



Australian Government

SIH20111 Certificate II in Hairdressing

Release 2

SIH20111 Certificate II in Hairdressing

Modification History

The release details of this endorsed qualification are set out in the table below. The latest information is at the top.

Release	Comments
2	Metadata corrections.
1	Initial release.

Description

This qualification reflects the role of individuals who work as salon assistants and are competent in communicating in the workplace, interacting with and providing service to clients and assistance to colleagues. They perform routine functions under direct supervision as part of a hairdressing team.

This qualification is suitable for an Australian Apprenticeship pathway and VETiS delivery.

Job roles

Salon Assistant

Pathways Information

After achieving SIH20111 Certificate II in Hairdressing, individuals may undertake SIH30111 Certificate III in Hairdressing.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Entry Requirements

There are no entry requirements to this qualification.

Employability Skills Summary

The following table contains a summary of the Employability Skills as identified by the hairdressing industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive experience that reflects salon values; regularly carrying out verbal instructions from other team members and supervisors; reading and interpreting simple workplace documents; completing simple written workplace forms and sharing work related information with other team members.
Teamwork	Working collaboratively with other team members; supporting the team; respecting and understanding other views and giving and receiving feedback in the context of a salon environment where employees are expected to perform their individual tasks but also look for opportunities to assist others.
Problem-solving	Demonstrating sensitivity to customer needs and concerns, anticipating problems and acting to avoid them where possible; solving problems in the context of a team structure where, after clarification, customer service issues or recognition of risk may be referred to a senior operator for resolution depending upon salon policy and procedures.
Initiative and enterprise	Adapting to new situations, including changing workplace procedures.
Planning and organising	Planning and carrying out simple salon tasks to timelines and priorities that are set by a senior operator.
Self-management	Understanding and following salon policies regarding work availability, rosters and work duties; working within the salon culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; efficiently prioritising and completing delegated tasks under instruction.
Learning	Identifying personal strengths and weaknesses in the context of the job role; recognising own learning style, at work; accepting opportunities to learn new ways of doing things; implementing changes under instruction within the context of salon procedures.
Technology	Using and maintaining a range of salon technology in the context of available equipment and salon procedures; recognising and reporting faulty equipment; following salon occupational health and safety procedures.

Packaging Rules

13 units must be completed:

- 8 core units
- 5 elective units:
 - a minimum of 3 units must be selected from the general elective units listed below
 - a maximum of 2 elective units may be selected from another endorsed Training Package or accredited course. These must be units which are first packaged at AQF level 2 or 3.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units	
BSBSUS201A	Participate in environmentally sustainable work practices
SIHHBAS201A	Perform shampoo and basin services
SIHHCCS201A	Greet and prepare clients for salon services
SIHHHDS201A	Dry hair to shape
SIHHIND201A	Maintain and organise tools, equipment and work areas
SIHHOHS201A	Apply salon safety procedures
SIRXCOM001A	Communicate in the workplace
SIRXIND001A	Work effectively in a retail environment
General elective units	
SIBXCCS201A	Conduct financial transactions
SIHHBAS202A	Perform head, neck and shoulder massage
SIHHCLS201A	Apply hair colour products
SIHHHRS201A	Rinse and neutralise chemically restructured hair
SIHHHDS202A	Apply hair braiding techniques
SIHHIND202A	Develop hairdressing industry knowledge
SIRXMER001A	Merchandise products
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
SIRXSLS001A	Sell products and services

