Workplace Learning Record

VCE VET Hair And Beauty

SHB20216 Certificate II in Salon Assistant

**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** |  |

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

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| --- | --- |
| **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

SHB20216 Certificate II in Salon Assistant

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** |
| BSBWHS201 | Contribute to health and safety of self and others | 20 |  | 9 |
| **Compulsory** |
| SHBHBAS001 | Provide shampoo and basin services | 40 |  | 10 |
| SHBHDES001 | Dry hair to shape | 40 |  | 11 |
| SHBHIND001 | Maintain and organise tools, equipment and work areas | 20 |  | 12 |
| SHBXCCS001 | Conduct salon financial transactions | 25 |  | 13 |
| SHBXCCS003 | Greet and prepare clients for salon services | 10 |  | 14 |
| SHBXIND001 | Comply with organisational requirements within a personal services environment | 45 |  | 15 |
| SHBXIND002 | Communicate as part of a salon team | 30 |  | 16 |
| **Elective** |
| SHBHCLS001 | Apply hair colour products | 30 |  | 17 |
| SHBHIND002 | Research and use hairdressing industry information | 15 |  | 18 |
| SHBXCCS004 | Recommend products and services | 20 |  | 19 |
| SIRRMER001 | Produce visual merchandise displays | 35 |  | 20 |
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Reflect on the UoCs you have experienced in the workplace on the following pages.

VCE VET units of competency

BSBWHS201 - Contribute to health and safety of self and others

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. |  |
| How did your workplace maintain a clean and healthy work environment? |  |

SHBHBAS001 - Provide shampoo and basin services

This unit describes the performance outcomes, skills and knowledge required to complete a range of hair services provided at the basin area including pre-service shampoos and treatments, and post treatment removal of residual colour and lightening products.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Briefly describe the health, safety and hygiene procedures for preparing a client for basin services. |  |
| How did you find out about the workplace procedure for removal of foils and colour product from hair? |  |
| What methods did you observe/use in the workplace to minimise product wastage? |  |

SHBHDES001 - Dry hair to shape

This unit describes the performance outcomes, skills and knowledge required to use a variety of styling tools to dry hair to shape after services are completed by hairdressers or barbers in the salon team.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What styling and finishing products did you use in the workplace? |  |
| What drying techniques did you use in the workplace? |  |
| What are some of the common WHS matters regarding safe use of electrical hair drying equipment that occur in the workplace? |  |

SHBHIND001 - Maintain and organise tools, equipment and work areas

This unit describes the performance outcomes, skills and knowledge required to maintain, organise and clean tools, equipment and work areas to ensure a clean and tidy client environment and the hygienic and safe provision of hair services.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe the infection control procedure to maintain, clean and disinfect scissors and combs. |  |
| Briefly outline the importance of setting up a safe hairdressing workstation area. |  |
| What specific work practices did you use to dispose of sharps, general and hazardous waste? |  |

SHBXCCS001 - 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 |
| What secure payment handling procedures did you operate or observe in your workplace? |  |
| Describe the process for balancing the end of shift or daily takings in the workplace. |  |
| In your workplace what was the process used to report discrepancies in financial transactions? |  |

SHBXCCS003 - 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? |  |

SHBXIND001 - 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 |
| What did you learn about employment rights and responsibilities, whilst at the workplace? |  |
| Describe three key areas you learned about in the workplace policy and procedures manual. |  |
| What teamwork tasks/activities were you involved in? |  |

SHBXIND002 - 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 team work environment.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Using an example, explain the importance of clear communication with team members. |  |
| What experience did you have participating in teams? |  |
| What are your strengths and weaknesses in the way you communicate in the workplace? |  |

SHBHCLS001 - Apply hair colour products

This unit describes the performance outcomes, skills and knowledge required to apply a limited range of hair colour products including semi, demi and permanent products for full and re-growth services.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe a situation where you prepared equipment according to colour application methods. |  |
| What was the workplace practice for client comfort and safety during a colour service? |  |
| What workplace health and safety procedures did you use to avoid inhalation of fumes during product mixing? |  |

SHBHIND002 - Research and use hairdressing industry information

This unit describes the performance outcomes, skills and knowledge required to identify appropriate information sources and to research, develop and maintain knowledge which underpins effective performance of all hairdressing or barbering sales and service activities.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What sources of information were available in your workplace about the hairdressing industry? |  |
| What are three ethical industry practices used or observed in the day-to-day work activities? |  |
| What are common ways you can monitor current industry developments and issues? |  |

SHBXCCS004 - Recommend products and services

This unit describes the performance outcomes, skills and knowledge required to develop and update knowledge of the organisation’s product and service range and to recommend products and services suited to customer needs.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you access current accurate information about the range of products and services in the workplace? |  |
| In your observation, how did staff develop and maintain their product knowledge? |  |
| Describe a situation where you recommended a product or service to a client. |  |

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 was the workplace procedure for product labelling and pricing? |  |
| Why is it important to follow merchandising display guidelines? |  |
| What specific 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.

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

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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.

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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?

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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**