Assessment Requirements for SHBBCCS005 Advise on beauty products and services

# Modification History

Supersedes and is not equivalent to SHBBCCS001 Advise on beauty products and services.

# Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

* access and present to a client information on a comprehensive professional range from at least one of the product ranges sold in the salon
* present to a client information explaining a new product or service:
* features and benefits
* availability
* typical clients that will benefit
* advise on and sell five products and services to clients with differing product and service requirements involving:
* identifying client needs and constraints
* selection of suitable products or treatments
* presentation of features and benefits
* demonstration of products
* responses to client questions.

# Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

* sources and format of product and service information:
* manufacturer support materials:
* product leaflets, brochures, booklets
* internet sites
* product labels
* price lists
* product and service manuals
* discussions with customers, staff members and product suppliers
* legal requirements relevant to advice and sale of beauty products and services:
* state or territory and local health and hygiene regulations relevant to product demonstration
* skin penetration regulations and requirements
* anti-discrimination legislation
* consumer legislation
* organisational policies and procedures relevant to the sale of products and services
* effects and benefits of professional product ranges for:
* nail care
* make-up
* skin care
* cosmetics
* hair products
* effects, benefits and contraindications to the following treatments:
* manicure and pedicare
* facial services
* body services
* hair reduction services
* factors that affect suitability of organisational services and products to client needs:
* allergies and sensitivities to ingredients in skin care
* budgetary and time constraints
* client ability to follow home care advice
* contraindications
* ethical considerations
* specialised product knowledge:
* features and benefits
* purpose and use of products
* ingredients, at a basic level of understanding
* contraindications
* causes of skin sensitivities or allergies
* basic ingredients or materials in products
* complementary products and services
* ordering procedures
* products in workplace range
* brand options and comparable types
* directions for use
* cost
* shelf life and use-by date
* stock availability
* storage requirements
* warranties.

# Assessment Conditions

Skills must be demonstrated in a beauty industry environment; this can be:

* a beauty industry workplace or
* a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.

Assessment must ensure access to:

* paying clients with different beauty products and services requirements, who have the expectation that the services provided reflect those of a commercial business
* hand washing facilities:
* basin
* hot and cold running water
* liquid soap
* single use towels or hand dryer
* relevant workplace documentation:
* blank client records
* organisational policies and procedures relevant to selling products and services
* manufacturer instructions for equipment
* safety data sheets for cleaning products and, where applicable, for treatment products
* product manuals listing product ingredients, formulations, labelling and guidelines for use
* salon treatment menus and prices.

Assessment must ensure use of beauty products from a comprehensive professional range from the range sold in the salon.

Assessment activities that allow the individual to:

* provide advice within commercially realistic speed, timing and productivity
* demonstrate competency in an environment reflective of real work situations
* manage tasks and contingencies in the context of the job role.

Assessors must satisfy the Standards for Registered Training Organisations’ requirements for assessors and:

* hold a qualification as a beautician or beauty therapist
* have worked as a beautician for at least three years where they have applied the skills and knowledge of this unit of competency.

# Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>