

Course **Pre-Enrolment Guide**

Training Area:

Beauty & Hairdressing

Training Product:

**SHB20121 Certificate II in Retail
Cosmetics**

**SHB20216 Certificate II in Salon
Assistant**

SHB20121 Certificate II in Retail Cosmetics

Release number	1
Required number of units for course completion	15 units
Course Duration	9 months
Location/s	Geraldton
Delivery mode	• Face to Face - Requires you to attend classes on campus and may include activities such as demonstrations, practice and feedback, discussions and group activities. In some courses there may be a requirement to undertake some of the training and/or assessment in a workplace.

SHB20216 Certificate II in Salon Assistant

Release number	1
Required number of units for course completion	12 units
Course Duration	9 months
Location/s	Geraldton
Delivery mode	• Face to Face - Requires you to attend classes on campus and may include activities such as demonstrations, practice and feedback, discussions and group activities. In some courses there may be a requirement to undertake some of the training and/or assessment in a workplace.

Course Description

SHB20216 Certificate II in Salon Assistant

This is a preparatory qualification which provides a defined and limited range of basic skills and knowledge used in hairdressing salons by individuals who provide assistance with client services. These routine and repetitive tasks are completed under direct supervision and with guidance from hairdressers who manage the client service.

The combined skills and knowledge do not provide for a job outcome as a hairdresser and this qualification is intended to prepare individuals for further training.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

SHB20121 Certificate II in Retail Cosmetics

This qualification reflects the role of retail sales personnel involved in a defined range of tasks to sell and demonstrate beauty or cosmetic products. They follow known routines and procedures, and work under direct supervision.

This qualification provides a pathway to work as a retail sales consultant in any business that sells beauty or cosmetic products and services. This can include beauty and hairdressing salons, retail outlets and department stores.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Course Considerations**Physical Capability**

This course includes a range of practical activities that require students to participate in hands-on hairdressing, barbering, beauty therapy treatments, and salon services. Students should be aware that they may be required to:

- Stand for extended periods during practical classes, salon sessions, and clinic activities.
- Bend, reach, and use their hands frequently when performing hairdressing, barbering, beauty treatments, and salon services.
- Perform repetitive hand and arm movements while maintaining good posture and technique when working with clients.
- Demonstrate good hand-eye coordination, precision, steadiness, and the ability to complete detailed practical and technical tasks accurately.
- Work in close physical proximity to clients and feel comfortable with regular professional physical contact, including hair, skin, and beauty treatments.
- Participate in practical activities and treatments on classmates and receive services as part of the learning and assessment process.
- Apply and work with a range of hairdressing and beauty therapy products. Students should be aware that some products and treatments may not be suitable for individuals with significant skin sensitivities, allergies, or other relevant health conditions.

Emotional and Mental Requirements

Students undertaking this course should have a genuine interest in the hair and beauty industry, including hairdressing, barbering, skincare, makeup, styling, massage, product knowledge, and current industry trends.

- To support success in the course and industry, students should be able to:
- Communicate professionally and respectfully with clients, classmates, and staff.
- Remain patient, focused, and organised in a busy salon-style environment.
- Manage time effectively when completing treatments, appointments, services, and course tasks.
- Accept feedback and continuously develop their skills and knowledge.
- Maintain a professional attitude and presentation at all times.

- Demonstrate a commitment to excellent customer service and client care.

Environmental Requirements

Students will work in a salon or simulated salon environment that can be busy, fast-paced, and highly interactive.

Students should be able to:

- Maintain high standards of personal presentation, hygiene, and cleanliness at all times.
- Work professionally in close contact with clients, classmates, and staff.
- Follow workplace health and safety, infection control, and hygiene procedures to ensure the safety and wellbeing of themselves and others.
- Adapt to a structured salon environment that may include noise, strong scents, chemicals, and regular client interaction.
- Maintain tidy and organised workspaces and equipment in accordance with industry standards.

Cultural and Social Aspects

Students will interact with a wide range of clients and should be able to work professionally and respectfully with people from diverse backgrounds, cultures, genders, ages, and lifestyles.

Students should be able to:

- Communicate clearly, professionally, and respectfully with clients, classmates, and staff.
- Build positive client relationships by being friendly, approachable, and supportive.
- Work closely with others in a salon environment and contribute positively as part of a team.
- Demonstrate respectful, inclusive, and non-judgemental behaviour at all times.
- Help clients feel comfortable, confident, and valued during consultations, treatments, and services.
- Respect client privacy, preferences, and individual needs while maintaining professional boundaries.

Course fees

For information about courses and fees, refer to the Course Website.

[Courses | Central Regional Tafe](#)

For information about VET Delivered to Secondary Students (VETDSS) courses and fees, refer to the VETDSS info page.

[VET Delivered to Secondary Students \(VETDSS\) | Central Regional Tafe](#)

Course Pathways

Pathways into the qualification, may include:

Students can gain entry into the Certificate II in Retail cosmetics with no prior experience in the industry or prior study in the field.

Pathways from this qualification, may include:

- SHB30121 Certificate III in Beauty services
- SHB40121 Certificate IV in Beauty Therapy
- SHB50121 Diploma of Beauty Therapy
- SHB30316 Certificate III in Hairdressing
- A Hairdressing Apprenticeship

Exit points:

- Upon successful completion of the full course.
- Should a learner not complete all the units of competency required they will be issued a Statement of Attainment for the individual units which they have been assessed as competent.

Further details can be found on our website [here](#).

National/State Course Entry Requirements

There are no entry requirements for this qualification.

Central Regional TAFE (CR TAFE) Entry Requirements

You must have a Unique Student Identifier (USI) to enrol in and complete any nationally recognised training in Australia. If you do not have a USI or need help getting one, we can assist you with the process.

Language, Literacy, Numeracy and Digital (LLND) Requirements

CR TAFE is required to review your language, literacy, numeracy and digital (LLND) skills to help you decide if the course is right for you, identify any support you might need, or whether other courses may be better suited to you at this time.

For this course, the method of LLND review will be:

- an interview with a CRTAFE staff member
- LLND quiz

Learning resources and equipment you need to bring

You are required to provide (at your own expense) the following list of resources/equipment:

Required Uniform

Students are required to purchase the following items **at their own expense**:

Compulsory Uniform

- Black tunic (*to be purchased from Totally Workwear*)
- Black trousers
- Black enclosed shoes

Optional (Winter Wear)

- Black long-sleeve top (to be worn under the tunic), **or**
- Black cardigan

Important Information

- An **order form for the black tunic** will be provided at **orientation**.

Other Equipment

- Pens and stationery for written work and note-taking

Textbooks

Learning materials for each unit will be provided progressively throughout the semester.

Timetable and Training Hours

The timetable provided helps you plan your week and understand your study commitments. The timetable shows which days and times you need to attend training. It helps you plan ahead and manage your participation.

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00 am-12:00 pm	Evolution Salon Room B035	Evolution Salon Room B035	Evolution Salon Room B035		
12:00 pm - 12:45 pm LUNCH BREAK					
12:45 pm-3:45 pm	Evolution Salon Room B035	Evolution Salon Room B035	Evolution Salon Room B035		

Assessment Methods

- Knowledge questions: This involves answering questions, either orally or in writing relating to the unit of competency.
- Observations: This involves your assessor or a third party (workplace supervisor) observing you perform tasks in the workplace and/or simulated workplace to check that you have the knowledge and skills required for the unit of competency.
- Role Play: This involves participating in simulated scenarios that reflect real workplace situations. You will demonstrate communication, client interaction and practical skills in a controlled environment to show your ability to respond appropriately to client needs and industry expectations.

Note: The specific assessments required for each unit of competency will be outlined in the Training and Assessment Plan (TAP) for that unit. You will receive a copy of the TAP for each unit when you enrol.

Further information

More information can be found in our Student Handbook, available for download off our website [here](#)

Contacts:

Portfolio Name: Health and Care Services

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Email: hcsadmin@crtafe.wa.edu.au

Building: H Block

Alternatively, you may contact the college on 1800 672 700

Or enquire via our website enquiry form [here](#):



**Central
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RTO: 52789



1800 672 700



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