



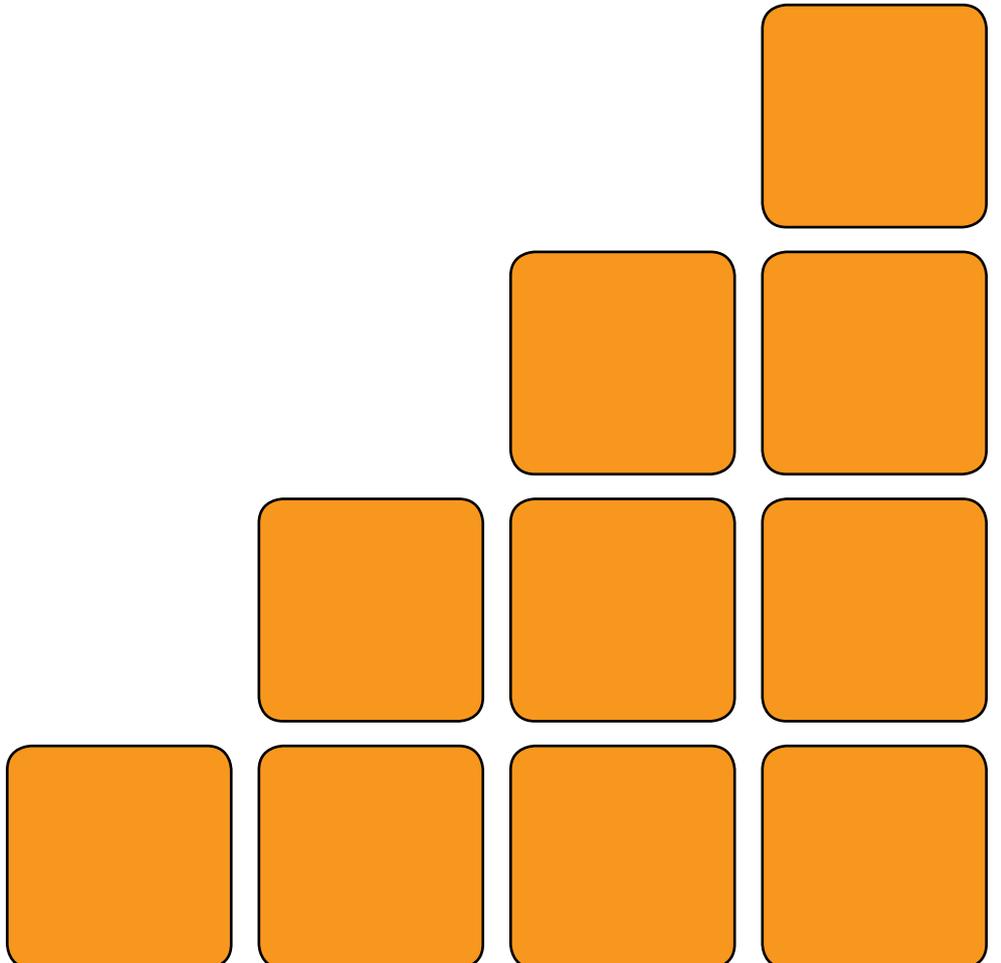
Provide client consultation services

UHB80

Learner name:

Learner number:

SVQ



UHB80

Provide client consultation services

This unit is about providing a comprehensive consultation and advisory service to clients. Client consultation is critical to the success of all technical services, ensuring that you fully engage with your client to meet their needs and expectations.

Client consultation is the foundation to establishing and building your client relationship and it is important that a variety of communication skills are demonstrated to gather key information. Making suitable recommendations for services and products based on this information and the results of your analysis of their hair, skin and scalp is an essential part of this unit.

The ability to provide advice including alternative courses of action, such as referral to other specialists, is also a requirement.

To carry out this unit, you will also need to maintain a professional personal appearance and a high level of health, safety and hygiene throughout your work.

The main outcomes of this unit are:

1. Establish client requirements
2. Analyse the hair, skin and scalp
3. Review options and agree on a course of action
4. Advise clients on hair maintenance and management

NOS

SKACHB14

SCQF Level

6

SCQF Credit Points

7

Observation(s)

3

External paper(s)

1



Provide client consultation services

Learning outcomes

On completion of this unit you will:

1. Be able to establish client requirements
2. Be able to analyse the hair, skin and scalp
3. Be able to review options and agree on a course of action
4. Be able to advise clients on hair maintenance and management
5. Know and understand how to establish client requirements
6. Know and understand how to analyse the hair, skin and scalp
7. Know and understand how to review options and agree on a course of action
8. Know and understand how to advise on hair maintenance and management

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least three occasions**. These will cover consultations for three different technical units.

Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the Evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACHB14 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for provide client consultation services. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to establish client requirements

You must be able to:

- a. Use consultation techniques in a courteous and supportive manner
- b. Ask relevant questions in a way your client will understand
- c. Use visual aids to present clients with suitable ideas to help them reach a decision
- d. Encourage your client to express their wishes, views and concerns and allow sufficient time for them to do this
- e. Explain the implications of agreed hairdressing services in a way your client can understand

** May be assessed by supplementary evidence.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 2

Be able to analyse the hair, skin and scalp

You must be able to:

- a. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- b. Conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
- c. Identify from your client's previous records, when available, any factors likely to affect future services
- d. Identify factors limiting or affecting services and the choice of products
- e. Recommend suitable courses of action if your client's needs cannot be met
- f. Deal with analysis problems

**May be assessed by supplementary evidence.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 3

Be able to review options and agree on a course of action

You must be able to:

- a. Reflect, clarify and review products and service options available to the client
- b. Agree services, products and outcomes that are acceptable to your client and meet their needs
- c. Base recommendations on the outcomes of your analysis of the client's hair characteristics and hair classifications, skin and scalp condition
- d. Make suggestions about alternative services and products if you decide your client's requirements are unrealistic
- e. Ensure your client records are up-to-date, accurate and complete

** May be assessed by supplementary evidence.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 4

Be able to advise clients on hair maintenance and management

You must be able to:

- a. Identify your client's current hair care regime
- b. Explain the impact of your client's current hair care regime on future hairdressing services
- c. Give your client advice on ways of improving their current hair care regime

**May be assessed by supplementary evidence.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Observation range

You must practically demonstrate that you have:

Consulted with both types of client	Portfolio reference
New	
Regular	
Used both consultation techniques	Portfolio reference
Questioning	
Observation	
Considered all implications	Portfolio reference
Cost and frequency of maintenance	
Limitations to other services	
Changes to their existing hair and scalp care regime	
Adapted your advice to take into account all factors limiting or affecting services	Portfolio reference
Adverse hair, skin and scalp conditions	
Incompatibility of previous services and products used	
Client's lifestyle	
Test results	
Covered both courses of action	Portfolio reference
Offering information, advice and guidance	
Referral to sources of support in line with your salons procedure	
Taken into account all hair characteristics	Portfolio reference
Hair density	
Hair texture	
Hair elasticity	
Hair porosity	
Hair condition	
Hair growth patterns	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



You must practically demonstrate that you have:

Worked on a minimum of 3 hair classifications	Portfolio reference
Type 1 – straight hair	
Type 2 – wavy hair	
Type 3 – curly hair	
Type 4 – very curly hair	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

**This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

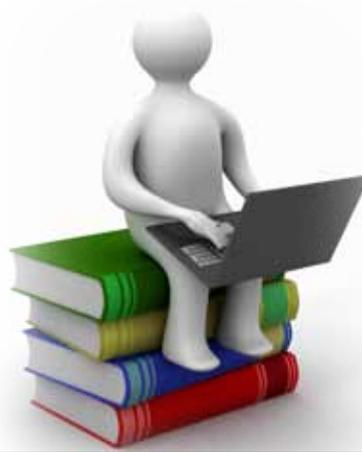
Achieving the external paper

The external paper will test your knowledge of all criteria in this section. **A pass mark of 70% must be achieved.**

Your assessor will complete this table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Learning outcome 5

Know and understand how to establish client requirements

You must know and understand:	Portfolio reference
a. The importance of creating a setting in which clients feel comfortable	
b. How to explore clients' expectations, concerns and needs and explain any service limitations	
c. The importance and means of showing the client courtesy, empathy and sensitivity throughout their visit	
d. How to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender	
e. The importance of not discriminating against clients with illnesses and disabilities and why	
f. The importance of engaging in conversation and making openings in conversations to encourage clients to speak	
g. The different types of visual aids that can support client consultation	
h. The types of additional sources of services, treatments and support that may be of interest to clients	
i. The cost and frequency of maintenance for all services	
j. The duration, commitment and time required to carry out and maintain services	
k. The implications of changes to their existing hair and scalp regime	
l. Your responsibilities under current relevant health and safety legislation and any other relevant legislation	
m. Your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services	

Requirements highlighted in white will be assessed in the external paper.



Learning outcome 6

Know and understand how to analyse the hair, skin and scalp

You must know and understand:	Portfolio reference
a. Your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance	
b. The importance of carrying out tests and the potential consequences of failing to do so	
c. The types and purposes of tests	
d. Salon procedures and manufacturer's instructions in relation to conducting tests	
e. The basic structure of hair and skin	
f. The growth cycle of hair	
g. How different factors limit or affect the services and products that can be offered to clients	
h. How to visually recognise adverse hair and scalp conditions	
i. The importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist	
j. Your salon's policy for referring clients to other salons, sources and professionals	
k. The role of other professionals such as pharmacist, trichologist, general practitioner, and the specialist services that they can offer	
l. The limits and boundaries of your duties and responsibilities and why it is important to explain these to the client	

Requirements highlighted in white will be assessed in the external paper.



Learning outcome 7

Know and understand how to review options and agree on a course of action

You must know and understand:	Portfolio reference
a. The importance of confirming and recording the course of action that is to be taken for the client	
b. How different types of hair characteristics impact on products and services	
c. How different types of hair classification impacts on products and services	
d. How to complete the client records used in your organisation and the importance and reasons for gaining client consent	
e. The importance of the correct completion, storage and security of client records	
f. The importance of confidentiality and what might happen if this is not maintained	

Requirements highlighted in white will be assessed in the external paper.



Learning outcome 8

Know and understand how to advise on hair maintenance and management

You must know and understand:	Portfolio reference
a. The importance of providing advice and recommendations on the products and services provided in the salon	
b. How to maintain their agreed style	

Requirements highlighted in white will be assessed in the external paper.



Knowledge range

You must know and understand:

Health and safety legislation - your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation

Portfolio reference

Health and Safety at Work Act	
The Reporting of injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)	
The Health and Safety (First Aid) Regulations	
The Regulatory Reform (Fire Safety) order	
The Manual Handling Operations Regulations	
The Control of Substances Hazardous to Health Regulations (COSHH)	
The Electricity at work Regulations	
The Environmental Protection Act	
The Management of Health and Safety at Work Regulations	
The Health and Safety (information for Employees) Regulations	
Data Protection Act	
Working Time Directives	
Cosmetic Products Regulations	
Sale of Goods Act	
Distance Selling Act	
Trade Descriptions Act	
Consumer Protection legislation	
Disability Discrimination Act	



You must know and understand:

Adverse hair and scalp conditions - how to visually recognise adverse hair and scalp conditions and contra-indications	Portfolio reference
Ringworm	
Impetigo	
Scabies	
Eczema	
Alopecia	
Psoriasis	
Folliculitis	
Dandruff	
Keloid scarring	
Ingrowing hair	
Head lice	
Factors limiting or affecting services - how different factors limit or affect the services and products that can be offered to clients	Portfolio reference
Adverse hair, skin and scalp conditions	
Incompatibility of previous services and products used	
Client's lifestyle	
Test results	
Advice and recommendations	Portfolio reference
Additional services	
Additional products	

Notes

Use this area for notes and diagrams