

## PERSONAL LEARNING REQUIREMENTS

### SHB20216 Certificate II in Salon Assistant

The skills and abilities required to study in this course and commence working in the industry include:

#### Communication Skills

- Ability to listen to feedback and advice of supervisors
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Listen actively (e.g. understand instructions and client feedback)
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand, use and respond to non-verbal communication appropriately
- Use appropriate language and respect when working with clients

#### Physical Skills

- Adequate vision (e.g. to perform services safely)
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands and wrists (e.g. pushing, pulling, turning to be able to provide hairdressing services)
- Tolerance to working with hair/beauty products which may cause allergies

#### Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Accept responsibility for accurate completion of work and seek help when required
- Effective problem solving ability (e.g. show independence and initiative in identifying and solving problems with clients)
- Read, understand and interpret written materials (e.g. product labels and instructions for hairdressing tools)

#### Behavioural & Social Skills

- Genuine interest in interacting and working with people
- Maintain neat personal appearance, including a high level of personal hygiene and in line with industry expectations of promoting personal presentation and improving the customer's appearance
- Tolerate close proximity with individuals (including physical contact)

#### Technical Skills

- Use work equipment safely and effectively

#### Digital Skills

- Able to log on with a username and password
- Able to complete a basic internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files
- Able to use a drop down menu to select an option on digital form, e.g. state or territory

- Able to save a file
- Able to use a computer mouse with increasing accuracy and right clicks to locate menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on desktop

### Work Experience Skills

We recommended that the students obtain a work placement or work experience in a Hairdressing or Beauty Salon. Two weeks in the term break or one day per week is recommended to support students learning. Students are responsible for organising their own work experience.

- Ability to be on your feet for extended periods of times, both walking and standing, and maintaining consistent physical performance throughout your day
- Ability to manage personal emotions and behaviour calmly and respectfully (e.g. dealing with clients)
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Operational knowledge of computers/smart devices, including capacity to use industry specific software
- Sensitive when dealing with clients various needs
- Strong customer service skills (e.g. enquiries, answering telephones, making appointments, customer complaints)
- Understand and follow policies and procedures (e.g. work instructions and salon processes)

### Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

### Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

**Phone:** 03 5225 0500

**Email:** [courinfo@gordontafe.edu.au](mailto:courinfo@gordontafe.edu.au)

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>