



Australian Government

Department of Education, Employment and Workplace Relations

SIB50210 Diploma of Salon Management

Revision Number: 2

SIB50210 Diploma of Salon Management

Modification History

The following units have been added to the General elective options:

- SIRXMGT006A Initiate and implement change
- SIRXMPR001A Profile a retail market
- BSBRES401A Analyse and present research information

Description

This qualification reflects the role of individuals who are competent in managing the overall operation of a business involved in services and sales delivery in personal services environments, including, hairdressing and beauty salons and spas. A salon manager at this level may focus on building the business, creating and establishing a personal services culture, leading and developing a team, developing and implementing marketing activities, and ensuring all occupational health and safety requirements are maintained.

This qualification is designed to reflect the role of managers or owner managers who work relatively autonomously and coordinate and supervise others. It involves the self-directed application of knowledge and skills, and the provision of leadership and support to colleagues through the development and management of service delivery, and sales delivery concurrent with ongoing human resources development

Pathways Information

This qualification is not suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

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

Entry Requirements

There are no entry requirements to this qualification.

Employability Skills Summary

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The following table contains a summary of the employability skills required by the hairdressing and beauty industries 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	Negotiate effectively with business suppliers, salon team members and other managers on business requirements, values, directions and day-to-day operational matters. Research, read, analyse and communicate industry and workplace information to team members and other managers. Complete business documentation in the context of the job role.
Problem solving	Lead a salon team; mentoring and supporting team members in the context of a personal service industry small business management role. Effectively participate in the wider hairdressing and beauty industries and small business networks. Develop and apply waste management procedures for improved environmental outcomes.
Initiative and enterprise	Apply strategic thinking to solve a range of operational business problems; individually or in the context of a wider salon team structure. Evaluate ideas in the context of practical business application and anticipate the implications and consequences of decisions. Investigate and participate in the purchase of sustainable products where appropriate. Review results and provide feedback to relevant team members and clients.
Teamwork	Develop a team culture and identity; create an operational personal service and continuous improvement environment across all performance areas. Provide positive feedback, encourage the team to do things better, and be personally receptive to team members innovative ideas. Translate ideas into action by creating a framework for practical implementation and review.
Planning and organising	Establish and communicate clear goals and deliverables for self and team members within the context of salon objectives and the current business situation, and coordinate resources to ensure that work is carried out according to timelines and priorities. Coordinate and/or implement changes arising from continuous improvement processes. Investigate current salon practice in relation to energy and water use. Set targets for team improvement in relation to energy and water use
Self-management	Work within a personal services business culture by practising customer-focussed and inclusive behaviour, effective management of

Employability skill	Industry/enterprise requirements for this qualification include:
	personal presentation and time; and efficiently prioritise, delegate and complete tasks. Investigate new developments in products and services, review own performance, actively seek and effectively build professional networks, and act upon advice and guidance to improvement client services.
Learning	Identify personal strengths and weaknesses in the context of a personal services business management job role and recognise how personal learning is maximised. Seek opportunities for education and training in the context of current role or future business opportunities. Accept opportunities to learn new ways of doing things and share knowledge and skills with salon team members.
Technology	Adapt to new business-related technology skill requirements, and select and use salon or other small business and information and communications technology where relevant, to support business operations, marketing and promotion and planning in the context of key business performance objectives and personal job role.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

To achieve a Diploma of Salon Management, 10 units must be completed:

- all 6 core units
- 4 elective units
 - a minimum of 2 elective units must be selected from the elective units listed below
 - the remaining units may be selected from this or another endorsed Training Package or accredited course; these must be units which are first packaged at AQF level of 4 or 5.

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

BSBSUS501A	Develop workplace policy and procedures for sustainability
SIBXPSM501A	Lead teams in a personal services environment
SIBXPSM502A	Manage treatment services and sales delivery
SIBXPSM503A	Promote a personal services business
SIRXHRM001A	Administer human resources policy
SIRXHRM002A	Recruit and select personnel

Elective units

Franchising

BSBFRA401B	Manage compliance with franchisee obligations and legislative requirements
BSBFRA402B	Establish a franchise
BSBFRA403B	Manage relationship with franchisor
BSBFRA404B	Manage a multiple site franchise

Learning and Development

BSBLED501A	Develop a workplace learning environment
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Management

BSBMGT401A	Show leadership in the workplace
BSBMGT502B	Manage people performance
SIRXMGT006A	Initiate and implement change

Marketing and Promotions

SIRXMPR001A Profile a retail market

Occupational Health and Safety

SIRXOHS003A Provide a safe working environment

Research

BSBRES401A Analyse and present research information

SIBXRES501A Investigate new products and services

Small Business Management

BSBSMB402A Plan small business finances

BSBSMB403A Market the small business

BSBSMB404A Undertake small business planning

BSBSMB406A Manage small business finances

BSBSMB408B Manage personal, family, cultural and business obligations

BSBSMB409A Build and maintain relationships with small business stakeholders

Training and assessment

TAEDEL301A Provide work skill instruction

TAEDEL402A Plan, organise and facilitate learning in the workplace

Workplace Effectiveness

BSBWOR501A Manage personal work priorities and professional development