

iUHB232 – Client consultation for hair services

URN – A/617/5697

Guided Learning Hours: 30

Learning outcome	Assessment criteria	Taught content to include
LO1 Be able to consult and advise clients	1.1. Communicate in a manner that creates confidence, trust and maintains good will	• Being polite • Being honest • Speaking clearly • Listening attentively • Demonstrating positive body language and facial expressions
	1.2. Establish client requirements for products and services using appropriate communication techniques	• Discussing client's needs and requirements • Discussing limitations • Consulting with client throughout • Verbal discussion • Use of visual aids • Listening
	1.3. Consult and complete client records	• Accurate information – to avoid mistakes • Sufficient information – to make an informed decision
	1.4. Identify factors that may limit or prevent the choice of services or products	• Hair condition • Scalp condition • Test results
	1.5. Advise the client on any factors which may limit, prevent or affect their choice of service or product	• Haircut/style • Hair condition • Hair texture • Hair porosity • Test results
	1.6. Provide the client with clear recommendations for referral when required	• Doctor • Chemist/pharmacist
	1.7. Recommend and agree a service or product	• Shampooing

		• Setting • Blow drying • Cutting • Colouring • Perming
	1.8. Follow safe and hygienic working practices	• Personal protective clothing, gloves • Disposing of waste hygienically and appropriately • Correct posture and standing position • Client comfort
	1.9. Explain how to communicate effectively	• Being polite • Being honest • Speaking clearly • Listening attentively
	1.10. Outline communication techniques used during client consultation	• Verbal discussion • Use of visual aids • Listening • Demonstrating positive body language and facial expressions
	1.11. State the importance of consulting client records	• Avoiding mistakes • Checking previous recommendations • Opportunity for recommending additional services and products
	1.12. Describe the tests carried out for different services	• Sensitivity/Allergy alert test (skin allergy test) – reaction to artificial colour • Incompatibility test – checking for presence of metallic salts • Colour test – checking colour progress and final result • Test cutting – check colour choice prior to application • Porosity test – checking the condition of the cuticle layer • Elasticity test – checking the strength of the hair • Pull test – hair extensions
	1.13. State the importance of following manufacturers' instructions, salon policy and legal requirements	• Avoiding mistakes • Preventing legal action • Damaging the reputation of the salon and individual
	1.14. State the importance of identifying factors that may limit, prevent or affect the service	• Avoiding mistakes • Preventing damage to the hair and scalp • Preventing legal action • Damaging the client's confidence

		• Informed consent
	1.15. State the importance of identifying and recording contra-indications	• Making a decision regarding the service being carried out • Referral to a doctor • Preventing damage to the hair and scalp • Prevent legal action
	1.16. State who to refer to for different contra-indications	• Referral to a doctor – allergies and scalp conditions • Referral to a chemist/pharmacist – infestations and some hair conditions
	1.17. State the importance of not naming referable contra-indications	• Avoiding mistakes • Prevent legal action • Damaging the client's confidence
	1.18. Describe the information that should be on a record card	• Name • Contact details • Services and products used • Contra-indications • Aftercare recommendations
	1.19. Describe how client records should be held and maintained	• Secure system • Updated regularly and precisely
	1.20. State the importance of client confidentiality	• Prevent legal action • Damaging the client's confidence
	1.21. Outline legislation that affects how information is used during client consultation	• Data Protection Act/GDPR

LO2 Know the characteristics of the hair	2.1. Describe visual signs of suspected infections, infestations and disorders visible to the naked eye	• Redness of the scalp and dry patches – eczema • Presence of lice or nits (eggs) – head lice • Silvery scales – psoriasis
	2.2. Describe the basic structure of the skin and hair	• Epidermis • Dermis • Subcutaneous layer • Follicle • Sebaceous gland • Arrector pili muscle • Dermal papilla • Hair bulb

		• Sweat gland • Nerves • Blood vessels
	2.3. Describe the characteristics of the hair structure with the different hair types	• Cuticle – outer layer • Cortex – middle layer • Medulla – inner layer • Type 1 – Straight hair • Type 2 – Wavy hair • Type 3 – Curly hair • Type 4 – Very curly hair • Texture – fine, medium and coarse
	2.4. Describe the hair growth cycle	• Anagen • Catagen • Telogen • Early anagen
	2.5. State the average hair growth rate	• Approx. 1.5 centimetres per month • Approx. ½ inch per month
	2.6. Describe the general factors that contribute to healthy hair	• Correct diet • Personal health • Avoiding over exposure to sunlight • Avoiding over exposure to harsh chemicals

Assessment	
MCQ	
Portfolio of evidence	Containing 3 practical performances

Guide to taught content

The content contained within the unit specification is not prescriptive or exhaustive but is intended to provide helpful guidance to teachers and learners with the key areas that will be covered within the unit, and, relating to the kinds of evidence that should be provided for each assessment objective specific to the unit learning outcomes.

Document History

Version	Issue Date	Changes	Role
v1	08/08/2019	First published	Qualifications and Regulation Co-ordinator
v2	24/02/2020	Clarified indicative content of AC1.12 and AC2.2	Product and Regulation Manager
v3	22/06/2026	Rebranding	Development Administrator