Review Of Hairdressing and Barbering Qualifications

Consultation Strategy

PROJECT SNAPSHOT

Item	Description	
Project Sponsor	Aaron Hines, Executive Director Products and Projects	
Project Manager	Katrina Higham, General Manager, Product Design and Development	
Project Lead	Mia Jarrett, Product and Project Lead	
Project Type	**Complex: 18 months**	February 2025 - September 2026
Stages	**Pre-stage 1 – Establishment of Project**	February 2025
	Stage 1 – Initial Development	March 2025 – October 2025
	Stage 2 – Public and Government Consultation	October 2025 – February 2026
	Stage 3 – Incorporation of Feedback	March 2026 – December 2026
	3.1 Additional Consultation	September 2026 – October 2026
	3.2 Incorporation of Additional Feedback	October 2026 – December 2026
	Stage 4 – Senior Officials Check	December 2026 – January 2026
	Stage 5 – Submission to the Assurance Body	February 2027
	Stage 6 – Assurance Body consideration	February 2027 – March 2027
	Stage 7 – Skills Ministers Endorsement	March 2027
	Stage 8 – Publication of training products	March 2027

PROJECT BACKGROUND

SaCSA has received approval from the Department of Employment and Workplace Relations (DEWR) to undertake a full review and update the following qualifications *(the qualifications)*:

- SHB30416 Certificate III in Hairdressing,
- SHB30516 Certificate III in Barbering,
- SHB40216 Certificate IV in Hairdressing, and
- SHB50216 Diploma of Salon Management.

This Training Package Development (TPD) Activity Project will:

- Address stakeholder-identified concerns and learner-identified needs around duplication of knowledge and skills, and improve alignment with industry practices, whilst keeping the integrity of repetition necessary to develop competency of skills (for example, cutting techniques)
- Develop one uniform qualification (if appropriate) at a Certificate III level by removing duplication of units and creating specialisation streams that enable a better learning pathway and career progression
- Design a qualification pathway that aligns with career progression between Certificate III level through to Diploma
- Create a more streamlined approach to foundational practical skills to ensure individuals are job ready (for example, customer service skills, overall health and well-being)
- Provide enhanced alignment between industry practices and training organisation training and assessment through improved implementation guidance
- Align qualification outcomes with current and emerging industry and customer trends
- Develop qualifications that emphasise skill techniques designed to enhance the technical training capacity within training organisations and the workplace.

The review of the qualifications will result in a major update in alignment with the Training Package Organising Framework (TPOF).

SCOPE

In Scope

SaCSA has received Activity Project approval from the Department Employment and Workplace Relations (the Department) to:

- To identify duplication of knowledge and skills to create a better alignment with industry practices, whilst keeping the integrity of repetition necessary to develop competency of skills
- To develop one uniform qualification at a Certificate III level (if appropriate) by removing duplication of units and creating specialisation streams that enable a better learner experience
- To create a more streamlined means of progressing between Certificate III level through to Diploma, to provide a better career pathway for individuals
- To create a more streamlined approach to foundational practical skills to ensure individuals are job ready

Out of Scope

SaCSA will only be reviewing the above qualifications as part of this Activity Project.

It is noted, this Activity Project proposes to review four qualifications, there may be impacts to other qualifications within the SHB Hairdressing and Beauty Services Training Package. These qualifications include, but are not limited to:

- SHB20121 Certificate II in Retail Cosmetics
- SHB20216 Certificate II in Salon Assistant
- SHB30121 Certificate III in Beauty Services

- SHB30221 Certificate III in Make-Up
- SHB30321 Certificate III in Nail Technology
- SHB40121 Certificate IV in Beauty Therapy
- SHB50121 Diploma of Beauty Therapy
- SHB50321 Diploma of Cosmetic Tattooing
- SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction
- SHB60221 Advanced Diploma of Skin Therapy

If, through the work of this Activity Project, SaCSA identifies other qualifications within the SHB Training Package that are directly impacted, SaCSA will propose a separate Activity Project Submission in line with the Training Package Organising Framework (TPOF).

STAKEHOLDER CONSULTATION STRATEGY

This Stakeholder Consultation Strategy is designed to ensure that targeted and meaningful engagement informs SaCSAs training product development processes, in order to meet industry need for current and relevant training products.

Stakeholders, including industry experts, Registered Training Organisations (RTOs), Strategic Workforce Advisory Groups (SWAGs), and Technical Committees, will be consulted to identify opportunities for reform, review and refine outputs, and validate training product outcomes.

By engaging early and meaningfully, SaCSA will ensure the revised qualifications are current, fit-for-purpose, and reflective of real-world job roles and practices.

Engagement activities will be accurately recorded, and records of discussion retained to ensure transparency and accountability.

This is not an exhaustive list of consultation points undertaken throughout this Activity Project, however, will provide an overview of intended consultation activities.

Strategy Evaluation and Review

SaCSA's engagement strategy is fluid and responsive to the needs of our stakeholders. SaCSA will periodically review and evaluate engagement to ensure that consultation is open, inclusive and facilitates feedback from all key users of the training products.

PURPOSE AND OUTCOMES OF CONSULTATION

The purpose of consultation is to inform and involve stakeholders in the Review of Hairdressing and Barbering Qualifications, according to the requirements of the TPOF. This consultation forms a critical phase in ensuring the proposed qualifications are relevant, future-focused, and aligned with workforce demands across the Hairdressing and Barbering sectors.

The focus of the engagement is to test and validate the draft recommendations developed through initial research and expert input. Stakeholders are invited to assess the suitability of proposed changes to qualification structures, content, and assessment approaches, and to help identify any potential impacts of implementation.

SaCSA is seeking feedback on:

- The relevance and accuracy of the proposed qualification updates.
- Alignment with current and emerging industry practices.
- Practicality for delivery by Registered Training Organisations (RTOs).
- Potential challenges or impacts on learners, educators, and employers.

All feedback received during the consultation will be analysed and used to refine the draft qualifications. This will help ensure the final products are responsive to industry needs, educationally sound, and practical to implement. Where required, stakeholder insights will lead to adjustments in content, structure, and delivery guidance.

Intended outcomes of the consultation:

- Validation of the proposed qualification content and structure.
- Assurance of alignment with contemporary industry requirements.
- Identification of implementation issues or unintended consequences.
- Strengthening of quality, relevance, and integrity of the final training products.

Through this consultation, SaCSA aims to deliver training products that support workforce capability, meet future industry challenges, and ensure quality outcomes for learners and employers alike.

INFORM AND ENGAGE STAKEHOLDERS

Identify Key Stakeholder Groups

Key stakeholder groups have been identified to ensure broad, representative input across all stages of the development process. Each group brings unique expertise and perspectives that contribute to the relevance, quality, and applicability of the training product. A detailed list of key stakeholder types is provided in Appendix A: Stakeholder Group Summary.

Distribution of key stakeholders

The table below outlines the distribution of key stakeholder groups by location to support targeted and regionally informed engagement.

Stakeholder	AUS	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
SWAG			X	X	X			X	X
Technical Committee	X		X	X	X	X	X	X	X
Industry stakeholders	X	X	X	X	X	X	X	X	X
RTOs	X	X	X	X	X	X	X	X	X

In addition to the stakeholder groups already mentioned, a public consultation process will be undertaken to ensure that broad occupations and perspectives across the Hairdressing and Barbering sector are represented.

Activity Project Launch

Activity Project Page

SaCSA published the Review of Hairdressing and Barbering web page on 26 March 2025. This page will serve as a central hub for updates, ensuring industry professionals have access to the latest information and opportunities to engage in the consultation process.

SaCSA Newsletter

The SaCSA newsletter will keep stakeholders informed with regular updates on project progress and upcoming consultation opportunities. It will also be utilised to encourage participation in surveys and online feedback opportunities.

Activity Project EDM

SaCSA will use targeted Electronic Direct Mail (EDM) campaigns to deliver tailored information to stakeholder groups. These campaigns will ensure that the right audiences receive relevant updates, consultation invitations, and opportunities to provide input.

A tailored EDM was sent to each of the 287 Registered Training Organisations impacted by this Activity Project, via the publicly available details on training.gov.au, to advise of the commencement of this review and invite them to engage in consultation.

Initial Feedback Survey

SaCSA's Initial Feedback Survey aims to identify issues and opportunities within the current training products, gather stakeholder feedback on the potential solutions and to identify and validate industry practices and workforce needs.

Key areas of feedback that will be sought include but are not limited to:

- Identifying redundant or overlapping units of competency
- Evaluating whether current training aligns with industry standards and skills demands
- Improvement of flexibility and relevance in training delivery
- Emerging trends and skills gaps in the hairdressing and barbering sector

SaCSA launched the Initial Feedback survey on 26 March 2025 which is accessible via the Activity Project web page Review of Hairdressing and Barbering Qualifications**.** Industry members were invited to participate, and responses were collected over a period of four weeks.

Markup.IO

SaCSA will utilise Markup.IO to gather comprehensive feedback on the nuances of SaCSA's draft training products during the Public and Government Consultation phase. MarkUp.io will allow stakeholders to provide input and feedback across several key areas, including, but not limited to:

- Suitability of language used within the training products,
- Validation of knowledge and skills included within the draft training products,
- Any foreseen implementation issues, and
- Any persisting knowledge and skills gaps.

The draft training products will be launched on Markup.IO at the commencement of **Stage 2: Public and Government Consultation** and will collate responses for a minimum of four weeks.

Project Consultation Roadshow

In November 2025, SaCSA will facilitate a series of face-to-face workshops to gather feedback on the draft training products.

The workshops will involve technical discussions and collaborative review of the draft training products to ensure they are fit-for-purpose for stakeholders across the industry and VET sector.

SaCSA will also host a series of virtual workshops in November and December 2025 and February 2026 for those stakeholders who are unable to attend in person.

Regular Updates

As each stage of this Activity Project is progressed, SaCSA will utilise various methods such as direct emails, the SaCSA newsletter and the project website to communicate insights and updates.

ESTABLISH A TECHNICAL COMMITTEE

SaCSA opened applications for this Activity Projects Technical Committee on 26 March 2025.

Technical Committee member applications were screened and reviewed against the criteria of sector experience, VET sector experience, and the needs of this Activity Project. Interviews were conducted as part of the selection process to ensure appropriate representation and expertise, in alignment with the Technical Committee Terms of Reference.

The Technical Committee was stood up in August 2025 to provide expert advice and support to this Activity Project, in line with the Technical Committee Terms of Reference.

Technical Committee Membership

Name	Stakeholder Type	Location	Organisation
Benny Divitaris	RTO/Educational Expert/Subject Matter Expert	VIC	BIBA Academy
Anthony Gray	RTO/Educational Expert/Subject Matter Expert	QLD	MIG Training
Kerrie Bowen	RTO/Educational Expert/Subject Matter Expert	SA	Clip Joint
Liz Maher	RTO/Educational Expert/Subject Matter Expert	WA	Taylorweir Hairdressing and Barbering Training
Samantha New	RTO/Educational Expert/Subject Matter Expert	NSW	TAFE NSW
Anna Penn	RTO/Educational Expert/Subject Matter Expert	VIC	Victoria University
Michele Edwards	RTO/Educational Expert/Subject Matter Expert	WA	TAFE WA Central Regional
Billie-Jean Cavanough	RTO/Educational Expert/Subject Matter Expert	QLD	TAFE QLD
Nicole Gislingham	Employer/Subject Matter Expert	QLD	Epic Hair Designs
Cathy King	Subject Matter Expert	VIC	Toni&Guy
Bonnie Pilgrim	Employer/Subject Matter Expert	NSW	Hair Management Co
Sid Davies	Employer/Subject Matter Expert	TAS	Cracker Jack Barbershop
Sonia Kinna	Employer/Subject Matter Expert	NT	I am Hair Wellness
Kathleen Rodda	Government Body/Subject Matter Expert	SA	South Australian Skills Commission

Technical Committee Meetings

The Technical Committee will meet at least four times throughout the Activity Project.

Item	Date	Type	Meeting	Purpose
1	August 2025	Virtual	*Initial meeting*	Set up and expectations of Technical Committee. Review of initial feedback and recommendations for initial draft of training product.
2	October 2025	Virtual	*Progress review*	Discussion of feedback on draft training product. Review of reports and development of UoC.
3	February 2026	In Person	*Review of final draft*	Deep review of the draft training product and companion volume implementation guide.
4	June 2026	Virtual	*Final review meeting for Technical Committee*	Final review of draft training products and companion volume implementation guide.
5	August 2026	Virtual	*TPA Guidance and Next Steps*	Discuss recent TPA guidance, its implications for the training products, and the approach to revision and Technical Committee review.
6	November 2026	Virtual	*Final meeting for Technical Committee*	Final review of draft training product and companion volume implementation guide.

Note: Meeting dates are subject to change and are representative of the project at the time of publication.

Technical Committee final review

The Activity Project Technical Committee will review the final draft training product. This product will then be submitted to the Senior Responsible Officers and the Quality Assurance Body.

PROVIDING PROJECT FEEDBACK

In line with the TPOF, SaCSA will be facilitating broad, public consultation and feedback of the draft training products, in addition to targeted engagement for this Activity Project.

Broad, public consultation will be facilitated for a minimum of four weeks, after which the feedback will be verified by additional engagement (if required) and incorporated into the draft training products.

How to provide feedback

There are mechanisms that Stakeholders can use to provide feedback around this Activity Project:

Workshops	SaCSA will host interactive workshops to provide project updates, foster discussion, and engage with industry perspectives. Each session will offer a platform for stakeholders to share insights, ask questions, and play an active role in shaping the development of training products. Workshops will be hosted virtually, via Microsoft Teams, and at a variety of different times and days to ensure maximum attendance opportunities.
Social media	SaCSA will use social media platforms, including LinkedIn and the SaCSA Webpage, to announce key project developments, share insights, and keep stakeholders informed. These platforms will also identify opportunities for stakeholders to participate in feedback sessions and public reviews.
Online Feedback Surveys	SaCSA will provide online surveys to collate in depth stakeholders feedback, structured to gather industry perspectives and valuable insights from a broad range of stakeholders, including those in regional and remote areas, in addition to nuanced feedback from training providers wishing to focus on specific training product changes, assessment structures, and competency requirements.
Roundtables	SaCSA will host face-to-face roundtables to provide stakeholders with direct opportunities to engage in meaningful discussions about training product developments. Sessions will create a space for open discussions on training product refinements and industry needs, strengthen industry ownership of training outcomes through direct stakeholder input and collaborate on refining training products to ensure they meet workforce needs.

What happens to the feedback

Feedback received throughout the Activity Project is recorded in the Consultation Log. This log will be updated after the Broad Consultation period and will be published on the Activity Project webpage.

All feedback will be considered and either incorporated into the draft training products or deemed as unfit for incorporation. In this instance, information and justification for this decision will be reflected in the Consultation Log.

Conflicting feedback

If feedback received for this Activity Project is conflicting and a broad consensus on the draft training product cannot be achieved, SaCSA will collaborate with the Technical Committee and SWAG (and other specialists/subject matter experts, as required) to reach an agreeable solution.

If required, an additional review and consultation phase will be opened to address the consensus.

If all methods to address the conflicting feedback have been undertaken and a resolution still cannot be reached, SaCSA will undertake the formal dispute resolution process, as outlined in the Training Package Product Development and Endorsement Process Policy.

APPENDIX A - STAKEHOLDER GROUP SUMMARY

Stakeholder	Function
Strategic Workforce Advisory Groups (SWAGs)	Consultation will occur during the project and to seek support of the outcomes from the review and consultation. The SWAG will be consulted of the proposed changes to the qualification and in turn, training.gov.au in line with the TPOF.
Technical Committee	SaCSA will draw on the technical expertise of the Committee Members in this Activity Project to obtain advice on findings and suggestions of development of training product: • Duplication of knowledge and skills to create a better alignment with industry practices, whilst keeping the integrity of repetition necessary to develop competency of skills. • Develop uniform qualifications by removing duplication of units and creating specialisation streams that enable a better learner experience • Create a more streamlined approach to foundational practical skills to ensure individuals are job ready.
Industry stakeholders	Consultation with industry stakeholders will be undertaken throughout the project to identify and validate knowledge and skill gaps among new entrants to the workforce, as well as individuals who have recently completed their qualifications. In addition, industry stakeholders will contribute valuable insights regarding current benchmarks, best practices, and the broader industry context, which will inform the development of the training products.
Registered Training Organisations (RTOs)	Training providers (RTOs) with impacted training products on their Scope of Registration will be consulted throughout the project to provide input on units of competency, the structure of the qualifications and the impact on learners. Once feedback is collated, SaCSA will engage with SWAGs to seek advice and ensure updates align with the TPOF.
The VET Feedback and Monitoring Group (VFMG)	The VET Feedback and Monitoring Group (VFMG) is established as a space for VET educators to share their thoughts on SaCSA projects and give practical input on how project outcomes and outputs can be put into action. Its role is to offer timely feedback throughout a project's lifecycle, from early direction right through to post-endorsement, with all input recorded in a consultation log for the SaCSA project team. Where there's a Technical Committee in place, the VFMG's feedback will also be shared with them. The VFMG is made up of experienced professionals from across the VET sector, the group will provide real-world insights into how SaCSA products are used, and where improvements can be made.

APPENDIX B - KEY STAKEHOLDER ORGANISATIONS BY TYPE AND LOCATION

Organisation	Location	Stakeholder Type
Bond Hair Religion	ACT	Subject Matter Expert
Toni & Guy	National	Subject Matter Expert
Wild Life Hair	Sydney	Subject Matter Expert
Just Cuts (220 Salons Nationally)	National	Subject Matter Expert
Hairhouse Warehouse (120 Salons Nationally)	National	Subject Matter Expert
Mama West	VIC	Subject Matter Expert
King's Domain	VIC	Subject Matter Expert
Sfumato Hair	TAS	Subject Matter Expert
Helmet Hair	NT	Subject Matter Expert
Endota (Beauty diploma only)	National	Subject Matter Expert
Ella Bache (Beauty diploma only)	National	Subject Matter Expert
Boheme Skin and Beauty (Beauty diploma only)	QLD	Subject Matter Expert
Macquarie Medi Spa **or** Jocelyn Petroni (Beauty diploma only)	NSW	Subject Matter Expert
His Lid (Barber)	WA	Subject Matter Expert
Stefan's Hair Fashions (50 Salons across QLD + 90 apprentices)	QLD	Subject Matter Expert
Hair Management Co	NSW	Subject Matter Expert
Jimmy Rods & Jessica James (All Quals, employs 20+ apprentices)	QLD	Subject Matter Expert
Convict Cutters	TAS	Subject Matter Expert
Pure Indulgence (Beauty diploma only)	QLD	Subject Matter Expert
Epic Hair (16 salons – employs over 50 apprentices)	QLD	Subject Matter Expert
Pierrots Hair & Brow Studio	WA	Subject Matter Expert
Urban Crew Barbers (3 Shops)	WA	Subject Matter Expert
I Am Hair Wellness	NT	Subject Matter Expert
Sharon Blain The Art Of Hair (Educator)	National	Subject Matter Expert
Kylie Dwyer- Elite Hair Education	National	Subject Matter Expert
Becky B (2 Salons)	QLD	Subject Matter Expert
Dimattia & Co	NSW	Subject Matter Expert
Salon Express (20 salons)	WA	Subject Matter Expert
Hair Management Co	NSW	Subject Matter Expert

Organisation	Location	Stakeholder Type
Zest Hair Bundaberg	QLD	Subject Matter Expert
Sandy Chong – Ex CEO Australian Hairdressing Council	NSW	Subject Matter Expert
Ashley Wuillemin – Stylist & Educator	VIC	Subject Matter Expert/Educational Expert
Pontus Boqwist (Orb Hair)	QLD	Subject Matter Expert
Australian Hairdressing Council	National	Peak Bodies
Hair & Beauty Australia	National	Peak Bodies
South Australian Hair & Beauty Association	SA	Peak Bodies
Hair & Beauty Tasmania (ran member workshop)	TAS	Peak Bodies
The Aesthetic Beauty Industry Council (ABIC)	National	Peak Bodies
ARA Hair & Beauty Association	National	Peak Bodies
The Shop, Distributive & Allied Employees' Association (SDA)	National	Union
Australian Workers Union	National	Union
Training providers with one of the affected qualifications on their scope can be accessed through the following links: SHB30416 Certificate III in Hairdressing SHB30516 Certificate III in Barbering SHB40216 Certificate IV in Hairdressing SHB50216 Diploma of Salon Management		

APPENDIX C: VET FEEDBACK AND MONITORING GROUP (VFMG)

Name	Stakeholder Type	Location	Provider
Julie Curnow	RTO/ Educational Expert	VIC	Bendigo TAFE
Wendy Blair	Consultant/ Educational Expert	NSW	Wendy Blair
Merrill Gratton	Strategic Program Manager/ RTO/ Educational Expert	SA	French Beauty Academy
Teresa Lopilato	Subject Mater Expert/ Educational Expert	ACT	Canberra Institute of Technology
Huong Dang	Subject Mater Expert	NSW	Hairdressing by Maureen Harding
Grace Maiorano	Educational Expert/ RTO	SA	TAFE SA
Jacqui Holton Picard	RTO/ Educational Expert	VIC	Chisholm Institute
Katrina McIntyre	RTO/ Educational Expert	WA	North Metropolitan TAFE WA
Rosanna Ciccotosto	RTO/ Educational Expert	WA	Taylorweir International School
Angela Pastore	RTO/ Educational Expert	NSW	Colour Cosmetica