

## Unit 614 Hairdressing Consultation Support for Colleagues

Recommended Unit Guided Learning Hours – 30

Learning Outcome	Assessment Criteria	Taught Content
1. Be able to provide consultation support to colleagues	1.1 Communicate effectively with colleagues and their clients in a manner that maintains client goodwill, trust and confidentiality	1.1.1 To include: <ul style="list-style-type: none"> <li>• Being polite and supportive</li> <li>• Being honest</li> <li>• Speaking clearly</li> <li>• Listening attentively</li> <li>• Demonstrating positive body language and facial expressions</li> </ul>
	1.2 Deal with analysis problems reported by colleagues promptly	1.2.1 To include: <ul style="list-style-type: none"> <li>• Scalp disorders - psoriasis, ring worm, eczema, allergies, results of sensitivity test</li> <li>• Hair disorders - physical and chemical damage, head lice, results of incompatibility test</li> </ul>
	1.3 Make sure client records are accurately completed	1.3.1 To include: <ul style="list-style-type: none"> <li>• Contact details</li> <li>• Results of tests</li> <li>• Processing times</li> <li>• Recommendation of services and product carried out</li> <li>• After care advice</li> </ul>
	1.4 Balance the clients' requirements with salon resources	1.4.1 To include: <ul style="list-style-type: none"> <li>• Available time</li> <li>• Availability of products</li> <li>• Cost of service</li> </ul>
	1.5 Provide the type of support required for the reported analysis problems	1.5.1 To include: <ul style="list-style-type: none"> <li>• When to refer client to other professionals</li> <li>• How to deal with client disappointment</li> <li>• How to deal with complaints</li> </ul>
	1.6 Provide clear recommendations based on client requirements and the outcome of analysis of the hair, skin and scalp	1.6.1 To include: <ul style="list-style-type: none"> <li>• Whether to carry out the treatment or not</li> <li>• Suggesting alternative treatment where applicable</li> <li>• Referral to other professionals</li> </ul>

	1.7	Explain how and why tests are carried out for different services	1.7.1	To include: <ul style="list-style-type: none"> <li>• Skin/sensitivity test – prior to colouring</li> <li>• Incompatibility test – to test for metallic salts</li> <li>• Porosity test – check cuticle damage</li> <li>• Elasticity test – test strength of the hair</li> </ul>
	1.8	State the likely causes of adverse hair, skin and scalp conditions	1.8.1	To include: <ul style="list-style-type: none"> <li>• Sun damage</li> <li>• Chemical damage</li> <li>• Illness</li> <li>• Poor diet</li> <li>• Disease</li> </ul>
	1.9	State which adverse hair, skin and scalp conditions should be referred to other specialists	1.9.1	To include: <ul style="list-style-type: none"> <li>• Head lice</li> <li>• Scabies</li> <li>• Ringworm</li> <li>• Alopecia</li> </ul>
	1.10	Explain the salon's policy for referring clients to other specialists when requested services are not offered	1.10.1	To include: <ul style="list-style-type: none"> <li>• Recommendation to a doctor</li> <li>• Chemist</li> <li>• Trichologist</li> </ul>
	1.11	Describe how to take part in group discussions in a way that will maintain client goodwill and confidentiality	1.11.1	To include: <ul style="list-style-type: none"> <li>• Listening skills</li> <li>• Allowing the client or colleague to lead the discussion</li> </ul>
	1.12	State the importance of recording client responses to questions about contraindications	1.12.1	To include: <ul style="list-style-type: none"> <li>• Avoid misunderstandings</li> <li>• Avoid legal action</li> </ul>