



Australian Government

Department of Education, Employment and Workplace Relations

SIBXPSM502A Manage treatment services and sales delivery

Revision Number: 2

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to maintain and improve the delivery of treatment services and associated sales in a personal services environment. It describes the function of managing optimum staff treatment performance, product sales, and managing product and equipment development.

Application of the Unit

This unit applies to personal services businesses, such as beauty salons, hairdressing salons, nail salons and spas.

Personal services managers may also be small business owners, and are required to apply initiative and judgement across a broad range of management functions.

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 Maintain and improve treatment services and sales delivery.
- 2 Maintain and improve salon turnover and profit margin.
- 3 Manage contingencies.
- 4 Coordinate staff training and support.

Performance Criteria

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

- 1.1 Communicate, implement a for treatment services and s
- 1.2 Seek and use customer feed services and sales delivery.
- 1.3 Plan and implement an adeo service provision in line with
- 1.4 Consult with and involve th overcome problems and adj
- 2.1 Set product and service price **demographic, hourly exper profit margin.**
- 2.2 Set, monitor and regularly r services and retail sales **targ**
- 2.3 Provide **feedback** to individ targets and general sales and
- 2.4 Encourage staff members to requirements and increasing
- 2.5 Research and implement sta client re-booking as appropri
- 3.1 Address and resolve **treatm** been referred by staff accor
- 3.2 Seek and use feedback on c and services.
- 3.3 Monitor and evaluate corre future operational planning.
- 4.1 Negotiate staff product and educators to support the intr services.
- 4.2 Recognise opportunities to service capabilities of mem training.
- 4.3 Allocate a **workplace mento** to ensure on-the-job and off according to a predetermine

5 Provide a harmonious and productive working environment.

- 5.1 Maintain sufficient supply of and meet customer requirements.
- 5.2 Regulate access to and use of and support organisation's equipment.
- 5.3 Maintain staff salaries and wages, awards, legislation and salaries.
- 5.4 Encourage team members to service levels according to requirements.
- 5.5 Establish, promote and maintain storing and maintaining tools, legislative requirements and equipment.
- 5.6 Replace or repair faulty equipment minimum disruption to the service.
- 5.7 Maintain **complete and accurate** authorised personnel.

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:

- communication skills that take into account the culture, background and abilities of suppliers, staff and clients, while demonstrating communication techniques, including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
- literacy skills to:
 - research, analyse and interpret product and equipment information
 - prepare reports
 - document results
- numeracy skills to:
 - calculate fixed and variable costs
 - calculate team and individual target turnover
 - determine and monitor stock level requirements
 - interpret and maintain data
- record-keeping skills relating to:
 - product suppliers
 - stock
- technology skills to use salon business and marketing software as planning and evaluation tool
- contingency planning skills to:
 - service casual clients
 - evaluate corrective actions taken for effectiveness and apply to future service planning
- problem-solving skills to deal with unresolved treatment and service-related complaints that are referred on by team members
- planning and organising skills to:
 - train staff to:
 - enhance staff existing treatment and service capabilities
 - support the introduction of new equipment, products and services
 - keep records
 - plan resources to roster staff to service treatment booking
- technology skills to use salon business software for research, planning and evaluation.

Required knowledge

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

- hourly expenses for the business
- seat or service area time and target profit margin as described in the range statement, in the context of the particular business
- range, availability and environmental impact of new products and services
- salon policies and procedures in regard to:
 - sales and service delivery
 - environmental sustainability
 - quality assurance and control
 - stock maintenance and control
 - pricing
 - rostering staff
- local health regulations
- legislative requirements relating to occupational health and safety.

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:

- maintaining, monitoring and evaluating service and sales delivery
- communicating treatment service, and sales plans and targets, along with providing feedback on performance and outcomes to the team and individual members
- proactively implementing strategies to improve service and sales delivery and outcomes
- regularly and accurately maintaining records and interpreting data on service and sales delivery
- negotiating and arranging the ongoing supply of professional and retail products and goods according to workplace policy
- using systems for:
 - maintaining, monitoring and evaluating the supply of stock
 - monitoring and organising staff training and development.

Context of and specific resources for assessment

Assessment must ensure:

- that competency is consistently demonstrated over a period of time, over a range and variety of complex tasks/projects and situations 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 situations which may include client interruptions and involvement in other related activities normally expected in the workplace.

Assessment must ensure access to:

- multiple clients with a diverse range of beauty or hairdressing services requirements
- information on professional and retail products and suppliers
- appropriate text and online resources
- electronic salon appointment, point-of-sale and client record system

- relevant workplace documentation, including:
 - awards
 - health regulations
 - occupational health and safety regulations
 - training agreements
 - workplace policies and procedures.

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:

- direct observation of learners performing a range of tasks in an actual or simulated salon environment, over sufficient time to demonstrate handling of a range of contingencies, including observing the person integrating and applying the skills and knowledge described in this unit in the workplace
- a portfolio of evidence demonstrating the planning, implementation and evaluation of workplace strategies designed to improve service and sales levels, including the collection and analysis of customer feedback
- case studies related to specific service and sales scenarios
- third-party reports from technical experts
- written and oral questioning appropriate to the language and literacy level of the learner, to assess the required skills and knowledge of this unit.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIBXPSM501A Lead teams in a personal services environment.

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.

Resource allocation may include:

- staff
- stock range and levels
- workstations
- equipment
- technology
- financial resources.

Client age demographic may include:

- 18-25
- 25-35
- 35-45
- 45+.

Hourly expenses must include:

- variable expenses
- fixed costs
- hours that the business is open.

Seat or treatment area time and target profit margin must include:

- average time that a client occupies a seat or individual treatment area per hour in the service environment
- the average seat or individual treatment area time required to cover hourly expenses and achieve an acceptable profit margin.

Target turnover may be measured:

- daily
- weekly
- monthly
- according to individual salon policy.

Feedback may include:

- verbal feedback
- written feedback
- team turnover charts or graphs
- access to online turnover statistics.

Treatment and service-related complaints may include:

- dissatisfaction with a service result
- adverse treatment results
- allergic reactions to product
- damage to client apparel
- dissatisfaction with waiting and/or service time duration
- dissatisfaction with a retail product

- cost-related complaints
 - dissatisfaction with an operator's treatment skills
 - dissatisfaction with an operator's attitude.
- Sales*** may include:
- treatment services
 - retail sales.
- Safety*** may include:
- operator safety
 - client safety
 - environmental safety practices.
- Workplace mentor or supervisor*** may include:
- more experienced operator from the team
 - team or salon manager
 - salon owner/manager.
- Complete and accurate records*** may include:
- electronic records
 - hard copy records.

Unit Sector(s)

Cross-Sector

Competency Field

Personal Services Management