

STRUCTURE OF QUALIFICATIONS

WRB20304 - Certificate II in Retail Cosmetic Services

AUSTRALIAN QUALIFICATION FRAMEWORK (AQF) LEVEL II - Units of Competency

| <i>Unit Code</i> | <i>Core Unit Name and Description</i> |
|------------------|--|
| WRBCS201B | Conduct Financial Transactions Describes the skills and knowledge required to conduct operations at the point of sale area. |
| WRBCS202A | Apply Techniques to Update Beauty Industry Knowledge Skills and knowledge required to access, increase and update knowledge of the beauty industry and relevant industry legislation. |
| WRBCS203B | Provide Service to Clients Describes the competencies required to deliver service to clients, including receiving clients, making appointments and responding to client complaints. |
| WRBFS201B | Demonstrate Retail Skin Care Products Skills and knowledge to select and apply appropriate skin care products skin cleansing and product application and demonstration |
| WRBFS202B | Design and Apply Make-up Describes the skills and knowledge required to design and apply suitable make-up techniques for domestic street wear, business, pleasure, social and special occasions for various times of the day or night. |
| WRRCA1B | Operate Retail Equipment Describes the skills and knowledge required to operate and maintain retail equipments including cash registers, eftpos & credit card equipment, daily transactional accounts, etc. |
| WRR11B | Perform Stock Control Procedures Describes the skills set, attitude and knowledge required to handle stock-takes in a retail environment. Functions involve receiving and processing incoming goods, rotating stock, participating in stock-takes, reordering and dispatching goods. |
| WRRCS1B | Communicate in the Workplace Encompasses the skills, knowledge and attitudes required for effective communication with clients and other staff in the workplace. Involves establishing contact with clients, processing information, working in a team, maintaining personal presentation, following routine instructions, reading and interpreting retail documents & using numbers in the workplace. |

| <i>Unit Code</i> | <i>Core Unit Name and Description</i> |
|------------------|--|
| WRRER1B | Work Effectively in a Retail Environment Encompasses the skills, knowledge and attitudes required to work effectively in a retail environment. Involves acting responsibly and in a non-discriminatory manner, and identifying the relevant award/agreement. |
| WRRLP1B | Apply Safe Working Practices Incorporates the National Occupational Health and Safety Commission (NOHSC) guidelines for occupational health and safety. Encompasses the skills, knowledge and attitudes to maintain a safe work environment for staff, clients and others. Involves observing basic safety and emergency procedures. |
| WRRM1B | Merchandise Products Encompasses skills, knowledge and attitudes required to merchandise products within a retail store, Create a merchandise display.. |
| WRRM2B | Perform Routine Housekeeping Duties Encompasses skills, knowledge and attitudes required to maintain and organise work areas in a retail environment. |
| WRRS1B | Sell Products and Services Involves the skills, knowledge and attitudes required to sell products and services in a retail environment. Involves the use of sales techniques and encompasses the key selling skills from approaching the client to closing the sale. Requires a basic level of product knowledge. |

| <i>Unit Code</i> | <i>Elective Units and Description</i> |
|------------------|--|
| WRRM6A | Create a Display for Small Business Encompasses competencies required to plan and implement a display for a small retail business. |
| WRO8A | Develop Innovative Ideas at Work The unit covers skills required to systematically generate and develop ideas for workplace improvement. |

Information provided herein is current at date of printing but subject to change without notice. AAOWT reserves the right in accordance with the Australian Quality Training Framework guidelines, to update and/or alter the units offered to ensure valid and current qualifications.

Australasian Academy of Wellness Therapies



Structure of Qualifications

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