



Australian Government

Assessment Requirements for SHBXCCS004 Recommend products and services

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, and:

- access and correctly interpret information from two different sources about four different products or services from the organisational range
- interact with four different customers, each with different product and service requirements, to recommend suitable products or services to be chosen individually or jointly from a range of:
 - hair products and services, or
 - barbering products and services, or
 - beauty products and services, or
 - retail cosmetic products and services.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- sources and format of product and service information:
 - manufacturer support materials:
 - product leaflets, brochures, booklets
 - internet sites
 - product labels
 - price lists
 - product and service manuals
 - discussions with customers, staff members and product suppliers
- details of organisational product and service range:
 - location
 - brand options and comparable types
 - purpose
 - features and benefits
 - ingredients, at a basic level of understanding
 - performance, as claimed by manufacturer
 - directions for use

- costs
- procedural details for services offered, including times for delivering services
- basic aspects of Australian Consumer Law as it applies to performance claims, guarantees and product returns
- organisational procedures for recommending hair, barbering, beauty or cosmetic products and services.

Assessment Conditions

Skills must be demonstrated in a retail store or personal services environment; this can be:

- an industry workplace or
- a simulated retail store or beauty, hairdressing or barbering workplace, set up for the purpose of skills assessment.

Assessment must ensure use of:

- customers with whom the individual can interact; these can be:
 - paying customers in an industry workplace or
 - individuals who participate in role plays or simulated activities within a training organisation
- sufficient customer traffic to allow for prioritisation of tasks so that customers are served effectively in a logical sequence
- activities that require the individual to work with commercial speed, timing and productivity to serve customers efficiently
- computers, the Internet and online information systems to search for product information
- display and storage locations, shelf facings and signage for hair, barbering, beauty or cosmetic products, as relevant to the business type
- a diverse commercial range of hair, barbering, beauty or cosmetic products, as relevant to the business type
- product and service information which can be:
 - manufacturer support materials; product leaflets, brochures, booklets
 - product labels
 - price lists
 - product and service manuals
- organisational procedures for recommending hair, barbering, beauty or cosmetic products and services.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors; and:

- have at least three years full time employment experience in the beauty, hairdressing, barbering or retail industry where they have applied the skills and knowledge covered in this unit of competency; this cannot include any indentured traineeship or apprenticeship period.

Links

Companion Volume implementation guides are found in VETNet -

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