



**Australian Government**

**Assessment Requirements for  
SHBCCS005 Advise on beauty products  
and services**

**Release: 1**

# 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 pedicure
  - 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>