



Australian Government

Department of Education, Employment and Workplace Relations

SIB20110 Certificate II in Retail Make-Up and Skin Care

Revision Number: 2

SIB20110 Certificate II in Retail Make-Up and Skin Care

Modification History

Not applicable.

Description

This qualification reflects the role of individuals who are competent in communicating in the workplace, interacting with customers, demonstrating and selling make-up and retail skin care products, and performing routine salon or store functions.

The qualification is designed to reflect the role of persons who perform a prescribed range of functions under supervision, involving known routines and procedures and with some accountability for the quality of outcomes.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements to this qualification.

Employability Skills Summary

SIB20110 Certificate II in Retail Make-Up and Skin Care

The following table contains a summary of the employability skills required by the beauty industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communication skills, both verbal and non-verbal, are used to establish and meet the needs of clients. This is done through questioning, observation and persuasion and by providing clear information on products used and services performed with a view to optimising sales of skin care and cosmetic products. Product information is read and interpreted to make safe and appropriate recommendations to clients. Communication skills are also used to follow instructions and respond to change, such as current workplace environmental sustainability procedures.
Problem solving	Problem solving skills are used when applying knowledge of contraindications to anticipate and mitigate problems by advising clients of alternative options and/or referring them to alternative practitioners. Problem-solving skills are also applied in the performance of routine retail activities, such as selling products and demonstrating make-up, skin care and cosmetic products.
Initiative and enterprise	Initiative and enterprise skills are used to identify and provide the most appropriate products to achieve an improved outcome for the client. Retail cosmetic assistants must be able to recognise situations outside their area of expertise and make appropriate recommendations, for example providing advice on the treatment of skin conditions.
Teamwork	Teamwork requires knowledge of the roles and responsibilities of all team members and accepted or expected workplace practices. It includes the ability to communicate with other team members who may be part of a retail or salon team, and to support team participation in environmentally sustainable workplace practices.
Planning and organising	Information, time and resources must be planned and organised to deliver an efficient and effective service. The needs of clients must be determined to ensure that all relevant products and equipment are available and time is managed effectively, for example when servicing a number of clients in a wedding party. The use of resources must be planned and organised to minimise waste and prevent product and environmental contamination.
Self-management	Self-direction is required to achieve desired outcomes within the boundaries of the client's and the salon or store's requirements. This is

Employability skill	Industry/enterprise requirements for this qualification include:
	achieved through establishing a clear understanding of these requirements and actively seeking and responding to feedback. The knowledge and application of health, hygiene and safety requirements are critical to the performance of this role.
Learning	Retail make-up and skin care assistants work in a dynamic industry that experiences frequent change due to the emergence of new trends and products. In this environment they are expected to take responsibility for maintaining the currency of their knowledge by identifying and assessing learning opportunities and sources of information, including professional associations and the influences and inter-relationships with complementary industries.
Technology	Technology is used through the use of fixed telephones, retail equipment and in some cases electronic client booking systems. In a retail environment staff must be able to deal with situations where technology fails or becomes unavailable, for example electronic funds transfer technology.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

To achieve a Certificate II in Retail Make-Up and Skin Care, 15 units must be completed:

- all 10 core units
- 5 elective units:
 - a minimum of 3 units must be selected from the elective units listed below
 - the remaining units may be selected from this or another endorsed Training Package or accredited course; these must be units which are first packaged at AQF level 1, 2 or 3.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units

SIBBFAS201A	Demonstrate retail skin care products
SIBXCCS201A	Conduct financial transactions
SIRXCLM001A	Organise and maintain work areas
SIRXCOM001A	Communicate in the workplace
SIBXFAS201A	Design and apply make-up
SIRXIND001A	Work effectively in a retail environment
SIRXMER001A	Merchandise products
SIRXOHS001A	Apply safe working practices
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
SIRXSLS001A	Sell products and services

Elective units

Client Services

SIBXCCS202A	Provide service to clients
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Computer Operations and ICT Management

SIRXICT001A	Operate retail technology
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Facial Services

SIBXFAS202A	Design and apply make-up for photography
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Inventory

SIRXINV001A	Perform stock control procedures
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SIRXMER003A Monitor in-store visual merchandising display

SIRXMER005A Create a display

Research

SIBBRES201A Research and apply beauty industry information

Risk Management and Security

SIRXRSK001A Minimise theft

Skin Services

SIBBSKS201A Pierce ears

Sustainability

BSBSUS201A Participate in environmentally sustainable work practices