



COURSE GUIDE FOR DIPLOMA OF HAIRDRESSING SALON MANAGEMENT (26 weeks)
21 Weeks tuition 5 weeks holidays = 420 hours
Maximum number of students = 50

Suite 24 Level 2 the Royal Arcade 175 – 181 Oxford Street,
 Bondi Junction
 2022

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 functioning hairdressing salons. The majority of the Course will be delivered in Suite 24; some practical work will be delivered and assessed in Suite 12 of the College.

Diploma Shifts

Students are required to have sets shifts whilst completing the Diploma course. You will need to inform your Unit Coordinator of these set shifts on commencement of your course. If you need to change the shifts, you must inform your Unit Coordinator one week in advance. The shifts are Monday to Thursday 9AM to 2PM and 2PM to 8PM, and Friday 9AM to 5PM.

Career Pathways

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 insuring all OH&S requirements are maintained

RPL & RCC (Recognition of Prior Learning, Recognition of Current Competence and Credit Transfer)

Students who believe they already have the skills and knowledge required to demonstrate competency can request RPL/RCC by completing the form titled Request for Recognition of Prior Learning. Students must provide valid, sufficient, current and authentic evidence to demonstrate competency. The assessor may require the student to undergo a challenge test. The cost for RPL is to be covered by the student. Please ask your Unit Co-ordinator if you wish to apply. Should RPL be granted to international students your visa maybe affected.

Entry advice

There are no prerequisites for entry to this qualification.

Language, Literacy and Numeracy advice

Reading and Writing – A learner will be able to read, interpret and write a range of context

Oral Communication – A learner will be able to use and respond to spoken language within a variety of contexts

Numeracy/Mathematics – A learner will be able to recognise and use a variety of conventions and symbols of formal mathematics

To achieve Diploma of Hairdressing Salon Management, 10 units of Competency must be completed

C – Core Units (6) E – Elective Units (4)

WRHSM502A	Promote a hairdressing business	C	
WRHSM501A	Managing Hairdressing services and sales delivery	C	
BSBSBM406A	Manage finances	C	
WRRPM2B	Recruit and select personnel		C
WRRPM3B	Lead and manage people	C	
WRRO3B	Provide a safe working environment	C	
WRBCS513B	Investigate new products and services		E
BSBFLM507A	Manage Quality Customer Service	E	
BSBFLM509A	Promote Continuous Improvement	E	
BSBSBM404A	Undertake Business planning		E

Resources include:

- Learning materials, demonstrations, lectures, College Salon, Educators, workbooks, learning guides, salon software

LECTURE CLASS TIMETABLE

In line with the AH&BC flexible learning policy there is a programmed timetable of lectures from Monday to Friday.

These are detailed on the class timetable check the board.

You will find that each class is repeated at different times so that if you are unable to attend a lecture on a particular day, for example if you are absent due to sickness, or on holiday, or to fit in with your planned full time shifts attendance per week.

Attendance

Your attendance at the College will be monitored, recorded and assessed electronically in Suite 12 of the College. You will be issued with a PIN number and your photo will be taken for the system and for your Identity card you must wear when you are at the College. Your attendance will be monitored weekly. AHBC requires all students to attend 20hours a week. Our attendance intervention strategy will be activated when you are below 80% for the week or at the bimonthly assessment



(every 8 wks) if you have only made the minimum amount of attendance each week. The intervention strategy for attendance has five stages for each course. The stages are discussed in depth in your student handbook. Here is a summary of what happens when the minimum attendance has not been achieved for a week:

Stage 1 – Verbal warning, Stage 2 – Written warning Stage 3 – Counselling Stage 4 – Notification of intent to report to the General manager or Director of studies and compliance Stage 5 – Notification of intent to report to the Secretary of DEEWR through PRISMS (copy of complaints and appeals process will accompany this Notification)

The process you must follow daily:

- Students report to the attendance desk to log in with their PIN number. The computer will now register the students attendance
- The Attendance enforcement officer will confirm the students identity by the accompanying photo that will appear on the screen when the student logs in
- When students are leaving to go home after their planned shift they must log out with their PIN at the attendance desk

Context of Assessment

For valid, reliable assessment of all units, competency should be consistently demonstrated over a period of time and observed by an educator/assessor.

In order to achieve consistency of performance, evidence should be collected over a set period of time, which is sufficient to include dealings with an appropriate range and variety of situations.

Assessment Appeals Procedure

Students have the right to appeal any decision made by an assessor on a unit of competency. The student is to access the complaints and appeals form their unit coordinator or assessor. If the students are uncomfortable to ask, the forms are found in the Suite 12 in the assessment folders locate at the Administration desk within 5 days of the Not Yet Competent result. There is a meeting with a group of Assessors to discuss the results. When a decision is made, the student will receive the results in writing. If the student is not happy with the results, they can lodge an external complaint and appeals with ACPET at www.acpet.edu.au or on **1800 657 644**

There are 3 clusters for the units mentioned below:

Cluster	Units	Nominated weeks (duration)
Salon Planning	<ul style="list-style-type: none"> • WRBCS513B Investigate new products and services • WRHSM502A Promote a hairdressing business • WRHSM501A Manage hairdressing services and sales delivery • WRRO3B Provide a safe working environment 	9 weeks
Salon Personnel	<ul style="list-style-type: none"> • WRRPM2B Recruit and Select personnel • WRRPM3B Lead and manage people 	4 weeks
Business Planning	<ul style="list-style-type: none"> • BSBFLM507A Manage quality Customer Service • BSBSBM406A Manage finances • BSBFLM509A Promote Continuous improvement • BSBSBM404A Undertake Business Planning 	8 weeks



Unit of Competency	Method of Assessment	Delivery mode	Barcode Number
WRHSM502A Promote a Hairdressing Business	(1) Lecture Attendance (1) Workbook Activities (1) Learning Guide Activities (1) Project (1) Activity (1) Marketing Project (3) Marketing (1) Written or Oral Assessment	Face to face	1 2 3 4 5 6 7, 8, 9 10
WRHSM501A Manage hairdressing services and sales delivery	(1) Lecture Attendance (1) Workbook Activities (1) Learning Guide Activities (1) Project (1) Activity (3) Salon Duty (1) Written or Oral Assessment	Face to face	11 12 13 14 15 16,17,18 19
BSBSBM406A Manage Finances	(2) Lecture Attendance (1) Workbook Activities (1) Learning Guide Activities (2) Project (2) Shortcuts Data Entry (1) Written or Oral Assessment	Face to face	20, 21 22 23 24,25 26,27 28
WRRPM2B Recruit and Select Personnel	(1) Lecture Attendance (1) Workbook Activities (1) Learning Guide Activities (1) Project (1) In-Lecture Role Play (1) Written or Oral Assessment	Face to face	29 30 31 32 33 34
WRRPM3B Lead and Manage People	(1) Lecture Attendance (1) Lecture Attendance (1) Role Play (1) Learning Guide Activities (3) Salon Manager Duty Observation /3 rd party report (3) Educators assistant (1) Written or Oral Assessment	Face to face	35 36 37 38 39,40,41 42,43,44 45
WRRO3B Provide a safe working environment	(1) Lecture Attendance (1) Workbook Activities (1) Learning Guide Activities (1) Project (1) Activity (2) Salon Safety Audit (1) Written or Oral Assessment	Face to face	46 47 48 49 50 51, 52 53
WRBCS513B Investigate new products and services	(1) Lecture Attendance (1) Learning Guide Activities (1) Activity (1) Field Trip Activity (2) Product Investigation (1) Project (1) Written or Oral or computer test	Face to face	54 55 56 57 58, 59, 60 61
BSBFLM509A Manage Quality Customer Service	(1) Lecture Attendance (1) Workbook Activities (1) Learning Guide Activities (1) Project (1) Activity (5) Client Services (5) Model (1) Written or Oral Assessment	Face to face	62 63 64 65 66 82,83,84,85,86 87,88,89,90,91 67
BSBFLM509A Promote Continuous Improvement	(1) Lecture Attendance (1) Workbook Activities (1) Learning Guide Activities (1) Project (1) Activity (1) In-Lecture Role Play or 3 Activities (1) Salon Observation (1) Written or Oral Assessment	Face to face	68 69 70 71 72 73 74 75
BSBSBM404A Undertake Business Planning	(1) Lecture Attendance (1) Workbook Activities (1) Learning Guide Activities (1) Field Trip Activity (1) Research Case Study (1) Business Plan	Face to face	76 77 78 79 80 81