

LITERACY PROFILE:

Hairdresser

- **Reading**
- **Writing**
- **Speaking and listening**
- **Numeracy**
- **Critical thinking**
- **Technology**

Reading tasks

"Read" implies that the person reads and understands.

Read signs and short texts

- Client booking (1)
- Signs & notices on notice board (1)
- Product labels (1)
- Photographs of hairstyles

Read charts, graphs and tables

- Appointment book or stylist log sheet (1)
- Weekly planner - on computer or in book (1)
- Product labels (1)
- Drawings / diagrams of hairstyles (1-2)

Read longer texts

- Client records or notes (1)
- List of products that have been sold to client before (1)
- Select correct services from lists on computer (1)
- Health & safety notices (1)

Read instructions

- Colour mixing & application instructions (1)
- Manufacturer's manual / instructions (1)

Read trade journals

- Hairdressing industry magazines (1-2)

Read training materials

for specific courses

- Handouts and product information provided by product trainer (2)

for qualification training

- Hairdressing text books e.g. Bendell
- Training materials supplied by providers

Read employment related documents (3)

- Leave forms
- Job descriptions
- Employment agreement
- Code of conduct
- Performance review forms
- Training agreements



Reading skills

Use common and industry abbreviations.

Use common and industry vocabulary.

Find out the meaning of unfamiliar words or phrases.

Follow written instructions (may include diagrams).

Predict what will be contained in a text.

Identify the main points from a page of text.

Make inferences based on what written material does not say.

Use key to find graphic material on maps, charts or tables.

Interpret information from graphical material e.g. tables, price lists, parts lists, maps.

Recognise the features of a range of texts e.g. client record card, manufacturers instructions.

Use a reference source e.g. index, manual, table.

Scan text / table / label to find specific piece of information.

Skim a text for "gist".

Read text thoroughly.

Summarise material read in own words.

Take notes from material read.

Report accurately on the information read.



Writing tasks

Write short notes

- Enter appointment details (1)
- Write a client appointment card (1)
- Acknowledge arrival by ticking book or entering on computer (1)
- To help remember details (1)
- To inform/remind others (2)

Complete forms and questionnaires independently

On job

- Write details of the service on the client record card (1)
- Enter details on to computer (1)

Employment related

- Time sheets
- Leave forms
- Employee details forms
- Sections of performance appraisal form

Write for training / learning purposes

- Training notes (2)
- Answers to assessment questions (2)
- Assignments (3)
- Tests (2)

Writing skills

Write simple correct text in appropriate places and in appropriate formats on job sheets and forms e.g.

- stay on the line
- use recognisable spelling and abbreviations
- use legible lettering.

Complete forms using numbers, single words, short sentences

- handwriting must be legible
- abbreviations can be used
- spelling must be understandable, but correct spelling not important
- grammar and punctuation must be used.

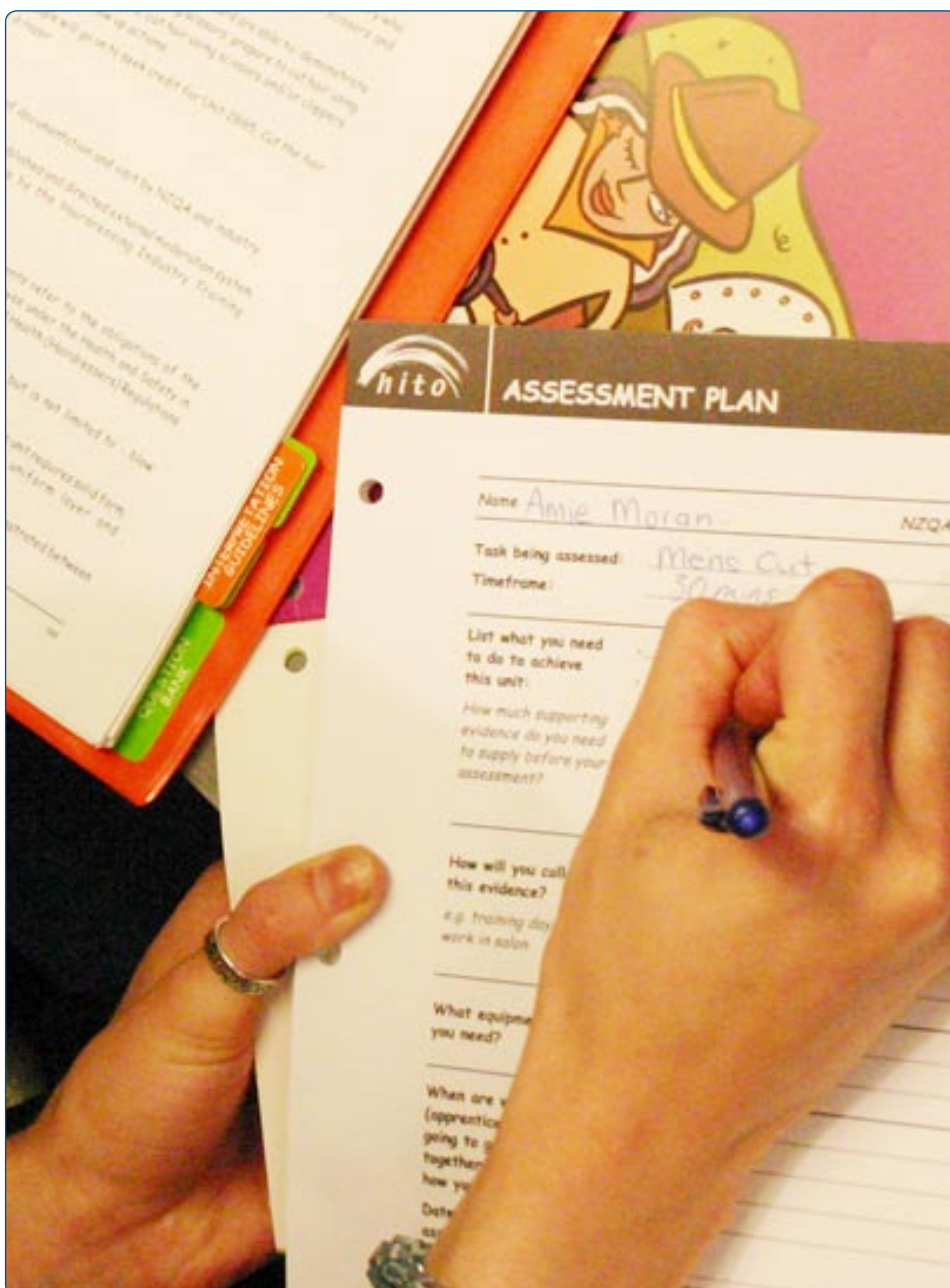
Take notes from material read (training).

Write short answers to assessment questions

- handwriting must be legible
- abbreviations can be used
- spelling must be correct
- grammar and punctuation must be understandable but do not need to be 100% correct.

Write assignments

- plan assignment writing (beginning, middle and end)
- write sentences and paragraphs
- use diagrams and sketches to help make a point.



Speaking and listening tasks

Communicate with clients

Making appointment

- Greet in friendly manner
- Listen to client request
- Ask questions to clarify appointment details (1)
- Repeat appointment details to confirm understanding (1)

Before the service

- Greet in friendly manner using appropriate body language (1)
- Ask name and direct client to seat; offer refreshments and listen to response (1)
- Advise client if their stylist is running behind time
- Build rapport by greeting, eye contact & smiling (1)
- Listen to client wishes (1)
- Give advice on appropriate style & colour using pictures & colour samples (2)
- Discuss and agree service (2)

During the service

- Direct client to basin area and check if client is comfortable (1)
- Talk and respond appropriately to client while carrying out the services (2)
- If applying colour discuss with client further (2)

Following the service

- Ask questions to find out if client is satisfied with the service (1)
- Describe products that may be suitable for hair type (2)
- Demonstrate & communicate hair style maintenance techniques e.g hair wax application (2)
- Request payment appropriately (1)
- Offer rebooking, recommending benefits (1)
- Negotiate with clients who are unhappy with the service (3)

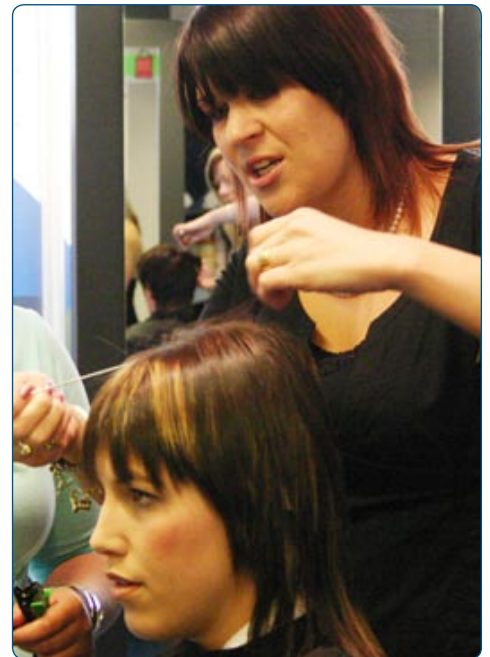
Communicate with co-workers

- Discuss schedule details with salon manager, other stylists
- Ask questions if not sure of requirements (1)
- Notify other stylist that client has arrived by appropriate verbal or visual cues (1)
- Instruct technician to mix and apply colour (1)
- Participate in conversations with team members (1-2)
- Join in discussion in team meetings (group situation)
- Listen to verbal instructions / training from senior stylists and salon manager (1)

- Ask questions to clarify meaning (1)
- Give instructions to co-workers and salon juniors
- Ask for assistance from co-workers
- Ask 'help desk' service provider for assistance with computer problems (2)

Formal training

- Listen to detailed descriptions of hairdressing practice / processes from tutors, experts, or product representatives (3)
- Ask questions to clarify details or meaning (3)



Speaking and listening skills

Speak clearly.

Use active listening skills e.g.

- repeat message back to sender
- summarise instructions in own words
- following techniques.

Ask for assistance.

Discuss topics which are appropriate in work context.

Use language appropriate to situation and person.

Use suitable body language.

Give information in a sensible order.

Plan and deliver oral instructions in a logical order, and to suit the audience.

Use negotiation skills e.g.

- identify issue
- suggest possible solutions
- agree on best outcome.

Use questioning techniques

including using open / closed questions to gain information, check understanding and encourage further discussion.

Summarise to check or clarify details.

Check that the other person has understood what you said.

Numeracy tasks

- Estimate time required for a service (1-2)
- Note and record time required for each client (1)
- Use calendar to add 4, 6 or 8 weeks to current date to rebook clients (1)
- Monitor and manage own time and work rate to stay on schedule (1)
- Apply & process colour or other products for correct amount of time (2)
- Advise client how much service will cost (1)
- Estimate final cost and check total against what is showing on computer system (1)
- Use computer system to add up total amount of payment required for services (1)
- Handle cash and give change and/or receipt (1)
- Weigh colour products (1-2)
- Mix combinations of colour products using ratios (1-2)
- Divide hair into even sections to apply colour (1)
- Cut hair by sectioning, judging length, angles and shape accurately (1)

Numeracy skills

Add, subtract, multiply and divide whole numbers and decimal numbers.

Perform calculations using a calculator e.g. add, subtract, multiply, divide.

Convert fractions to decimals and decimals to fractions.

Identify and extract numerical information from graphs and tables.

Measure accurately using metric measuring systems - weight, length.

Use 12 or 24hr clock to estimate, measure and record time.

Use Celsius temperature scale.

Use proportions and ratios.

Estimate approximate amounts of money.

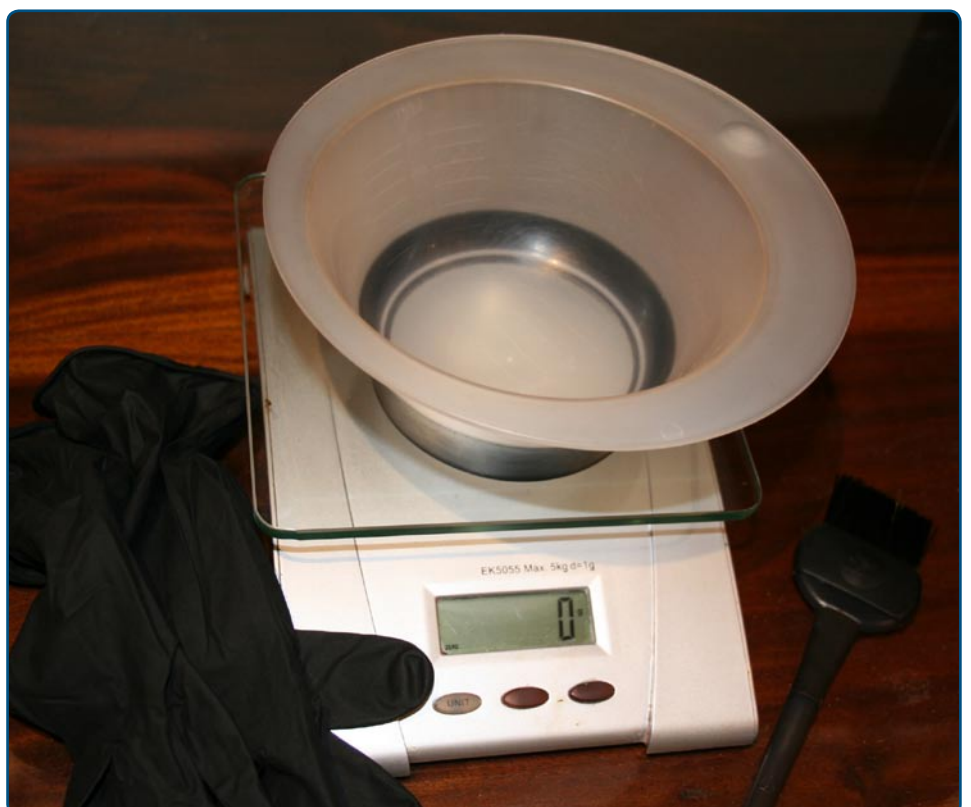
Calculate money accurately.

Underpinning knowledge / skills

Numeracy skills are dependent on people understanding the concepts and principles that underpin an action. This profile focuses on the skills required for the job role.

Examples of underpinning knowledge / skills might include:

- understand decimal numbers and decimal places
- understand what numerical concepts mean and what they are used for
- recognise a range of formats for presenting data e.g. pie graph, pictogram, bar chart
- round numbers up and down
- count on and count back to reach required number.



Critical thinking tasks

- Match client request to available staff time (1)
- Identify whether appointment can be made as requested (1)
- Manage delays e.g. client running late, service took longer than expected (2)
- Observe hair & scalp condition and decide appropriate action for particular client (1)
- Match product properties to hair & scalp type (1)
- Select shampoo to match properties of hair & scalp (1)
- Contrast client requests with hairdressing technical knowledge and decide best option (2)
- Identify options and possible solutions when preparing to negotiate with client. Decide the best way to communicate this (2)
- Judge when colour mixture is the right consistency (1)
- Decide whether client appreciates conversation (2)
- Assess whether attempting to sell products harder will result in a successful outcome (2)

- Identify when you do not have sufficient training or experience to carry out a particular task
- Complete several tasks at the same time to ensure efficient use of time e.g. cutting next clients' hair while colour product is on earlier client's hair

- Plan appointments / services so that multiple tasks can be achieved (Timetabling)
- Identify problems with the computer system and ask for assistance (2)
- Implement solution suggested to fix the computer system (1)



Critical thinking skills

Apply knowledge of professional trade practice to work carried out.

Apply knowledge of safety requirements / principles to work practice.

Identify if you have enough knowledge and skill to take action on own. Identify when you need assistance from others.

Apply knowledge of time required to complete tasks to schedule work activities.

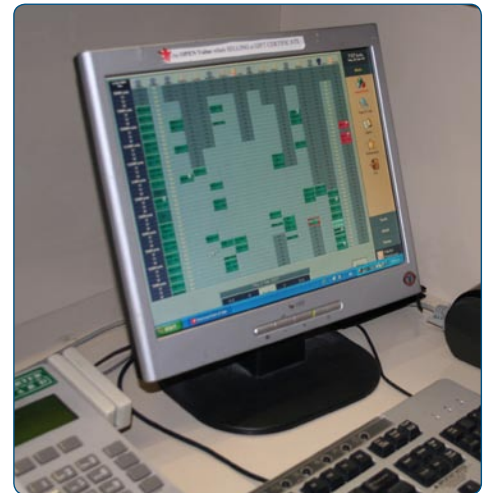
Visualise an object from a drawing or plan and use this to plan the order in which to complete the job.

Recall and follow specified procedures to deal with contingencies.

Technology related tasks

- Use computer system to
 - make appointment bookings
 - record client contact details
 - record details of services provided to client
 - record details of products sold to client
 - produce invoices / payment requests for client
 - take payment and calculate change

- Implement solutions to IT problems
- Operate EFTPOS system
- Calibrate & use digital scales
- Use computer based training resources where these are available
- Use the web to research hair styles and fashion trends



Technology skills

- Operate a computer
- start the computer
 - log in if needed
 - start appropriate application
 - exit appropriate application
 - turn off computer.

Identify elements of computer applications and the function of the element e.g. menus and menu options, command buttons, icons, toolbars.

Identify appropriate computer application for task e.g. spreadsheet, word processor, e-mail, web browser, drawing, company systems.

Operate computer application(s).

Enter or update data using a computer (using keyboard, mouse or other input devices).

Manage computer files

- copy or move a file to new location
- back-up files using appropriate software
- copy to different media (from hard disk to pen drive, from hard disk to cd rom)
- delete a file.

Underpinning knowledge

Understand links between computer displays and job tracking systems.

Apply knowledge of organisation policies about computer use when using the computer system.

Key: The numbers relate to complexity of the task. (1) least complex, (2) medium complexity, (3) most complex

Notes:

This profile relates to hairdresser stylists and is based on roles from a number of companies.

The profile represents a combined skill set. Individuals will have strengths and weaknesses across the areas of workplace literacy described in the profile. Hairdresser stylists will also use different combinations of the skills identified depending on where they are at in their training.

Different companies may require staff to use slightly different subsets of skills from the profile. In some instances companies may have additional tasks and skills required of their staff. The differences will depend on the company systems and management structure.