



## 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"><li>• Being polite</li><li>• Being honest</li><li>• Speaking clearly</li><li>• Listening attentively</li><li>• Demonstrating positive body language and facial expressions</li></ul> <p>1.2.1 To include:</p> <ul style="list-style-type: none"><li>• Discussing client's needs and requirements</li><li>• Discussing limitations</li><li>• Consulting with client throughout</li><li>• Verbal discussion</li><li>• Use of visual aids</li><li>• Listening</li></ul> <p>1.3.1 To include:</p> <ul style="list-style-type: none"><li>• Accurate information – to avoid mistakes</li><li>• Sufficient information – to make an informed decision</li></ul> <p>1.4.1 To include:</p> <ul style="list-style-type: none"><li>• Hair condition</li><li>• Scalp condition</li><li>• Test results</li></ul> <p>1.5.1 To include:</p> <ul style="list-style-type: none"><li>• Haircut/style</li><li>• Hair condition</li><li>• Hair texture</li><li>• Hair porosity</li><li>• Test results</li></ul> <p>1.6.1 To include:</p> <ul style="list-style-type: none"><li>• Doctor</li></ul>

	<p>1.7 Recommend and agree a service or product</p> <p>1.8 Follow safe and hygienic working practices</p> <p>1.9 Explain how to communicate effectively</p> <p>1.10 Outline communication techniques used during client consultation</p> <p>1.11 State the importance of consulting client records</p> <p>1.12 Describe the tests carried out for different services</p> <p>1.13 State the importance of following manufacturers' instructions, salon policy and legal requirements</p> <p>1.14 State the importance of identifying factors that</p>	<ul style="list-style-type: none"> <li>• Chemist</li> </ul> <p>1.7.1 To include:</p> <ul style="list-style-type: none"> <li>• Shampooing, setting, blow drying, cutting, colouring and perming</li> </ul> <p>1.8.1 To include:</p> <ul style="list-style-type: none"> <li>• Personal protective clothing, gloves</li> <li>• Disposing of waste hygienically and appropriately</li> <li>• Correct posture and standing position</li> <li>• Client comfort</li> </ul> <p>1.9.1 To include:</p> <ul style="list-style-type: none"> <li>• Being polite</li> <li>• Being honest</li> <li>• Speaking clearly</li> <li>• Listening attentively</li> </ul> <p>1.10.1 To include:</p> <ul style="list-style-type: none"> <li>• Verbal discussion</li> <li>• Use of visual aids</li> <li>• Listening</li> <li>• Demonstrating positive body language and facial expressions</li> </ul> <p>1.11.1 To include:</p> <ul style="list-style-type: none"> <li>• Avoiding mistakes</li> <li>• Checking previous recommendations</li> <li>• Opportunity for recommending additional services and products</li> </ul> <p>1.12.1 To include:</p> <ul style="list-style-type: none"> <li>• Sensitivity test – reaction to artificial colour</li> <li>• Incompatibility test – checking for presence of metallic salts</li> <li>• Colour test – checking colour progress and final result</li> <li>• Porosity test – checking the condition of the cuticle layer</li> <li>• Elasticity – checking the strength of the hair</li> </ul> <p>1.13.1 To include:</p> <ul style="list-style-type: none"> <li>• Avoiding mistakes</li> <li>• Preventing Legal action</li> <li>• Damaging the reputation of the salon and individual</li> </ul>
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	<p>may limit, prevent or affect the service</p> <p>1.15 State the importance of identifying and recording contraindications</p> <p>1.16 State who to refer to for different contraindications</p> <p>1.17 State the importance of not naming referable contraindications</p> <p>1.18 Describe the information that should be on a record card</p> <p>1.19 Describe how client records should be held and maintained</p> <p>1.20 State the importance of client confidentiality</p> <p>1.21 Outline legislation that affects how information is used during client consultation</p>	<p>1.14.1 To include:</p> <ul style="list-style-type: none"> <li>• Avoiding mistakes</li> <li>• Preventing damage to the hair and scalp</li> <li>• Preventing Legal action</li> <li>• Damaging the client's confidence</li> <li>• Informed consent</li> </ul> <p>1.15.1 To include:</p> <ul style="list-style-type: none"> <li>• Making a decision regarding the service being carried out</li> <li>• Referral to a doctor</li> <li>• Preventing damage to the hair and scalp</li> <li>• Prevent Legal action</li> </ul> <p>1.16.1 To include:</p> <ul style="list-style-type: none"> <li>• Referral to a doctor – allergies and scalp conditions</li> <li>• Referral to a chemist – infestations and some hair conditions</li> </ul> <p>1.17.1 To include:</p> <ul style="list-style-type: none"> <li>• Avoiding mistakes</li> <li>• Prevent Legal action</li> <li>• Damaging the client's confidence</li> </ul> <p>1.18.1 To include:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact details</li> <li>• Services and products used</li> <li>• Contraindications</li> <li>• After care recommendations</li> </ul> <p>1.19.1 To include:</p> <ul style="list-style-type: none"> <li>• Secure system</li> <li>• Updated regularly and precisely</li> </ul> <p>1.20.1 To include:</p> <ul style="list-style-type: none"> <li>• Prevent Legal action</li> <li>• Damaging the client's confidence</li> </ul> <p>1.21.1 To include:</p> <ul style="list-style-type: none"> <li>• Data Protection</li> </ul>
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<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"> <li>• Redness of the scalp and dry patches - Eczema</li> <li>• Presence of lice or nits(eggs) – head lice</li> <li>• Silvery scales –psoriasis</li> </ul> <p>2.2.1 To include:</p> <ul style="list-style-type: none"> <li>• Epidermis, Dermis, Subcutaneous layer, follicle, sebaceous gland, erector pili muscle, papilla, hair bulb, sweat gland, nerves, blood vessels</li> </ul> <p>2.3.1 To include:</p> <ul style="list-style-type: none"> <li>• Cuticle – outer layer</li> <li>• Cortex – middle layer</li> <li>• Medulla – inner layer</li> <li>• Caucasian – wavy and straight</li> <li>• African type – very curly, fine, medium</li> <li>• Asian - straight</li> <li>• Texture - fine, medium and coarse</li> </ul> <p>2.4.1 To include:</p> <ul style="list-style-type: none"> <li>• Anagen</li> <li>• Catagen</li> <li>• Telogen</li> </ul> <p>2.5.1 To include:</p> <ul style="list-style-type: none"> <li>• Approx 1.5 centimetres per month</li> <li>• Approx. ½ inch per month</li> </ul> <p>2.6.1 To include:</p> <ul style="list-style-type: none"> <li>• Correct diet</li> <li>• Personal health</li> <li>• Avoiding over exposure to sunlight</li> <li>• Avoiding over exposure to harsh chemicals</li> </ul>
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