



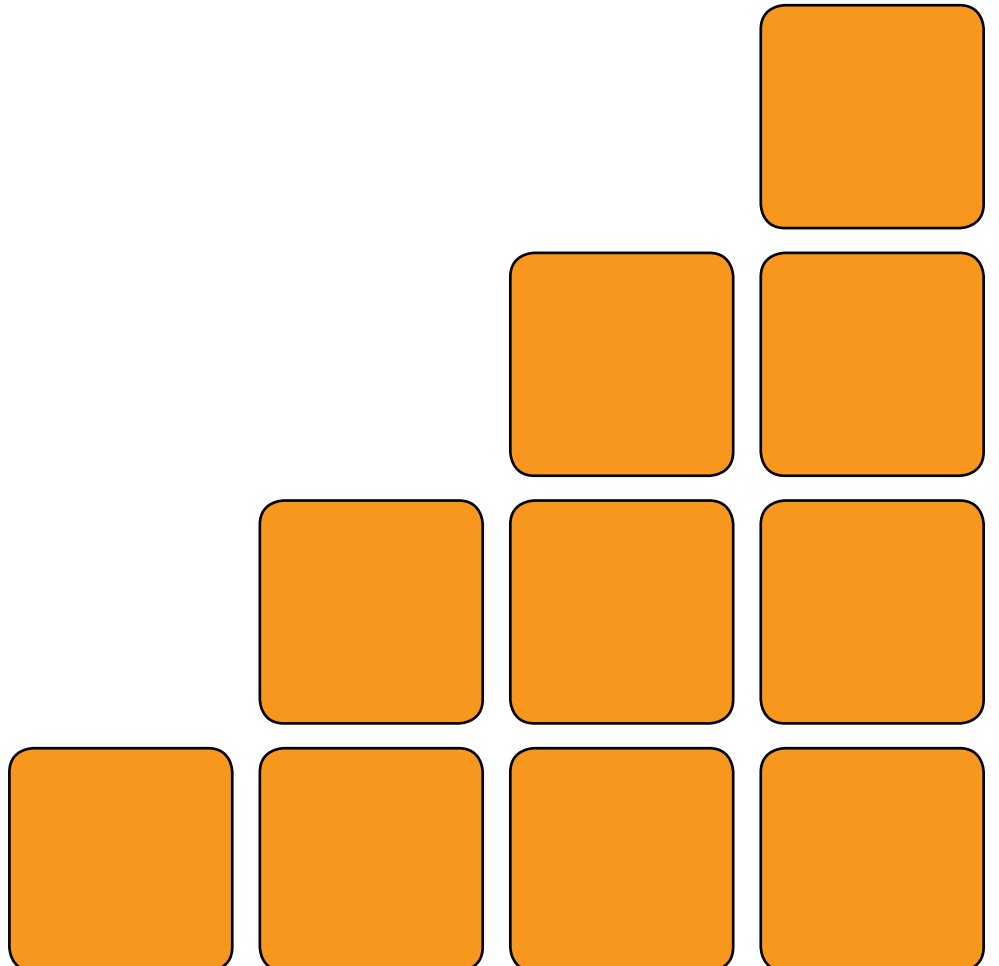
# Advise and consult with clients

UHB74

Learner name:

Learner number:

SVQ





# UHB74

## Advise and consult with clients

This unit is about the important skill of consulting with your clients to determine their ideas and requirements. Making suitable recommendations for services and products based on this information and the results of your examination of their hair, skin and scalp is an essential part of this unit.

To carry out this unit you will need to maintain health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.

The main outcomes of this unit are:

1. Identify the requirements of the client
2. Examine the hair, skin and scalp
3. Advise your client and agree services and products

NOS

# SKACHB9

SCQF Level

**5**

SCQF Credit Points

**8**

Observation(s)

**3**

External paper(s)

**1**



# Advise and consult with clients

## Learning outcomes

On completion of this unit you will:

1. Be able to identify the requirements of the client
2. Be able to examine the hair, skin and scalp
3. Be able to advise your client and agree services and products
4. Know and understand how to identify the requirements of the client
5. Know and understand how to examine the hair, skin and scalp
6. Know and understand how to advise your client and agree services and products

## 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 as part of all technical observations and will be recorded on **at least three occasions across 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](http://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 SKACHB9. You must demonstrate in your everyday work that you have met this standard for advise and consult with clients. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

### Be able to identify the requirements of the client

You must be able to:

- a. Consult with your client to determine their requirements
- b. Allow your client sufficient time to express their wishes
- c. Ask relevant questions in a way your client will understand
- d. Use visual aids to present clients with suitable alternative ideas to help them reach a decision
- e. Encourage your client to ask about areas of which they are unsure
- f. Identify and confirm your client's wishes for services and products

*\* 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 examine 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. Promptly identify and report any problems which cannot be dealt with to the relevant person

*\*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 advise your client and agree services and products

You must be able to:

- a. Make recommendations on the outcomes of your identification of your client's hair characteristics and their hair classification
- b. Explain how their hair characteristics may impact on the hairdressing services in a way your client can understand
- c. Agree services, products and outcomes that are acceptable to your client and meet their needs
- d. State the likely cost and duration of the agreed products and services to your client
- e. Conduct all communications with your client in a manner that maintains goodwill, trust, confidentiality and privacy
- f. Give your client advice and recommendations on the service provided

*\* 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:

<b>Consulted with both types of client</b>		Portfolio reference
New		
Regular		
<b>Used both means of identifying clients' wishes</b>		Portfolio reference
Question		
Observation		
<b>Adapted your advice to take into account all factors that limit or affect services</b>		Portfolio reference
Adverse hair, skin and scalp conditions		
Incompatibility of previous services and products used		
Client's lifestyle		
Test results		
<b>Identified or can describe all problems</b>		Portfolio reference
Suspected infections		
Suspected infestations		
<b>Taken into account all hair characteristics</b>		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:

Used a <b>minimum of 3</b> hair classifications	Portfolio reference
Type 1 – Straight Hair	
Type 2 – Wavy Hair	
Type 3 – Curly Hair	
Type 4 – Very Curly Hair	
Given <b>all</b> advice and recommendations	Portfolio reference
How to maintain their look	
Time interval between services	
Present and future products and services	

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 4

### Know and understand how to identify the requirements of the client

You must know and understand:	Portfolio reference
a. Why effective communication is important for your salon's business	
b. How to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, ages, disabilities and genders	
c. The questioning and listening skills you need in order to find out information	
d. Why it is important to encourage and allow time for clients to ask questions	
e. Salon rules for maintaining confidentiality and privacy	
f. The different types of visual aids that can support client consultation	
g. Your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation	
h. The importance of not discriminating against clients with illnesses and disabilities and why	

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



## Learning outcome 5

### Know and understand how to examine 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. Salon procedures and manufacturers' instructions in relation to conducting tests	
c. How and when tests are carried out on hair	
d. The importance of carrying out tests and the potential consequences of failing to do so	
e. Why it is important to identify factors that may limit or affect services and products which can be used	
f. How lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used, limit or affect the services and products that can be offered to clients	
g. How to recognise hair, skin and scalp problems	
h. How to identify suspected infections and infestations which need reporting and who to report them to	

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



## Learning outcome 6

### Know and understand how to advise your client and agree services and products

You must know and understand:	Portfolio reference
a. The different types of hair characteristics	
b. The different hair types of hair classifications	
c. The basic structure of hair and skin	
d. The growth cycle of hair	
e. The services and products available for use in your salon	
f. Your legal responsibilities for describing the features and benefits of products and services	
g. Your salon's pricing structure	
h. How to calculate the likely charge for services	
i. The importance of giving the client realistic expectations	
j. The importance of providing advice and recommendations on the products and services provided in the salon	
k. How to complete the client records used in your organisation and the importance and reasons for gaining client consent	

*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	





You must know and understand:

Hair, skin and scalp problems - how to recognise hair, skin and scalp problems	Portfolio reference
Ringworm	
Impetigo	
Scabies	
Eczema	
Alopecia	
Psoriasis	
Folliculitis	
Dandruff	
Keloid scarring	
Ingrowing hair	
Head lice	
Advice and recommendations	Portfolio reference
Additional services	
Addition products	

# Notes

Use this area for notes and diagrams



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