



Unit 601 Client Consultation For Hair Services

Learning Outcome	Assessment Criteria
<p>1. Be able to consult and advise clients</p>	<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>1.7 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 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>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>A minimum of 3 practical performances</p>																
<p>Assessment method:</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: center; width: 15%;">1</td> <td style="text-align: center; width: 15%;">2</td> <td style="text-align: center; width: 15%;">3</td> </tr> <tr> <td>Practical performance:</td> <td style="text-align: center;"><input style="width: 100px; height: 20px;" type="text"/></td> <td style="text-align: center;"><input style="width: 100px; height: 20px;" type="text"/></td> <td style="text-align: center;"><input style="width: 100px; height: 20px;" type="text"/></td> </tr> <tr> <td>Assignment:</td> <td colspan="3" style="text-align: center;">MCQ:</td> </tr> <tr> <td>Date:.....</td> <td colspan="3" style="text-align: center;">Date:.....</td> </tr> </table>		1	2	3	Practical performance:	<input style="width: 100px; height: 20px;" type="text"/>	<input style="width: 100px; height: 20px;" type="text"/>	<input style="width: 100px; height: 20px;" type="text"/>	Assignment:	MCQ:			Date:.....	Date:.....		
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Unit complete: Date..... Lecturer's/Assessor's name..... Signature

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