



Australian Government

Department of Education, Employment and Workplace Relations

SIBBCCS302A Advise on beauty services

Revision Number: 2

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to advise clients on a range of beauty services. This unit describes the research and communication skills required to provide advice on beauty treatments and products that meet the needs of clients. This advice may lead to the operator providing beauty services or the referral of the client to another operator.

Application of the Unit

This unit describes the application of advice in nail salons, beauty salons and spa settings, in order to create a buying environment.

The unit applies to beauty therapists exercising judgement in planning and selecting appropriate products, services, equipment and techniques.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element

Elements describe the essential outcomes of a unit of competency.

- 1 Develop product knowledge.

- 2 Identify and recommend beauty products and services.

Performance Criteria

Performance criteria describe the achievement of the element. Where information is detailed in the range statement. Assessment of evidence guide.

- 1.1 Develop and maintain knowledge of members as required.
- 1.2 Develop knowledge of *services*
- 1.3 Apply *comparisons* between
- 1.4 Demonstrate knowledge of range and pricing structure.
- 1.5 Identify workplace product,
- 2.1 Evaluate products and services environmental impact, *clients*
- 2.2 Demonstrate features and benefits to clients to create a buying environment
- 2.3 Apply detailed specialised knowledge to treatments to advise clients.
- 2.4 Explain and clearly demonstrate applicable.
- 2.5 Consistently take opportunities are unfamiliar with aspects

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

The following skills must be assessed as part of this unit:

- technical skills to:
 - identify client requirements and needs
 - provide product advice and demonstrate products or services where appropriate
- customer service skills to:
 - sell products and services
 - deal with clients in a culturally appropriate manner
- communication skills, including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
 - conflict resolution skills
 - problem-solving techniques
- planning and organising skills to gather and organise information to develop and maintain product and service knowledge
- literacy skills to research and analyse product information.

Required knowledge

The following knowledge must be assessed as part of this unit:

- workplace policies and procedures in regard to selling products and services
- effects and client benefits of a defined range of workplace beauty services and products
- environmental impact of a defined range of workplace beauty services and products
- manufacturers' listed contraindications for workplace product range
- factors likely to affect suitability of each workplace treatment to clients' needs
- causes of skin reactions or allergies in regard to treatments
- specialist product knowledge, including:
 - specialised products in workplace range
 - warranties (where applicable)
 - corresponding benefits of various products
 - shelf life and use-by date
 - storage requirements
 - basic ingredients or materials contained in products and their environmental impact
 - features and use of products

- corresponding or complementary products and services
- stock availability
- ordering procedures.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- applying workplace policies and procedures and safe work practices in relation to advising on beauty services
- recognising and managing contraindications
- using effective questioning and active listening techniques to consult, reassure and negotiate with clients, while maintaining discretion and confidentiality
- applying product knowledge, including comparisons between products, to offer advice to clients
- recommending products and services to clients, including the incorporation of detailed specialised product knowledge, and the ability to demonstrate products and services to provide advice to clients.

Context of and specific resources for assessment

Assessment must ensure:

- that competency is consistently demonstrated over a period of time and observed by the assessor or the technical expert working in partnership with the assessor as described in the Assessment Guidelines
- that competency is demonstrated in the workplace or a simulated workplace environment in a range of real work situations which may include client interruptions and involvement in other related activities normally expected in the workplace.

Assessment must ensure access to:

- an environment, which includes as a minimum:
 - products and services from a professional beauty treatments range
 - a retail beauty products range
- relevant workplace documentation including:
 - manufacturer's equipment instructions
 - product instructions
 - manufacturer safety data sheets
 - workplace policies and procedures manuals, including workplace services and prices
- a range of clients with different beauty

requirements.

For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of learners performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate handling of a range of contingencies, including:
 - describing a range of products to other staff members
 - explaining and demonstrating products and services to clients
 - providing advice on products and services according to client needs
- written and oral questioning appropriate to the language and literacy level of the learner, to assess knowledge and understanding of a range of beauty services, including products, services and treatment needs of clients
- completion of workplace documentation relevant to the provision of advice on beauty services
- third-party reports from technical experts.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIRXSLS001A Sell products and services.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

- Products*** may include:
- nail care
 - make-up
 - skin care
 - remedial
 - home care.
- Services and treatments*** may include:
- manicures and pedicures
 - facial services
 - body services
 - hair reduction services:
 - waxing
 - electrolysis
 - intense pulsed light (IPL) therapy
 - laser.
- Comparisons*** may include:
- treatment options
 - procedures and techniques
 - brand options
 - benefits and effects of various products
 - benefits and effects of service or treatment
 - projected outcomes
 - price
 - ingredients
 - possible adverse effects
 - contraindications.
- Clients*** may include:
- new or regular clients with routine or special needs
 - female or male clients
 - people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.
- Legal requirements*** may include:
- federal, state or territory, and local health and hygiene regulations
 - skin penetration legislation
 - anti-discrimination legislation
 - consumer legislation.

Unit Sector(s)

Beauty

Competency Field

Client Services