

Subcontractor Request for Proposal

Project: Update of Beauty Qualifications

Service and Creative Skills Australia (SaCSA) are the Jobs and Skills Council (JSC) for the Arts, Personal Services, Retail, Tourism and Hospitality sectors. SaCSA is supported by the Department of Employment & Workplace Relations (DEWR).

SaCSA has received approval from the Department of Employment and Workplace Relations (the department) to undertake a review and update of the current qualifications:

- 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

OVERVIEW

SaCSA has identified through stakeholder engagement with industry representatives from the beauty sector that the above qualifications do not adequately meet the needs of the current or future workforce.

Feedback received from stakeholders indicates that:

- The current qualifications are not adequately equipping learners with the skills needed to meet evolving industry demands
- The beauty industry is undergoing rapid change in response to shifting consumer expectations, including the adoption of stronger hygiene practices, digital booking systems, and an increased focus on sustainability and ethically sourced products.
- There is a strong growth in advanced, technology-driven treatments such as laser, LED, and AI-enabled services, which require highly skilled practitioners to ensure safe and effective outcomes.
- There is a growing demand for more personalised, holistic services that prioritise wellbeing, human connection and the overall client experience.
- The current selection of core and elective units does not sufficiently reflect contemporary industry practice or emerging trends across the beauty sector.

To verify and address this feedback, SaCSA has been approved by the department to review and update the above qualifications to ensure the training products are fit for purpose and provide learners with relevant, industry-aligned skills that support employment outcomes.

OBJECTIVES

This Activity Project has the following objectives:

- Develop qualifications that prepare learners for multiple, related occupations – supporting skills transferability and adaptability while maintaining strong industry relevance as outlined in the *Qualification Development Quality Principles*.
- Strengthen learner pathways, experience, and engagement and applied learning by identifying and reducing duplication of knowledge and skills across training products, ensuring alignment with current industry practices while maintaining the repetition necessary for skill competency.

- Ensure qualifications are aligned to employment outcomes and reflect the evolving needs of the workforce as identified through industry consultation.
- Streamline career progression by creating clearer, more connected career pathways that support learner mobility and progression to higher-level qualifications.

As part of the Activity Submission, SaCSA will be putting forward subcontractors to work in conjunction with the Training Products team to deliver the reviewed and updated training product.

It is anticipated that this Activity Project will be in alignment with a Major change, as identified in the Training Package Organising Framework (TPOF)

TIMEFRAME

It is anticipated that the subcontractor will align to the Activity Project (April 2026 - October 2027) and the following timelines (business days):

- Development of Training Products: 240
- Development of Companion Volume Implementation Guide and Anti-Discrimination Report: 35
- Stakeholder consultation meetings: 44

IN SCOPE

Desktop Audit and Review

A desktop audit will be undertaken for the above qualifications to identify units of competency that have opportunities for improvement and potential for reform action, with a focus on improving industry relevance, reducing duplication and supporting fit-for-purpose training outcomes.

The following information must be gathered during the audit and provided to SaCSA:

- Identification of units of competency within the above qualifications that have duplication in the Elements, Performance Criteria and Assessment Requirements, including mapping to the units of competency where duplication occurs.
- Identification of key themes of knowledge and skills across the above qualifications, and how existing units of competency may be appropriately clustered (if appropriate) to support more holistic, applied and industry relevant delivery and assessment.
- Identification of existing units of competency that may be utilised within the above qualifications to meet emerging industry knowledge and skills requirements as identified through industry)

Initial Development

Development of the draft qualifications, must be produced in line with the Training Package Organising Framework, including:

- Draft qualifications,
- Draft units of competency that reflect the outcomes of the desktop audit and review,
- Draft skill sets, if required, and justification for the recommendation of skillsets,
- A mapping document that identifies the key changes between the current and proposed qualifications

Incorporation of Feedback

Amendments to the draft qualification, including:

- Analysis of feedback collated by SaCSA during key stakeholder engagement sessions and public consultation periods
- Amendments to the draft training products, addressing the abovementioned feedback,
- A rationale for any feedback not implemented to the draft training products
- Updated SHB Hairdressing and Beauty Training Package Companion Volume and Implementation Guide, reflecting the training products developed
- Consultation Log showing incorporation of feedback provided throughout the entirety of the Activity Project and how the changes are reflected in the training products

OUT OF SCOPE

Subcontractors will not be required to:

- Conduct administrative tasks for stakeholder meetings, including scheduling, sending invitations, or managing logistics.
- Facilitate stakeholder meetings, workshops or consultations in any capacity.
- Manage or drive stakeholder attendance, follow-ups, reminders or confirmations.
- Develop, draft or distribute meeting minutes, notes or formal consultation records.

Travel

Subcontractors will be required to travel for workshops and for the face-to-face Technical Committee. This will be at the discretion of SaCSA.

DELIVERABLES

As a subcontractor, you will be required to:

- Attend fortnightly meetings with the Training Products Team
- Provide a monthly report to the Training Products Team on progress of project. (This report must be accepted provided prior to acceptance of monthly invoice).

By the completion of the Project, the following will be delivered to SaCSA:

- The draft training product (in the provided templates), inclusive of the following:
 - Draft qualifications,
 - Draft units of competency,
 - Draft skill sets, if required, and justification for the recommendation of skillsets,
 - A mapping document for the changes between the current and proposed training products
 - Updated SHB Hairdressing and Beauty Training Package Companion Volume and Implementation Guide, reflecting the training products developed

REPORTING MECHANISM

For this project, subcontractors will liaise directly with the following SaCSA personnel:

Role	Name	Contact
Project Sponsor	Aaron Hines Executive Director, Products & Projects	Aaron.hines@sacsa.org.au P: 0447 573 472
Project Manager	Katrina Higham General Manager, Product Design & Development	Katrina.higham@sacsa.org.au P: 0417 669 724
Project Lead	Mia Jarrett Product & Project Development Lead	Mia.jarrett@sacsa.org.au P: 0411 939 419

TENDER REQUIREMENTS

SaCSA will require the subcontractor to provide a proposal outlining their knowledge, skills and experience to meet the requirements of the Activity Project. SaCSA will review the proposal taking into consideration the description of services provided, value for money considerations as well as the ability to provide the services in a timely manner.

As part of the proposal, the subcontractor must provide the following information:

- Full name of subcontractor, including business name
- ABN/ACN
- Type of subcontractor organisation
- Description of services and proposed timeline
- Itemised breakdown of fees and charges
- Value for money considerations, which may include, but not limited to:
 - Capability
 - Methodology
 - Ability to deliver the required services
- Resume/CV of each individual who will be directly engaging with the Project
- Copy of insurances (including public and product liability (at least \$20m in respect of any claim), professional indemnity (at least \$5m in respect of any claim), workers compensation)

- Three references from individuals who the proposed subcontractor has engaged with in a previous Project
- Completed Interests Disclosure Form by all individuals who are directly engaging with the Project
- Experience of undertaking similar Projects with deliverables and outcomes

PROPOSAL DUE

- Proposals are due by **5:00pm (AEDT) on Monday 4 May 2026** through the website form
- Applications sent after this time will not be accepted.
- For further information, contact Katrina.higham@sacsa.org.au

PAYMENT TERMS

Payments for this project will be made monthly, contingent on satisfactory performance, throughout the term of the contract.

Subcontractors will be required to send an invoice to:

Katrina Higham, General Manager, Product Design and Development:

Katrina.higham@sacsa.org.au

Invoices will only be approved upon acceptance of the monthly report.

FURTHER INFORMATION

For further information about this document or project, please contact the Project Manager.

Version Control

Version #	Description of Change	Owner/Author	Date
1	Initial document	Graham Megginson	19/02/2026
2	Review of document	Katrina Higham	27/02/2026