



Australian Government

Department of Education, Employment and Workplace Relations

WRH50109 Diploma of Hairdressing Salon Management

Revision Number: 1

WRH50109 Diploma of Hairdressing Salon Management

Modification History

Not applicable.

Description

The Diploma of Hairdressing Salon Management has been designed for owners or managers who wish to develop their skills and knowledge in relation to the service and sales delivery of a functioning hairdressing salon.

Likely functions in the hairdressing industry for those who achieve this qualification may involve managing a salon and employing staff. Duties may include working as part of a salon team and coordinating salon team/s. Functions at this level include the self-directed application of a broad range of knowledge and skills, and the provision of leadership and support to colleagues through the development and management of human resource development initiatives. The salon manager at this level may focus on building the business, leading and developing the team, developing and implementing marketing activities, and ensuring all occupational health and safety requirements are maintained.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Entry advice	There are no prerequisites for entry to 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 3/4 of the National Reporting System.</p> <p><i>Reading and writing</i> - a learner will be able to read, interpret and write a range of complex texts within a variety of contexts.</p> <p><i>Oral communication</i> - a learner will be able to use and respond to spoken language within a variety of contexts.</p> <p><i>Numeracy and mathematics</i> - a learner will be able to recognise and use a variety of conventions and symbols of formal mathematics.</p>

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Qualification requirements

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	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.
Teamwork	Lead a hairdressing salon team; mentoring and supporting team members in the context of a service industry small business management role. Effectively participate in wider hairdressing industry and small business networks.
Problem solving	Apply strategic thinking to solve a range of operational hairdressing 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. Review results and provide feed back to relevant team members and clients.
Initiative and enterprise	Create an operational salon team customer 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.

Employability Skill	Industry/enterprise requirements for this qualification include:
Self-management	Understand how own personal job role fits into the context of the wider business values and directions. Work within a hairdressing business culture by practising customer focussed and inclusive behaviour, effective management of personal presentation, and time; and efficiently prioritise, delegate and complete tasks. Maintain own knowledge of the job role and developments in the wider industry, review own performance, actively seek and build effective professional networks and act upon advice and guidance.
Learning	Identify personal strengths and weaknesses in the context a hairdressing small business management job role and recognise how to personally learn best. Seek opportunities for education and training in the context of a 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 hairdressing 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

WRH50109 Diploma of Hairdressing Salon Management

Qualification requirements

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

- 6 core units, plus
- 4 elective units. At least 2 units may be selected from list below or another endorsed

WRH50109 Diploma of Hairdressing Salon Management**Qualification requirements**

Training Package or accredited course.

Core units - complete all 6 units of competency

WRHSM501A	Manage hairdressing services and sales delivery
WRHSM502B	Promote a hairdressing business
BSBSMB406A	Manage small business finances
SIRXOHS003A	Provide a safe working environment
SIRXHRM002A	Recruit and select personnel
SIRXMGT003A	Lead and manage people

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

BSBCUS501A	Manage quality customer service
BSBEBU501A	Investigate and design e-business solutions
BSBFRA501B	Establish a franchise operation
BSBFRA502B	Manage a franchise operation
BSBMKG502B	Establish and adjust the marketing mix
BSBMKG507A	Interpret market trends and developments
BSBMGT516A	Facilitate continuous improvement
BSBSMB404A	Undertake small business planning
BSBWOR402A	Promote team effectiveness
WRBCS513B	Investigate new products and services
SIRXHRM001A	Administer human resources policy
SIRXQUA002A	Lead a team to foster innovation
SIRXEBS004A	Select an e-business model

