

# Workplace Learning Record

VCE VET Hair and Beauty



**SHB20116 Certificate II in Retail Cosmetics**

Student name: \_\_\_\_\_

## Modification history

Version	Status	Release Date	Comments
1.0	Current	August 2019	Original document with minor updates

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## SWL Recognition

Structured Workplace Learning (SWL) recognition provides you with the opportunity to gain credit into your VCE or VCAL for undertaking SWL that matches your VCE VET program.

To receive recognition and credit, you will be required to reflect on your experience in the workplace and how this relates to your VET course. Your reflections are to be recorded in the three sections of this Workplace Learning Record (WLR).

## About this workplace learning record

This WLR helps you gather evidence for assessment and is part of the requirement for obtaining SWL recognition.

To be eligible for one unit of credit towards your VCE or VCAL, you must:

- be enrolled in a minimum of 180 nominal hours of units of competency (UoCs) from the SHB20116 Certificate II in Retail Cosmetics
- undertake a minimum of 80 hours (equivalent to 10 days of work) in a beauty industry placement
- reflect on a minimum of six UoCs from your program including the WHS UoC (BSBWHS201 — see page 10).

# VCE VET Hair and Beauty

## SHB20116 Certificate II in Retail Cosmetics

The VCE VET Hair and Beauty program is drawn from a national training package and offers qualifications recognised throughout Australia.

These qualifications provide students with a broad range of knowledge and skills to pursue a career or further training in the hairdressing and beauty services industry.

SHB20116 Certificate II in Retail Cosmetics provides a pathway to work as a retail sales consultant in beauty or cosmetic products and services.

Possible job roles and career pathways include:

- beauty counter assistant
- retail hairdressing salon assistant
- department store assistant
- assistant cosmetics representative
- nail salon assistant.

# Workplace Learning Record

The WLR is divided into three sections.

**Section 1:** Learner profile

**Section 2:** Learning about VET 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 placement.

<b>Name</b>	
<b>School</b>	
<b>Contact information</b>	

Within your VCE/VCAL why did you undertake this VET course?

What VCE/VCAL subjects are you also undertaking?

Why have you chosen this overall VCE/VCAL program?

# Program outline

## SHB20116 Certificate II in Retail Cosmetics

UoCs included in this program are listed below. There are compulsory UoCs, along with a selection of electives. You can make a note of any UoC that relates to your experiences in the workplace. Indicate the year you are undertaking each UoC.

Unit code	Unit of Competency	Year	Page
<b>VCE VET Units 1–2</b>			
<b>Common Compulsory</b>			
SHBXCCS001	Conduct salon financial transactions		8
SHBXIND001	Comply with organisational requirements within a personal services environment		9
BSBWHS201	Contribute to health and safety of self and others		10
<b>Compulsory</b>			
SHBBCCS001	Advise on beauty products and services		11
SHBBMUP002	Design and apply make-up		12
SHBXCCS004	Recommend products and services		13
SHBXIND002	Communicate as part of a salon team		14
SIRRMER001	Produce visual merchandise displays		15
SIRXIND003	Organise personal work requirements		16
SIRXSLS001	Sell to the retail customer		17
<b>Electives</b>			
BSBSUS201	Participate in environmentally sustainable work practices		18
SHBBFAS001	Provide lash and brow services		19
SHBBMUP001	Apply eyelash extensions		20
SHBBMUP003	Design and apply make-up for photography		21
SHBBRES001	Research and apply beauty industry information		22

List any other UoCs you are undertaking and include comments regarding additional UoCs on page 23.

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.



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

This WLR contains three key questions per UoC designed to draw out related experiences you may be exposed to in a hair and beauty 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. This record does not require identifying actual people or events, as this may breach confidentiality.

# VCE VET units of competency

## 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.

<b>Respond to the following</b>	<b>Comments/observations</b>
<p>What secure payment handling procedures did you operate or observe in your workplace?</p>	
<p>Describe the process for balancing the end-of-shift or daily takings in the workplace.</p>	
<p>In your workplace what was the process used to report discrepancies in financial transactions?</p>	

## 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.

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

## BSBWHS201 Contribute to health and safety of self and others

This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes.

<b>Respond to the following</b>	<b>Comments/observations</b>
How did you learn about the WHS policies and procedures?	
Briefly outline the purpose of a workplace safety meeting, or a workplace consultative activity in which you participated.	
How did your workplace maintain a clean and healthy work environment?	

## SHBBCCS001 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.

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

## SHBBMUP002 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.

<b>Respond to the following</b>	<b>Comments/observations</b>
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?	

## SHBXCS004 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.

<b>Respond to the following</b>	<b>Comments/observations</b>
How did you access current accurate information about the range of products and services in this 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.	

## 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.

<b>Respond to the following</b>	<b>Comments/observations</b>
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?	



## 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.

<b>Respond to the following</b>	<b>Comments/observations</b>
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?	

## 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.

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

## SIRXSL001 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. It requires the ability to determine customer needs, match products and services to their needs, and facilitate a sale.

<b>Respond to the following</b>	<b>Comments/observations</b>
How did you clarify customer needs, wants and expectations?	
What strategies did you use to focus customers on specific products or services?	
In the workplace, what customer service procedures did you use to record or store information about customers?	

## BSBSUS201 Participate in environmentally sustainable work practices

This unit describes the skills and knowledge required to effectively measure current resource use and carry out improvements, including reducing the negative environmental impact of work practices.

<b>Respond to the following</b>	<b>Comments/observations</b>
What environmentally sustainable practices did the salon use in relation to water use and waste water disposal, energy use and solid waste?	
Identify items that the workplace can recycle and re-use.	
How were breaches or potential breaches of environmental regulations reported to the supervisor or manager?	

## SHBBFAS001 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.

<b>Respond to the following</b>	<b>Comments/observations</b>
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 treatment plan?	

## SHBBMUP001 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 a client's needs.

<b>Respond to the following</b>	<b>Comments/observations</b>
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?	

## SHBBMUP003 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.

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

## SHBBRES001 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.

<b>Respond to the following</b>	<b>Comments/observations</b>
What sources of information were available in your workplace about the beauty/retail 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?	



**Comments/observations on any other unit(s) of competency not listed**

Unit(s)	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. Team work
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 different 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. Assessment of SWL recognition is based on a discussion of each of the sections from this booklet with a school representative.

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

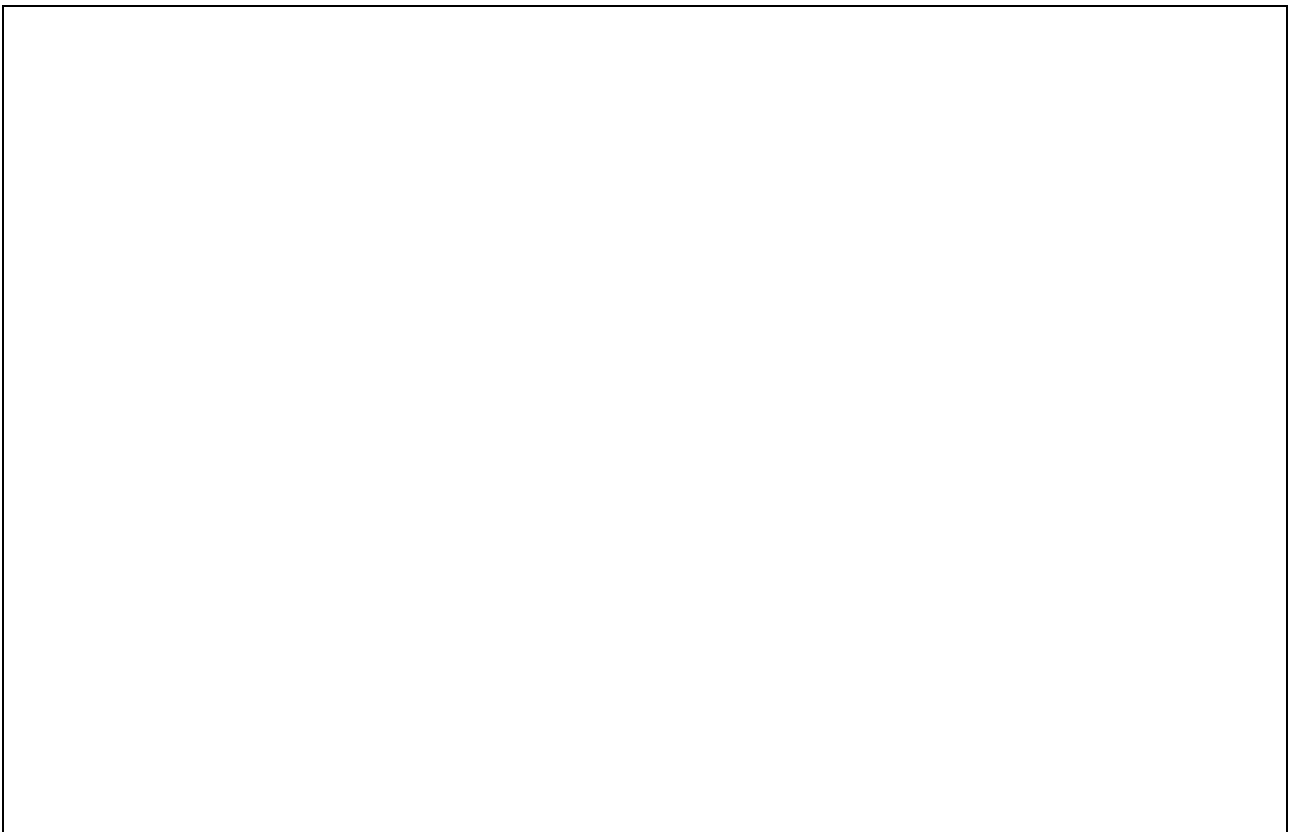
How did you demonstrate **communication skills**? For example, by listening and understanding, speaking clearly and directly or reading and writing.

How did you demonstrate **team work**? 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.



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

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.

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.

## 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	Total hours of placement
<b>TOTAL</b>	

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

**Signed** (Student) \_\_\_\_\_

**Name** (Block letters) \_\_\_\_\_

**Date** \_\_\_\_\_