



Australian Government

Department of Education, Employment and Workplace Relations

WRH20109 Certificate II in Hairdressing

Revision Number: 1

WRH20109 Certificate II in Hairdressing

Modification History

Not applicable.

Description

WRH20109 Certificate II in Hairdressing

The Certificate II in Hairdressing has been designed as a qualification for those persons providing general assistance in a hairdressing salon.

Likely functions in the hairdressing industry for those who achieve this qualification include working within clearly defined contexts and, under supervision, providing assistance to other operators. Functions at this level include performing a limited range of hairdressing tasks, interacting with customers and providing customer service, following workplace safety procedures, demonstrating effective hairdressing environment work practices, providing assistance to colleagues and developing hairdressing industry knowledge.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Entry advice	There are no pre-requisites for entry into this qualification.
Language, literacy and numeracy advice	<p>The National Reporting System informs the identification and description of underpinning English language, literacy and numeracy features and requirements within competency standards. The learner's language, literacy and numeracy levels are expected to be equivalent to Level 2 of the National Reporting System.</p> <p><i>Reading and writing</i> - a learner will be able to read and comprehend a range of simple texts and write a range of short texts in a number of contexts which may be interrelated.</p> <p><i>Oral communication</i> - a learner will be able to use and respond to language around everyday subject matter which may include some unfamiliar aspects for a range of purposes in a number of contexts which may be interrelated.</p> <p><i>Numeracy and mathematics</i> - a learner will be able to deal easily with straightforward calculations either manually and/or using a calculator.</p>

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Qualification requirements

Employability Skills Summary

* This unit is compulsory and only applicable for learners undertaking this qualification via an institutional pathway.

Employability Skills Summary

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The following table contains a summary of the Employability Skills required 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 carry out verbal instructions from other team members and supervisors. Read and interpret simple workplace documents, complete simple written workplace forms and share work related information with other team members.
Teamwork	Work collaboratively with other team members, supporting the team, respecting and understanding others 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	Demonstrate sensitivity to customer needs and concerns, anticipating problems and acting to avoid them where possible. Solve 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	Act under direction at all times.
Planning and organising	Plan and carry out simple salon tasks to timelines and priorities that are set by a senior operator.
Self-management	Understand and follow salon policies regarding work availability, rosters and work duties. Work within the salon culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and the ability to efficiently prioritise and complete delegated tasks under instruction.

Employability Skill	Industry/enterprise requirements for this qualification include:
Learning	Identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best at work. Accept opportunities to learn new ways of doing things and implement changes under instruction within the context of salon procedures.
Technology	Use and maintain a range of salon technology; in the context of available equipment and salon procedures. Recognise and report faulty equipment and follow salon occupational health and safety procedures.

Example core and elective unit selection WRH20109 Certificate II in Hairdressing

A learner who is employed or seeking employment in a salon offering hairdressing services and retailing home hair care products specifically for men could elect to undertake the following units:

Australian Apprenticeship Pathway

All 10 core units

PLUS

WRHCS203A Hone and strop straight razors

SIRXMER001A Merchandise products

SIRXSL001A Sell products and services

OR

Institutional Pathway

All 10 core units

PLUS

WRHCS203A Hone and strop straight razors

SIRXMER001A Merchandise products

WRHWP201A Assist colleagues providing multiple salon services as a team member

A learner who is employed or seeking employment in a salon offering hairdressing services and retailing home hair care products for men and women could elect to undertake the following units:

Australian Apprenticeship Pathway**All 10 core units****PLUS**

WRHCL201A Apply temporary hair colour and remove residual colour products

WRHHD202A Apply single, two and three strand braiding techniques

WRHCR201A Rinse and neutralise chemically curled or volumised hair

OR

Institutional Pathway**All 10 core units****PLUS**

WRHCL201A Apply temporary hair colour and remove residual colour products

WRHHD202A Apply single, two and three strand braiding techniques

WRHWP201A Assist colleagues providing multiple salon services as a team member

Packaging Rules**WRH20109 Certificate II in Hairdressing****Qualification requirements**

To achieve a Certificate II in Hairdressing, 13 units must be completed comprising:

- 9 core units, plus
- 4 elective units. At least 2 units may be selected from list below or another endorsed Training Package or accredited course.

Note: WRHWP201A Assist colleagues providing multiple salon services as a team member is a compulsory elective in the group of 3 to be selected by learners when undertaking this qualification via an institutional pathway; it is not applicable to learners undertaking an Australian Apprenticeship pathway, who will acquire these skills and knowledge in their salon.

Core units - complete all 9 units of competency

WRHCS201A Prepare clients for salon services

WRHCS202B Maintain tools and equipment

WRH20109 Certificate II in Hairdressing**Qualification requirements**

WRHCS204A	Maintain and organise work areas
WRHCS205A	Follow personal health and safety routines at work
WRHCS206A	Perform head, neck and shoulder massage
WRHHD201A	Dry hair to shape
SIRXCOM001A	Communicate in the workplace
SIRXIND001A	Work effectively in a retail environment
SIRXOHS001A	Apply safe working practices

PLUS**Elective units - complete 4 of the following units of competency**

WRBCS201B	Conduct financial transactions
WRHCL201A	Apply temporary hair colour and remove residual colour products
WRHCR201A	Rinse and neutralise chemically curled or volumised hair
WRHCS203A	Hone and strop straight razors
WRHCS207A	Develop hairdressing industry knowledge
WRHHD202A	Apply single, two and three strand braiding techniques
*WRHWP201A	Assist colleagues providing multiple salon services as a team member
SIRXMER001A	Merchandise products
SIRXSLS001A	Sell products and services
HLTFA301B	Provide first aid

* This unit is compulsory and only applicable for learners undertaking this qualification via an institutional pathway.