

NEW QUALIFICATIONS

How qualifications can TRANSFORM A BUSINESS

Rebecca Hiscock's Story

WHILE I am a qualified beauty therapist, I discovered that my real passion was with treatments that are skin-focused and aim to achieve the best possible results. However, one area that I felt I wanted to improve, was in my skills and knowledge in the use of IPL and laser technologies, so when Tina Viney contacted me to undertake the NAT10038 Graduate Certificate in Cosmetic Laser and Light Therapies with the support of government funding I was absolutely thrilled. This was a government-approved Graduate Certificate Level 7 qualification - I was impressed and very excited. I would like to share my journey with this experience with the hope of encourage others to pursue this amazing qualification for their own benefit.

With the encouragement of Angela Todd, Principal of Beauty Therapy Training Australia and Tina Viney from APAN I crazily submitted my application for government funding to undertake NAT 10038 Graduate Certificate in Cosmetic Laser and Light Therapies on the 22nd December 2016 at 11.30pm and just made it before closing date the following morning. You can imagine my delight when I was finally told in April that my application had been successful. From the very first day of getting my theory books and throughout my training, right through to my completion of my qualification this has been by far the best thing I have done in my career to date. Angie and the trainers at BTTA have been nothing but encouraging and supportive throughout my whole training journey.

The learning environment that Angie has created and in which I was immersed was comfortable and conducive to training at a well-balanced pace. Angie was extremely approachable with any questions, or concerns that I had and this allowed me to appropriately pace my learning. I have had the opportunity to receive one-on-one training, which I considered so valuable as every single question and every detail was discussed in full. My training "models", which were provided to us to work on, were from all walks of life and with very different skin concerns, this enabled me to gain skills and experience in a diverse range of skin conditions, which was invaluable.

I also found that doing my practical training in an operating clinic environment enabled me to develop my skills, from setting up the room in accordance with the appropriate protocol, to treating the clients from the very first contact through to rebooking, as well as monitoring the clients' results after each treatment. With doing the block training I was able to see client's for follow-up treatments. I was also pretty excited when a client actually requested me to be the one she wanted to deliver all her follow-up treatments. Although I did LOVE my one-on-one training with Angie it was also great to work alongside other practitioners and learn from them and their experiences. I found that the course content was broad and thorough. It covered everything I needed to know to run a successful business. When it came to selecting devices, or questions I had regarding any



other equipment I found Angie to be completely unbiased in her opinion and advice and I felt I could easily discuss any concerns with her and get very honest answers.

A little background on me

I have been in the Beauty Industry for over 18 years now. Over the years I have held many different positions from management, to college trainer at a private college in Brisbane delivering the Diploma of Beauty Therapy. However, my favourite practice (before owning my own salon) was as an IPL technician. This is where I discovered my love and passion for treating various skin conditions. However, in recent times an opportunity arose for my partner and I to purchase a hair and beauty salon. The salon has four treatment rooms and provides a diverse range of services. We offer treatments from waxing through to microdermabrasion and Omnilux LED light therapies. This year we celebrated our 10th year in business and now with the qualification I have received I am ready to get back to my first love, which is specialising in skin treatments. As a result of my training the salon is taking a different turn as we are now able to expand out treatment options offering everything under the one roof.

My whole team consists of wonderful experts who specialise in their own unique areas. We have a hair extension specialist, a lash technician, master colourist, and now me, who will be focusing on skin, bringing what I have learnt from my training into my business. I'm so excited with the next chapter of my business and cannot thank Angie and APAN enough for giving me the opportunity to expand my scope of practice and grow my business. I look forward to any new conferences and training opportunities that both APAN and BTTA can provide.

Thank you for giving this opportunity to small business owners. Without APAN I would have never been able to gain this qualification. Thank you for setting such a high standard for our industry and providing pathways for us to achieve them.

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