



Unit 601 Client Consultation For Hair Services

Recommended Unit Guided Learning Hours – 30

Learning Outcome	Assessment Criteria	Taught Content
1. Be able to consult and advise clients	<p>1.1 Communicate in a manner that creates confidence, trust and maintains good will</p> <p>1.2 Establish client requirements for products and services using appropriate communication techniques</p> <p>1.3 Consult and complete client records</p> <p>1.4 Identify factors that may limit or prevent the choice of services or products</p> <p>1.5 Advise the client on any factors which may limit, prevent or affect their choice of service or product</p> <p>1.6 Provide the client with clear recommendations for referral when required</p>	<p>1.1.1 To include:</p> <ul style="list-style-type: none">• Being polite• Being honest• Speaking clearly• Listening attentively• Demonstrating positive body language and facial expressions <p>1.2.1 To include:</p> <ul style="list-style-type: none">• Discussing client's needs and requirements• Discussing limitations• Consulting with client throughout• Verbal discussion• Use of visual aids• Listening <p>1.3.1 To include:</p> <ul style="list-style-type: none">• Accurate information – to avoid mistakes• Sufficient information – to make an informed decision <p>1.4.1 To include:</p> <ul style="list-style-type: none">• Hair condition• Scalp condition• Test results <p>1.5.1 To include:</p> <ul style="list-style-type: none">• Haircut/style• Hair condition• Hair texture• Hair porosity• Test results <p>1.6.1 To include:</p> <ul style="list-style-type: none">• Doctor

	1.7	Recommend and agree a service or product	<ul style="list-style-type: none"> • Chemist
	1.8	Follow safe and hygienic working practices	1.7.1 To include: <ul style="list-style-type: none"> • Shampooing, setting, blow drying, cutting, colouring and perming
	1.9	Explain how to communicate effectively	1.8.1 To include: <ul style="list-style-type: none"> • Personal protective clothing, gloves • Disposing of waste hygienically and appropriately • Correct posture and standing position • Client comfort
	1.10	Outline communication techniques used during client consultation	1.9.1 To include: <ul style="list-style-type: none"> • Being polite • Being honest • Speaking clearly • Listening attentively
	1.11	State the importance of consulting client records	1.10.1 To include: <ul style="list-style-type: none"> • Verbal discussion • Use of visual aids • Listening • Demonstrating positive body language and facial expressions
	1.12	Describe the tests carried out for different services	1.11.1 To include: <ul style="list-style-type: none"> • Avoiding mistakes • Checking previous recommendations • Opportunity for recommending additional services and products
	1.13	State the importance of following manufacturers' instructions, salon policy and legal requirements	1.12.1 To include: <ul style="list-style-type: none"> • Sensitivity test – reaction to artificial colour • Incompatibility test – checking for presence of metallic salts • Colour test – checking colour progress and final result • Porosity test – checking the condition of the cuticle layer • Elasticity – checking the strength of the hair
	1.14	State the importance of identifying factors that	1.13.1 To include: <ul style="list-style-type: none"> • Avoiding mistakes • Preventing Legal action • Damaging the reputation of the salon and individual

	may limit, prevent or affect the service	
1.15	State the importance of identifying and recording contraindications	1.14.1 To include: <ul style="list-style-type: none"> • Avoiding mistakes • Preventing damage to the hair and scalp • Preventing Legal action • Damaging the client's confidence • Informed consent
1.16	State who to refer to for different contraindications	1.15.1 To include: <ul style="list-style-type: none"> • Making a decision regarding the service being carried out • Referral to a doctor • Preventing damage to the hair and scalp • Prevent Legal action
1.17	State the importance of not naming referable contraindications	1.16.1 To include: <ul style="list-style-type: none"> • Referral to a doctor – allergies and scalp conditions • Referral to a chemist – infestations and some hair conditions
1.18	Describe the information that should be on a record card	1.17.1 To include: <ul style="list-style-type: none"> • Avoiding mistakes • Prevent Legal action • Damaging the client's confidence
1.19	Describe how client records should be held and maintained	1.18.1 To include: <ul style="list-style-type: none"> • Name • Contact details • Services and products used • Contraindications • After care recommendations
1.20	State the importance of client confidentiality	1.19.1 To include: <ul style="list-style-type: none"> • Secure system • Updated regularly and precisely
1.21	Outline legislation that affects how information is used during client consultation	1.20.1 To include: <ul style="list-style-type: none"> • Prevent Legal action • Damaging the client's confidence
		1.21.1 To include: <ul style="list-style-type: none"> • Data Protection

<p>2. Know the characteristics of the hair</p>	<p>2.1 Describe visual signs of suspected infections, infestations and disorders visible to the naked eye</p> <p>2.2 Describe the basic structure of the skin and hair</p> <p>2.3 Describe the characteristics of the hair structure with the different hair types</p> <p>2.4 Describe the hair growth cycle</p> <p>2.5 State the average hair growth rate</p> <p>2.6 Describe the general factors that contribute to healthy hair</p>	<p>2.1.1 To include:</p> <ul style="list-style-type: none"> • Redness of the scalp and dry patches - Eczema • Presence of lice or nits(eggs) – head lice • Silvery scales –psoriasis <p>2.2.1 To include:</p> <ul style="list-style-type: none"> • Epidermis, Dermis, Subcutaneous layer, follicle, sebaceous gland, erector pili muscle, papilla, hair bulb, sweat gland, nerves, blood vessels <p>2.3.1 To include:</p> <ul style="list-style-type: none"> • Cuticle – outer layer • Cortex – middle layer • Medulla – inner layer • Caucasian – wavy and straight • African type – very curly, fine, medium • Asian - straight • Texture - fine, medium and coarse <p>2.4.1 To include:</p> <ul style="list-style-type: none"> • Anagen • Catagen • Telogen <p>2.5.1 To include:</p> <ul style="list-style-type: none"> • Approx 1.5 centimetres per month • Approx. ½ inch per month <p>2.6.1 To include:</p> <ul style="list-style-type: none"> • Correct diet • Personal health • Avoiding over exposure to sunlight • Avoiding over exposure to harsh chemicals
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