

Informed Choices

In order to make an informed choice about the suitability of this course, you must take into account the essential skills and knowledge in addition to the critical aspects of assessment of this course or qualification.

Study Area - Hairdressing

[Certificate II in Hairdressing \(National Code SIH20111\)](#)

** The above courses provide the foundation skills as a hair or beauty Salon Assistant. It also improves the students' chances in obtaining an apprenticeship/traineeship within the Hair or Beauty Industry.*

The Certificate II above is a pathway into:

[Certificate III in Hairdressing \(National Code SIH30111\)](#)

- *Apprenticeship* full and part time (school-based)
- *Institutionalised Training* is also available full and part time

[Certificate IV in Hairdressing \(National Code SIH40111\)](#)

** Specialising in developing complex technical skills and knowledge leading a salon team. Certificate III in Hairdressing is a pre requisite.*

[Diploma of Salon Management \(National Code SIB50210\)](#)

** Management in the Hair and Beauty industry building skills and knowledge in leadership.*

For more detailed information about specific courses please go to: www.training.gov.au.

Industry Career Pathways

Students who have completed the qualifications in the Hairdressing Training Package listed above may seek employment in the following specialised industry career pathways

- Hair and Beauty Salon Assistant
- Hairdresser
- Session Stylist

For more specific information on the details and tasks relating to Hairdressing please refer to;

- For up to date career resources to help explore and plan careers, visit <http://myfuture.edu.au/> or <http://www.mybigtomorrow.com.au>
- For assistance with employment, visit www.joboutlook.gov.au
- For information about apprenticeships visit <http://www.australianapprenticeships.gov.au/australian-apprentices>
- For information about Hair & Beauty visit: Australian Hairdressing Council (ACC): <https://www.theahc.org.au/>
- For more information about Hair & Beauty visit: Hair & Beauty SA <http://www.hairandbeautysa.com.au/>
- Awards and wages for the hairdressing industry can be found: <https://www.fairwork.gov.au/>
- More information can be found at The Hairdressing and Beauty Industry Association (HBIA): www.hbia.com.au

Core Skill Requirements (Inherent Requirements)

Communication Skills and Abilities

- Speaking clearly and directly (e.g. perform reception duties such as answering telephone calls and making appointments)
- Using appropriate language and respect when working with clients. (e.g. understand and respond to verbal communication accurately and appropriately)
- Listen actively when talking to clients about their requirements (e.g. Hairdressers need to listen carefully to what the client wants in order to make sure that the client is happy with the result.)
- Promote and sell retail products (e.g. hairdressers are expected to be able to recommend and sell hairdressing services and products to clients).
- Read and interpret the client's non-verbal cues (e.g. facial expressions, body language etc.)
- Be attentive to your own non-verbal cues when working with clients (e.g. facial expressions, eye contact, being mindful of personal space, body movements and gestures)
- Communicates with clients in a professional manner at all times
- Be able to carry out verbal instructions from supervisors and/or other team members in a timely and accurate manner
- Asking questions and observing the client (e.g. ensuring and confirming client satisfaction)
- Responding to feedback or questions from the client
- Negotiating with clients to suggest new looks, products and services
- Written communication (e.g. able to keep clients records/ complete simple workplace forms.)
- Strong Customer service skills (e.g. customer complaints, enquiries, answering telephones, making appointments etc.)

Technical and Motor Skills Abilities

- No allergies to hair products (e.g. the hairdressing environment uses many products that can cause skin and respiratory problems for those with sensitivities).
- Identify potential hair and scalp problems and follow through with professional advice to clients on suitable treatments and products to maintain hair and scalp care.
- Good hand- eye coordination, hairdressers are required to clearly examine items close-up (e.g. working with detailed drawings or written descriptions; checkout sales/ reading docket; work with scissors, razors, clippers, combs, hair dryers, brushes, hair straighteners etc.)
- Fine motor skills (e.g. in the wrists, hands and fingers).
- Physically fit (e.g. hairdressers work long hours and require stamina to be able to stand on their feet for long periods of time).
- Managing time and priorities (e.g. setting time lines, co-ordinating tasks for self and with others.)
- Have a range of Information Technology (IT) skills (e.g. making appointments, operating cash registers, responding to emails etc.)
- Creative flair, hairdressers need to advise and create styles that will be suitable for their clients and must keep up to date with the latest trends and be ready to offer new hairstyles for their clients.

Mathematical Skills

- Ability to work out formulas , ratios, quantities when working with hairdressing chemicals such as hair colouring , perming and chemical straightening, and measurements when cutting and styling hair.
- Accurate handling of money including processing of electronic transactions. (being able to calculate the correct change when dealing with cash transactions)

Cognitive Skills and abilities (understanding, interpreting, analysing, applying and transferring)

- Read and interpret instructions on labels and apply to products or tools
- Able to and willing to follow instructions
- Understands and follows salon policies
- Problem solving (e.g. show independence and initiative in identifying and solving problems with clients)

- Keeps up to date with product and technical developments (e.g. participates in ongoing professional development and training and applying these skills, techniques, knowledge and products in practice.)

Behavioural and Social skills

- Works as a team and/or independently (e.g. the ability to perform individual tasks, but also assist other team members in peak client periods to share technical expertise).
- Works within the salon's policies, procedures and expectations of employees.
- Punctuality and reliability (e.g. being flexible with rosters and work duties).
- Good personal presentation, Hairdressers have a high level of public contact, so they need to be well presented in line with industry expectations of promoting personal presentation and improving customer's appearance.
- Good hygiene, hairdressing is a very personal and intimate job, working closely with client's it is essential hairdressers practice and maintain good personal hygiene.
- Able to work under pressure and in some instances stressful situations (e.g. the ability to manage own health & wellbeing when dealing with demanding clients.)
- Ability to recognise personal limitations and know when to seek professional advice and feedback from more senior staff.
- Genuine interest in working with people (e.g. hairdressers must be able to comfortably interact with customers, be engaging and friendly in order to build a new clientele and retain existing clients).
- Interpersonal Skills and the ability to put the customer at ease
- Sensitivity when dealing with clients various service needs.

Language, Literacy & Numeracy

The Language, Literacy & Numeracy requirements are core skills for all job roles at all levels. The Australian Core Skills Framework (ACSF) indicates that the five core skill areas are reading, writing, numeracy, oral communication and learning which we apply in our personal and community; workplace and employment; and education and training.

Foundation skills essential to performance in this qualification are:

- **Oral communication** – use effective questioning and active listening techniques to consult with client, confirm requirements and monitor outcomes.
- **Reading skills** – interpreting and follow manufacturer's instructions and safety data sheets for safe use of cleaning.
- **Writing skills** – record treatment using anatomy and physiology terminology.
- **Numeracy skills**- calculate treatment times, product quantities and price.
- **Problem solving** – identify issues with machinery or product application and modify technique or product to ensure clients satisfaction.
- **Technology skills** – use client software to update client notes, rebook clients for future treatments, record stock data and product purchase.

Australian Core Skills Framework: <https://docs.education.gov.au/node/37095>

Employability Skills

Listed below are the employability skills that an individual student needs to demonstrate during training and are highly valued by industry when seeking employment. As a student you must be able to demonstrate:

- **Communication**
The ability to develop and maintain relationships, trust and confidence.
The ability to communicate with a range of people from different backgrounds.

- **Teamwork**
The ability to work with other people for a common outcome.
Respect for other people and their role within the work team.
The ability to accept direction and feedback.
- **Problem solving**
The ability to identify potential problems and respond appropriately.
The ability to ask questions and seek clarification when necessary.
- **Initiative and enterprise**
Motivation and interest.
The ability to seek assistance when necessary.
Foresight / the ability to see what needs to be done.
- **Planning and organising**
Appropriate time management skills.
The ability to prioritise, plan and organise own workload.
- **Self-management**
Seek feedback and reflect on your own performance
Accept responsibility for own actions.
- **Learning**
Ability to identify own strengths and weaknesses and seek assistance where necessary.
The ability and motivation to build on past knowledge and experience.
The ability to take on new information and tasks.
- **Technology**
The ability to learn and adapt to new technology.
The ability to access information and use digital media for study and work.

Vocational Placement Requirements

As part of your course you are required to complete work experience and or placement depending what certificate you are studying. This is to be arranged by the student with assistance from the lecturer in the Program Area. Students will be provided with forms and a logbook to record their placement. The workplace needs to complete the forms prior to commencing work placement.

The following hours are required to be completed for the following qualifications:

- Certificate II in Hairdressing – **Work experience is strongly encouraged but not compulsory.**
- Certificate III in Hairdressing – Apprenticeship –42 months
- Certificate III in Hairdressing – Full-time training at TAFE SA plus 240 work placement hours in a hairdressing salon per year.

Other Considerations

Students are required to:

- Purchase a tool kit, which is specific to their qualification. This kit is essential for the student to perform the required *treatments* during their learning.
- Students are required to have access to a computer and internet (*TAFESA students can access computers via TAFESA Libraries/ internet is accessible on all TAFESA campuses*).
- All student notes, resources, activities and assessment are accessed via TAFESA portal.
- Wear black and professional clothing, including compulsory closed in shoes. Students must present themselves in a standard required by industry.

Workplace Health and Safety

All students who have completed their qualification must be able to understand their workplace health and safety obligations and safety requirements under the:

- Workplace Health and Safety Act 2012 (South Australia), which imposes obligations on people at workplaces to ensure workplace health and safety.
- Workplace Health and Safety Regulation 2012 (South Australia) that describes what must be done to prevent or control certain hazards which cause injury, illness or death.
- Codes of Practice, which are designed to give practical advice about ways to manage exposure to risks common to industry.

And all students who have completed a qualification must be able to understand, participate and implement in Risk Assessments, Incident Reports and Hazard Identification.

Industry Legislation or Licencing

Not applicable

TAFE SA Courses

TAFE SA has a range of courses/ qualifications within Hairdressing, including:

Award Courses: <http://www.tafesa.edu.au/courses/hair-beauty/hairdressing.aspx>

Short Courses: <http://www.tafesa.edu.au/courses/hair-beauty/hairdressing>

Apprenticeships/ Traineeships: http://www.tafesa.edu.au/xml/course/aw/aw_TP00225.aspx?S=APP&Y=2015

International Courses: http://www.tafesa.edu.au/xml/course/aw/aw_TP00225.aspx?S=INT&Y=2015

Make sure you read the course information available on the TAFE SA website before finalising your application.
www.tafesa.edu.au

Before you Enrol

- If you intend to enrol in Hairdressing, please review the inherent requirements listed in this Informed Choices document. Think about whether you might experience challenges that you may need to manage to complete these certificates.
- If you think you might experience challenges related to your disability, health condition or any other reason, you should discuss your concerns with the Program Area, a Student Services Staff member or a Disability Access and Equity Officer.
- If you have made an informed choice that this is not the right pathway for you, please consider another qualification or the following programs:
 - TAFE SA Foundation Skills: <http://www.tafesa.edu.au/courses/education-languages/literacy-numeracy>
 - Adult Community Education (ACE): <http://www.skills.sa.gov.au/training-learning/adult-community-education>
 - WEA: <https://www.wea-sa.com.au/>
 - Career Advisers <http://www.skills.sa.gov.au/careers-jobs/talk-to-a-career-adviser>

