

Unit 818 - Client Care and Communication in the Beauty Related Industries

Unit Accreditation Number: A/601/4458

Learning Outcome	Assessment Criteria
1. Be able to communicate with clients	1.1 Use effective communication techniques 1.2 Use client consultation techniques to identify treatment objectives 1.3 Provide the client with clear advice and recommendations 1.4 Outline different forms of communication used to deal with clients 1.5 Describe how to use consultation techniques to identify treatment objectives 1.6 State the importance of using effective communication to identify client needs and expectations 1.7 Describe the term 'personal space' 1.8 State the importance of providing the client with clear advice and recommendations
2. Be able to provide client care	2.1 Maintain client confidentiality in accordance with legislation 2.2 Gain feedback from clients on client care 2.3 Respond to feedback in a constructive way 2.4 Refer client complaints to the relevant person 2.5 Assist in client complaints being resolved 2.6 Describe client confidentiality in line with the Data Protection Act 2.7 Explain the importance of communication techniques to support retail opportunities 2.8 State the importance of client feedback and responding constructively 2.9 Outline how to refer and assist in client complaints
Assessment method:	Assignment: <input type="checkbox"/> Date:.....

Unit complete:

Assessor's name..... Signature Date.....

Internal Verifier's name.....SignatureDate sampled.....