

## PERSONAL LEARNING REQUIREMENTS

### SHB30416 Certificate III in Hairdressing

The skills and abilities required to study in this course and work in the industry include:

#### Communication Skills

- Ability to listen to feedback and advice of supervisors
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Listen actively (e.g. understand instructions and client feedback)
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand, use and respond to non-verbal communication appropriately (e.g. open body language to demonstrate understanding)
- Use appropriate language and respect when working with clients
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

#### Physical Skills

- Adequate vision (e.g. to clearly examine close up work, detailed drawings and diagrams)
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands and wrists (e.g. pushing, pulling, turning to be able to provide hairdressing services)
- Good hand and eye co-ordination (e.g. working with scissors, razors, clippers, combs, hair tools, etc.)
- Tolerance to working with hair/beauty products which may cause allergies

#### Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to perform basic mathematical skills (e.g. calculating ratios for quantities when preparing hairdressing chemicals, and measurements when cutting and styling hair, accurate handling of client payments)
- Accept responsibility for accurate completion of work and seek help when required
- Capacity to develop, apply and maintain hairdressing industry knowledge, including creative skills to advise and create styles suitable for clients, with the ability to keep up to date with the latest industry trends
- Effective problem solving ability (e.g. show independence and initiative in identifying and solving problems with clients)
- Read, understand and interpret written materials (e.g. product labels and instructions for hairdressing tools)

#### Behavioural & Social Skills

- Genuine interest in interacting and working with people
- Interpersonal skills (e.g. customer services skills, putting clients at ease, the ability to contribute and work as a member of a team)
- Maintain neat personal appearance, including a high level of personal hygiene and in line with industry expectations of promoting personal presentation and improving the customer's appearance
- Stress tolerance (e.g. deal calmly with stressful situations or under pressure)
- Tolerate close proximity with individuals (including physical contact)

### Technical Skills

- Capacity to develop knowledge and ability to identify potential hair and scalp problems and follow through with professional advice to clients on suitable treatments and products

### Digital Skills

- Able to log on with a username and password
- Able to complete a basic internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files
- Able to use a drop down menu to select an option on digital form, e.g. state or territory
- Able to save a file
- Able to use a computer mouse with increasing accuracy and right clicks to locate menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on desktop

### Work Experience Skills

Students who are not apprentices are highly encouraged to complete 80 hours of external work placement. Your training is supported by hands-on experience at The Studio, our practical clinic located at the Geelong City Campus. Specific skills in addition to those listed above that will be required during any work experience you undertake as part of this course include:

- Ability to be on your feet for extended periods of times, both walking and standing, and maintaining consistent physical performance throughout your day
- Ability to manage personal emotions and behaviour calmly and respectfully (e.g. dealing with clients)
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to promote and sell retail hair products
- Ability to work as part of a team and/or independently
- Ability to work under pressure
- Demonstrate accurate and clear written communication (e.g. able to keep client records, complete workplace forms)
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Flexible (e.g. with rosters and work duties)
- Operational knowledge of computers/smart devices, including capacity to use industry specific software
- Sensitive when dealing with clients various needs
- Stress tolerance (e.g. deal calmly with stressful situations or under pressure)
- Strong customer service skills (e.g. enquiries, answering telephones, making appointments, customer complaints)
- Understand and follow policies and procedures (e.g. work instructions and salon processes)

### Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

### Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other



reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

**Phone:** 03 5225 0500

**Email:** [courinfo@gordontafe.edu.au](mailto:courinfo@gordontafe.edu.au)

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>