

**WRB04 V2.0
Beauty
Training Package**

**QUEENSLAND
MAPPING GUIDE**

Document Version 2.1

**To support implementation of the
WRB04
Beauty Training Package
in Queensland**



November 2006

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INTRODUCTION

Nationally endorsed Training Packages are progressively replacing locally developed courses accredited by state or territory recognition authorities as the means of officially specifying the requirements for formal training and recognising the outcomes.

The National Training Package initiative, initially developed and funded by the Australian National Training Authority (ANTA) and after 1 July 2005 funded by the Department of Education Science and Training, has the support of all State and Territory Governments in detailing national specifications for the achievement of competencies and qualifications for an industry or industry sector.

The transition from accredited courses to National Training Packages has been occurring since 1998. The three yearly review of previously endorsed training packages underpins ANTA's commitment to the continuous improvement of training packages. Queensland facilitates the changes that the transition from superseded training package to newly reviewed training package requires by publishing a Mapping Guide. The development of the Queensland Mapping Guide is funded by the Department of Education, Training and the Arts.

The principal specifications, or *endorsed components*, in the National Training Package are:

- **competency standards** which define the skills needed to fulfil particular functions in the industry;
- **a framework of qualifications** which align with occupations, or occupational levels, in the industry (a qualification is comprised of certain units of competency 'packaged' together);
- **assessment guidelines** which define how a person is deemed to be competent, and thus eligible to receive a particular qualification or Statement of Attainment for individual units of competency.

One of the principal changes which the Training Packages brings to vocational and technical education is an emphasis on workplace-focussed assessment. In the past, both assessment and the granting of an award have been subject to curriculum specifications. With National Training Packages, assessment may be conducted either in a work setting or a simulated work environment and must align directly with the industry-defined competency standards.

The endorsed or mandatory part of a National Training Package which specifies the qualifications does not contain 'courses'. Courses or qualifications may be developed to meet current industry needs if it can be demonstrated that these needs cannot be met by an existing endorsed Training Package.

National Training Packages are designed to permit contextualisation. *Training Programs* are optional strategies for achieving the competencies that apply to each new qualification; in particular, training agreements for Apprenticeships and/or Traineeships require that a comprehensive training structure and individualised training plan be drawn up by the training provider.

Approved nominal hours are allocated to each competency unit. The approved nominal hours relate to the training components and the assessment required to attest to competency, whether these take place on-the-job, in a simulated setting, or via a combination of the two.

Under User Choice contracts, approved hours are no longer used as an element in determining appropriate levels of funding ie the number of funding hours allocated to the qualification or occupational outcome no longer apply.

WHAT THIS GUIDE CONTAINS

The purpose of this Mapping Guide is to assist teachers, trainers, assessors, administrators and employers to understand how the WRB04 Beauty Training Package replaces the earlier WRB99 National Beauty Training Package, in Queensland.

This Mapping Guide contains the following information:

- Listing of the WRB04 Beauty Training Package qualifications
- Identification of previous WRB99 qualifications replaced by WRB04 qualifications
- Transition arrangements, reflecting the alignment of previous WRB99 units of competency to WRB04 units of competency
- Approved hours applicable to units of competency and to the various qualifications
- Sources for training/learning resources.

Note: This Guide is designed to be read in conjunction with the endorsed components of the WRB04 Beauty Training Package. It does not contain the complete content of the national Package and should not be regarded as the primary source of reference in place of the Package itself.

All copyright owners are responsible for reviewing their existing accredited courses against the WRB04 Beauty Training Package. Registered Training Organisations are required to design and document the learning and assessment strategies they will employ for delivery of a Training Package qualification.

Of particular importance are the assessment requirements which are described in the *Assessment Guidelines*, an endorsed component of the WRB04 Beauty Training Package not addressed in detail in this Guide. The *Assessment Guidelines* section of the WRB04 Beauty Training Package should be consulted for full particulars on assessment requirements.

WHERE TO OBTAIN THE WRB04 BEAUTY TRAINING PACKAGE

The WRB04 Beauty Training Package may be purchased from:

Technical and Vocational Education and Training Australia Limited (TVET)

PO Box 12211
A'Beckett Street PO
MELBOURNE VIC 8006
Tel: 03 9832 8100
Fax: 03 9832 8199
Website: <http://www.atpl.net.au>

OR Service Skills Australia

GPO Box 4194
SYDNEY NSW 2001
Tel: 02 8243 1200
Fax: 02 8243 1299
Email: info@serviceskills.com.au
Website: <http://www.serviceskills.com.au>

The Training Package will also be available through the National Training Information Service, which can be located on the Internet at: <http://www.ntis.gov.au>.

[The full texts of National Training Packages are not published on the NTIS website, merely the qualification structures and units of competency].

OVERVIEW OF THE WRB04 BEAUTY TRAINING PACKAGE

The following table presents an overview of the main characteristics of the WRB04 Beauty Training Package.

Industry Sectors	Beauty <ul style="list-style-type: none"> • Body Services • Client Services • Facial Services • Skin Services 								
Levels (and Numbers) of Qualifications	<table> <tr> <td>Certificate II</td> <td>3</td> </tr> <tr> <td>Certificate III</td> <td>2</td> </tr> <tr> <td>Certificate IV</td> <td>2</td> </tr> <tr> <td>Diploma</td> <td>2</td> </tr> </table>	Certificate II	3	Certificate III	2	Certificate IV	2	Diploma	2
Certificate II	3								
Certificate III	2								
Certificate IV	2								
Diploma	2								
National Advisory Body	Service Skills Australia								
Endorsement	Ministerial Council (MINCO) of the Australian National Training Authority Initial Endorsement Date: 21/5/2004								
Replaces Previous Version	The WRB04 Beauty Training Package replaces the previous WRB99 National Beauty Training Package.								
Apprenticeships and Traineeships	Funding levels and agreements for Apprenticeships and Traineeships are subject to confirmation by the Strategic Planning and Purchasing Branch of the Queensland Department of Education, Training and the Arts.								

WRB04 BEAUTY TRAINING PACKAGE QUALIFICATIONS

The following table presents a summary of the qualifications in the WRB04 Beauty Training Package. Refer to the Qualification Framework of the WRB04 Beauty Training Package for rules on how units of competency are combined for each qualification.

National Code	National Qualification Name	Nominal Hours
WRB20104	Certificate II in Nail Technology	343
WRB20204	Certificate II in Makeup Services	459
WRB20304	Certificate II in Retail Cosmetic Services	448
WRB30104	Certificate III in Beauty Services	659
WRB30204	Certificate III in Nail Technology	630
WRB40104	Certificate IV in Beauty Therapy	1086
WRB40105	Certificate IV in Beauty Therapy	1084
WRB50104	Diploma of Beauty Therapy	1542
WRB50105	Diploma of Beauty Therapy	1659

TRAINING PACKAGE QUALIFICATIONS WHICH SUPERSEDE PREVIOUS QUALIFICATIONS

NQC policy on superseded or amended training packages states that the transition to reviewed/ amended training package qualifications is to be completed within 12 months of the reviewed/amended training package being published by Australian Training Products (ATP). Enrolments in the new qualifications are to commence as soon as practicable if there is no disadvantage to the student, and no later than 12 months after publication of the reviewed training package by ATP.

Registered Training Organisations are responsible for delivering and assessing training which meets the national competency standards, and are required to design and document Training Programs that represent 'delivery pathways' via which learners can attain the national qualifications.

All RTOs are required to comply with the AQTF *Standards for Registered Training Organisations* when they apply for:

- initial registration of an RTO
- renewal of registration of an RTO
- extensions to scope of RTO registration

Further information on the AQTF *Standards for Registered Training Organisations* may be obtained from: http://www.trainandemploy.qld.gov.au/partners/registration_and_audit/

In Queensland, RTOs wishing to extend the scope of registration by adding new courses or National Training Package qualifications in existing or new vocational training areas must complete Form RTO2 *Application to Extend Scope of Registration*. Extension to scope applications may include qualifications at an Australian Qualifications Framework level which is the same, lower or higher than the current scope of registration which fall within their Scope of Registration. Form RTO2 is available from: http://www.trainandemploy.qld.gov.au/partners/fact_sheets_and_resources/forms/reg_audit/registration.html

Information and guidelines on registration for TAFE Queensland institutes are available from: http://employeeportal.detir.qld.gov.au/detportalapp/ShowDoc/BEA%20Repository/ep-preview/417/procedures/division/del1_procedurev4.pdf

Queensland industry has developed Australian Quality Training Framework industry resource kits to provide training organisations and auditors in the vocational education and training sector with responsive and industry specific information regarding the AQTF. Refer to: http://www.trainandemploy.qld.gov.au/partners/registration_and_audit/

Apprenticeships and Traineeships

Apprenticeships and Traineeships are declared by the Training and Employment Recognition Council under the provision of Section 183 of the Vocational Education, Training and Employment Act 2000. RTOs who possess registration to deliver and assess a qualification must also obtain a User Choice Contract for that qualification from the Strategic Planning and Purchasing Branch of DET before delivering the qualification as an Apprenticeship or Traineeship.

Human and Physical Resource Requirements

Registered Training Organisations must ensure that their human and physical resources satisfy the AQTF *Standards for Registered Training Organisations*. AQTF Standard 7 states that each member of the RTOs staff who is involved in training, assessment or client service is competent for the functions they perform. Standard 9 requires the RTO to identify, negotiate, plan and implement appropriate learning and assessment strategies to meet the needs of each of its clients. Continued maintenance of registration status is conditional upon continued compliance with the AQTF *Standards for Registered Training Organisations*.

Assessment

The *Assessment Guidelines* of the WRB04 Beauty Training Package should be consulted for requirements for the measurement of performance and verification of competence.

PREVIOUS WRB99 QUALIFICATIONS REPLACED BY WRB04 QUALIFICATIONS

The following table lists qualifications under the previous WRB99 National Beauty Training Package which have now been replaced by qualifications under the WRB04 Beauty Training Package.

PREVIOUS QUALIFICATIONS UNDER WRB99 TRAINING PACKAGE			QUALIFICATIONS NOW EFFECTIVE UNDER WRB04 TRAINING PACKAGE		
Code	Nominal Hours	Qualification Title	Code	Nominal Hours	Qualification Title
WRB20199	288	Certificate II in Nail Technology	WRB20104	343	Certificate II in Nail Technology
WRB20299	304	Certificate II in Make up Artistry	WRB20204	459	Certificate II in Make up Services
WRB20399	310	Certificate II in Retail Cosmetic Assistant	WRB20304	448	Certificate II in Retail Cosmetic Services
WRB30199	497	Certificate III in Beauty	WRB30104	659	Certificate III in Beauty Services
WRB30299	533	Certificate III in Nail Technology (Small Business)	WRB30204	630	Certificate III in Nail Technology
WRB40199	676	Certificate IV in Beauty Therapy	WRB40104	1086	Certificate IV in Beauty Therapy
			WRB40105	1084	Certificate IV in Beauty Therapy
WRB50199	1077	Diploma of Beauty Therapy	WRB50104	1542	Diploma of Beauty Therapy
			WRB50105	1659	Diploma of Beauty Therapy

***NOTE:** WRB99 and WRB04 qualifications are not equivalent. Equivalence has been determined for units of competency within WRB04 when mapped to units of competency in WRB99. The table from 11 shows this equivalence for individual units for credit purposes.

APPROVED HOURS FOR UNITS OF COMPETENCY

Nominal hours

A nominal hour is a value assigned to a structured program of study that nominally represents the hours of supervised learning and/or training deemed necessary to conduct training/learning and assessment activities associated with the program of study. This learning and assessment may take place on-the-job, off-the-job in a simulated environment, or via a combination of the two. Nominal hours are usually based on the benchmark of standard classroom delivery and do **not** include hours associated with non-supervised work experience, fieldwork, work-placement or private study.

The approved nominal hours are **not** a mandatory stipulation for 'delivery' (i.e, the RTO may assign resources or timeframes towards completion of the competency which exceed the approved nominal hours), however they do denote the maximum hours that DET will provide in relation to public funding.

The DET approved nominal hours allocated to each unit of competency are detailed in the table commencing on page 11.

User Choice

The Queensland Government has introduced a new User Choice payment system for RTOs delivering a full User Choice occupational or qualification outcome in Queensland as of 1 July 2003.

Under the 2003-2006 User Choice program in Queensland the government will fund up to the minimum number of units of competency required to gain a qualification for an apprenticeship/traineeship approved by the Training and Employment Recognition Council and detailed on Queensland training information service website (QTIS).

Under this arrangement, approved hours are no longer used as an element in determining appropriate levels of funding ie the number of funding hours allocated to the qualification or occupational outcome no longer apply.

In line with the removal of funding hours from the User Choice catalogue, the dollar rate per hour figure no longer applies. It has been replaced with:

- a list of competencies or modules against which the department has allocated a price it will pay RTOs for the delivery and completion of the particular competency or module;
- a published indicative minimum and maximum price range the department will pay for the completion of the full qualification or occupational outcome.

Additional information on funding under User Choice can be found at:

http://www.trainandemploy.qld.gov.au/partners/funding_and_tenders/user_choice/index.html

TRANSITION ARRANGEMENTS

The qualifications in the WRB04 Beauty Training Package are now available for delivery in Queensland and replace previous WRB99 National Beauty Training Package qualifications. The following arrangements apply:

- For non-User Choice delivery, after 30 June 2005 there should be no new enrolments in previous WRB99 National Beauty Training Package qualifications. Students currently studying WRB99 qualifications should be transitioned to the equivalent WRB04 Beauty Training Package qualification if there is no disadvantage to the student.
- For non-User Choice delivery, where students enrolled in WRB99 qualifications are not transitioned to replacement WRB04 qualifications, an RTO may continue to deliver the WRB99 qualification to completion provided this occurs by 30 June 2007.
- For Apprenticeships and Traineeships, transitioning may be affected by industrial relations arrangements that specify the course of instruction, and any transitioning can affect entitlements. There is a two-year period allowed for RTOs to either complete apprentices/trainees in an old qualification or have them transitioned to a new qualification. Refer to QTIS for the dates for commencement of Apprenticeships/Traineeships in WRB04 and completion of superseded training package qualifications:
<http://tsx.dtir.qld.gov.au/cgi-bin/dycgi03.exe/inetsite/app/qtis/qtis.stm>.

The table on page 11 shows the relationship of the units of competency in the WRB04 Beauty Training Package to units of competency in the previous WRB99 National Beauty Training Package. These relationships may be used to determine which units are equivalent for credit-transfer purposes.

NOTE: Even where the equivalency table indicates credit is allowable, attention should also be paid to aspects such as recency and currency before direct or automatic credit is granted.

ALIGNMENT BETWEEN WRB99 UNITS OF COMPETENCY AND WRB04 UNITS OF COMPETENCY

Units of competency from the WRB99 National Beauty Training Package have now been replaced by units of competency from the WRB04 Beauty Training Package.

Where relationships occur between the previous WRB99 units and the newly endorsed WRB04 units, they are shown in the table below.

Reviewed Training Packages can comprise units of competency suffixed with 'A', 'B' and 'C'. These identifiers are explained in the published *User Guide for the WRB04 Training Package*. The details below provide further guidance:

- A unit code with the suffix 'B' signifies that the unit has been updated from its previous 'A' version. Similarly, 'C' indicates an update from a previous 'B' version.
- The change from 'A' to 'B' (or 'B' to 'C') denotes that the unit has been modified by the Training Package developer, but these changes do not alter the competency outcomes of the unit. Typically this would mean that wording has been modified or improved in the Range Statement or Evidence Guide in order to provide clearer intent.
- The table below provides details on the extent of change or modification referred to above. RTOs should still familiarise themselves with newly coded 'B' or 'C' versions to identify the extent of change.
- Where an updated 'B' version, or 'C' version, delivers essentially the same competency outcomes as its superseded version, this is reflected in the column headed "Direct credit granted for the previous units". The skills and knowledge outcomes of the updated unit are the same as, or acceptably similar to, the outcomes of the previous unit. Credit recognition (also called cross-credit or credit transfer) is therefore justifiable. However, in awarding credit transfer, the RTO should also take into consideration *when* the previous unit was achieved and the candidate's currency of skills/knowledge should always be established before credit is granted.
- A unit code with the suffix 'A' signifies a newly endorsed unit. It may be a brand new unit with no direct relationship to previously existing units. It may replace one or more previous units, either fully or in part. Where the new 'A' unit bears no relationship to previously existing units, the entry in the table states "*new unit*".
- Where the 'A' unit replaces a unit in part, this is indicated in the table under the "*Competency partially addressed by the previous units*" column. Credit transfer is not applicable in this circumstance.
- The table also identifies imported units of competency. The parent Training Package should be consulted for full details on the relevant unit (ie content, elements, any prerequisites, etc).

ALIGNMENT BETWEEN WRB99 UNITS OF COMPETENCY AND WRB04 UNITS OF COMPETENCY

WRB04 Units of Competency		Nominal hours	Direct credit granted for the previous WRB99 units	Competency partially addressed by the previous WRB99 unit/s ie full credit NOT permissible	Comments
Unit Code	Unit Title				
WRBBS201B	Provide manicure and pedicure services	30	WRB17A Provide manicure and pedicure service		
WRBBS202A	Apply gel nail enhancement	30		WRB18A Apply nail enhancement	
WRBBS203A	Apply acrylic nail enhancement	35		WRB18A Apply nail enhancement	
WRBBS204B	Apply nail art	15	WRB20A Apply nail art		
WRBBS305B	Use electrical equipment for nails	30	WRB19A Use electrical equipment for nails		
WRBBS306A	Apply airbrushed nail art	15	Nil commensurate		New unit
WRBBS407B	Provide body treatments	100	WRB27A Provide body treatments		
WRBBS408B	Provide aesthetic aromatic massage	40	WRB28A Provide aesthetic aromatherapy massage		
WRBBS509A	Plan the spa program	25	Nil commensurate		New unit
WRBBS510A	Provide the spa program	100	Nil commensurate		New unit
WRBBS511A	Apply aromatic plant oil chemistry to beauty treatments	20	Nil commensurate		New unit
WRBBS512A	Blend a range of aromatic plant oils for beauty treatments	35	Nil commensurate		New unit
WRBBS513A	Use reflexology relaxation techniques in beauty treatments	30	Nil commensurate		New unit
WRBBS514A	Provide superficial lymph drainage massage	40	Nil commensurate		New unit
WRBCS201B	Conduct financial transactions	24	WRB07A Conduct financial transactions		Units essentially equivalent - except for deletion of Element 4 "Wrap & pack goods" which has been replaced with "Remove takings from register/terminal"

WRB04 Units of Competency		Nominal hours	Direct credit granted for the previous WRB99 units	Competency partially addressed by the previous WRB99 unit/s ie full credit NOT permissible	Comments
Unit Code	Unit Title				
WRBCS202A	Apply techniques to update beauty industry knowledge	20	Nil commensurate		New unit
WRBCS203B	Provide service to clients	36	WRB08A Provide service to clients		
WRBCS204A	Apply knowledge of nail science to nail services	15	Nil commensurate		New unit New application of knowledge unit (partly replacing WRB17A, WRB18A, WRB19A & WRB20A)
WRBCS305A	Apply knowledge of skin biology to beauty treatments	15	Nil commensurate		New unit New application of knowledge unit (partly replacing WRB12A, 16A, 24A, 25A, 26A & 28A)
WRBCS306B	Advise on beauty services	30	WRB13A Advise on beauty services		
WRBCS407A	Develop a treatment plan for beauty therapy treatments	30	WRB24A Assess client's treatment needs		
WRBCS408A	Apply knowledge of anatomy and physiology to beauty therapy treatments	60	Nil commensurate		New unit
WRBCS409A	Apply knowledge of skin science to beauty therapy treatments	50	Nil commensurate		New unit
WRBCS410A	Apply knowledge of electricity to beauty therapy treatments	20	Nil commensurate		New unit
WRBCS411A	Apply knowledge of nutrition to beauty therapy treatments	20	Nil commensurate		New unit
WRBCS412A	Apply knowledge of cosmetic chemistry to beauty therapy treatments	30	Nil commensurate		New unit
WRBCS513B	Investigate new products and services	50	WRB34A Investigate new products and services		
WRBFS201B	Demonstrate retail skin care products	25	WRB12A Demonstrate retail skin care products		

WRB04 Units of Competency		Nominal hours	Direct credit granted for the previous WRB99 units	Competency partially addressed by the previous WRB99 unit/s ie full credit NOT permissible	Comments
Unit Code	Unit Title				
WRBFS202B	Design and apply make-up	40	WRB21A Design and apply make up		Units equivalent except for additional Element 6 – Apply false eyelashes
WRBFS203B	Design and apply make-up for photography	40	WRB22A Design and apply make up for photography		
WRBFS204B	Design and apply remedial camouflage	30	WRB23A Design and apply remedial camouflage		
WRBFS305B	Provide lash and brow treatments	15	WRB15A Provide lash and brow treatments		Units equivalent except for Element 4 – Apply false eyelashes being removed and included in WRBFS202B
WRBFS406B	Provide facial treatments	140	WRB25A Provide facial treatments		Units equivalent except for additional element focuses on treatment plan
WRBFS407B	Provide advanced facial treatments	130	WRB26A Provide advanced facial treatments		Units equivalent except for additional element focuses on treatment plan
WRBSS201B	Pierce ears	15	WRB14A Pierce ears		
WRBSS302B	Provide temporary epilation and bleaching treatments	95	WRB16A Provide temporary epilation and bleaching treatments		
WRBSS503B	Provide permanent epilation	145	WRB29A Provide permanent epilation		Units equivalent except for additional element focuses on treatment plan
WRBSS504B	Perform diathermy service	50	WRB30A Perform diathermy service		Units equivalent except for additional element focuses on treatment plan
WRBSS505B	Design and perform cosmetic tattooing/micropigmentation procedures	110	WRB31A Design and perform cosmetic tattooing/micropigmentation procedure		Units equivalent except for additional element focuses on treatment plan
WRBSS506A	Provide upper body piercing	30	Nil commensurate		New unit

UNITS IMPORTED FROM OTHER TRAINING PACKAGES

WRB04 Units of Competency		Approved Hours	Unit Imported From (Refer to Mapping Guide for parent Training Package)
BSBEBUS301A	Search and assess online business information	30	BSB01 Business Services Training Package
BSBFLM505A	Manage operational plan	40	BSB01 Business Services Training Package
BSBFLM507A	Manage quality customer service	40	BSB01 Business Services Training Package
BSBFLM509A	Promote continuous improvement	40	BSB01 Business Services Training Package
BSBMKG404A	Forecast market and business needs	50	BSB01 Business Services Training Package
BSBSBM301A	Research business opportunities	30	BSB01 Business Services Training Package
BSBSBM401A	Establish business and legal requirements	30	BSB01 Business Services Training Package
BSBSBM403A	Promote the business	50	BSB01 Business Services Training Package
BSBSBM404A	Undertake business planning	30	BSB01 Business Services Training Package
BSBSBM405A	Monitor and manage business opportunities	40	BSB01 Business Services Training Package
BSBSBM406A	Manage finances	50	BSB01 Business Services Training Package
BSBSBM407A	Manage a small team	45	BSB01 Business Services Training Package
BSZ401A	Plan assessment	20	BSZ98 Assessment and Workplace Training Package
BSZ402A	Conduct assessment	20	BSZ98 Assessment and Workplace Training Package
BSZ403A	Review assessment	10	BSZ98 Assessment and Workplace Training Package
BSZ404A	Train small groups	30	BSZ98 Assessment and Workplace Training Package
CUEMUP2A	Design, apply and remove period makeup	40	CUE03 Entertainment Training Package
CUEMUP3A	Design, apply and remove specialised make-up	40	CUE03 Entertainment Training Package
HLTREM6A	Provide the massage treatment	200	HLT02 Health Training Package
HLTREM7A	Plan the massage treatment	40	HLT02 Health Training Package
WRRCA1B	Operate retail equipment	21	WRR02 Retail Training Package
WRRCS1B	Communicate in the workplace	87	WRR02 Retail Training Package
WRRER1B	Work effectively in a retail environment	40	WRR02 Retail Training Package
WRRER2B	Coordinate work teams	36	WRR02 Retail Training Package
WRRER3B	Maintain employee relations	36	WRR02 Retail Training Package
WRR11B	Perform stock control procedures	36	WRR02 Retail Training Package
WRRLP1B	Apply safe working practices	18	WRR02 Retail Training Package
WRRLP2B	Minimise theft	21	WRR02 Retail Training Package
WRRM1B	Merchandise products	30	WRR02 Retail Training Package
WRRM2B	Perform routine housekeeping duties	18	WRR02 Retail Training Package
WRRM5A	Monitor in-store visual merchandising display	36	WRR02 Retail Training Package
WRRM6A	Create a display for small business	36	WRR02 Retail Training Package
WRRO3B	Provide a safe working environment	36	WRR02 Retail Training Package

WRB04 Units of Competency		Approved Hours	Unit Imported From (Refer to Mapping Guide for parent Training Package)
WRRO7A	Profile a retail market	36	WRR02 Retail Training Package
WRRO8A	Develop innovative ideas as work	36	WRR02 Retail Training Package
WRRPL3B	Initiate and implement change	100	WRR02 Retail Training Package
WRRPM3B	Lean and manage people	30	WRR02 Retail Training Package
WRRS1B	Sell products and services	18	WRR02 Retail Training Package
WRRS4B	Build relationships with customers	36	WRR02 Retail Training Package

DEVELOPMENT OF TRAINING PROGRAMS AND COMPLIANCE WITH AQTF CRITERIA

Under Standard 9 of the Australian Quality Training Framework (AQTF), registered training organisations are required to develop and document the learning and assessment strategies they will employ for delivery of a Training Package qualification.

Historically, the presentation of a structured delivery outline has been commonly referred to as a **Training Program**. The first stage in the production of a Training Program is the correct identification of the units of competency necessary to attain the qualification. This obviously must align with the National Training Package minimum requirements for the qualification, which are to be found in the *Qualifications* section of the Training Package. This provides rules and information on:

- mandatory units of competency for each qualification;
- selection of specialist and/or optional units of competency (commonly called 'electives'), including enterprise specific units which will vary according to the particular requirements of the enterprise and the individual worker;
- any prerequisite, co-requisite or interdependent units of competency that may apply (also, in some Training Packages, where a lower level qualification might be prerequisite to the next level).

A Training Program will then continue by detailing other aspects relevant to delivery, such as sequencing of units into a progressive format, clustering of certain units on a holistic basis, times or durations involved, facilities/equipment and resources, assessment methodologies, etc.

In addition to the above, where the qualification is delivered as an Apprenticeship or Traineeship the RTO is required to produce a fully comprehensive **Training Plan**, individualised for the particular student, which provides full details of on-job and off-job components and compliance with other requirements as stipulated by the Training and Employment Recognition Council. (Refer to next page for further information on Apprenticeships and Traineeships).

For students taking part in a Vocational Placement Scheme there is also a requirement for an individualised Training Plan to be produced. Further information on vocational placement can be obtained from:

http://www.trainandemploy.qld.gov.au/partners/training_packages_and_courses/vocational_placement/about.html

It should be realised that Standard 9 and the other Standards of the AQTF prescribe **far more** than the basic Training Program and Training Plan aspects mentioned above. For full requirements, refer to "*Australian Quality Training Framework – Evidence Guide for Registered Training Organisations and Auditors*" available from http://www.trainandemploy.qld.gov.au/resources/registration_audit/pdf/AQTF_2005_Evidence_Guide.pdf

Regional DET offices can also provide further advice on the components of a Training Program, Training Plan and other compliances necessary under the AQTF.

INFORMATION REGARDING APPRENTICESHIPS/TRAINEESHIPS

Under the *Vocational Education, Training and Employment Act 2000* the Training and Employment Recognition Council has the power to declare apprenticeships and traineeships. The Training and Employment Recognition Council, in consultation with the Industry Training Advisory Body (ITAB), industry associations/enterprises, industrial relations representatives (eg trade unions), and other relevant parties, determines which of the qualifications in the WRB04 Beauty Training Package may be proposed as an Apprenticeship or Traineeship.

When a new training qualification becomes available, Registered Training Organisations must advise *all* students of the benefits and disadvantages of continuing in their current course or transitioning to the new Training Package qualification.

All new students in publicly funded training are to be enrolled in new Training Package qualifications once they are implemented in Queensland. As a general rule, existing apprentices and trainees should transition to new Training Package qualifications within 12 months from the date of implementation, or complete their current studies within the same period. However, if the employer does not consent to transition the apprentice or trainee to the new training qualification, the apprentice or trainee will continue in the current program through to completion.

Parties to a registered training contract who agree to transition must inform the Training and Employment Recognition Council by forwarding a completed and signed "Agreement to Transition" form to their local regional office of the Department of Education, Training and the Arts. The Supervising Registered Training Organisation must also sign this form to confirm that the training plan has been reviewed.

It is a Registered Training Organisation's responsibility to keep abreast of changes or additions to declared apprenticeship and traineeship qualifications. The Queensland Training Information Service (QTIS) provides details on National Training Package qualifications and non-Training Package curricula recognised by the Training and Employment Recognition Council for delivery as apprenticeships or traineeships by accessing:

<http://tsx.dtir.qld.gov.au/cgi-bin/dycgi03.exe/inetsite/app/qtis/qtis.stm> or
http://www.trainandemploy.qld.gov.au/partners/training_delivery/appships_tships/index.html

Enquiries about current apprenticeships and traineeships relevant to the WRB04 Beauty Training Package should be directed to the nearest Regional Office of the Department of Education, Training and the Arts. The following electronic (Internet) links will also provide assistance:

- Department of Education, Training and the Arts, Queensland Government)
http://www.trainandemploy.qld.gov.au/client/for_business_and_employers/appship_tship_info/index.html
- DET Training Initiatives
(details on all National Training Packages and their implementation status)
<http://www.trainandemploy.qld.gov.au/trainingpackages/index.epi>
- National Training Information Service (NTIS)
(Australian National Training Authority developed database on National Training Packages and nationally accredited courses)
<http://www.ntis.gov.au>

RESOURCES

A range of existing resources is available to support the implementation of the WRB04 Beauty Training Package. Many of the resources used to deliver WRB99 Training Package qualifications may continue to be relevant. Assessment tools designed for WRB99 Training Package may also be appropriate when assessing against units of competency but should be reviewed carefully to ensure compliance with the assessment requirements for the reviewed units of competency.

Organisations distributing training resources useful for the Beauty Training Package include:

Contact	Resource
Technical and Vocational Education and Training Australia Limited (TVET) PO Box 12211 A'Beckett Street PO MELBOURNE VIC 8006 Tel: 03 9832 8100 Fax: 03 9832 8199 Website: http://www.atpl.net.au	Comprehensive range of generic and sector specific training resources is available - refer to the ATP catalogue. (Note: replaced by TVET Australia from 7/8/06)
Centre for Training Materials Department of Education, Training and the Arts GPO Box 1326 BRISBANE QLD 4001 Tel: 07 3248 4675 Fax: 07 3248 4670 Website: http://www.trainandemploy.qld.gov.au/partners/training_packages_and_courses/training_materials/index.html	Manages the licensing and distribution of resources that assist the implementation of National Training Packages.
Australian Education Sharing Network (AEShareNet) DEST, Commonwealth of Australia Website: http://www.aesharenet.com.au	National network for educational resources. (Note: replaced by TVET Australia from 7/8/06)
Educational Network Australia Website: http://www.edna.edu.au	National network for educational resources.
National Resource Generator Website: http://resourcegenerator.gov.au	Provides trainers and assessors with access to information about units of competency, qualifications and learning resources across a range of industries.
AQTF Industry Resource Kits Website: http://www.trainandemploy.qld.gov.au/partners/registration_and_audit/	Developed by Queensland industry to provide auditors and training organisations with current information and advice regarding AQTF regulations in Queensland.
Service Skills Australia Website: http://www.serviceskills.com.au	National contact for information on WRB04 Beauty Training Package and supporting resources
Enabling Queensland Tel: 07 3721 0100	Queensland contact for information on WRB04 Beauty Training Package and supporting resources

GLOSSARY OF TERMS

- Accreditation** A process for the formal recognition of a course or qualification that leads to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework. The need to develop a course or qualification that is not met by an existing endorsed Training Package must be justified to the Training and Employment Recognition Council. For further information refer to this website:
http://www.trainandemploy.qld.gov.au/partners/training_packages_and_courses/course_accreditation/about/index.html
- Approved Hours** These are not normally shown in endorsed National Training Packages. Hours are allocated to units of competency and to qualifications by the Queensland State Training Authority and may be used as a guide in the purchasing of training and assessment.
- Assessment Guidelines** One of three elements known as *Endorsed Components* of a Training Package. The Assessment Guidelines specify the requirements and processes necessary to establish a person's competency. This part of the package is compulsory and should be read in conjunction with the performance criteria and range of variables in each competency unit.
- Australian National Training Authority (ANTA)** The principal strategic body which was responsible for supporting the Australian National Training Authority Ministerial Council (MINCO). It was responsible for the administration of national programs, the development of annual national training priorities, and advised the Council on vocational and technical education across the nation. From 1 July 2005, the responsibilities and functions of the Australian National Training Authority (ANTA) were transferred to the Department of Education, Science and Training (DEST). For further information refer to this website:
http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/nts/default.htm

Australian Quality Training Framework (AQTF)	Provides principles, standards and protocols for a consistent quality assured approach to training. It supports mutual recognition arrangements between states/territories, RTOs and industries, and ensures that RTOs have the necessary capabilities to deliver quality training and assess competency outcomes, and issue nationally recognised qualifications. It replaces the Australian Recognition Framework (ARF) and the National Framework for the Recognition of Training (NFROT), and is part of the National Training Framework (NTF). Full implementation occurred on 1 July 2002 and revised standards took effect from 1 July 2005. For further information refer to this website: http://www.trainandemploy.qld.gov.au/partners/registration_and_audit/
Australian Qualification Framework (AQF)	Provides a national framework for education and training qualifications across all educational sectors. There are twelve levels within the AQF which provide a guide as to the level of training required for a specific job/occupation. The level depends on the breadth, depth and complexity of knowledge and competencies and the degree of responsibility or accountability.
Codes	For recognition and record-keeping purposes, DEST issues uniform national codes for all qualifications and competency standards in National Training Packages.
Competency Standards	A description of the skills, knowledge and application of that knowledge that are considered essential for effective performance in a job/occupation. These are organised into a standard format called units of competency.
Customisation	Involves tailoring qualifications and courses and units of competency to meet specific customer needs that do not affect the integrity of the qualification outcomes. Customisation must be in accordance with both the qualification/course rules, and the National Guidelines for the Customisation of Accredited Courses. Customisation is not to be confused with re-packaging units of competency from different Training Packages to construct new accredited courses that are not met by existing endorsed National Training Packages.
Endorsed Components	A National Training Package consists of Endorsed and Non-Endorsed Components. Endorsed components consist of Industry Competency Standards, Qualifications, and Assessment Guidelines.
Endorsement	The process of official national approval of National Training Packages by the National Quality Council.

Industry Training Advisory Body (ITAB)	Organisation that acts as a link between industry and the training sector. State ITABs represent the needs and interests of a particular industry or industry sector, advise the state government on training directions, and provide assistance and guidance to RTOs. National ITABs are centrally involved in the development and review of industry competency standards and training packages. National ITABs are being progressively replaced by industry skills councils
Industry Skills Council	National industry advisory arrangements are provided by a network of 10 national industry skills councils established by an industry or business sector to address training issues. They channel information about changing skill needs and future workforce requirements direct from industry to government and the training sector and are involved in the development and continuous improvement of Training Packages. Industry skills councils will progressively replace national ITABs.
Mutual Recognition	Through mutual recognition an RTO can operate across any State or Territory. There are nine principles for mutual recognition that include the mutual recognition of qualifications and Statements of Attainment issued by other RTOs, and the recognition of RTOs by other State Training Authorities.
Non-Endorsed Components or Support Materials	A National Training Package consists of Endorsed and Non-Endorsed Components. While endorsed components may not be customised, the RTO may design non-endorsed support materials to suit identified client need and facilitate the achievement of competence. Support materials may include curriculum modules, other learning materials, assessment materials and professional development kits for trainers/assessors.
National Training Framework (NTF)	It is a framework established in an industry based, flexible regulatory environment. The framework includes Training Packages, the Australian Quality Training Framework and Apprenticeships/Traineeships.
National Training Package	A set of nationally endorsed specifications for a particular industry, or industry sector, which consist of Endorsed Components and Non-endorsed Components that facilitate workplace training. Industry Skills Councils develop national competency standards which are packaged together with assessment guidelines and approved qualifications and endorsed by the National Quality Council. For further information, refer to this website: http://www.trainandemploy.qld.gov.au/trainingpackages/index_epl

National Quality Council (NQC)	<p>The National Quality Council took over the functions of the National Training Quality Committee of the Australian National Training Authority (ANTA) from 1 July 2005. It is responsible for endorsing Training Packages and maintaining the quality assurance of competency standards. The National Quality Council has the roles of a National VET Quality Agency and a National Skills Agency. For further information see the DEST website:</p> <p>http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/nts/vet/ntqc.htm</p>
Nominal Hours	<p>“the hours of supervised learning or training deemed necessary to conduct training/learning and assessment activities associated with the program of study. This is usually based on the benchmark of standard classroom delivery. Nominal hours (supervised) do not include hours associated with non-supervised work experience, fieldwork, work-placement or private study” AVETMISS 5.0.</p>
Qualifications Framework	<p>These explain which qualifications are contained in the National Training Package, their AQF levels, and how particular competency standards are packaged relevant to each qualification.</p>
Registered Training Organisation (RTO)	<p>These are training providers approved by the Queensland Training System. They can include TAFE Institutes, private training providers, industry enterprises, community providers and other providers who have gained registration to deliver or assess training.</p>
Scope of Registration	<p>This is the range of accredited courses and/or National Training Package qualifications that a Registered Training Organisation is approved to deliver and for which it can issue qualifications.</p>
Training Program	<p>A document that outlines the approach to the attainment of competencies for a qualification. This can include the range of options or unit choices within the packaging rules, and the method and location for achievement of competency. Training Programs are non-endorsed ‘course outlines’, and may be expressed in terms of units of competency or curriculum modules (but where modules are utilised these must align to the competency standards).</p>
Training Products	<p>“Training products” are now referred to as a qualification or a course. Qualifications and courses include those from nationally endorsed Training Packages and accredited courses leading to Statements of Attainment or qualifications under the AQF.</p>

Training and Employment Recognition Council	Provides advice to the Training and Employment Board on policy and guidelines for the registration of training organisations, accreditation and regulation of courses, apprenticeship and traineeship systems, and vocational placements.
Unit of Competency	Industry competency standards are organised into a standard format consisting of: <i>Unit Title and Description</i> ; <i>Elements</i> of competency which break down the individual skills that workers perform; <i>Performance Criteria</i> which allow an assessor to know how well the elements must be performed; the <i>Range of Variables</i> which spell out the conditions or specific application in which the work is to be performed; and the <i>Evidence Guide</i> which states the context of assessment.
User Choice Contract	Formal agreement between the Registered Training Organisation and the Strategic Planning and Purchasing Branch of DET, allowing the RTO to deliver Apprenticeship/Traineeship qualifications.
Vocational Training Area (VTA)	Particular industry area with which a National Training Package qualification or accredited course is most closely aligned.

VERSION HISTORY

Version Number	Training Package Version Number	Additions/Alterations from Previous Version	Date
V1.0	V1.0	Document created	November 2004
V1.1	V1.0	Qualification hours included	April 2005
V2.0	V2.0	<ul style="list-style-type: none"> • The weighting arrangements for elective units within the Certificate IV in Beauty Therapy and Diploma of Beauty Therapy revised and clarified, resulting in recoding of these two qualifications: <ul style="list-style-type: none"> ○ WRB40104 Certificate IV in Beauty Therapy replaced by WRB40105 Certificate IV in Beauty ○ WRB50104 Diploma of Beauty Therapy replaced by WRB50105 Diploma of Beauty Therapy • All references to “Australian National Training Authority (ANTA)” replaced with Department of Education, Science and Training (DEST). • Department of Training and Employment website links updated • Free for Education logo updated 	December 2005
V2.1	V2.0	<ul style="list-style-type: none"> • Inclusion of outstanding qualification hours 	October 2006