Workplace Learning Record

VCE VET Hair And Beauty

SHB30121 Certificate III in Beauty Services

**Student name:**

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Level 7, 200 Victoria Pde  
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

SHB30121 Certificate III in Beauty Services

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 |  | 10 |
| **Compulsory** | | | | |
| SHBBBOS007 | Apply cosmetic tanning products | 20 |  | 11 |
| SHBBCCS005 | Advise on beauty products and services | 30 |  | 12 |
| SHBBFAS004 | Provide lash and brow services | 30 |  | 13 |
| SHBBHRS010 | Provide waxing services | 100 |  | 14 |
| SHBBMUP009 | Design and apply make-up | 45 |  | 15 |
| SHBBNLS007 | Provide manicure and pedicare services | 60 |  | 16 |
| SHBBNLS011 | Use electric file equipment for nail services | 30 |  | 17 |
| SHBBRES003 | Research and apply beauty industry information | 20 |  | 18 |
| SHBXCCS007 | Conduct salon financial transactions | 25 |  | 19 |
| SHBXCCS008 | Provide salon services to clients | 30 |  | 20 |
| SHBXIND003 | Comply with organisational requirements within a personal services environment | 45 |  | 21 |
| SIRXOSM002 | Maintain ethical and professional standards when using social media and online platforms | 50 |  | 22 |
| SIRXSLS001 | Sell to the retail customer | 20 |  | 23 |
| **Elective** | | | | |
| SHBBINF002 | Maintain infection control standards | 75 |  | 24 |
| SHBBMUP008 | Apply eyelash extensions | 40 |  | 25 |
| SHBBMUP010 | Design and apply make-up for photography | 30 |  | 26 |
| SHBBMUP011 | Design and apply remedial camouflage make-up | 35 |  | 27 |
| SHBXCCS005 | Maintain health and wellbeing in a personal services setting | 40 |  | 28 |
| SHBXCCS009 | Greet and prepare clients for salon services | 10 |  | 29 |
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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 |  |

SHBBBOS007 - Apply cosmetic tanning products

This unit describes the performance outcomes, skills and knowledge required to select and apply cosmetic tanning products.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| In the workplace how did you maintain client records to record contraindications (e.g. where a particular product should not be used on the client)? |  |
| How did you select a suitable colour choice for client skin and type? |  |
| How did you learn about the workplace ingredients of tanning products, exfoliators and moisturisers and their effects on skin? |  |

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.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you develop your knowledge of the workplace product and service range and prices? |  |
| What legal requirements relating to providing advice and sale of beauty products did you observe or learn? |  |
| What steps did you use to prepare a client for a product demonstration? |  |

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? |  |
| What process did you use to evaluate a client’s treatment plan? |  |

SHBBHRS010 - Provide waxing services

This unit describes the performance outcomes, skills and knowledge required to provide waxing services to remove unwanted facial and body hair.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Briefly describe the factors that may restrict a client treatment plan. |  |
| How did you or others ensure there was minimum risk of injury to self and client throughout the waxing service? |  |
| What experience did you have in monitoring client reactions and responses during the waxing service? |  |

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 were the workplace requirements for preparing the service area, equipment and yourself? |  |
| What experience did you have designing a make-up plan? |  |
| How did you seek client feedback on a make-up plan? |  |

SHBBNLS007 - Provide manicure and pedicare services

This unit describes the performance outcomes, skills and knowledge required to provide services and advice to clients requiring hand, foot and nail care.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you access a client treatment plan and how was the treatment plan reviewed? |  |
| What practices did you use in the workplace to use energy, water, products and other resources efficiently during the treatment process? |  |
| Describe two manicure and pedicure treatments that you provided for clients. |  |

SHBBNLS011 - Use electric file equipment for nail services

This unit describes the performance outcomes, skills and knowledge required to use electric file equipment in conjunction with artificial nail applications.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What was the requirement in the workplace for preparing the treatment area and equipment? |  |
| What experience did you have using the electric file equipment? |  |
| Name three contraindications that prevent use of the electric file. |  |

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

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 |
| 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? |  |

SHBXCCS008 - Provide salon services to clients

This unit describes the performance outcomes, skills and knowledge required to provide a complete customer salon service experience.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What was the workplace practice for recording client information? |  |
| What procedures did you observe in the workplace for responding to client complaints? |  |
| What procedure did you use to schedule and confirm appointments with clients? |  |

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 |
| What did you learn about employment rights and responsibilities, whilst at the workplace? |  |
| Describe three key areas you learned about relating to workplace policy and procedures.  Where was this information found? |  |
| What teamwork tasks/activities were you involved in? |  |

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? |  |
| List three benefits for a business to maintain a professional and consistent online presence. |  |
| How may communicating with customers in a timely, professional and positive manner enhance organisational reputation? |  |

SIRXSLS001 - Sell to the retail customer

This unit describes the performance outcomes, skills and knowledge required to deliver quality customer service and sell to retail customers.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you interact with customers and what were the types of communication that you used to initiate a sale? |  |
| What were three techniques used by staff to close a sale or recommend certain products? |  |
| How did the business promote customer loyalty and repeat sales? |  |

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 |
| What was the process for sterislising equipment in the workplace? |  |
| In the workplace what infection control risks did you observe? |  |
| What PPE was used to suppport infection control and infection transmission? |  |

SHBBMUP008 - Apply eyelash extensions

This unit describes the performance outcomes, skills and knowledge required to apply eyelash extensions for added length and thickness of natural lashes to meet client needs.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What was the workplace procedure for patch testing prior to application of eyelash extensions? |  |
| Why is it important to record and maintain client treatment plans for each eyelash extension treatment? |  |
| What are the advantages of using different tweezers during the eyelash extension treatment? |  |

SHBBMUP010 - Design and apply make-up for photography

This unit describes the performance outcomes, skills and knowledge required to design and apply make-up for photographic shoots in natural and artificial light.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Why is it important to design and record make-up plans for clients?  What details did you record in the make-up plan at the workplace? |  |
| Briefly outline two photographic make-up principles used during a photographic make-up service. |  |
| What specific workplace requirements did you observe relating to equipment and product use and maintenance? |  |

SHBBMUP011 - Design and apply remedial camouflage make-up

This unit describes the performance outcomes, skills and knowledge required to apply specialised make-up products to disguise skin imperfections on the face and body.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How were camouflage make-up plans recorded for clients, in the workplace? |  |
| What factors did you consider when applying remedial camouflage make-up? |  |
| In the workplace how did you manage product quantities to avoid waste of consumables? |  |

SHBXCCS005 - Maintain health and wellbeing in a personal services setting

This unit describes the performance outcomes, skills and knowledge required to maintain personal health and wellbeing by implementing techniques that facilitate improved workplace health and wellbeing, and work-life balance.

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| --- | --- |
| Respond to the following | Comments/observations |
| Name three sources of stress in the workplace. |  |
| What strategies can be used to maintain a positive work-life balance? |  |
| What sources of support or referral did the workplace provide to clients with health and/or wellbeing concerns? |  |

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.

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| --- | --- |
| 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? |  |

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**