THE HAIR & BARBER ACADEMY · FACTSHEET

SHB20216 CERTIFICATE II IN SALON ASSISTANT

NATIONALLY RECOGNISED TRAINING

VETiS / Career Start State Funding QLD

QUALIFICATION OVERVIEW

NATIONAL COURSE CODE/TITLE	SHB20216 Certificate II in Salon Assistant
QUALIFICATION DESCRIPTION	This is a preparatory qualification which provides a defined and limited range of basic skills and knowledge used in a barber shop or hairdressing salon. These individuals possess a range of well-developed technical and consultation skills where discretion and judgement are required, and are responsible for their own outputs. This includes working cooperatively with a range of individuals including photographers, fashion stylists and media production staff.

Work is typically conducted as part of a team or on a freelance basis in settings such as make-up studios, retail cosmetic counters, fashion and media sets and photography studios. The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian and New Zealand standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication. The role involves assistance with client services: routine and repetitive tasks completed under direct supervision and with guidance from hairdressers who manage the client service. The combined skills and knowledge do not provide for a job outcome as a hairdresser or barber, and this qualification is intended to prepare individuals for further training.

ENTRY REQUIREMENTS	There are no entry requirements for this qualification.
COURSE DELIVERY/TIME FRAME	Our Certificate II in Salon Assistant course is a minimum of 1 day a week face-to-face training (9am–3pm), with theory to be completed online with trainer assistance. The duration of the course is competency-based and can be completed as soon as you are able to meet the requirements of your course. We aim to have you finished within 9–10 weeks.
REQUIRED EQUIPMENT/MATERIALS	Access to a computer, laptop or device, and access to the internet to complete online assessments.

DELIVERY – GOLD COAST CAMPUS, ROBINA TOWN CENTRE

Delivered directly from our Gold Coast campus at Robina Town Centre, this course provides secondary school students with a fast-tracked, direct bridge into a Certificate III apprenticeship or post-school tertiary study.

KEY PROGRAM HIGHLIGHTS

- **QCE & Pathways:** Students earn up to 4 QCE points (for school students) alongside up to 10 credit transfers towards a national Certificate III qualification.
- **Immersive Practical Training:** Hands-on training delivered 1 day per week at our active Robina Town Centre academy. Students train on live clients, work on headblocks, and learn alongside our Certificate III hairdressing and barbering apprentices.

- **Structured Learning:** Theory is scheduled and supported directly in class with our expert trainers to ensure complete competency and steady progression.

QUALIFICATION COMPONENTS

To successfully complete this qualification, twelve (12) units of competency must be completed, including eight (8) core units and four (4) electives.

CORE UNITS (8)

CODE	UNIT OF COMPETENCY
BSBWHS201	Contribute to health and safety of self and others
SHBHBAS001	Provide shampoo and basin services
SHBHDES001	Dry hair to shape
SHBHIND001	Maintain and organise tools, equipment and work areas
SHBXCCS001	Conduct salon financial transactions
SHBXCCS003	Greet and prepare clients for salon services
SHBXIND001	Comply with organisational requirements within a personal services environment
SHBXIND002	Communicate as part of a salon team

ELECTIVE UNITS (4)

CODE	UNIT OF COMPETENCY
SHBHIND002	Research and use hairdressing industry information
SIRRMER001	Produce visual merchandise displays
SIRRINV001	Receive and handle retail stock
SIRXSLS001	Sell to the retail customer
SHBHDES002	Braid Hair (optional)

ASSESSMENT REQUIREMENTS

ASSESSMENT TASKS	Assessment is generally progressive, with multiple assessment tasks to be completed for each unit of competency. Assessment tasks and methods will vary from unit to unit and may include a combination of direct performance, observation, oral questioning, workbooks, practical tasks and simulations, interviews, third party reports and other techniques.
TASK SUBMISSION	Assessment tasks must be submitted via the online portal by the due date allocated. Students are entitled to re-submissions.

RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT

RPL APPLICATION	If you believe you are able to meet course requirements through workplace and other evidence in your possession, contact the team for further information about the RPL process. Note that RPL applications must be made at the time of enrolment, after which you will be contacted by one of our assessors to discuss your application.
CREDIT TRANSFERS	You may already have acquired some of the units of competency in this qualification from an earlier course or from another Registered Training Organisation, authorised issuing body or authenticated VET transcripts from the Registrar. If so, you can claim credit for these by providing original qualification transcripts or statements of attainment. These will be verified and copied as evidence of current competency. Note that you cannot receive credit for your whole program of study.

INDUCTION & SUPPORT

PRE-ENROLMENT	Once we have received your completed Enrolment Application Form, Language, Literacy and Numeracy Assessment and required documentation, one of our team will begin processing your application and contact you within 2 business days to let you know if any further information is needed. You will then be invited to take part in a pre-enrolment interview with a Propel or Hair & Barber Academy team member, where key aspects of this document will be discussed. You will also be required to acknowledge receipt and understanding of this document if you accept an offer of enrolment into your chosen course. If you do not understand any information in this document, please request further clarification from a Propel or Hair & Barber Academy staff member. Additional information can also be found in our policies and procedures, which can be accessed from our website.
COURSE INDUCTION	An induction session will be held at the outset of the course and comprises an overview of the industry, including relevant legislation, and covers course content, delivery and assessment arrangements and course completion requirements. A general induction to academy facilities, rules and safety procedures is also provided. Induction to our online management system will also be provided by the trainer.
INDIVIDUAL SUPPORT	Your trainer can provide email and phone support throughout the course. All enrolled students also have access to a Student Support Officer who can provide advice and assistance or facilitate external support.

CERTIFICATE ISSUANCE

COURSE COMPLETION	A qualification testamur and transcript will be issued by Propel Education and Training Pty Ltd upon successful completion of course requirements, provided that all administrative requirements have been met and course fees are paid in full. In most circumstances, certificates will be issued within 30 days.

PARTIAL COMPLETION	Where a student does not complete all components, a statement of attainment listing units successfully achieved will be issued by Propel Education and Training Pty Ltd within 30 days of course completion, as long as all outstanding fees have been paid.

ENROLMENT INFORMATION

APPLICATION	Enrolment is contingent upon your application being accepted. Factors considered in the evaluation of enrolment include eligibility, pre-requisite fulfilment, the outcome of screening processes, past payment of fees and acceptance of the terms of enrolment.
UNIQUE STUDENT IDENTIFIER (USI)	It is a condition of enrolment in any nationally recognised training (accredited) program that you supply us with your Unique Student Identifier (USI). If you don't already have one, you can apply for one online at https://www.usi.gov.au. Further information on the national USI system is available from the academy administration.
CONFIRMATION	Enrolment is confirmed upon completion of the enrolment form and all eligibility checks.

FEES

FULL FEE	$2,995.00 – payment plans available. Propel and The Hair & Barber Academy publish on their website all course fees relevant to all available courses and units of study. These fees may change from time to time and all changes will be published on the Propel and Academies website. Any learner affected by changes to course fees will be notified in writing. Upon enrolment, you will receive confirmation of the tuition fees for your chosen course via invoice based on your payment method. (If you select to pay your course fee on a repayment schedule, this will need to be arranged through EziDebit Pty Ltd. There may be additional fees connected to this service, which you will be made aware of through their portal.)

To secure enrolment, a non-refundable deposit is required. Please refer to our financial management policy on the website for further information.

ABOUT FEES	The course fees specified above are fully inclusive of all textbooks, learning materials, tuition costs and support services for the duration of the course.

FEES & SUBSIDIES

VETIS FUNDED	Queensland Government VETiS funding is available for eligible Year 10, 11 and 12 students ($0 co-contribution). https://dtet.qld.gov.au/training/providers/funded/vetis

CAREER START PROGRAM

The Career Start program provides a public funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees. The program provides the flexibility for apprentices, trainees and their employers to select a preferred training provider (registered training organisation or RTO) from a list of Skills Assure Suppliers (SAS) for the delivery of accredited training to meet their specific needs. Prior to enrolment, you will have entered into a Training Contract with your

employer through your Australian Apprenticeship Network Provider. This outlines both your and your employer's obligations in relation to your training. This will also identify Propel Education as your Supervising Registered Training Organisation (SRTO).

CAREER START – ELIGIBILITY CRITERIA

To be eligible for a government contribution towards the costs of training, an apprentice or trainee must have entered into a training contract for a qualification that is funded by the department and be registered in the department's registration system, DELTA. The contract commencement or recommencement date must be on or after 1 July 2010, and the training provider selected to deliver the training must hold SAS status for the nominated qualification. For further information: https://dtet.qld.gov.au/training/providers/funded/career-start

CAREER START – RESTRICTIONS

By completing this qualification, you may no longer be eligible for further subsidised training.

CAREER START – FEES PAYABLE

Fee schedule: User Choice student. Payment of the student contribution is the responsibility of the trainee/apprentice; however, the employer has the option to pay all or some of the fee. Fees are currently calculated at $1.60 per nominal hour value, which is totalled on the student's training plan. The student contribution can be paid via a payment plan. No contribution is payable for units that are credit transfers.

CAREER START – STUDENT CONTRIBUTION FEES

Student Contribution Fees are a participant's contribution to the cost of tuition. The PQS must detail its fees and charges policy, including full costs, method of collection, refunds and exemptions, prior to enrolment, and provide access to this written policy to apprentices and trainees. The PQS must retain evidence of fees collected as well as evidence of participants who have been deemed totally or partially exempt from the payment of Student Contribution Fees. Student Contribution Fees under the User Choice program in 2013 are set at $1.60 per nominal hour for each unit of competency/module, to be calculated at the commencement of the unit of competency/module. Student Contribution Fees are adjusted annually and all PQS will be informed by the Department of any changes to the Student Contribution Fees.

The PQS must not charge participants or their parent more than the Student Contribution Fee amounts contained in this policy, except as required periodically by the Department. The PQS may only charge less than the Student Contribution Fee if in accordance with sections 2.6.2 or 2.6.3 of this policy. When the participant converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, the participant must be charged the Student Contribution Fee for training and assessment for any units of competency not yet commenced.

CAREER START – DURATION

Expected duration is 3 years full time and 6 years part time. The qualification is competency based, so it can be completed as soon as you are able to meet the requirements of your course.

PROGRAM – CAREER START GENERAL PATHWAY

The Career Start General Pathway supports eligible individuals to complete their first post-school Certificate III qualification.

ELIGIBILITY CRITERIA

You must:

- be a Queensland resident;
- be aged 15 years or over, and no longer at school (with the exception of VET in Schools students);
- be an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency; and

- not hold, or be enrolled in, a Certificate III level or higher qualification (not including qualifications completed at school and foundation skills training).

For more information: https://dtet.qld.gov.au/training/providers/funded/career-start

RESTRICTIONS

By doing this qualification you will no longer be eligible for further subsidised training under the Career Start General Pathway program.

FEES PAYABLE

STUDENT TYPE	TOTAL	BREAKDOWN
Standard student co-contribution	$99	$2 per unit + $75 enrolment fee
Concession card holders	$87	$1 per unit + $75 enrolment fee

REFUNDS

Where the subsidised training is not completed, a proportion of the co-contribution fee – corresponding to the number of unfinished units – will be refunded upon written request. No refund is payable on units of competency successfully completed. Refund requests will generally be processed within 28 days.

ABOUT FEES

The course fees specified above are fully inclusive of all textbooks, learning materials, tuition costs and support services for the duration of the course.

CANCELLATIONS & REFUNDS

COURSE CANCELLATION

Students are entitled to a full refund, without deduction, if the course is cancelled by Propel Education and Training Pty Ltd for any reason prior to commencement. If Propel Education and Training Pty Ltd closes or ceases to deliver any part of the course in which you are enrolled, we will work with you to refund the part of the course yet to be delivered, transfer you to another similar course acceptable to you at no cost, or find options for your transfer to another provider.

STUDENT WITHDRAWAL

Withdrawal must be in writing; contact administration to process. All student fees paid will be refunded where written notice of withdrawal is provided at least 5 working days prior to course commencement. Note that $50 will be deducted from the refund amount to cover administration costs.

Deposits are non-refundable. Students wishing to cancel fewer than five working days prior to their course commencing, or at any time after, are not entitled to a refund, and course fees are required to be paid. A partial refund may be paid at the discretion of the academy where exceptional circumstances can be demonstrated. All such requests must be in writing.

CHANGES

If there are any changes to your enrolment or the information under which you were enrolled that affect you, we will advise you as soon as possible. This includes changes to the ownership of the academy or to any training delivery arrangement such as a third party or other services.

OTHER INFORMATION

STUDENT HANDBOOK	Our student handbook is available to all prospective students and may be obtained prior to enrolment from our websites. The student handbook reflects our policies and procedures and contains information on the enrolment process, skills recognition, participation in training and assessment, support services, fees, refunds, rules and regulations and a range of general information. Refer to our website for complaints and appeals processes.