
Overview

This standard is about the important skill of consulting with your clients to determine their ideas and requirements. Making suitable recommendations for services and products based on this information and the results of your examination of their hair, skin and scalp is an essential part of this standard.

To carry out this standard you will need to maintain health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.

The main outcomes of this standard are:

- 1 identify the requirements of the client
- 2 examine the hair, skin and scalp
- 3 advise your client and agree services and products

**Performance
criteria**

Identify the requirements of the client

- You must be able to:
- P1 consult with your **client** to determine their requirements
 - P2 allow your **client** sufficient time to express their wishes
 - P3 ask relevant questions in a way your **client** will understand
 - P4 use visual aids to present clients with suitable alternative ideas to help them reach a decision
 - P5 encourage your **client** to ask about areas of which they are unsure
 - P6 **identify** and confirm your client's wishes for services and products

Examine the hair, skin and scalp

- You must be able to:
- P7 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P8 conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
 - P9 **identify** from your client's previous records, when available, any factors likely to affect future services
 - P10 promptly identify and report any **problems** which cannot be dealt with to the relevant person

Advise your client and agree services and products

- You must be able to:
- P11 make recommendations on the outcomes of your identification of your client's **hair characteristics** and their **hair classification**
 - P12 explain how their **hair characteristics** may impact on the hairdressing services in a way your client can understand
 - P13 agree services, products and outcomes that are acceptable to your client and meet their needs
 - P14 state the likely cost and duration of the agreed products and services to your **client**
 - P15 conduct all communications with your **client** in a manner that maintains goodwill, trust, confidentiality and privacy
 - P16 give your client **advice and recommendations** on the service provided

Knowledge and understanding

Identify the requirements of the client

You need to know and understand:

- K1 why effective communication is important for your salon's business
- K2 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
- K3 the questioning and listening skills you need in order to find out information
- K4 why it is important to encourage and allow time for clients to ask questions
- K5 salon rules for maintaining confidentiality and privacy
- K6 the different types of visual aids that can support client consultation
- K7 your responsibilities under current relevant **health and safety legislation**, standards and guidance such as Health and Safety at Work Act and other relevant legislation
- K8 the importance of not discriminating against clients with illnesses and disabilities and why

Examine the hair, skin and scalp

You need to know and understand:

- K9 your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance
- K10 salon procedures and manufacturers' instructions in relation to conducting tests
- K11 how and when tests are carried out on hair
- K12 the importance of carrying out tests and the potential consequences of failing to do so
- K13 why it is important to identify factors that may limit or affect services and products which can be used
- K14 how lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used, limit or affect the services and products that can be offered to clients
- K15 how to recognise **hair, skin and scalp problems**
- K16 how to identify suspected infections and infestations which need reporting which need reporting and who to report them to

Advise your client and agree services and products

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- K17 the different types of hair characteristics
 - K18 the different hair types of hair classifications
 - K19 the basic structure of hair and skin
 - K20 the growth cycle of hair
 - K21 the services and products available for use in your salon
 - K22 your legal responsibilities for describing the features and benefits of products and services
 - K23 your salon's pricing structure
 - K24 how to calculate the likely charge for services
 - K25 the importance of giving the client realistic expectations
 - K26 the importance of providing **advice and recommendations** on the products and services provided in the salon
 - K27 how to complete the client records used in your organisation and the importance and reasons for gaining client consent.

Additional information

Scope/range related to performance criteria	1	Client
	1	new
	2	regular
	2	Identify
	1	question
	2	observation
	3	Factors that limit or affect services
	3.1	adverse hair, skin and scalp conditions
	3.2	incompatibility of previous services and products used
	3.3	client's lifestyle
	3.4	test results
	4	Problems
	4.1	suspected infections
	4.2	suspected infestations
	5	Hair characteristics
	5.1	hair density
	5.2	hair texture
	5.3	hair elasticity
	5.4	hair porosity
	5.5	hair condition
	5.6	hair growth patterns
	6	Hair classification
	6.1	Type 1 – Straight Hair
	6.2	Type 2 – Wavy Hair
	6.3	Type 3 – Curly Hair
	6.4	Type 4 – Very Curly Hair

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- 7 **Advice and recommendation**
 - 7.1 how to maintain their look
 - 7.2 time interval between services
 - 7.3 present and future products and services

**Scope/range related
to knowledge and
understanding**

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|------|---|
| 1 | Health and safety legislation

your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation |
| 1.1 | Health and Safety at Work Act |
| 1.2 | The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) |
| 1.3 | The Health and Safety (First Aid) Regulations |
| 1.4 | The Regulatory Reform (Fire Safety) Order |
| 1.5 | The Manual Handling Operations Regulations |
| 1.6 | The Control of Substances Hazardous to Health Regulations (COSHH) |
| 1.7 | The Electricity at Work Regulations |
| 1.8 | The Environmental Protection Act |
| 1.9 | The Management of Health and Safety at Work Regulations |
| 1.10 | The Health and Safety (Information for Employees) Regulations |
| 1.11 | Data Protection Act |
| 1.12 | Working Time Directives |
| 1.13 | Cosmetic Products Regulations |
| 1.14 | Sale of Goods Act |
| 1.15 | Distance Selling Act |
| 1.16 | Trade Descriptions Act |
| 1.17 | Consumer Protection legislation |
| 2 | Hair, skin and scalp problems

how to recognise hair, skin and scalp problems |
| 2.1 | ringworm |

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- 2.2 impetigo
 - 2.3 scabies
 - 2.4 eczema
 - 2.5 alopecia
 - 2.6 psoriasis
 - 2.7 folliculitis
 - 2.8 dandruff
 - 2.9 keloid scarring
 - 2.10 ingrowing hair
 - 2.11 head lice

3 Advice and recommendations

- 3.1 Additional services
- 3.2 Addition products

Values

- 1 The following **Key Values** underpin the delivery of services in the hair and beauty sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 personal and professional ethics
 - 1.10 the ability to self manage
 - 1.11 creativity skills
 - 1.12 excellent verbal and non-verbal communication skills
 - 1.13 the maintenance of effective, hygienic and safe working methods
 - 1.14 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product

Behaviours

- 1 The following **behaviours** underpin the delivery of services in the hair and beauty sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicating with the client in a way that makes them feel valued and respected
 - 1.4 identifying and confirming the client's expectations
 - 1.5 treating the client courteously and helpfully at all times
 - 1.6 keeping the client informed and reassured
 - 1.7 adapting the behaviour to respond effectively to different client behaviour
 - 1.8 responding promptly to a client seeking assistance
 - 1.9 selecting the most appropriate way of communicating with the client
 - 1.10 checking with the client that you have fully understood their expectations
 - 1.11 responding promptly and positively to the clients' questions and comments
 - 1.12 allowing the client time to consider the response and give further explanation when appropriate
 - 1.13 quickly locating information that will help the client
 - 1.14 giving the client the information they need about the services or products offered by the salon
 - 1.15 recognising information that the client might find complicated and checking whether they fully understand
 - 1.16 explaining clearly to the clients any reasons why their needs or expectations cannot be met

Glossary

1. **Hair classification** (this is a guideline only)

Type 1 – Straight hair

- 1.1 Fine/Thin – hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl.
- 1.2 Medium – hair has lots of volume and body.
- 1.3 Coarse – hair is normally extremely straight and difficult to curl.

Type 2 – Wavy hair

- 2.1 Fine/Thin – hair has a definite “S” pattern. Normally can accomplish various styles
- 2.2 Medium – hair tends to be frizzy and a little resistant to Styling.
- 2.3 Coarse – hair is also resistant to styling and normally very frizzy; tends to have thicker waves.

Type 3 – Curly hair

- 3.3 Loose curls – hair tends to have a combination texture. It can be thick and full with lots of body, with a definite “S” pattern. It also tends to be frizzy.
- 3.2 Tight curls – also tends to have a combination texture, with a medium amount of curl.

Type 4 – Very curly hair

- 4.1 Soft – hair tends to be very fragile, tightly coiled and has a more defined curly pattern.
- 4.2 Wiry – also very fragile and tightly coiled; however with a less defined curly pattern – has more of a “Z” pattern shape.

2. **Hair characteristics** includes the following:

- 2.1. hair density
- 2.2. hair texture
- 2.3. hair elasticity
- 2.4. hair porosity

- 2.5. hair condition
- 2.6. hair growth patterns

3. Adverse hair, skin and scalp conditions

These are examples of conditions that can have an effect on what and how a service is delivered to clients:

- 3.1. psoriasis
- 3.2. alopecia
- 3.3. cysts
- 3.4. impetigo
- 3.5. scars
- 3.6. moles

4. Confidential information

This may include:

- 4.1. personal aspects of conversations with clients
- 4.2. personal aspects of conversations with colleagues
- 4.3. contents of client records
- 4.4. client and staff personal details
- 4.5. addresses and telephone numbers
- 4.6. financial aspects of the business
- 4.7. gossip

5. Factors influencing services

Anything which could affect the hairdressing service. You will find that these factors have been listed in the range statement for each outcome.

6. Tests

A test determines if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical.

7. Manufacturers' instructions

Explicit guidance issued by manufacturers' or suppliers' of products or equipment, concerning their safe and efficient use.

SKACHB9 SQA Unit Code H9CE 04
Advise and consult with clients



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