



Australian Government

Department of Education, Employment and Workplace Relations

SIBBCCS405A Develop treatment plans

Revision Number: 2

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to consult with clients and develop a treatment plan for single or multiple treatment sessions for one or more services.

Application of the Unit

This unit describes a practice that is related to all beauty therapy and spa treatments as it provides the basis for interpreting information gained via consultation and observation to assess client treatment needs and develop a treatment plan, which may involve more than one treatment or service.

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 Determine client requirements.
- 2 Analyse client characteristics.
- 3 Identify contraindications.
- 4 Develop treatment plan.

Performance Criteria

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

- 1.1 Obtain *relevant information requirements*.
- 1.2 Actively encourage and respond to client needs.
- 1.3 Evaluate *client needs* to inform *products* and *services*.
- 2.1 Identify *client characteristics*.
- 2.2 Identify *client relevant medical history*.
- 2.3 Discuss and evaluate *client requirements* and future treatment options.
- 2.4 Advise client of any possible *care* as required.
- 2.5 Record *client history card* as required.
- 3.1 Identify *contraindications* and refer to an *appropriate professional*.
- 3.2 Assess and discuss *options* to client characteristics and requirements.
- 3.3 Ensure that where *medically* written medical approval is required.
- 4.1 Consider comparative negative *products*, equipment and services when designing treatments.
- 4.2 Develop *treatment plan* for client to client analysis, known *efficiency codes* and *workplace policies*.
- 4.3 Inform client of estimated treatment time to workplace policies and procedures.
- 4.4 Negotiate agreement with client on home care arrangements.
- 4.5 Communicate home care arrangements to client.

client.

4.6 Record details of client treatment

4.7 Obtain client permission and consent

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:
 - observe and recognise client characteristics, skin types and skin conditions
 - respond to contraindications and adverse effects of previous treatments
 - select and recommend treatments appropriate to needs and conditions of clients
- communication skills to:
 - ask questions and develop a relevant medical history of client
 - discuss client lifestyle and client needs
 - provide advice on physical effects of professional treatments
 - explain contraindications to treatment
 - suggest appropriate professionals where indicated
 - provide advice on home-care products
- literacy skills to:
 - read and apply product and treatment information
 - complete a client treatment plan
 - read and apply relevant workplace documents and manufacturers' safety data on electrical equipment
 - read, interpret and adjust treatment plans as appropriate
- numeracy skills to:
 - calculate the time and sequence required for proposed treatments
 - calculate the cost of proposed procedures according to workplace guidelines.

Required knowledge

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

- relevant legislation and workplace policies and procedures in regard to consultation with clients and assessment of client treatment requirements
- available workplace product and treatment range relevant to the design of proposed treatments
- environmental impact of ingredients in relevant products and minimal impact practices to reduce these
- available workplace equipment range relevant to design of proposed treatments
- appearance of contraindications and adverse effects of previous treatments
- effects and benefits of a defined range of workplace skin care and treatment products
- factors likely to affect suitability of each workplace treatment to client needs and the effects and benefits of treatments

- operator's legal and insurance liabilities and responsibilities in regard to services and to the use and preparation of treatment products.

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:

- using effective questioning and active listening techniques to consult, reassure and negotiate with clients, while maintaining discretion and confidentiality
- applying workplace policies and procedures in regard to consultation with clients, assessment and recording of client treatment needs
- analysing client's face or body, identifying client requirements, and developing and recording a treatment plan, including:
 - relevant medical history and medications
 - review of previous treatments
 - skin analysis
 - contraindications
 - treatments to be undertaken
 - areas of the face or body requiring special treatment
 - range of appropriate treatment products, application techniques and equipment
 - range of appropriate treatment procedures
 - frequency and duration of treatment procedures
- selecting a variety of treatment routines and procedures
- using consultation time effectively
- accurately and legibly recording relevant data.

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:
 - individual client workstations
 - a range of professional beauty treatments and services
 - relevant text and online resources
- relevant workplace documentation including:
 - manufacturer's equipment instructions
 - product instructions
 - manufacturer safety data sheets
 - workplace policies and procedures manuals
- a range of clients with different product and treatment 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 the workplace or a simulated work environment, over sufficient time to demonstrate handling of a range of contingencies, including:
 - consulting with clients to determine their needs and characteristics
 - identifying and managing contraindications
 - recommending and explaining treatment plans to clients
 - developing and recording treatment plans
 - recommending home-care products
- case studies, and written and oral questioning appropriate to the language and literacy level of the learner, to assess knowledge and understanding of developing treatment plans for beauty therapy treatment procedures, including maintaining privacy of client information
- completing beauty therapy workplace treatment planning documentation for a range of clients and services
- third-party reports from experienced technical experts
- completion of self-paced learning materials, including personal reflection and feedback from trainer, coach or supervisor.

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

- SIBBBOS401A Perform body massage
- SIBBBOS402A Provide body treatments
- SIBBBOS403A Perform aromatherapy massage
- SIBBFAS404A Provide facial treatments
- SIBBFAS405A Provide advanced facial treatments
- SIBBHRS504A Provide electrolysis treatments
- SIBBSKS503A Provide diathermy treatments.

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.

Relevant information may include:

- previous treatments
- outcomes of previous treatments
- required treatments
- physical attributes
- time constraints
- budgetary constraints.

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.

Expectations and requirements may include:

- relaxation
- improved skin condition
- improved muscle tone.

Client feedback may include:

- enquiries
- suggestions
- comments
- requests.

Client needs may include:

- facial treatments
- body treatments, including massage.

Products may include:

- remedial
- oils
- gels
- massage lubricants.

Services may include:

- manual and electrical facial treatments
- manual and electrical body treatments
- massage
- waxing
- electrolysis.

Client characteristics may include:

- skin type
- skin condition
- body type.

Skin type must include:

- normal
- dry

- oily
- combination.

- Skin condition*** may include:
- sensitive
 - pigmented
 - damaged
 - mature
 - dehydrated
 - congested
 - couperose.
- Client relevant medical history*** must include:
- existing medical conditions
 - previous medical conditions
 - medications.
- Client lifestyle*** may include:
- tobacco consumption
 - alcohol consumption
 - sleeping patterns
 - exercise routine
 - nutrition
 - climate
 - type of employment
 - hobbies.
- Physical effects*** may include:
- temporary dizziness
 - temporary localised pain.
- Home care*** may include:
- use of remedial products
 - infection control precautions.
- Client history card*** may include:
- paper-based records
 - online client records.
- Contraindications*** may include:
- bacterial, viral or fungal infections
 - scabies
 - boils and carbuncles
 - pigmentation disorders
 - hirsutism
 - disorders of ageing skin
 - sunburn
 - biological changes, including puberty, menopause, premature ageing, anorexia, anaemia, and pregnancy
 - moles and lesions
 - skin trauma
 - pacemakers and metal implants
 - heart conditions
 - circulatory disorders
 - other visible non-normal skin.
- Appropriate professional***
- medical practitioner

may include:

- complementary therapist.

Options or limitations may include:

- alternative treatment recommendations
- lifestyle recommendations
- contraindications
- medical conditions.

Medically related-contraindications may include:

- heart conditions
- circulatory disorders
- metal implants and pacemakers.

Treatment plan must include:

- treatments
- frequency and duration
- products
- techniques
- tools and equipment
- contraindications
- relevant medical history and medications
- outcomes of previous treatments.

Relevant legislation and codes may include:

- federal, state or territory, and local government health and hygiene regulations
- occupational health and safety
- skin penetration
- privacy
- industry codes of practice
- standards of practice.

Workplace policies and procedures may include:

- privacy
- confidentiality of client records
- health and hygiene
- workplace product range and manufacturer instructions
- workplace time frame allocated for relevant service
- pricing of relevant service.

Lifestyle change recommendations may include:

- benefits of improved:
 - nutrition
 - sleeping patterns
 - sun protection
 - alcohol reduction
 - tobacco reduction
 - exercise.

Workplace record system may include:

- paper-based records
- online client record system.

Unit Sector(s)

Beauty

Competency Field

Client Services