



**Australian Government**

# **SHBBCCS001 Advise on beauty products and services**

**Release: 1**

# SHBBCCS001 Advise on beauty products and services

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to advise clients on a range of professional beauty products and services.

It requires the ability to investigate products and services, interpret information, identify client beauty needs and explain available beauty products and services.

This unit applies to workers in nail, make-up, and beauty salons. In these environments, they work in a team but have responsibility for maintaining their own product and treatment knowledge.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

## Pre-requisite Unit

Nil

## Competency Field

Client Services

## Unit Sector

Beauty

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

1. Develop product knowledge.
2. Recommend salon

### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Source, interpret and maintain current information on beauty products and services.
- 1.2 Compare competitor and own salon's beauty products, treatments, services and pricing structure.
- 1.3 Develop knowledge of organisational product and service range and prices.
- 2.1 Discuss beauty requirements with client.

- services.
- 2.2 Identify factors that affect client suitability for services.
- 2.3 Recommend salon services and book client appointment.
3. Prepare client for product demonstration.
- 3.1 Check readiness of service area and availability of product stock.
- 3.2 Identify client requirements and select suitable products.
- 3.3 Protect client clothing from product spillage during demonstration.
- 3.4 Cleanse skin area for demonstration if required.
4. Demonstrate beauty care products.
- 4.1 Apply selected products explaining product application, benefits and features, as required.
- 4.2 Respond to client queries.
- 4.3 Evaluate recommended product with client.
- 4.4 Follow up on product performance or treatment outcome with client as required.
- 4.5 Clean and restock service area for next service.

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

| Skill                         | Description                                                                                                                                                                                                                                                                         |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Writing skills to:            | <ul style="list-style-type: none"><li>provide a client with a personal product recommendation using standardised format.</li></ul>                                                                                                                                                  |
| Oral communication skills to: | <ul style="list-style-type: none"><li>use active listening and open and closed probe questioning to interact with clients in a polite and friendly manner</li><li>select and use appropriate terminology in consultations with clients and discussions with team members.</li></ul> |
| Numeracy skills to:           | <ul style="list-style-type: none"><li>calculate service cost and product prices.</li></ul>                                                                                                                                                                                          |
| Technology skills to:         | <ul style="list-style-type: none"><li>access credible online publications and internet resources that builds knowledge for providing advice to clients</li><li>use client software to book client for service, record stock data and product purchases.</li></ul>                   |

## Unit Mapping Information

No equivalent unit.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>

# Assessment Requirements for SHBBCCS001 Advise on beauty products and services

## Modification History

Not applicable.

## 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:

- present information on a new product or service demonstrating knowledge of:
  - features and benefits
  - availability
  - typical clients that will benefit
- advise and sell six products and services to clients with differing product and service requirements demonstrating:
  - ability to identify 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:

- legal requirements relevant to advice and sale of beauty products and services:
  - federal, 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
- 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:
  - contraindications
  - causes of skin sensitivities or allergies
  - basic ingredients or materials in products
  - complementary products and services
  - features and use of products
  - ordering procedures
  - products in workplace range
  - 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, both new and regular, 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:
  - nail care
  - make-up
  - skin care.

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 Organisation's 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.

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