



Australian Government

SHBCCS001 Advise on beauty products and services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to advise clients on a range of professional beauty products and services.

It requires the ability to investigate products and services, interpret information, identify client beauty needs and explain available beauty products and services.

This unit applies to workers in nail, make-up, and beauty salons. In these environments, they work in a team but have responsibility for maintaining their own product and treatment knowledge.

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

Pre-requisite Unit

Nil

Competency Field

Client Services

Unit Sector

Beauty

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Develop product knowledge.
2. Recommend salon

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Source, interpret and maintain current information on beauty products and services.
- 1.2 Compare competitor and own salon's beauty products, treatments, services and pricing structure.
- 1.3 Develop knowledge of organisational product and service range and prices.
- 2.1 Discuss beauty requirements with client.

- services.
- 2.2 Identify factors that affect client suitability for services.
 - 2.3 Recommend salon services and book client appointment.
3. Prepare client for product demonstration.
 - 3.1 Check readiness of service area and availability of product stock.
 - 3.2 Identify client requirements and select suitable products.
 - 3.3 Protect client clothing from product spillage during demonstration.
 - 3.4 Cleanse skin area for demonstration if required.
 4. Demonstrate beauty care products.
 - 4.1 Apply selected products explaining product application, benefits and features, as required.
 - 4.2 Respond to client queries.
 - 4.3 Evaluate recommended product with client.
 - 4.4 Follow up on product performance or treatment outcome with client as required.
 - 4.5 Clean and restock service area for next service.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skill	Description
Writing skills to:	<ul style="list-style-type: none"> • provide a client with a personal product recommendation using standardised format.
Oral communication skills to:	<ul style="list-style-type: none"> • use active listening and open and closed probe questioning to interact with clients in a polite and friendly manner • select and use appropriate terminology in consultations with clients and discussions with team members.
Numeracy skills to:	<ul style="list-style-type: none"> • calculate service cost and product prices.
Technology skills to:	<ul style="list-style-type: none"> • access credible online publications and internet resources that builds knowledge for providing advice to clients • use client software to book client for service, record stock data and product purchases.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>