



Australian Government

Assessment Requirements for SIRRSTY001

Style the customer

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 in the context of the job role, and:

- use product knowledge and current industry trends to provide personalised styling advice for four different customers with various styling requirements
- for the above styling sessions:
 - determine customer needs and preferences
 - make product recommendations and style the customer according to their needs and physical features
 - provide customer with product information and care requirements.

Knowledge Evidence

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

- organisational policies and procedures relating to the sale of products and services
- current industry styling trends
- detailed product knowledge:
 - product range and range options
 - product sizing
 - product care
 - product materials and characteristics
 - complementary products
 - supplier information
- techniques for:
 - customer styling
 - product fitting
 - maximising sales when styling a customer
 - customer service when styling a customer
- physical characteristics of customers and their relationship to styling
- relationships between visual balance, colour and fashion
- Australian standard sizes and their international equivalents.

Assessment Conditions

Skills must be demonstrated in a retail environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- sources of product information:
 - organisational product information and price lists
 - supplier brochures, information sheets and price lists
- range of merchandise including a complementary product range
- organisational policies and procedures relating to the sale of products and services.
- customers with varying styling requirements; these can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>