



Australian Government

SHBBCCS004 Demonstrate retail skin care products

Release: 1

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Modification History

No equivalent unit.

Application

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

It requires the ability to identify the client's skin type and select and apply appropriate personal skin care products. 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.

This unit applies to those who work in retail environments where beauty or skin care products are sold. These can include beauty and hairdressing salons, retail outlets and department stores. In these environments, they work in a team but have responsibility for maintaining their own product and treatment knowledge.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Retail

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

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

1. Prepare client for skin cleansing.
 - 1.1. Prepare the service area and self, according to workplace policy and procedures and legal requirements, ensuring availability of product stock and skin treatment accessories.
 - 1.2. Discuss and identify skin care requirements and preferences with client.
 - 1.3. Identify the client's skin type and skin condition.
 - 1.4. Question the client to determine any contraindications and advise the client accordingly.
 - 1.5. Protect client hair and clothing from product spillage during demonstration.
2. Cleanse the skin.
 - 2.1. Identify suitable cleansing products for client's skin type and different areas of the body.
 - 2.2. Apply cleansing products in a prescribed sequence according to workplace procedures and manufacturer product instructions.
 - 2.3. Thoroughly cleanse the client's skin and remove all make-up.
3. Apply skin care products.
 - 3.1. Identify and select skin care products suitable for identified skin type and skin condition.
 - 3.2. Clearly explain the product features and benefits and method of application to client.
 - 3.3. Apply the products in sequence according to workplace procedures and manufacturer product instructions.
 - 3.4. If requested, remove the products, following sequence described in manufacturer product instructions.
 - 3.5. Evaluate results against client expectations and specified outcomes.
4. Advise on further product use.
 - 4.1. Advise client regarding suitable home-care products and treatments from the product range.
 - 4.2. Explain product use and demonstrate application as required.
 - 4.3. Explain possible product reactions to client.
 - 4.4. Safely dispose of treatment waste, and clean and restock service area for next service according to workplace procedures.

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.

SKILLS	DESCRIPTION
Reading skills to:	• read, interpret and comprehend manufacturers' product information and instructions.
Oral communication skills to:	• use active listening and open and closed questioning to determine customer requirements and preferences • interact with clients in a polite and friendly manner • provide clear 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.
Problem-solving skills to:	• respond to contraindications and adverse effects.
Technology skills to:	• access online publications and internet resources that build knowledge for providing advice to clients • use client software to book client for service, record stock data and product purchases.

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>