

## PERSONAL LEARNING REQUIREMENTS

### SHB30121 Certificate III in Beauty Services

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

#### Communication Skills

- 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)
- Respond appropriately to feedback or questions
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand, use and respond to non-verbal communication appropriately (e.g. open body language to demonstrate understanding)
- Use appropriate language and respect when working with clients
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

#### Physical Skills

- Ability to work in confined spaces
- Adequate vision and good colour perception (e.g. to clearly examine close up work, determine differences in colours)
- 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 beauty services)
- Sufficient physical and mental endurance to perform multiple tasks in an assigned period of time
- Good hand and eye co-ordination (e.g. working with tools and equipment in the beauty services industry, etc.)
- 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)
- Ability to perform basic mathematical skills (e.g. calculating ratios and measurements for product quantities, and accurate handling of client payments)
- Capacity to develop, apply and maintain beauty industry knowledge, including having creative skills and artistic flair, with the ability to keep up to date with the latest industry trends
- 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 use of products)

#### Behavioural & Social Skills

- Ability to manage personal emotions and behaviour calmly and respectfully (e.g. dealing with clients)
- Ability to work under direct supervision and/or independently
- Attention to detail
- Attentive in interactions with clients
- Genuine interest in interacting and working with people
- Good time management (e.g. able to work accurately within time constraints)
- Interpersonal skills (e.g. customer services skills, putting clients at ease, the ability to contribute and work as a member of a team)

- 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 and being alone with other students/supervisor/clients as appropriate)

### Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use industry specific software

### 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

Students who are not trainees may complete up to 20 hours of external work experience. Specific skills in addition to those listed above that will be required during any work experience you undertake as part of this course include:

- 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 promote and sell retail products
- Ability to work in confined spaces
- Be responsible for self and others' health and safety
- Capacity to undertake shift work and/or work on weekends
- Demonstrate accurate and clear written communication (e.g. able to keep client records, complete workplace forms)
- Flexible (e.g. with rosters and work duties)
- Stress tolerance (e.g. deal calmly with stressful situations or under pressure)
- Professional approach to all areas of work (e.g. punctuality, maintain confidentiality)
- Sensitive when dealing with clients various needs
- Strong customer service skills (e.g. enquiries, answering telephones, making appointments, customer complaints)

### 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>