



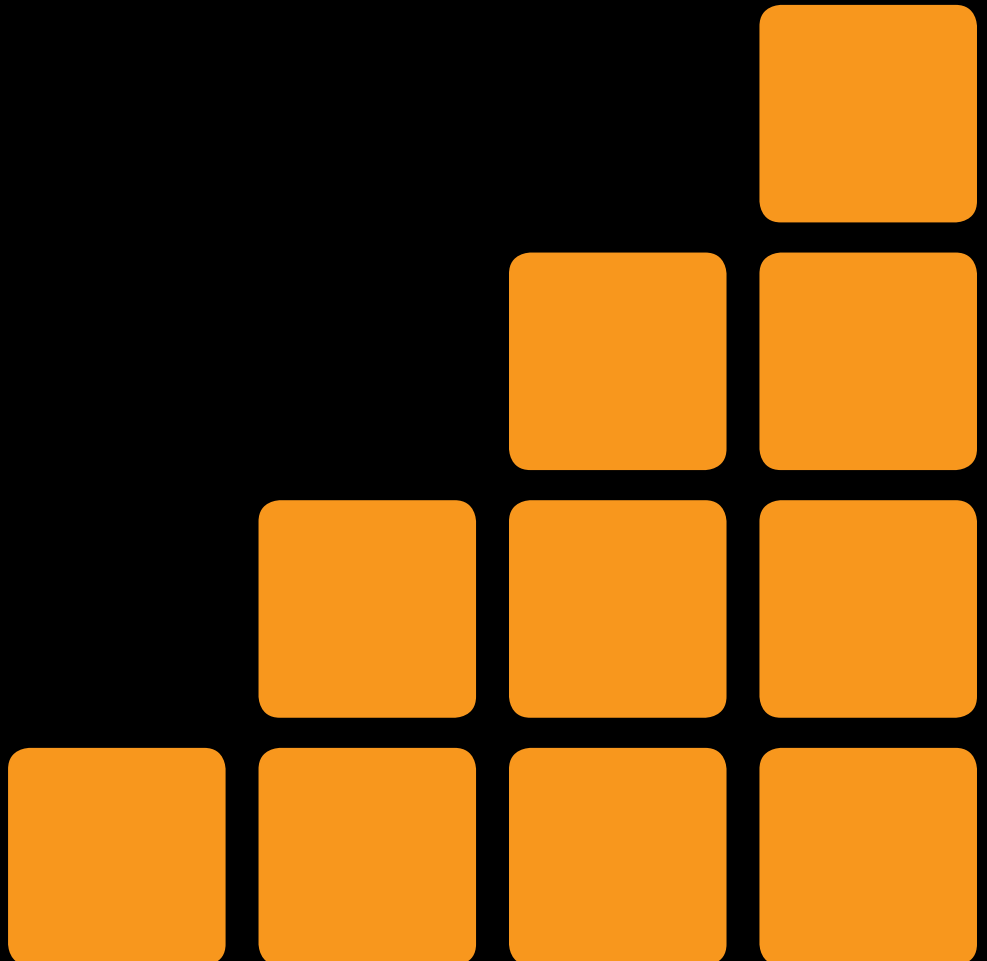
Advise and consult with clients

UN211G7

D/600/1265

Learner name:

Learner number:



UN211G7

Advise and consult with clients

Through this unit you will learn the art of consultation with your clients, using a variety of methods to clarify their ideas and requirements for hair services. Being able to make suitable suggestions based on a variety of methods such as; open and closed questioning, observation and testing of the hair skin and scalp, will provide the information that you will need on which to base your recommendations.

NOS

G7

Level

2

Credit value

4

GLH

40

Observations

3

External paper(s)

1



Advise and consult with clients

Learning outcomes

On completion of this unit you will:

1. Be able to identify what services clients want
2. Be able to analyse the hair, skin and scalp
3. Be able to advise clients and agree services and products
4. Understand salon and legal requirements
5. Understand salon services, products and prices
6. Understand how to perform hair, skin and scalp analysis
7. Understand methods of communication

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills.
3. Your assessor will observe these aspects of your performance on **at least 3 occasions. These will cover consultations for 3 different technical units.**
4. From the range statement, you must show you:
 - have consulted with new and regular clients
 - have adapted your advice to take into account the factors limiting or affecting services
 - have used all the means of identifying clients' wishes
 - have identified or can describe suspected infections and infestations needing reporting.
5. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **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 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 oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to identify what services clients want

You can:

- a. Ask relevant questions in a way the client will understand and provide the client sufficient time to express their wishes
- b. Use visual aids to present clients with suitable ideas to help them reach a decision
- c. Clarify own understanding of the client's wishes and encourage the client to ask about areas of which they are unsure
- d. Identify and clearly confirm the client's wishes for services and products

** May be assessed through oral questioning.*

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



Outcome 2

Be able to analyse the hair, skin and scalp

You can:

- a. Conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
- b. Identify factors that may limit or affect services and the choice of products and refer to the client's previous records, when available
- c. Promptly identify and report any problems which cannot be dealt with to the relevant person*

*May be assessed through oral questioning.

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



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Outcome 3

Be able to advise clients and agree services and products

You can:

- a. Make recommendations that are suitable for the client
- b. Agree services, products and outcomes that are acceptable to the client and meet their needs and state the likely cost and duration of the agreed services
- c. Communicate with the client in a manner that maintains goodwill, trust and confidentiality
- d. Keep the client records up-to-date, accurate, easy to read and complete

** May be assessed through oral questioning.*

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

Range



You must practically demonstrate that you have:

Consulted with both new and regular clients	Portfolio reference
New	
Regular	
Adapted your advice to take into account all the factors limiting or affecting services	Portfolio reference
Adverse hair, skin and scalp conditions	
Incompatibility of previous services and products used	
Lifestyle	
Used all the means of identifying clients' wishes	Portfolio reference
Questioning	
Observation	
Testing	
Identified or can describe all suspected infections and infestations needing reporting	Portfolio reference
Suspected infections	
Suspected infestations	

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:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 4

Understand salon and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Describe own responsibilities under the Data Protection legislation and the salon rules for maintaining confidentiality	
b. Describe own legal responsibilities for describing the features and benefits of products and services	
c. Describe the salon procedures and manufacturers' instructions in relation to conducting tests	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 5

Understand salon services, products and prices

You can:	Portfolio reference / Assessor initials*
a. Describe the services and products available for use in the salon	
b. Explain the salon's pricing structure	
c. Explain how to calculate the likely charge for services	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6

Understand how to perform hair, skin and scalp analysis

You can:	Portfolio reference / Assessor initials*
a. Describe why it is important to identify factors that may limit or affect services and products which can be used	
b. Describe how: lifestyle; adverse hair, skin and scalp conditions; incompatibility of previous services; and products used; may limit or affect the services and products that can be offered to clients	
c. Describe the indications of suspected infections and infestations and disorders visible to the naked eye	
d. Explain how and when tests are carried out on hair, their importance and the potential consequences of failing to do so	
e. Describe the basic structure of hair and skin, the growth cycle of hair and the characteristics of different hair types and textures	
f. Describe the general factors that contribute to healthy hair (e.g. health, environment, chemicals)	
g. Describe the likely causes of adverse hair and scalp conditions visible to the naked eye	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 7

Understand methods of communication

You can:	Portfolio reference / Assessor initials*
a. Explain why effective communication is important for the salon's business	
b. Explain the importance of confidentiality and what might happen if this is not observed	
c. Explain how to adapt own contributions to suit different situations	
d. Explain how to communicate effectively and responding appropriately (ask questions to show interest)	
e. Explain how to move the discussion forward	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams