

UBT205M

Consultation and record keeping

Unit reference number: H/615/0728

Level: 2

Guided Learning (GL) hours: 30

Overview

This unit will enable learners to provide consultation techniques to customers in a retail environment. Learners will develop their understanding of the effects of positive and negative behaviour along with presenting a professional image and maintaining personal hygiene. Learners will develop their communication skills alongside the knowledge and ability to prepare for and carry out consultations, demonstrating a high standard of client care.

Learning outcomes

On completion of this unit, learners will:

LO1 Understand the requirements for presenting a professional image

LO2 Know the company requirements for consultation techniques

LO3 Be able to present a professional image and maintain personal hygiene

LO4 Be able to provide consultation techniques

Assessment requirements

Learners must complete **all** four assessment requirements related to this unit:

1. Treatment portfolio
2. Graded practical assessment
3. External examination
4. Graded synoptic assessment

1. Treatment portfolio

Learners must produce a treatment portfolio. The treatment portfolio must contain evidence that learners have:

- Performed a minimum of 3 consultations on different clients or treatments (not including the graded practical assessment)
 - New clients
 - Existing clients
- Used all consultation techniques
 - Verbal
 - Non-verbal
 - Written
- Given all pre-treatments advice
 - Further or additional treatments
 - Benefits and effects to be achieved
 - Expectations to be met
- Covered all courses of action
 - Offering information
 - Advice and guidance
- Provided all types of advice
 - Relating to client expectations/realistic outcomes
 - Possible contra-actions
 - Aftercare
 - Specific additional products and treatments
- Presented a professional image to include all of the following
 - Personal hygiene
 - Oral hygiene
 - Hair neatly tied back
 - No jewellery
 - Light or no perfume
 - Uniform
 - Shoes
 - Not chewing gum and sweets
 - Clean nails and hands
 - Covered tattoos and piercings

The treatment portfolio must be completed prior to learners undertaking the graded practical skills test. Whilst treatment portfolios will not be graded, they may be sampled by the VTCT External Quality Assurer (EQA).

Evidence from the graded practical assessment must also be presented in the treatment portfolio.

2. Graded practical assessment

Learners must carry out a complete treatment which will be observed, marked and graded by centre assessors. The grade achieved in the graded practical assessment will be the grade awarded for the unit.

The graded practical assessment must take place in a real or realistic working environment on a real client. At a minimum the graded practical assessment for this unit must cover:

- Treatment – one practical consultation to include all record taking in the form of a consultation card and/or treatment plan
- Consultation – independent consultation on a new client for any purpose outcomes: e.g. product advice or treatment recommendations
- Courses of action – thorough recommendation of selected products for clients' use to suit their individual needs, demonstration of application techniques using appropriate tools, products and equipment considering consultation outcomes and any test results; taking into account any factors limiting or affecting the recommendations
- All types of advice – relating to the client's expectations/realistic outcomes, possible contra-actions, aftercare, additional products and treatments and services
- Present a professional image – clean professional uniforms, closed-in footwear, no jewellery, no piercings, hair neatly tied back, and any fringe secured, nails are well manicured, short and free of varnish, covering cuts and abrasions, wearing deodorant or antiperspirant, oral hygiene, including clean teeth, fresh breath

Recorded professional discussion can also be used as an assessment method attached to the graded practical assessment and is particularly useful for gathering evidence for criteria related to evaluation and reflection. Professional discussions should be planned and recorded.

3. External examination

Whilst the theory content of LO1 and LO2 may be naturally assessed in the graded practical assessment, they will be tested by an external examination towards the end of the learning period.

External examinations will test knowledge and understanding from across the whole vocational area (mandatory units). Learners should use the unit content section of this unit to aid revision since exam questions will test the full breadth of this section.

External examinations will be set and marked by VTCT and will contribute to the overall qualification grade.

4. Graded synoptic assessment

In the last term or final third of their qualification, learners will be required to undertake a graded synoptic assessment. This will require learners to carry out a range of treatments from across the whole vocational area (mandatory units). Assessment coverage will vary year on year, although all treatments will be covered over time.

VTCT will set a brief for centres which will detail the treatments to be covered in the graded synoptic assessment. Grading descriptors for the synoptic assessment will also be provided by VTCT.

The graded synoptic assessment will be marked and graded by centre staff and externally verified by VTCT.

The graded synoptic assessment will contribute to the overall qualification grade.

Unit content

LO1 Understand the requirements for presenting a professional image

Learners must know how professional beauty consultants present themselves:

- Personal hygiene
 - Showering before coming into work
 - Deodorant or anti-perspirant should be worn to prevent body odour
 - Appropriate PPE should be worn when required
 - Cuts and abrasions should be covered with plasters
 - Do not go into work if you have a contagious disease likely to put anyone at risk, e.g. impetigo
- Oral hygiene
 - Brush teeth regularly and use mouth sprays, breath fresheners
 - Avoid strongly flavoured foods and smoking
- Hair
 - Must be clean and tied back off the face. If hair is long it must be secured off the neck to prevent it from interfering with the treatment. Any fringe should be secured. By constantly touching hair the consultant is breaking hygiene rules
- Jewellery
 - A plain wedding band and small stud earrings may be worn. Dangling earrings, bangles and rings must be avoided at all times for hygiene and safety reasons. Wrist watches must be removed during treatments. Fob watches may be worn
- Perfume
 - Heavy perfume should be avoided as some clients find strong odours unpleasant
- Uniform
 - Uniform should be clean and freshly ironed
 - Many employers will expect the consultant to wear tights with a dress or socks with trousers. Socks and tights should not be bright colours and should complement the uniform
 - Dresses should be a suitable length to work in
 - Trousers should be a suitable length and not trail on the floor
- Shoes
 - Shoes must be clean, flat and closed in. Shoes with high heels may cause postural and muscular problems. Leather shoes allow feet to breathe and prevent foot odour
- Chewing gum and sweets
 - A consultant should not chew gum or suck sweets
- Nails and hands
 - Nails and hands must be kept scrupulously clean at all times
 - Nails must be short, well manicured and free from varnish as clients may have allergies to products
- Tattoos and piercings
 - Many employers will not allow visible tattoos and body piercings. Visible piercings must be removed and tattoos covered where possible

Learners must understand how to communicate in a professional manner:

- Professional terminology – appropriate use of technical language
- Communicating with clients – always respond to client queries and questions. Consider client confidentiality when discussing topics with client, dependent on location (treatment room/sales counter)
- Communicating with colleagues – respectful at all times and professional when around clients

Learners must know company requirements for presenting a professional image:

- Health and safety – all health and safety legislation should be adhered to in order to ensure you provide a safe and hygienic environment for clients
- Safe working practices – treatment areas tidy and clutter free, no trailing leads, correct posture to prevent injuries to consultant (RSI), couch at correct heights, all relevant legislations adhered to, staff training, suitable lighting, ventilation, temperature for treatment rooms, staff training for specialist machines and equipment
- Hygienic working practices – use of disposable consumables, decanting of products, use of PPE, washing hands before, during and after every treatment, sterilise and sanitise equipment, cleaning of treatment rooms and work surfaces, washing of towels, clean towels for every client, keep lids on products, clean up spillages
- Code of Ethics – a code of ethics is a set of guidelines, e.g. all health and safety must be adhered to, the best possible treatment should be given to the client, the client should be respected and dignity maintained, a consultant should not treat a client who is contra-indicated, all information, written or verbal, is confidential, client record cards must be kept up to date, consultants should be members of a professional body
- Code of Practice – a code of practice is published by a membership organisation and gives guidelines for consultants on safe and hygienic practice and avoiding cross-infection
- Company rules and regulations – each company will have its own rules and regulations. These may include specific dress codes or rules regarding visible tattoos or piercings

Learners must know the importance of behaving professionally:

- Professional behaviour – positive body language and facial expression, attending work on time, keeping to treatment times, treat all other staff and clients with respect, professional presentation, respecting hierarchy, effective and positive communication, being polite, respectful, honest, maintaining confidentiality, enthusiasm for job, treating others how you wish to be treated, following codes of practice, working as a team, following roles and responsibilities, performing every treatment to the best of your ability, going the extra mile, genuine interest in the client, technical knowledge, product knowledge, only providing treatments in which you are trained and qualified, not offering diagnosis of any kind, not making false claims about product or treatments, awareness of client's personal space
- Negative behaviour – being argumentative, disrespectful, interrupting, not listening, not fulfilling roles and responsibilities within the workplace, being hostile towards other staff members and clients, negative body language, unsuitable communication, swearing, bringing personal problems to work
- Personal influencing factors – a consultant must ascertain why a client may want a specific treatment or product. Treatment and product choice should be made on communicating technical knowledge and not be influenced by consultant's personal preference

Learners must know the effects of negative behaviour on clients, colleagues and the business:

- Clients and colleagues – unnecessary stress and embarrassment for clients and staff members, client dissatisfaction, ineffective working and client relationships, discontent in the workplace, break down of communication, high staff turnover, lack of respect, low morale, poor productivity and effectiveness
- Business – failure to meet targets, unhappy clients and staff, negative environment, clients would pick up on negative atmosphere, loss of clients due to high staff turnover, bad reputation

LO2 Know the company requirements for consultation techniques

Learners must know how to prepare and set up the work area:

- Prepare the area to allow for
 - Health and safety standards – a safe working environment
 - The work area is clean and well-organised
 - The chairs are adjusted to a workable height for the consultant, but are also comfortable for the client
 - Ease of access and free movement, checking the lighting is appropriate and the area is suitably private for carrying out a consultation
 - Client comfort whilst carrying out the consultation – sitting comfortably, heating, ventilation, any necessary modifications to ensure optimum comfort
 - Completion of all necessary records – ensure all necessary documents are in place prior to the client arriving
 - Any background music must not be too loud or intrusive for conversation
 - Visual aids are available if required for the consultation

Learners must know the reasons for carrying out a consultation with a client:

- Consultation is the process for gaining information about the client to assist the consultant in recommending the most suitable treatment for the client
- Analysis helps identify the general and specifics for example skin and nail conditions, along with the correct products to use and treatment to perform
- A legal requirement and failure to consult properly with clients prior to treatment and products could invalidate your insurance. It is essential that consultants elicit information from their clients about their medical history, including any allergies, as well as checking for contra-indications. The client consultation underpins all technical abilities and should be delivered prior to the delivery of any technical treatment
- Seeking clarification of the client's understanding
- Checking client satisfaction
- Providing feedback and aftercare advice such as possible contra-actions and home care products
- Providing opportunities for clients to ask questions

Learners must know the company requirements for record keeping:

- Client records are an effective resource within a company and provide accurate information regarding client treatments, the products used and purchased, the dates of treatments and any tests carried out
 - The importance of making records available prior to the treatment
 - How to complete client records to meet company requirements
 - The importance of gaining client consent
 - The importance of accurate completion of records
 - The importance of secure storage and security of client records
 - The importance of confidentiality and the consequences if confidentiality is not maintained – Data Protection Act

Learners must understand the types of information recorded on record cards:

- Consultation record keeping, relevant contra-indications, signatures, refer to existing records, clear information, be accurate and work in a logical order (name, address, contact numbers, age range, reason for treatment, allergies/hypersensitivity, contact lenses, contra-actions)
 - Adaptations and modifications, future recommendations (specific products and treatments), retail sales
 - Treatment plan, update records at the end of the treatment, update at each visit, maintained electronically, paper records
 - The importance of signatures

Learners must know the different methods of communication:

- Verbal – speaking (tone of voice, vocabulary used, volume of voice, no slang or inappropriate terms), questioning techniques used (open and closed questioning used in an appropriate way, probing to gain more information from client without causing offence and being sensitive to topics), listening skills (being patient, picking up other signals from colleagues and clients)
- Non-verbal – body language (positioning of body when relaxed or in front of colleagues and clients, posture, hand gestures when talking, respecting other people's personal space), facial expressions (smiling, being interested when someone is talking to you, welcoming expressions to make people feel comfortable)
- Written – completion of client records (relevant information only, kept up to date, stored securely), written notes (written clearly and legibly so others can read), visual aids (used to support consultation or promoting products and treatments)

Learners must understand the company standards for communicating with clients:

- Verbal communication – speaking manner and tone of voice, being respectful, sensitive to client, being supportive, using open questions, using appropriate vocabulary, using tact and diplomacy, using professional terminology
- Non-verbal communication – eye contact, appropriate and inappropriate body language, active listening
- Adapting and tailoring approaches for different clients, e.g. new and existing clients, according to gender, age, culture, occasion
- Written – show clarity and conciseness, attention to spelling, grammar and presentation of written information
- Clarification – checking client understanding to ensure the outcome is suitable for the client

Learners must know how to adapt communication to suit different people:

- New clients – new clients that lack knowledge of products and treatments, avoid technical words that would prevent them understanding
- Existing clients – existing clients with knowledge of the industry – use more technical terminology and introduce new products, treatments and concepts to help develop the clients' understanding
- Hearing impaired – use visual aids, clear speech, face the client to allow for lip reading
- Visually impaired – use clear speech, use descriptive language
- Physical disability – sit at client's level, communicate normally
- Angry/confused client – control manner to avoid making situation worse. Deferring to a senior member of staff may be required
- Different ethnic origins – consultants should be culturally aware to ensure they do not cause offense

Learners must know how to deal with client complaints:

- Appropriate communication skills
 - Verbal communication – speaking manner and tone of voice, being respectful, sensitive to the client, using tact and diplomacy
 - Non-verbal communication – eye contact, appropriate and inappropriate body language, actively listening
- Referring complaints to a relevant person – the manager or person in charge
- Assist in complaints being resolved – take responsibility for ensuring a suitable conclusion is achieved that is satisfactory for the client

Learners must know the company requirements for providing client care:

- Professional image – first impression, create trust and confidence
- Client satisfaction – meeting client expectations through the quality of care and through taking appropriate time for the consultation
- Professional communication skills – consistently demonstrated, both prior to and following the treatment, provide an opportunity for the client to ask questions and respond appropriately, e.g. clear speech at a low level, avoiding use of slang and technical language, avoid discussing your personal issues and views on religion, sex and politics, listening to the client's needs and requirements, using open body language and maintaining eye contact
- Sensitivity and awareness of the client's needs is demonstrated at all times
- Treatment plan clearly communicated with the client to provide an explanation of the appropriate products and planned treatment techniques
- Client reassurance – given when necessary. Recommend the use of appropriate products following the treatment in order to support optimum results for the client. Client given opportunity to ask questions

Learners must know the impact of poor client care on both the consultant and the business:

- Lack of satisfaction – causing a loss of clients who may seek out competitors
- Loss of reputation – unhappy clients will complain and will tell others
- Financial impact – loss of income and less profit, loss of job
- Complaints

LO3 Be able to present a professional image and maintain personal hygiene

Present a professional image:

- Personal hygiene – clean, no body odour, wearing appropriate PPE, cuts and abrasions covered
- Oral hygiene – clean teeth and breath
- Hair – must be clean and tied back off the face and neck if long. Fringe should be secured
- Jewellery – a plain wedding band, fob watch and small stud earrings may be worn
- Perfume – should be light smelling and fresh
- Uniform – should be clean and freshly ironed and follow company dress, regulations, dresses should be a suitable length to work in, trousers should be a suitable length and not trail on the floor
- Shoes – clean, flat and closed-in
- No chewing gum and sweets
- Nails and hands must be kept scrupulously clean at all times nails must be short, well manicured and free from varnish. Before and during treatment consultants hands should be washed
- Tattoos and piercings – visible piercings must be removed and tattoos covered where possible

Communicate and behave professionally:

- Communicating – effective communication to meet the needs of clients with the use of open, closed and probing questions, positive body language and facial expression, good eye contact, awareness of personal space written records completed thoroughly and legibly, use of appropriate language, questioning and responding to questions, use of visual aids if required
- Listening skills – not interrupting, listening with focus, not getting distracted, remembering information, repeating information to check accuracy
- Speaking in clear voice, gentle tone of voice, using appropriate language and explaining technical terminology if required
- Deferring to a senior member of staff if required
- Behaving in a professional manner – following hygienic and safe working practices, keeping to treatment timings, polite, genuine interest in client, respectful at all times, not gossiping, knowledgeable on treatments and products, being punctual

LO4 Be able to provide consultation techniques

Prepare self and work area for consultation:

- Ensure safe and hygienic working area
- Area is well organised
- A private and comfortable area to consult in
- All the required paperwork to ensure a professional consultation
- Professional appearance that meets company standards – appropriate personal presentation for uniform, hair, nails and hygiene

Prepare and utilise client records:

- Client records play a vital role in providing information about the history of the client's treatments and products. Learners must prepare records by ensuring the following factors
 - The records are available for the consultation
 - The record belongs to the client by checking the client's personal details
 - Scrutinising the record and noting factors that may limit the intended treatment
 - Referring to the record during discussions to aid clarification regarding the client's history of treatments and products and updating the accuracy of what is recorded
 - Using the information as a starting point for discussion e.g. products that have been used, and the outcomes of previous treatments
 - Creating records for new clients
 - Adhere to legislative requirements regarding safety, confidentiality and security of records

Demonstrate consultation techniques:

- Professional communication skills – verbal and non-verbal
- Identify the key information – it is necessary to gain from the client to understand the client expectations and to achieve the outcome that will be mutually agreed during the explanation
- Ensure the most suitable questioning skills are used to gain the information – open and closed questions
- Listen and respond appropriately, adapting and tailoring responses for different clients needs, e.g. new and existing clients
- Complete all necessary records prior to and following the treatment
- Recommend suitable products and/or future treatments to the client following the treatment
- Ensure that appropriate aftercare advice is explained to the client
- Show commercial awareness and maximise the opportunity by recommending products and promoting future treatments and/or services

Communicate a treatment plan to the client:

- Draw on the information gained during the consultation to produce a personalised treatment plan for the client
- Explain the treatment plan and gain agreement for the planned outcomes
- Identify any limitations to the treatment
- Discuss cost and frequency of treatments and products

Gain signatures evidencing client approval and consent:

- Gain signatures and informed consent – signed consent from client must be obtained prior to the treatment. Consent to treatment based on the consultation identifying risks and benefits of treatment and other treatment options available, parental or guardian consent must be obtained for minors prior to any treatment

Provide recommendations and aftercare advice:

- Update relevant records prior to and following the treatment to meet company and industry requirements, records must be detailed and legible, follow required confidentiality policies/procedures, data protection and any other relevant legislation
- Aftercare to include – follow up treatments, maintenance, professional product recommendations, advice on improving skin, nail or body conditions, contra-actions

Update the client's treatment records:

- Update changes in client's personal details
- Record results of tests
- Identify factors limiting or affecting the treatment
- Products used for treatments and timings
- Outcome of the treatment, success of the treatment, client satisfaction suggestions for the next treatment
- Use clear and accurate language and ensure the record is completed in full
- If the record is handwritten, the writing must be legible

Complete the consultation within the commercially specified time:

- Demonstrate an awareness of the needs and requirements for consultation within the limits of commercially acceptable timeframes

Skin cancer awareness

Please note this information will not be assessed for the achievement of this unit.

Public awareness of skin cancer has never been higher, and yet skin cancer remains the fastest growing cancer in the UK, especially amongst young people. The chances of a positive outcome can be dramatically increased with early identification and diagnosis.

Professionals in hair, beauty, sports massage and health and wellbeing industries work closely with clients and in many cases have sight of areas of skin which may not be easily visible to the client. An informed awareness of the signs, symptoms and changes of appearance to be aware of when checking for early signs of cancer is a crucial tool for the conscientious practitioner in order to provide the most thorough service and in some cases, possibly lifesaving information signposting.

Signs to look for when checking moles include utilising the ABCDE guide:

A - Asymmetry – the two halves of the area/mole may differ in their shape and not match.

B - Border – the edges of the mole area may be irregular or blurred and sometimes show notches or look 'ragged'.

C - Colour – this may be uneven and patchy. Different shades of black, brown and pink may be seen.

D - Diameter – most but not all melanomas are at least 6mm in diameter. If any mole gets bigger or changes see your doctor.

E - Elevation/evolving – elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape or colour. Anyone can get a suspicious mole or patch of skin checked out for free by the NHS by visiting their doctor, who may then refer to a dermatologist (an expert in diagnosing skin cancer).

If you require any additional NHS information please refer to <https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer>

If your learners are interested in learning more about skin cancer awareness alongside this qualification, VTCT runs the following qualification: VTCT Level 2 Award in Skin Cancer Awareness for Non-Healthcare Professionals.

This qualification has been specifically designed for those working in the sports massage, health and wellbeing, beauty, hairdressing and barbering sectors. It will enable learners to identify any changes to their client's skin and to highlight those changes to the client using appropriate language and communication skills. It will enable the learner to raise awareness of skin cancer and signpost their clients to public information about skin cancer.

This qualification will enable hair, beauty and wellbeing professionals to gain the appropriate knowledge and communication skills required to provide non-diagnostic, professional advice and information to clients in a discrete, empathetic and confidential manner.

For more information please refer to the Record of Assessment book:

<https://qualifications.vtct.org.uk/finder/qualfinder/1Record%20of%20Assessment%20Book/AG20529.pdf>

Assessment criteria

Assessment criteria will be applied to the graded practical assessment. In order to pass this unit, learners must at a minimum achieve all pass criteria. The pass criteria relate to the proficient demonstration of skills and knowledge. All criteria within a given grade must be achieved to be awarded that grade.

Learning outcome The learner must:	Pass The learner can:	Merit To achieve a merit grade, in addition to achievement of the pass criteria, the learner can:	Distinction To achieve a distinction grade, in addition to achievement of the pass and merit criteria, the learner can:
LO3 Be able to present a professional image and maintain personal hygiene	P1 Present a professional image P2 Communicate and behave professionally	M1 Adjust communication techniques to meet individual needs of the client	D1 Explain the advice given during the consultation
LO4 Be able to provide consultation techniques	P3 Prepare self and work area for consultation P4 Prepare and utilise client records P5 Demonstrate consultation techniques P6 Communicate a treatment plan to the client P7 Gain signatures evidencing client approval and consent P8 Provide recommendations and aftercare advice P9 Update the client's treatment records P10 Complete the consultation within the commercially specified time	M2 Provide advice and recommendations for products and services	

Assessment guidance

Assessors must use the amplified assessment guidance in this section to judge whether assessment criteria have been achieved in the graded practical assessment.

P1 Present a professional image

Learners must present a personal professional image by being clean with no body or breath odour, wearing appropriate PPE if required and covering cuts and abrasions. Hair must be clean and tied back off the face. If hair is long it must be secured off the neck to prevent it from interfering with the treatment. Any fringe must be secured. If jewellery is to be worn learners must only wear a plain wedding band, fob watch or small stud earrings. Perfume must be light and fresh. Uniform must be clean and freshly ironed. Socks and tights must not be bright colours and should complement the uniform. Dresses or skirts must be a suitable length to work in. Trousers must be a suitable length and not trail on the floor. Shoes must be clean, flat and closed-in. Learners must not be chewing gum or sucking sweets. Nails and hands must be kept scrupulously clean at all times, nails must be short, well manicured and free from varnish. Before and during treatment consultants hands should be washed. Visible piercings must be removed and tattoos covered where possible and a light, professional application of make-up must be worn (females only).

P2 Communicate and behave professionally

Learners must demonstrate that they have communicated with the client using appropriate techniques. Methods that will be demonstrated will include; open, closed and probing questions, use of appropriate language, questioning and responding to questions and using visual aids if required. Learners must demonstrate positive body language and facial expression and have good eye contact when talking to the client. Learners must show awareness of personal space. Learners must show effective listening skills by not interrupting, listening with focus, not getting distracted, remembering information, repeating information to check accuracy. Learners must speak in a clear, gentle tone of voice, using appropriate language and explaining technical terminology if required. Learners must demonstrate good posture and awareness of possible personal fatigue. All written records completed by the learner must be thorough and legible, capturing all relevant information.

Learners must behave in a professional manner by following hygienic and safe working practices, keeping to treatment timings, being polite, showing genuine interest in client, being respectful at all times, not gossiping, being knowledgeable on treatments and products and being punctual.

P3 Prepare self and work area for consultation

Learners must demonstrate they can set up the consultation area appropriately in line with health and safety requirements. Learners must allow for ease of access and use suitable lighting and ventilation. Consideration must also be shown to the client's privacy needs. All required paperwork must be considered and to hand prior to the client arriving. Learners must prepare themselves to meet the required professional standards of presentation.

Learners must have all the necessary pens and paperwork available to carry out the consultation, e.g. record cards, treatment plans.

P4 Prepare and utilise client records

Learners must demonstrate the utilisation of client records by showing that they have confirmed the details on the record card with an existing client and used the information as a basis for the current consultation; with a new client learners must demonstrate they have thoroughly questioned the client and ascertained all relevant and pertinent information, recording it accurately on the record card. Learners must demonstrate appropriate questioning techniques, as well as conducting visual and manual checks for contra-indications. Learners must ask questions to elicit factors that may limit or affect the treatments. Learners must ask questions related to the history of previous treatments. Learners must ask questions relating to the client's current skin, nail or body care regime.

P5 Demonstrate consultation techniques

Learners must ensure there are no barriers between them and the client during the consultation process. Learners must elicit information from their clients demonstrating appropriate questioning techniques, as well as conducting visual and manual checks. As a minimum the information gathered must include medical history, including any allergies, as well as checking for contra-indications. Learners must demonstrate they can communicate with the client professionally and appropriately during the consultation. Learners should ask questions using open and closed questions and in a suitable and clear manner. All communication with the client must be ethical, respectful, unobtrusive and inoffensive. It must be of suitable and appropriate content and context. Learners must also demonstrate suitable communication techniques and skills following the treatment to complete the consultation and client care process.

Learners must provide client care throughout the consultation both prior to and following the treatment. Learners must show attention to client comfort and satisfaction tailoring their approach to meet the client's personal needs. Learners must demonstrate sensitivity and awareness of the client's needs. Learners should respect the client's privacy during the consultation.

P6 Communicate a treatment plan to the client

Learners must communicate a treatment plan that meets the objectives, showing consideration to the client's expectations whilst managing them accordingly. Learners must discuss how the client should position themselves for treatment, how long the treatment will take and the areas to be treated, using visual aids if required. Learners must include any adaptations or modifications that are necessary. Learners must give clients the opportunity to ask questions.

P7 Gain signatures evidencing client approval and consent

Learners must ensure they gain client signatures prior to the treatment to evidence approval and consent to treat.

P8 Provide recommendations and aftercare advice

Learners must provide recommendations and aftercare advice following the treatment and must provide opportunities for clients to ask questions, providing correct responses.

The following advice must be given as a minimum: possible contra-actions or homecare advice, advice on how to prolong or enhance the effects, frequency of treatments, recommended professional products, outcomes and benefit of treatment.

P9 Update the client's treatment records

Learners must record information that fully meets the company requirements and learners must also show an understanding of the legal requirements for record keeping by storing them securely. Learners must record the outcome of the treatment, techniques and products used and timings. Records must be detailed, legible and fully completed.

P10 Complete the consultation within the commercially specified time

Learners must ensure that the time taken to complete the consultation both prior to and following the treatment is in line with the specified amount of allocated time, and does not impact on or impede the treatment.

M1 Adjust communication techniques to meet individual needs of the client

Communication techniques will vary from client to client depending upon their individual needs. Learners must demonstrate a wide use of communication skills including positive body language and attitude. They must demonstrate that all communication is ethical, respectful and inoffensive. Learners must respond to verbal and non-verbal cues.

Examples may include:

Prepare key points of consultation – these can be already written down to help them focus on important points; use of body language to agree points e.g. smiling/nodding; asking specific questions when noticing the client frowning; speaking clearly, maintaining an even tone, and making eye contact; keeping body language relaxed and open; remaining focused on the client and not being distracted by others; staying calm and in control of the service; repeating important points; not interrupting the client, i.e. allowing the client to express their own views; provide feedback or reinforce important points whenever possible, e.g. 'is this what you would like...'. use of visual aids to support the consultation where language barriers are a problem.

The learner will engage in unobtrusive conversation with the client ensuring that the communication is 'two-way' and that the clients' questions or viewpoints are listened to or acted upon in a positive way. Learners must show that they can assure and reassure the client throughout the consultation.

Learners should demonstrate the skill to focus on the consultation whilst also maintaining their client care and evidencing an individual approach.

M2 Provide advice and recommendations for products and services

Learners must demonstrate that they can use the findings and information elicited from the consultation to give advice and make recommendations based on influencing factors identified during consultation.

Learners must communicate their planned service to the client with clear reason and explanation for specific service modification decisions, that link to the points discussed during consultation – for example due to the identification of a restricting contra-indication or sensitivity to products. Advising and communicating with clients may involve other parties, i.e. senior therapist who will be able to assist in explaining more fully any influencing factors that may be required to adapt a specific service requirement.

Learners must demonstrate that they relate the questions and information provided during the consultation specifically to the client's individual needs, this will be demonstrated by the learner evidencing they have adapted and tailored their questioning techniques, the question form and content to ascertain specific information from the individual client.

Learners should recommend further follow-on treatments, services or products that match the individual needs of the client.

D1 Explain the advice given during the consultation

Advice and consultation services are about the learner understanding the client's needs or requests; in turn it is about the client understanding the influencing factors that may be pertinent to the service required. It is about both parties being able to consider all the facts based upon the outcome of the advice and consultation.

The consultation result leaves the client confident and assured that the service request will be carried out to their specific requirements and recommendations and future services will have been agreed by both parties.

Learners must be able to explain and evaluate the effectiveness of the consultation and be able to state all of the possible courses of action for the service.

Resources

The special resources required for this unit are access to a real or realistic working environment which supports the provision of beauty treatments.

Delivery guidance

Teachers are encouraged to use innovative, practical and engaging delivery methods to enhance the learning experience. Learners may benefit from:

- Meaningful employer engagement so they relate what is being learned to the real world of work and understand commercial competency and the use of products, tools and equipment
- Work experience within a commercial setting so they can practise their skills in a real environment
- Using interactive information and technology, systems and hardware so they can learn about concepts and theories; research current trends; research product knowledge and produce visual aids

Links with other units

This unit is closely linked with the following units:

UCO34M Health, safety and hygiene

The health and safety unit will provide knowledge and understanding of the responsibilities for health and safety as defined by any specific legislation covering the role of a professional therapist. This unit greatly underpins all practical unit delivery. Learners will be required to apply their knowledge and understanding of health and safety when preparing for and providing services/treatments in a real or realistic working environment.

UBT204M Principles of effective customer service skills

The customer service skills unit will help develop the key skills and knowledge required to organise and deliver customer service, resolve customer problems, understand the needs of customers and customer retention strategies which are all integral components of effective customer service strategies. This unit will provide the opportunity to demonstrate excellent customer service, to respond to customer issues, to analyse problems and improve the way in which customer service is delivered in an organisation.

UBT201M Make-up applications

The make-up applications unit is a key tool for the beauty counter consultant. Learners will develop the skills and knowledge to be able to understand and apply basic make-up services for a client/model and to be able to adapt them for a variety of occasions. Learners will develop their knowledge and skills to prepare and provide a professional make-up service.

UBT209M Instruct on make-up application

The 'instruct on make-up application' unit is a vital tool for the beauty counter consultant. By achieving an effective consultation it is possible for the learner to provide a full and complete service for the customer. Working in tangent with the make-up applications unit, learners will develop the skills to ascertain the customers' needs and wishes enabling them to select and apply make-up for a customer and offer advice and guidance on how the customer can achieve the same look at home.

UBT210M Instruct on product application

The instruct on product application unit works hand in hand with the consultation and record keeping unit to provide the learner with the skills and knowledge required to correctly ascertain the customer's needs, demonstrating product application to achieve maximum benefits and providing advice and guidance on how to apply the products correctly for effective home care use.

Graded synoptic assessment

At the end of the qualification of which this unit forms part, there will be a graded synoptic assessment which will assess the learner's ability to identify and use effectively in an integrated way an appropriate selection of skills, techniques, concepts, theories, and knowledge from a number of units from within the qualification. It is therefore necessary and important that units are delivered and assessed together and synoptically to prepare learners suitably for their final graded assessment.

Version	Details of amendments	Date
v5	Skin cancer awareness page added	14/06/17