

SKAG21 (SQA Unit Code - F7AF 04)

Provide hairdressing consultation services



Overview

This unit is about providing a comprehensive consultation and advisory service to clients. Included is providing support to colleagues when they are faced with analysis problems as is the ability to advise on alternative courses of action, especially referral to other specialists.

The main outcomes of this unit are:

1. identify client's needs and wishes
2. analyse the hair, skin and scalp
3. make recommendations to clients
4. advise clients on hair maintenance and management
5. agree services with your clients

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Performance criteria

You must be able to:

- P1 **identify clients' needs and wishes by**
- P1.1. encouraging your client to express their wishes and views
 - P1.2. allowing your client sufficient time to express their wishes and views
 - P1.3. asking relevant questions in a way your client will understand
 - P1.4. using visual aids to present clients with suitable ideas to help them reach a decision
 - P1.5. encouraging your client to ask about areas of which they are unsure
 - P1.6. confirming your understanding of your client's wishes before making any service recommendations
- P2 **analyse the hair, skin and scalp by**
- P3.1. conducting visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
 - P3.2. identifying from your client's previous records, when available, any factors likely to affect future services
 - P3.3. accurately **identifying factors that limit or affect services** and the choice of products
 - P3.4. dealing promptly and effectively with analysis problems reported by colleagues.
- P3 **make recommendations to clients by**
- P3.1. basing recommendations on the outcomes of your analysis of the client's hair
 - P3.2. making suggestions about alternative services and products if you decide your client's requirements are unrealistic
 - P3.3. giving accurate advice on other **courses of action** if your client's preferred service is not possible or not offered within your salon
 - P3.4. making recommendations that take into account the potential of your client's hair in relation to fashion trends, additional salon services and products
 - P3.5. conducting all communications with your client in a manner that maintains goodwill, trust and confidentiality
- P4 **advise clients on hair maintenance and management**
- P4.1. accurately identifying your client's current hair care regime
 - P4.2. clearly explaining the impact of your client's current hair care regime on future hairdressing services
 - P4.3. giving your client clear and accurate advice on ways of improving their current hair care regime
 - P4.4. clearly explaining the **implications** of agreed hairdressing services in a way your client can understand

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- P4.5. checking that your client has understood your advice prior to proceeding with any service
- P5 **agree services with your client by**
 - P5.1. ensuring your client is aware of what the agreed service will entail and its likely duration
 - P5.2. agreeing services, products, outcomes and likely costs that are acceptable to your client and meet their needs
 - P5.3. ensuring your client records are up-to-date, accurate, easy to read and complete
 - P5.4. making a suitable appointment for the agreed services, when necessary

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Knowledge and understanding

You need to know and understand:

Salon and legal requirements

- K1 your own responsibilities under the Data Protection legislation
- K2 your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services
- K3 salon procedures and manufacturers' instructions in relation to conducting tests
- K4 salon rules of confidentiality
- K5 your salon's policy for referring clients to other salons

You need to know and understand:

Services, products and pricing

- K6 the services and products available for use in your salon
- K7 your salon's pricing structure and payment policies eg requirements for deposits
- K8 how to calculate the likely charge for services
- K9 the duration of services available in your salon
- K10 the services for which you would need to give clients special advice prior to their visit and the type of advice to give (ie whether the service could affect their comfort, any special clothing requirements, the need for any tests, any special preparation activities)
- K11 the reasons why special advice is necessary for certain services (eg could be uncomfortable, very lengthy to perform, etc.)
- K12 current fashion trends and looks

You need to know and understand:

Hair growth and characteristics

- K13 the basic structure of hair and skin
- K14 the growth cycle of hair
- K15 the characteristics of different hair types and textures
- K16 the general factors that contribute to healthy hair (eg health, environment, chemicals)

You need to know and understand:

Hair, skin and scalp analysis

- K17 why it is important to identify factors that may limit or affect services and products which can be used
- K18 how the following factors limit or affect the services and products that can be offered to clients:
 - K18.1 lifestyle
 - K18.2 adverse hair, skin and scalp conditions
 - K18.3 incompatibility of previous services and products used
- K19 how to visually recognise indications of ringworm, impetigo, scabies, eczema, alopecia, psoriasis, folliculitis, dandruff, ingrowing hair and head lice

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- K20 the likely causes of various adverse hair, skin and scalp conditions (ie ringworm, impetigo, scabies, eczema, alopecia, psoriasis, folliculitis, dandruff, ingrowing hair and head lice)
- K21 which hair, scalp conditions and disorders should be referred to a pharmacist, general practitioner or registered trichologist and why
- K22 the importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist
- K23 the importance of carrying out tests and the potential consequences of failing to do so
- K24 how and when tests are carried out on hair and skin

You need to know and understand:

Communication

- K25 the importance of effective communication
- K26 the importance of confidentiality and what might happen if this is not maintained
- K27 make openings in conversations to encourage clients to speak
- K28 the importance of confirming your understanding of what the client has said to

You need to know and understand:

Information to give to clients on hair maintenance and management

- K29 suitable conditioning treatments and the importance of regular conditioning
- K30 the products to use for home care and those to avoid and why
- K31 how to protect their hair from the effects of humidity (eg environmental, sports related, steamy conditions)
- K32 how lifestyle can influence the client's choice of style (eg active sports, career and job requirements)
- K33 how the use of excessive heat can damage the hair
- K34 how to maintain their agreed style

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Additional Information

Scope/range related to performance criteria

1. **Identifying by means of**
 - 1.1. questioning
 - 1.2. observation
 - 1.3. testing

2. **Factors limiting or affecting services are**
 - 2.1. adverse hair, skin and scalp conditions
 - 2.2. incompatibility of previous services and products used
 - 2.3. client's lifestyle

3. **Courses of action are**
 - 3.1. referral to a pharmacist
 - 3.2. referral to a general practitioner
 - 3.3. referral to a registered trichologist
 - 3.4. referral to another salon in line with your salon's procedure

4. **Implications are**
 - 4.1. cost and frequency of maintenance
 - 4.2. limitations to other services
 - 4.3. changes to their existing hair care regime

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