **teamwork**? For example, by working as part of a team or sharing ideas and resources with co-workers.

|  |
| --- |
|  |

How did you demonstrate **problem solving**? For example, by identifying problems or developing solutions to workplace issues.

|  |
| --- |
|  |

How did you demonstrate **self-management**? For example, by taking responsibility, managing time and tasks effectively, monitoring your own performance or having the ability to work unsupervised.

|  |
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|  |

How did you demonstrate **planning and organising**? For example, by time management, setting priorities, making decisions, setting goals, collecting, or analysing and organising information.

|  |
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|  |

How did you demonstrate the use of **technology**? For example, by being prepared to use a range of technology systems, IT skills (typing or data entry), or being able to learn new skills from the technology used in this industry.

|  |
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|  |

How did you demonstrate **learning**? For example, by being willing to learn new things, being open to new ideas or adapting to change.

|  |
| --- |
|  |

How did you demonstrate **initiative and enterprise**? For example, being creative, adapting to new situations, turning ideas into actions, coming up with a variety of options.

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| --- |
|  |

Summary of industry learning

At the conclusion of your SWL for this VET qualification, think about the experiences you have had in the workplace, your reflection of learning against the UoCs and the employability skills you have developed.

How will these learnings assist you in your pathway to employment or further training in this industry?

|  |
| --- |
|  |

Student declaration

I confirm that I have undertaken work placement with:

|  |  |  |
| --- | --- | --- |
| **Employer/Company/Business name** | **Dates of placement** | **Total hours of placement** |
|  |  |  |
|  |  |  |
|  |  |  |
| **TOTAL** |  |  |

I have completed the reflections and evidence submitted in this WLR and they are from my own experiences.

**Signed** (Student)

**Name**

**Date**