



Australian Government

Department of Education, Employment and Workplace Relations

SIBBFAS201A Demonstrate retail skin care products

Revision Number: 2

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to cleanse skin and apply skin care products for the purpose of retail cosmetic sales.

The unit describes the function of identifying the client's skin type and selecting and applying appropriate personal skin care products in a retail environment. It includes skin cleansing, product application and demonstration. The operator provides product advice in order to assist the customer in making a decision to purchase a product or products from a retail skin care range.

The unit involves the performance of a known procedure where some discretion and judgement is required in the selection of products, equipment, and contingency measures within commercial service time constraints.

Application of the Unit

This unit applies to a retail skin products area, which may be located in a beauty salon, spa, or other retail store. It is applicable as a discrete service or as part of a treatment plan.

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 Prepare client for skin cleansing.
- 2 Cleanse face.
- 3 Apply skin care products.
- 4 Advise on further product use.

Performance Criteria

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

- 1.1 Prepare service area, *client and codes* and *workplace policies*.
- 1.2 Identify and note *contraindications*.
- 1.3 Identify client's *skin type* and consult product manual.
- 2.1 Identify suitable *cleansing products* and areas of the face.
- 2.2 Apply cleansing products in accordance with legislation, workplace policies and product instructions.
- 2.3 Thoroughly cleanse client's face.
- 3.1 Identify, select and demonstrate suitable skin types.
- 3.2 Apply and remove products in accordance with product instructions, relevant legislation and procedures.
- 3.3 Safely dispose of treatment products and minimise impacts according to workplace policies.
- 3.4 Evaluate results against client's requirements.
- 4.1 Advise client regarding suitable products from the product range.
- 4.2 Explain product use and demonstrate application.
- 4.3 Explain possible product reactions and advise on further product use.

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:
 - apply skin care products for the following skin types:
 - normal
 - dry
 - oily
 - combination
 - respond to contraindications and adverse effects
 - recognise the physical appearance of:
 - various skin types
 - normal skin
 - minor skin blemishes
 - inflammation arising from skin care products
- literacy skills to research and comprehend manufacturers' product information
- communication skills to provide product and application advice, along with information regarding possible product reactions to clients
- numeracy skills to:
 - select and demonstrate appropriate product quantities
 - time services according to client and workplace requirements.

Required knowledge

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

- provision of relevant health and hygiene regulations and requirements
- relevant occupational health and safety regulations and requirements
- workplace policies and procedures in regard to selecting and applying skin care products
- anatomy and physiology of the skin as they relate to skin care products, including a simplified cross-section of the skin
- appearance of contraindications and adverse effects
- workplace product range and manufacturer instructions and data sheets
- effects and benefits of a defined range of skin care 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
- identifying client skin types and requirements
- recognising and managing contraindications and adverse effects
- reading, interpreting and applying manufacturer instructions
- preparing the face and performing a face cleansing procedure
- advising on and demonstrating product use, home-care and complementary products.

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:

- a simulated environment, which includes as a minimum:
 - retail display area
 - a retail skin care range
- relevant workplace documentation including:
 - product instructions
 - manufacturer safety data sheets
 - workplace policies and procedures manuals
- a range of clients with different skin care 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:
 - preparing the face and performing a face cleansing procedure
 - applying retail skin care products from workplace range, selected according to the client's skin type and condition
 - advising on home-care products
- written and oral questioning appropriate to the language and literacy level of the learner, to assess knowledge and understanding of retail skin care products and relevant legislation and policy
- completion of workplace documentation relevant to the demonstration of retail skin care products
- third-party reports from technical experts
- completion of self-paced learning materials, including personal reflection and feedback from a trainer, coach or supervisor.

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.

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.

Relevant legislation and codes may include:

- federal, state or territory, and local health and hygiene regulations
- occupational health and safety regulations
- industry codes of practice.

Workplace policies and procedures may include:

- health and hygiene
- workplace product range and manufacturer instructions and product manuals
- workplace time frame allocated for service
- environmental protection practices, such as:
 - waste minimisation
 - recycling
 - reuse
 - energy efficiency, e.g. electricity saving devices and practices
 - waste disposal
 - resource management
 - water efficiency.

Contraindications may include:

- bacterial, viral or fungal infections
- acne
- impetigo
- lice
- scabies
- rashes
- boils and carbuncles
- sunburn
- candidiasis
- other visible non-normal skin.

Skin type may include:

- normal
- dry

- Skin condition* may include:
- oily
 - combination.
 - sensitive
 - dehydrated
 - damaged
 - mature
 - acne.
- Cleansing products* must include:
- cleansers
 - toners
 - moisturisers
 - masks
 - exfoliants
 - remedial products.

Unit Sector(s)

Beauty

Competency Field

Facial Services