

iUHB256 – Hairdressing consultation support for colleagues

URN – Y/617/5609

Guided Learning Hours: 30

Learning outcome	Assessment criteria	Taught content to include
LO1 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	• Being polite and supportive • Being honest • Speaking clearly • Listening attentively • Demonstrating positive body language and facial expressions
	1.2. Deal with analysis problems reported by colleagues promptly	• Scalp disorders - Psoriasis - Ringworm - Eczema - Allergies - Results of sensitivity test • Hair disorders - Physical and chemical damage - Head lice - Results of incompatibility test
	1.3. Make sure client records are accurately completed	• Contact details • Results of tests • Processing times • Recommendation of services and product carried out • After care advice
	1.4. Balance the clients' requirements with salon resources	• Available time • Availability of products • Cost of service
	1.5. Provide the type of support required for the reported analysis problems	• When to refer client to other professionals • How to deal with client disappointment • How to deal with complaints

	1.6. Provide clear recommendations based on client requirements and the outcome of analysis of the hair, skin and scalp	• Whether to carry out the treatment or service or not • Suggesting alternative service or treatment where applicable • Referral to other professionals
	1.7. Explain how and why tests are carried out for different services	• Sensitivity test/allergy test/skin test (skin allergy test) - Prior to colouring • Incompatibility test - To test for metallic salts • Porosity test - Check cuticle damage • Elasticity test - Test strength of the hair
	1.8. State the likely causes of adverse hair, skin and scalp conditions	• Sun damage • Chemical damage • Illness • Poor diet • Disease
	1.9. State which adverse hair, skin and scalp conditions should be referred to other specialists	• Head lice • Scabies • Ringworm • Alopecia
	1.10. Explain the salon's policy for referring clients to other specialists when requested services are not offered	• Recommendation to a doctor • Chemist • Trichologist
	1.11. Describe how to take part in group discussions in a way that will maintain client goodwill and confidentiality	• Listening skills • Allowing the client or colleague to lead the discussion
	1.12. State the importance of recording client responses to questions about contra-indications	• Avoid misunderstandings • Avoid legal action

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 in AC1.7	Product and Regulation Manager
v3	23/06/2026	Rebranding	Development Administrator