

## Unit 614 Hairdressing Consultation Support for Colleagues

Recommended Unit Guided Learning Hours – 30

Learning Outcome	Assessment Criteria			
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		
	1.2	Deal with analysis problems reported by colleagues promptly		
	1.3	Make sure client records are accurately completed		
	1.4	Balance the clients' requirements with salon resources		
	1.5	Provide the type of support required for the reported analysis problems		
	1.6	Provide clear recommendations based on client requirements and the outcome of analysis of the hair, skin and scalp		
	1.7	Explain how and why tests are carried out for different services		
	1.8	State the likely causes of adverse hair, skin and scalp conditions		
	1.9	State which adverse hair, skin and scalp conditions should be referred to other specialists		
	1.10	Explain the salon's policy for referring clients to other specialists when requested services are not offered		
	1.11	Describe how to take part in group discussions in a way that will maintain client goodwill and confidentiality		
	1.12	State the importance of recording client responses to questions about contraindications		
	A minimum of 3 practical performances			
Assessment method:	1	2	3	
	Practical performance:	<div></div>	<div></div>	<div></div>
	Assignment:	MCQ:		
	Date:.....	Date:.....		

Unit complete: ☐ Date.....Lecturer's/Assessor's name.....Signature.....

Quality assured by Name.....Signature .....Date sampled.....

