

UHB30

Provide client consultation services

The aim of this unit is to develop your knowledge, understanding and skills to provide a comprehensive consultation and advisory service to clients. Client consultation is critical to the success of all technical services to ensure that you fully engage with your client to meet their needs and expectations.

Client consultation is the foundation to establishing and building your client relationship and it is important that a variety of communication skills is demonstrated to gather key information. Making suitable recommendations for services and products based on this information and the results of your analysis of their hair, skin and scalp is an essential part of this unit. The ability to provide advice including alternative courses of action such as referral to other specialists, is also a requirement.

Throughout this unit, you will also need to maintain a professional personal appearance and a high level of health, safety and hygiene throughout your work.

National Occupational
Standards (NOS)

CHB14

Level

3

Credit value

8

GLH

68

Observations

5

External paper(s)

1



Provide client consultation services

Learning outcomes

On completion of this unit you will:

1. Be able to provide consultation for hair services
2. Understand the relevant policies and procedures when carrying out consultation services
3. Understand the science of hair, skin and scalp

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated as part of all technical observations and will be recorded on **at least five occasions**. These recorded observations must cover different technical services.

Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be

sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper can be found in the 'Exam requirements' section of this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off a learning outcome when all criteria have been competently achieved in a single client service.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Learning outcome 1

Be able to provide consultation for hair services

You can:

- a. Prepare for consultation services
- b. Carry out consultation services
- c. Analyse hair and scalp
- d. Provide clients with advice and recommendations

** May be assessed by supplementary evidence.*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			
Observation	4	5	Optional
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			

Range



You must practically demonstrate that you have:

Consulted with all clients		Portfolio reference
New		
Regular		
Used all means of identifying clients' wishes		Portfolio reference
Questioning		
Observation		
Adapted your advice to take into account all factors limiting or affecting services		Portfolio reference
Adverse hair, skin and scalp conditions		
Incompatibility of previous services and products used		
Client's lifestyle		
Test results		
Identified or can describe all problems		Portfolio reference
Cost and frequency of maintenance		
Limitations to other services		
Changes to their existing hair and scalp care regime		

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** evidence may be produced to demonstrate competence.



You must practically demonstrate that you have:

Taken into account all hair characteristics	Portfolio reference
Hair density	
Hair texture	
Hair elasticity	
Hair porosity	
Hair condition	
Hair growth patterns	
Used minimum of 3 classifications	Portfolio reference
Type 1 – straight hair	
Type 2 – wavy hair	
Type 3 – curly hair	
Type 4 – very curly hair	
Given all advice and recommendations	Portfolio reference
Offering information, advice and guidance	
Referral to sources of support in line with your salons procedure	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

**This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements covered in the external exam have been presented separately to assist you with your revision and are listed in the Exam Requirements section of this book. The NOS statements listed in both the Exam Requirements and Knowledge Requirements sections of this book, must be evidenced in a portfolio.

Achieving the external paper

The external paper will test your knowledge of the criteria detailed in the 'Exam requirements' section. **A pass mark of 70% must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Learning outcome 2

Understand the relevant policies and procedures when carrying out consultation services

You can:	NOS CHB14 reference	Portfolio reference
a. Outline responsibilities for health and safety in own role	K12, K14, K17	
b. Explain the importance of following current relevant legislation	K5, K13, K26, K29, K30, K31	
c. Describe how to communicate effectively when carrying out consultation services	K1, K2, K3, K4, K6, K7, K9, K10, K11, K22, K25, K32, K33	
d. Explain the roles and responsibilities of specialist service providers	K8, K23, K24	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 3

Understand the science of hair, skin and scalp

You can:	NOS CHB14 reference	Portfolio reference
a. Describe different hair characteristics and classifications, and how they affect services and the choice of products	K27, K28	
b. Explain the structure and function of hair and skin	K18	
c. Describe the growth cycle of hair	K19	
d. Explain why it is important to identify factors that may limit or affect services		
e. Explain how factors may limit or affect services and choice of products	K20	
f. Describe when and how tests are carried out	K16	
g. Explain how test results influence services	K15	
h. Describe how to recognise adverse hair, skin and scalp conditions and their possible causes	K21	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB14	NOS statements to be included in a portfolio of evidence
K1	The importance of creating a setting in which clients feel comfortable
K2	How to explore clients' expectations, concerns and needs and explain any service limitations
K3	The importance and means of showing the client courtesy, empathy and sensitivity throughout their visit
K4	How to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
K5	The importance of not discriminating against clients with illnesses and disabilities and why
K6	The importance of engaging in conversation and making openings in conversations to encourage clients to speak
K7	The different types of visual aids that can support client consultation
K8	The types of additional sources of services, treatments and support that may be of interest to clients
K9	The cost and frequency of maintenance for all services
K10	The duration, commitment and time required to carry out and maintain services
K11	The implications of changes to their existing hair and scalp regime
K12	Your responsibilities under current relevant health and safety legislation and any other relevant legislation
K13	Your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services
K14	Your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance
K15	The importance of carrying out tests and the potential consequences of failing to do so



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB14	NOS statements to be included in a portfolio of evidence
K16	The types and purposes of tests
K17	Salon procedures and manufacturer's instructions in relation to conducting tests
K18	The basic structure of hair and skin
K19	The growth cycle of hair
K20	How different factors limit or affect the services and products that can be offered to clients
K21	How to visually recognise adverse hair and scalp conditions
K22	The importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist
K23	Your salon's policy for referring clients to other salons, sources and professionals
K24	The role of other professional such as pharmacist, trichologist, general practitioner, and the specialist services that they can offer
K25	The limits and boundaries of your duties and responsibilities and why it is important to explain these to the client
K26	The importance of confirming and recording the course of action that is to be taken for the client
K27	How different types of hair characteristics impact on products and services
K28	How different types of hair classification impacts on products and services
K29	How to complete the client records used in your organisation and the importance and reasons for gaining client consent



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB14	NOS statements to be included in a portfolio of evidence
K30	The importance of the correct completion, storage and security of client records
K31	The importance of confidentiality and what might happen if this is not maintained
K32	The importance of providing advice and recommendations on the products and services provided in the salon
K33	How to maintain their agreed style

Exam requirements



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CHB14	NOS statements included in the exam
K1	The importance of creating a setting in which clients feel comfortable
K5	The importance of not discriminating against clients with illnesses and disabilities and why
K6	The importance of engaging in conversation and making openings in conversations to encourage clients to speak
K11	The implications of changes to their existing hair and scalp regime
K13	Your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services
K15	The importance of carrying out tests and the potential consequences of failing to carry out tests
K16	The types and purposes of tests
K18	The basic structure of the hair and skin
K19	The growth cycle of hair
K20	How different factors limit or affect the services and products that can be offered to clients
K21	How to visually recognise adverse hair and scalp conditions
K22	The importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist
K24	The role of other professional such as pharmacist, trichologist, general practitioner, and the specialist services that they can offer
K25	The limits and boundaries of your duties and responsibilities and why it is important to explain these to the client
K26	The importance of confirming and recording the course of action that is to be taken for the client



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CHB14	NOS statements included in the exam
K27	How different types of hair characteristics impact on products and services
K28	How different types of hair classification impacts on products and services
K29	How to complete the client records used in your organisation and the importance and reasons for gaining client consent
K31	The importance of confidentiality and what might happen if this is not maintained

Notes

Use this area for notes and diagrams


