



Course

Pre-Enrolment Guide

Training Area:

Hairdressing

Training Product:

SHB20216

**Certificate II in
Salon Assistant**



Your Future. Your Choice. Your TAFE.

Central Regional TAFE spans four regions and around 57% of Western Australia, with nine campuses delivering training that reflects the industries driving our state's economy. From the Midwest and Wheatbelt to the Gascoyne and Goldfields, our footprint is vast – and so are the opportunities.

Studying regionally connects you directly with the jobs that matter. With most agricultural, health, and construction roles based in regional WA, training close to home ensures you build skills where the demand is.

Each campus is shaped by its community and industries. Whether it's aquaculture on the coast, mining in the Goldfields, or agriculture in the Wheatbelt, we work hand-in-hand with employers to make sure your training is current, practical, and linked to real apprenticeships and work placements.

Wherever you live, your local campus is ready to help you succeed – while keeping skills, jobs, and opportunities right here in regional WA.





Your Campus. Your Training. Your Career.

At Central Regional TAFE, it's all about you. We're here to help you shape the future you want, with the right support every step of the way.

Learn from industry experts who bring real-world knowledge into the classroom and gain the confidence and skills employers are looking for. With over 300 nationally recognised courses – from Certificate I through to Advanced Diploma – plus a wide range of short courses, there's a pathway for every ambition.

We know life is busy, so our flexible and online study options help you balance training with work, family, and everything else you've got going on. Add to that payment plans and tailored support, and achieving your goals has never been easier.

Whether you're leaving school, changing careers, or upskilling, you'll find a place at TAFE – and a pathway to a future that works for you.

Train where you live. Build real skills. Shape a future that works – with Central Regional TAFE.



Course Information

SHB20216 Certificate II in Salon Assistant

Release number	1
Required number of units for course completion	12
Duration	12-18 Months
Location	Central Regional TAFE Geraldton
Delivery mode	Traineeship

IS THIS COURSE RIGHT FOR ME?

Before you choose this course, it's a good idea to think about the skills and knowledge you might need. The information below will help you decide if the course is a good fit for you, or if there are areas where you might need some extra support.

Information you need to know about the course

Before enrolling in SHB20216 Certificate II in Salon Assistant it is important to understand the typical physical, environmental and behavioural demands you'll encounter during both your training in the workplace.

Physical Requirements:

As a Salon Assistant, you'll need to be comfortable with:

- Standing or working in the same position for extended periods.
- Performing repetitive manual tasks using a variety of hairdressing tools.
- Upper body and arm strength for all blow-drying task is required

Environmental Conditions:

Salon Assistant may train and work in diverse environments, including:

- Working with hazardous chemicals.
- Working with hazardous gases
- Fast-paced, team-oriented salon or workplace settings.

Behaviour and Workplace Expectations:

As a Salon Assistant, you'll be expected to demonstrate:

- Punctuality and a commitment to attendance across both training and work placements.
- Consistent use and maintenance of personal protective equipment (PPE).
- A strong focus on safety procedures to protect yourself and others.
- Professional behaviour including teamwork, respect, and communication skills.

This course suits individuals who are physically capable, enjoy working with their hands, and are committed to following safe and responsible practices in a trade environment.

Course Pathways

This course aims to help you develop skills and knowledge that may support entry into a range of job roles or further study. Further details can be found on our website [here](#).

This qualification reflects the role of Salon Assistants who use a range of well-developed sales, consultation and technical skills and knowledge to provide a broad range of hairdressing services to clients. They use discretion and judgement to provide client services and take responsibility for the outcomes of their own work.

This qualification provides a pathway to work as a hairdresser or a Barber, in a face-to-face study option or apprentice pathway in any industry environment, usually a salon.

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

National Course Entry Requirements

Entry requirements apply to this course. You must be indentured into a traineeship to complete this training.

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.

Before you enrol, 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 learning options may be better suited to you at this time.

For this course, you are required to complete an LLND (Language, Literacy, and Numeracy) test through your sign-up with Apprentice Support Australia. Additionally, you must complete LLND testing sent to you by your lecturer prior to signing the training plan. This LLND review must be completed before your lecturer attends your workplace to finalise the trainee sign-up.

Fees and Payments

Whether you are enrolling in individual units and/or full qualifications at CR TAFE, you are responsible for paying the enrolment fee for each unit you enrol in.

You will find detailed information about your course costs and how they are calculated on our website [here](#).

You can also check the drop-down box for FEES on your course page on the website which has details about the course fees.

Further information on:

- key payment terms and conditions
- availability of any relevant government training entitlements and subsidies
- our withdrawal and refund requirements

is available under the Fees and Payment Options section in the Student Handbook on our website [here](#).

Our Student Business Systems team can help if you are unsure about any fee information. Please refer to the Contacts section, on how to contact us.

Learning Resources

You will need the following learning resources for your course: your own electronic device a laptop. Touchscreen laptops are acceptable, but the device must be a full-function laptop, not a tablet.

Textbooks

Once you are enrolled in your traineeship, you will be provided with given Skin-Deep learning resources. The cost of these resources is included in your course fees.

Online learning materials

You will be required to have access to Microsoft teams to via Office 365, once you are enrolled. This will give you access to the PowerPoints and other learning material your lecture will give you.

Resources and equipment you need to bring

You are required to speak to your employer and find out if they will provide you the required hairdressing tools or if your tools required to complete this qualification will be at your own expense. Your employer will discuss and order tools for you. The following list of resources/equipment is a brief guide of what you will need to complete the qualification:

- Selection of brushes including Round, Denim, Vent
- Sectioning clips
- Blow-dryer and diffuser
- Combs

CR TAFE online library resources

Our online library has a wide range of electronic resources useful to your course. You can find our online library on the CR TAFE website [here](#). Library staff are available to assist you as required.

My Portal

There is a variety of information available to students on our website under [Current Students](#) Once you are enrolled, the Student Portal will allow you to view the following:

- My application - view the status of your application to study
- My payments - view your payment history and instalment plan details (if relevant)
- My study - view your course details, units and academic records
- My details - view and update your personal information
- My tasks - view any notices from Central Regional TAFE
- Blackboard - links directly to the Blackboard e-learning platform

Recognition of Prior Learning

Recognition of prior learning (RPL) means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product. If you think you have existing knowledge and skills in one or more of your units of study, you may apply for RPL. Should you apply for RPL, you will be supported through the process by a lecturer. For further information visit our website [here](#).

Credit

Credit can be given if you have successfully completed a unit or module that has the same code or is deemed equivalent to one in your current course. You may have completed this unit/module at a Registered Training Organisation or at an alternate authorised organisation such as a university.

You will have to provide some evidence you have successfully completed the unit or module. This might include authenticated VET transcripts or other AQF certification documents like Statements of Attainment, Records of Results etc.

You won't be charged for credit. If you think this might apply to you, contact your lecturer to discuss eligibility, the application process and the evidence you need to provide.

Note: CR TAFE will not issue an Award or Statement of Attainment that is achieved wholly through crediting units completed at another RTO.

Appeals and Feedback

CR TAFE values student feedback and recognises that opportunities to improve products and services arise from the effective handling of student complaints. Complaints are processed in a way that balances the interests of students and CR TAFE while making sure the process is fair for everyone.

Students are supported to provide feedback and make complaints. Students have the right to appeal decisions made by the lecturer/assessor and CR TAFE. For example, if you have concerns about your assessment results, please approach your lecturer to discuss the issue and/or refer to our website for details here.

Student Support Services

CR TAFE aims to provide a supportive learning environment for all students. If you have any support needs, either before you enrol or during your course, we encourage you to speak with your lecturer or the Student Support Services team. CR TAFE will provide, or help you access, the support that can assist you in your studies.

Training Support:

You are encouraged to identify any training support that you may need before you enrol and at any point during your learning journey. This may include but not limited to:

- Study Skills
- Accessing and using technology
- Assessments
- Disability support
- Aboriginal and Torres Strait Islander support

Wellbeing Support:

CR TAFE is dedicated to supporting students and to providing a safe and inclusive learning environment for all students including a culturally safe learning environment for Aboriginal people. CR TAFE recognises that student wellbeing is important for a successful learning journey and may provide, or support access to, appropriate services where needed. Wellbeing support may include, but not limited to:

- Counselling and mental health resources (external)
- Career Services and Guidance (internal)
- Financial (fee and debt payment options, scholarships) (internal)
- Abuse, harassment, bullying (internal and external)
- Crisis and Support Lines (external)
- Support for Aboriginal students (internal and external)
- Aboriginal Counselling Support (external)
- Support for students with disability (internal and external)
- Support for international students (internal)

For confidential, no obligation contact information for wellbeing support, please contact our Student Support Services team who can help you with more information on how to access these support services, or go to our website.

Contacts:**Lecturer contact details:**

Name: Christine Harvey

Phone number: 99652758

Email: Christine.Harvey@crtafe.wa.edu.auBuilding: Evolution Hair, Beauty and Massage
Training Salon B BlockAvailability: *Thursday*

Name: Taylah Anderson

Phone number: 99652758

Email: Taylah.Anderson@crtafe.wa.edu.auBuilding: Evolution Hair, Beauty and Massage
Training Salon B BlockAvailability: *Monday - Thursday*

To speak to our Student Business System Team, Student Support Services Team, our Technical Support Team, Aboriginal Support Services or your local Access and Equity Inclusion Officer, contact: 1800 672 700 or enquiries@crtafe.wa.edu.au.

Alternatively, you can complete an online enquiry form <https://www.centralregionaltafe.wa.edu.au/contact-us>.

For help with all things career, training and employment, contact our Jobs and Skills Centres at either our Geraldton, Kalgoorlie or Northam campuses, or call 13 64 64 or go to www.jobsandskills.wa.gov.au.

Award

Upon successful completion of this course, you are entitled to an Award and a Record of Achievement. Should you not have successfully completed all the units of competency required for the Award, you are entitled to a Statement of Attainment for the individual units for which you have been assessed as competent.

Further Resources and Information

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

Notification of Changes to the Course

You will be informed in writing by your lecturer of any changes that affect your course after enrolment. You will be supported throughout the change to ensure there is minimal disruption to your learning journey.

Assessment Methods

For this course, assessments may include the following:

- 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.
- Project: This involves completing tasks or activities in the workplace and/or simulated workplace to show that you can apply the knowledge and skills required for the unit of competency.
- Portfolio: This is a collection of evidence you put together, such as documents, examples of your work, or completed activities, to show that you have the knowledge and skills required for the unit of competency.

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.

Overview of Training Hours

The table below outlines the units you need to complete. It shows the types of training you are required to do and approximately how much time they should take. This will help you understand how much time you will need to set aside for each unit you are enrolled in.

Training and Assessment Strategy

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SHB20216 - Certificate II in Salon Assistant - R1.00

GER 2026-27 WPA GHA

Stage	National ID	Unit Of Competency	Face to Face	Workshops	Work Placement	Structured Out Of Class Activities	Tutorial Study Support	Total	Assessment	Delivery Mode	Core / Elective	Pre-Requisites National Code/s
Stage 1	BSBWS201	Contribute to health and safety of self and others [AUL95]		0.00	0.00	10.00	0.00	10.00	7.00	Blended Delivery	Core	
	SHBHBAS001	Provide shampoo and basin services [AWY53]	0.00	0.00	0.00	15.00	0.00	15.00	10.00	Blended Delivery	Core	
	SHBHDES001	Dry hair to shape [AWY32]	0.00	0.00	0.00	15.00	0.00	15.00	11.00	Blended Delivery	Core	
	SHBHIND001	Maintain and organise tools, equipment and work areas [AWY22]	0.00	0.00	0.00	15.00	0.00	15.00	8.00	Blended Delivery	Core	
	SHBXCCS003	Greet and prepare clients for salon services [AWY02]	0.00	0.00	0.00	10.00	0.00	10.00	6.00	Blended Delivery	Core	
	SHBXIND002	Communicate as part of a salon team [AWX99]	0.00	0.00	0.00	15.00	0.00	15.00	8.00	Blended Delivery	Core	
	SHBHDES002	Braid hair [AWY29]	0.00	0.00	0.00	15.00	0.00	15.00	8.50	Blended Delivery	Elective	
Stage 2	SHBXCCS001	Conduct salon financial transactions [AVG38]	0.00	0.00	0.00	15.00	0.00	15.00	15.00	Blended Delivery	Core	
	SHBXIND001	Comply with organisational requirements within a personal services environment [AVG37]	0.00	0.00	0.00	15.00	0.00	15.00	18.00	Blended Delivery	Core	
	SHBHCLS001	Apply hair colour products [AWY51]	0.00	0.00	0.00	20.00	0.00	20.00	23.00	Blended Delivery	Elective	
	SHBHIND002	Research and use hairdressing industry information [AWY20]	0.00	0.00	0.00	20.00	0.00	20.00	10.00	Blended Delivery	Elective	
	SHBXCCS004	Recommend products and services [AWX98]	0.00	0.00	0.00	20.00	0.00	20.00	10.00	Blended Delivery	Elective	
		Total	0.00	0.00	0.00	185.00	0.00	185.00	134.50			

Cluster	Unit Of Competency	Core / Elective
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