Client care and consultation

Unit reference number: D/507/5517
Level: 3
Guided Learning (GL) hours: 20

Overview

This unit is about understanding the principles of client care when providing professional consultations prior to and following treatments. Learners will develop the knowledge and skills required to prepare for and carry out consultations, demonstrating a high standard of client care. Learners will further develop their communication skills and know how to identify and communicate realistic and appropriate treatment objectives.

Learning outcomes

On completion of this unit learners will:

LO1 Know the salon requirements related to client care and consultations
LO2 Know the principles of client care
LO3 Know the principles of consultation
LO4 Be able to conduct a client consultation
Assessment requirements

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

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

1. Service portfolio

Learners must produce a service portfolio

At a minimum the service portfolio for this unit must include client consultation and care records for treatments covering all of the following:

- Carried out a minimum of 4 consultations on different clients or treatments (not including the graded practical assessment)
  - New clients
  - Existing clients
  - Male or female
- Used all consultation techniques
  - Verbal
  - Non-verbal
  - Written
- Considered all implications
  - Cost of maintenance
  - Frequency of maintenance (if applicable)
  - Advice on further or additional treatments
  - Benefits
  - Effects of and limitations to other services
  - Changes to existing care routine
- Considered all factors limiting or affecting services
  - Adverse hair
  - Skin or nail conditions
  - Results of previous services and products used
  - Client’s lifestyles
  - Thermal, tactile and sensitivity test results
- Taken all courses of action
  - Offering information
  - Advice and guidance
  - Referral to sources of support in line with salon’s procedures
- Given all types of advice
  - Relating to client expectations/realistic outcomes
  - Possible contra-actions
  - Aftercare
  - Specific additional products and treatments

Evidence from the graded practical assessment must also be presented in the service portfolio.
The service portfolio must be completed prior to learners undertaking the graded practical skills test. Whilst service portfolios will not be graded, they may be sampled by the VTCT External Quality Assurer (EQA).

2. Graded practical assessment

Learners must carry out one complete consultation for a beauty 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:

- Consultation – independent and comprehensive consultation on a new client for any treatment or service (in line with commercial timings for each service or treatment)
- Courses of action – the selection of techniques, tools, products and equipment considering test results, factors limiting or affecting the service or treatment, implications, skin or body characteristics
- All types of advice – relating to the client’s expectations/realistic outcomes, possible contra-actions, aftercare, additional products and treatments and services
- Review options – agree on a course of action for the treatment or service

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, LO2 and LO3 may be naturally assessed in the graded practical assessment, they will be tested by external examinations at the end of the period of learning.

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 and services will be covered over time.

VTCT will set a brief for centres which will detail the treatments and services 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 quality assured by VTCT.

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

LO1 Know the salon requirements related to client care and consultations

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 learners, 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
- Refreshments are offered; 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 how professional nail technicians and therapists present themselves:
Clean professional uniforms create a positive impression of the nail technician or therapist and the salon. Uniforms should be made from a comfortable fabric to facilitate the stretching involved in the treatment
- An excellent presentation will give a positive image and create a good first impression. Also, nail technicians modelling on-trend nail designs present optimal marketing opportunities for salons
- Therapists should wear closed-in footwear, no jewellery, no piercings, hair neatly tied back, and any fringe secured
- Personal hygiene and cleanliness including showering, covering cuts and abrasions, wearing deodorant or antiperspirant, oral hygiene (including clean teeth, fresh breath), are all important elements of professional presentation

Learners must know the salon requirements for record keeping:
Client records are an effective resource within a salon and provide accurate information regarding client treatments and services, history of clients, the products used, the dates of treatments and services and any tests carried out.
- The importance of making records available prior to the treatment or service
- How to complete client records in accordance with the organisation
- 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
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 or service, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions).
- Adaptations and modifications, future recommendations (specific products and treatments and services), retail sales
- Treatment/service plan, update records at the end of the treatment, update at each visit, maintained electronically, paper records
- The importance of signatures

Learners must have knowledge of the roles and responsibilities of specialist service providers:
Learners must know the salon or organisational procedure for referring clients to others if adverse conditions are suspected. Learners must also understand the importance of, and reasons for, not naming specific conditions when referring clients to other professionals. Learners must know the limits and boundaries of their duties and responsibilities and why it is important to explain these to the client. For referral to be effective learners must have knowledge of the roles of other professionals and the specialist services they can offer
- General practitioner
- Pharmacist
- Chiropodist
- Trichologist
- Dermatologist

Learners must know the insurance and legislation implications when carrying out client consultations:
- Responsibility to show good practice and professional competence
- Commitment to professional ethics
- A legal requirement to perform a consultation before every treatment, even for regular clients
- Failure to carry out a consultation can invalidate insurance and clients may claim against the nail technician/therapist/salon
- Damage to reputation and loss of clients could ruin a business
- As a minimum a salon should hold, where applicable, employer’s insurance as well as public liability insurance and professional indemnity insurance
- Relevant legislation for consultations and client care includes data protection, health and safety, equality acts
- The most current information on legislation is available at www.legislation.gov.uk

Learners must know the legal requirements for providing treatments to minors:
- The age at which an individual is classed as a minor and how this differs nationally

Learners must understand the salon 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
- 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 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 understand the importance of meeting salon standards with regard to communication skills:
• Employability – essential to support success professionally
• Life skills – essential to support success personally
• Professional – good practice, essential for client understanding and client satisfaction, essential to promote positive working relationships with colleagues
• Avoid misunderstandings – reduces staff issues, reduces complaints, improves client retention
LO2 Know the principles of client care

Learners must know the important factors related to client care:
- Professional image – first impression, create trust and confidence
- Client-centred approach – providing client care and comfort throughout the consultation, offering a personalised approach to ensure that the client's needs are met
- Wrap around – a consistent approach to client care is required both prior to and following the treatment or service
- 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
- Consider client needs and comfort ensuring any necessary modifications are in place
- Treatment plan clearly communicated with the client to provide an explanation of the appropriate products and planned treatment or service techniques. Respond to any factors that may be a barrier to providing optimum client care. Provide an explanation of the planned realistic treatment outcomes. Demonstrate a flexible approach if necessary to agree on the treatment or service outcome
- Client reassurance – given when necessary. Recommend the use of appropriate products following the treatment or service in order to support optimum results for the client

Learners must know the impact of poor client care on both the therapist or nail technician 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

Learners must know the factors that can reduce the effectiveness of client care:
- Language difficulties – limited language abilities or accents may present a barrier
- Cultural differences – choice of vocabulary could potentially cause offence
- Physical disabilities – speech, hearing problems may present a barrier
- Psychological difficulties – low self-esteem and a lack of client confidence may make communicating difficult
LO3 Know the principles of 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 therapist in developing their knowledge of the individual to match it to their personal skills, abilities and attitudes, documenting the information clearly and concisely
- Analysis helps identify the general and specifics for example skin, nail, posture, muscular, physical conditions and stress levels, along with the correct products to use and treatment or service to perform
- A legal requirement and failure to consult properly with clients prior to treatment or service could invalidate your insurance. It is essential that therapists and technicians 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 or service and following all treatments or services as a wrap around process
- 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 methods of gaining relevant information during consultation:

- In general, assessment can be objective or subjective. Objective assessment is a form of questioning which has a single or multiple specific correct answers. Subjective assessment is a form of questioning which may have more than one current answer (or more than one way of expressing the correct answer)
- Verbal communication – there are various types of objective and subjective questions. Objective question types include true/false, multiple choice and multiple-response etc. Subjective questions include extended-response questions; both are effective consultation techniques to establish a fuller picture of the client and their needs. Open questioning related to treatment gains a quick response, open questions give more scope for information gained from responses, closed questions result in yes or no answers
- Advantages of verbal communication are quick, instant response with quantitative information
- Disadvantages of verbal communication are no written record, no time to consider your reaction, no paper trail. Effective verbal questioning requires recording for future reference and to reaffirm understanding of the responses given
- Non-verbal communication includes eye contact, body language, observation of subtle signals not vocalised
- Advantages of body language – expression of feelings, sometimes giving a better insight into an individual’s state of mind than they are willing to provide verbally, others can easily identify anger, happiness, confusion, discomfort
- Disadvantages of body language – cannot hide feelings, can be a barrier, easy to make the wrong assumption based on the individual’s ability to read the situation
Learners must understand when communicating how to adapt to different cultural needs:
There are many cultural differences that effects communication, learners must understand how to vary communication techniques to meet all clients' needs. Learners must
- Avoid using slang terms and idioms
- Avoid stereotyping
- Be sensitive to different religious needs
- Use more visual aids as appropriate
- Be specific
- Be patient
LO4 Be able to conduct a client consultation

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 salon 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 services. 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 or service
- Referring to the record during discussions to aid clarification regarding the client’s history of treatments and/or services and updating the accuracy of what is recorded
- Using the information as a starting point for discussion for the intended salon treatment or service, e.g. products and chemicals that have been used, and the outcomes of previous treatments or services
- Creating a new client record for clients who have not previously attended the salon
- 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 – objective, subjective, open questions
- Listen and responding appropriately, adapting and tailoring responses for different clients needs, e.g. new and existing
- Complete all necessary records prior to and following the treatment
- Recommend suitable products and/or future treatments or services to the client following the treatment or service
- 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

Identify factors which may limit or affect the desired outcome:
- Recognise the importance of checking for allergies and contra-indications, to avoid reactions, invalidation of insurance policy
- Provide treatments or services in line with the age of consent and regulations for treating minors
- Ensure client suitability
Communicate a treatment/service plan to the client:
- Draw on the information gained during the consultation and prior experience to produce a personalised treatment/service plan for the client
- Explain the treatment/service plan and gain agreement for the planned outcomes
- Identify any limitations to the treatment or service
- Discuss cost and frequency of treatments and services

Gain signatures evidencing client approval and consent:
- Gain signatures and consent

Provide recommendations and aftercare advice:
- Update relevant records prior to and following the treatment or service to meet salon and industry requirements, consider the standard of communication skills (written), follow required confidentiality policies/procedures, data protection and any other relevant legislation
- Aftercare to include – follow up treatments or services, maintenance, professional product recommendations, advice on improving skin, nail or body conditions, contraindications

Update the client’s treatment records:
- Update changes in client’s personal details
- Record results of tests
- Identify factors limiting or affecting the service
- Techniques used for the treatment or service, in detail
- Products used for treatments or services and timings
- Outcome of the treatment or service, success of the treatment or service, client satisfaction suggestions for the next treatment or service
- 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 time frames
Employability skills to be demonstrated throughout the practical assessment

Communication:
- Adapt and tailor approach for different clients, e.g. new and existing clients, male and female clients
- Allow sufficient time for the consultation and communicate clearly and concisely to explain the concept of the treatment/service, encouraging clients to ask questions; offer reassurance
- Use positive verbal communication, e.g. speaking manner and tone of voice, being supportive, respectful, sensitive to client, using open questioning to obtain information
- Use positive non-verbal communication, e.g. eye contact, body language, actively listening
- Promote goodwill and trust by using good communication

Customer service:
- Have an awareness of the principles of customer service, e.g. quality, keeping promises, managing customer expectations, customer satisfaction, speed of services and treatments, offering reassurance
- Show good practice in customer service, e.g. meeting and exceeding customer needs and expectations, demonstrating a willingness to please the customer, treating the customer as an individual
- Invest time in explaining the concept of the treatment/service clearly but concisely to the client, encouraging them to ask questions
- Deal quickly and effectively with any complaints or issues, e.g. know whom to refer to if needed
- Know the importance of customer service to a business, e.g. professional image, reputation, customer retention, customer satisfaction, customer relationships
- Know the impact of poor customer service, e.g. dissatisfied customers will seek out competitors, loss of reputation, loss of profit, frequent complaints
- Manage client expectations and identify requirements

Commercial and environmental awareness:
- Adopt eco-friendly and cost-efficient use of resources, minimising waste, e.g. all products measured correctly; efficient use and correct disposal of consumables; recycling where possible
- Be aware of others and protect their ‘space’ when using products, specifically aerosols, e.g. sprays used in nail treatments or hair services
- All used products will be disposed of in accordance with the salon rules and legislative guidelines
- Ensure all electrical equipment switches are turned off when not in use
- Identify opportunities to promote and sell additional products and treatments, e.g. during consultation or when providing aftercare advice
- Talk and actively listen to gain knowledge of client preferences and routines so that the retail selling approach is personalised
- Be aware of competitors for commercial success, e.g. local salon offers and promotions, new treatments/services
- Know the unique selling points of treatments/services to offer the most appropriate advice
• Know business goals and sales targets to encourage focus on the vision of the business and its long term goals, e.g. seasonal promotional offers
• Know how to advertise and display special offers, promotions, e.g. local newspaper stories, awards, photographs, thank you letters/cards
• Promote any loyalty schemes or special offers for repeat/new clients and the benefits of other products and services, e.g. buy one get one free, introductory offers
• Offer new/additional products and services to existing or new clients to promote self/salon experiences
• Ensure the cost reflects the time taken to provide the treatment/service, reflecting commercial times allocated, e.g. tailor cost to client characteristics
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 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 relates to the proficient demonstration of skills and knowledge. All criteria within a given grade must be achieved to be awarded that grade.

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<tr>
<th>Learning outcome</th>
<th>Pass</th>
<th>Merit</th>
<th>Distinction</th>
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<tbody>
<tr>
<td>LO4 Be able to conduct a client consultation</td>
<td>The learner can:</td>
<td>To achieve a merit grade, in addition to achievement of the pass criteria, the learner can:</td>
<td>To achieve a distinction grade, in addition to achievement of the pass and merit criteria, the learner can:</td>
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<td></td>
<td>P1 Prepare self and work area for consultation</td>
<td>M1 Adapt and tailor interpersonal communication to the client</td>
<td>D1 Evaluate the effectiveness of the consultation</td>
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<td>P2 Prepare and utilise client records</td>
<td>M2 Adapt and modify the proposed treatment plan based on information elicited from the client</td>
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<td>P3 Demonstrate consultation techniques</td>
<td>M3 Relate the questions and information provided during the consultation specifically to the client’s individual needs</td>
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<td>P4 Identify factors which may limit or affect the desired outcome</td>
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<td>P5 Communicate a treatment/service plan to the client</td>
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<td>P6 Gain signatures to evidence client approval and consent</td>
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<td>P7 Provide recommendations and aftercare advice</td>
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<td>P8 Update the client treatment records</td>
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<td>P9 Complete the consultation within the commercially specified time</td>
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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.

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<tr>
<th>P1 Prepare self and work area for consultation</th>
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<td>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/service plans.</td>
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<th>P2 Prepare and utilise client records</th>
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<td>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. Learners must demonstrate appropriate questioning techniques, as well as conducting visual and manual checks for contra-indications. Learners must ask questions to elicit health factors that may limit or affect the treatments or services. Learners must ask questions related to the history of previous treatments or services. Learners must ask questions relating to the client’s current skin, nail or body care regime and lifestyle.</td>
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<th>P3 Demonstrate consultation techniques</th>
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<td>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 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.</td>
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**P4 Identify factors which may limit or affect the desired outcome**

Learners must demonstrate that they have considered the information gathered during consultation and identified any factors that may reveal that the client’s requirements cannot be met. Learners must identify limiting factors that may include hair, skin, nail or body classifications or characteristics; incompatibility with previous treatments/services or products; head, face and body shape, prominent features; results of tests, lifestyle, cost and time commitment to maintenance.

Learners must demonstrate that they can recommend suitable alternative courses of action and review the options available for the client.

Learners must have explained the reasons why the requested treatment or service cannot take place. The learner must offer suggestions that are beneficial to the client and their requests. For example if the results of sensitivity testing for electrical treatments indicate that the skin is not suitable for treatment, then an explanation of the results and the reasons for the unsuitability of the treatment or product should be followed by a recommendation for an alternative, more suitable treatment such as a manual holistic facial.

**P5 Communicate a treatment/service 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 include any adaptations or modifications that are necessary. A personalised approach must be taken.

**P6 Gain signatures evidencing client approval and consent**

Learners must ensure they gain client signatures where necessary to evidence approval and consent.

**P7 Provide recommendations and aftercare advice**

Learners must provide recommendations and aftercare following the treatment or service 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, recommended professional products, outcomes and benefit of treatment.

**P8 Update the client treatment records**

Learners must record information that fully meets the required records to meet the salon requirements and learners must also show an understanding of the legal requirements for record keeping. Learners must show they are able to record information and gain signatures whilst communicating in a professional manner.

**P9 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 or service is in line with the specified amount of allocated time, and does not impact on or impede the treatment or service.
### M1 Adapt and tailor interpersonal communication to the client

Learners must demonstrate that in addition to using professional communication techniques they have tailored their communication to suit the individual client. Learners must demonstrate they can adapt their approach to their client offering personalised communication, e.g. taking into consideration a client’s gender, age, culture or physical disability. Learners must show that they can assure and reassure the client throughout the consultation. Learners must demonstrate throughout the consultation that all communication with the client is ethical, respectful, unobtrusive and inoffensive. Learners must demonstrate the consideration of the individual needs of the client. Learners must adapt communication to avoid embarrassment to the client, e.g. by conducting sensitive discussion around facial features of which the client feels self-conscious. Learners must adapt communication for clients who may have additional needs, e.g. using clear and precise language and showing patience towards clients who may be confused.

### M2 Adapt and modify the proposed treatment plan based on information elicited from the client

Learners must show an ongoing client-centred approach throughout the consultation process. Learners should demonstrate the skill to focus on the consultation whilst also maintaining their client care to a high standard and evidencing an individual approach.

Learners must demonstrate that they can use the findings and information elicited from the consultation to personalise (modify, adapt, tailor) the planned treatments or services for the individual client based on influencing factors identified during consultation. The learner must demonstrate that such modifications will still provide an effective treatment or service while primarily addressing the client’s aims and objectives for treatments.

Learners must communicate their planned adjustment of treatment or service to the client with clear reason and explanation for specific treatment or service modification decisions, that link to the points discussed during consultation, e.g. due to the identification of a restricting contra-indication or sensitivity to usual applications or processes.

### M3 Relate the questions and information provided during the consultation specifically to the client’s individual needs

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 and the question form and content to specifically ascertain information from the individual client.

The client’s objectives for the treatment or service will be established and advice given on alternative or additional treatments or services to achieve the same aims will be provided. The client’s current homecare regime will be established and advice, tips or information will be delivered by the therapist/technician to enhance or prolong the benefits of the salon treatment or service.

At a minimum, learners will suggest that the client either adds a particular product into their routine or will offer advice on specific techniques to ensure the client achieves optimum results. Advice on lifestyle alterations established during consultation or through conversation with the client during treatment or service, to enhance the benefit and effects of the treatments or service, must be provided.

Learners should recommend further follow-on treatments, services or products that match the individual needs of the client.
### D1 Evaluate the effectiveness of the consultation

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

Learners must know the options available then evaluate the chosen course of action with regard to products, tools and equipment. Learners must evaluate the effectiveness of the methods and techniques used.

The evaluation must show a rationale and recommendation for future consultation.
Resources

The special resources required for this unit are access to a real or realistic working environment which supports the provision of client care and consultations for level 3 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 competence for consultations and client care
- Work experience within a salon so they can practise to hone 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 to all practical units offered throughout VTCT qualification suite. The ability to effectively consult with and provide optimum client care is paramount in developing strategies to build a successful business. Whether the client is being advised on products to be used within that treatment or service or additional or further treatments or services, the client care and consultation unit fundamentally underpins all of the practical units in this qualification.

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 across the whole vocational area. It is therefore necessary and important that units are delivered and assessed together and synoptically to prepare learners suitably for their final graded assessment.
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<th>Version</th>
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<tbody>
<tr>
<td>v7</td>
<td>Skin cancer awareness page added</td>
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