



Hair by Tim Hartley for DAVINES. Photography by David Oldman

G21

hairdressing consultations

Consultation services are essential in all hairdressing salons. When working at this level your consultation skills are particularly important because the type of work can be more challenging and you may be asked to provide support to colleagues with other consultation problems. One of the most important skills as a hairdresser is communication –

listening, questioning and advising. In this unit you will find out how to identify the client's needs, analysing their hair and scalp by performing tests and carrying out a visual examination. You will develop the ability to recognise possible problems and will know how and when to offer alternative courses of action, including when to refer clients to other specialists.



Unit G21 (City & Guilds Unit 037)

Provide hairdressing consultation services

Mandatory

48 Level 3 NVQ/SVQ Hairdressing

This unit has five outcomes. As they are linked, you can be observed by your assessor for all five at the same time.

Outcome 1

Identify client's needs and wishes

Outcome 2

Analyse the hair, skin and scalp

Outcome 3

Make recommendations to clients

Outcome 4

Advise clients on hair maintenance and management

Outcome 5

Agree services with your client

“

The consultation is the most critical part of the service: it's when you decide what you're going to do and how you're going to do it.

Maria O'Keefe

”

Evidence requirements

You will need to demonstrate in your everyday work that you have met the standard for providing consultation services. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your assessor will observe you on at least **three** occasions, covering consultations for three different technical units. You must carry out correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Used the following methods of identification:

questioning

observation

testing

Covered the following factors affecting services:

adverse hair, skin and scalp conditions

incompatibility of previous services and products used

client's lifestyle

Taken the following courses of action (if you don't cover outcome 2 part c, this may be covered by 'What you must know'):

referral to a pharmacist

referral to a general practitioner

referral to a registered trichologist

referral to another salon in line with your salon's procedure

Advised clients of the following implications:

cost and frequency of maintenance

limitations to other services

changes to their existing hair care regime

What you must know

You will be assessed on your knowledge of the following:

Salon and legal requirements

Services, products and pricing

Hair growth and characteristics

Hair, skin and scalp analysis

Communication

Information to give to clients on hair maintenance and management

This will be completed through written and oral questioning by your assessor. For details of what you must know, see pages 58–60.



Whatever service you're carrying out, the client should be made aware of how long it's likely to take.



Hairdressing consultations

Useful words

Some terms that you will come across in this unit are explained below.

Adverse hair conditions Factors of the hair that limit what services the client can have, for example heat damage from styling equipment.

Adverse skin and scalp conditions Factors of the skin or scalp that may limit what services the client can have, e.g. a history of skin allergies.

Alopecia Hair loss, for example, thinning hair, bald patches over the head, or total hair loss over the head and body.

Client's lifestyle Factors in the client's life that influence the choice of hairstyle; eg, a client who works in the fashion industry may wish to match their image with the latest fashions.

Incompatibility When a previous service or product will cause a reaction with any chemicals being added to the hair.

Infection of the skin A condition that may cause visible signs of swelling, or redness on the skin, and may spread.

Infestation A condition whereby parasites such as head lice or scabies live on a person's head or skin, feeding off nutrients found in their blood and body tissue. The parasites spread very easily from one person to another.

Non-infectious skin condition A condition that does not spread from one person to another, for example eczema.

Referral When a client is advised to seek further advice from an expert; for example, if a client had visible signs of headlice, you would refer them to a pharmacist.

Trichologist A specialist in hair and scalp disorders, to whom you might refer a client with signs of thinning, weak hair.



Observation sign-off sheet

Unit G21 Provide hairdressing consultation services

What you must do

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times), covering consultations for **three** different technical units.

Each time you achieve **all** the points listed within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Identify client's needs and wishes

- a Encourage your client to express their wishes and views
- b Allow your client sufficient time to express their wishes and views
- c Ask relevant questions in a way your client will understand
- d Use visual aids to present clients with suitable ideas to help them reach a decision
- e Encourage your client to ask about areas of which they are unsure
- f Confirm your understanding of your client's wishes before making any service recommendations

Observation	1	2	3		
Achieved	<input type="radio"/>				
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

Continues on next page



Outcome 2

Analyse the hair, skin and scalp

- Conduct visual checks and any necessary tests on hair, skin and scalp to meet specified procedures
- Identify from your client's previous records, when available, any factors likely to affect future services
- Accurately **identify factors that limit or affect services** and the choice of products
- Deal promptly and effectively with analysis problems reported by colleagues *



Observation	1	2	3		
Achieved	<input type="radio"/>				
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

- * Covered by observation Date _____
 Covered by oral questioning Date _____

Continues on next page



Colour charts help clients to understand the choices on offer.

Hints and tips

Sometimes a client has no idea of what they want, so you will need to use your professional knowledge to guide them; visual aids can be helpful at this stage.



Observation sign-off sheet

Unit G21 Provide hairdressing consultation services

What you must do (continued)



Be careful about recommending something to a client if they've said they're not sure about it.

Outcome 3

Make recommendations to clients

- a Base recommendations on the outcomes of your analysis of the client's hair
- b Make suggestions about alternative services and products if you decide your client's requirements are unrealistic *
- c Give accurate advice on other **courses of action** if your client's preferred service is not possible or not offered within your salon **
- d Make recommendations that take into account the potential of your client's hair in relation to fashion trends, additional salon services and products
- e Conduct all communications with your client in a manner that maintains goodwill, trust and confidentiality

Observation	1	2	3		
Achieved	<input type="radio"/>				
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

- * Covered by observation Date _____
- Covered by oral questioning Date _____
- ** Covered by observation Date _____
- Covered by oral questioning Date _____

Continues on next page

Outcome 4

Advise clients on hair maintenance and management

- Accurately identify your client's current hair care regime
- Clearly explain the impact of your client's current hair care regime on future hairdressing services
- Give your client clear and accurate advice on ways of improving their current hair care regime
- Clearly explain the **implications** of agreed hairdressing services in a way your client can understand
- Check that your client has understood your advice prior to proceeding with any service



Observation	1	2	3		
Achieved	<input type="radio"/>				
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

Continues on next page



Certain aspects of a client's lifestyle may rule out some hairstyles.

Hints and tips

The consultation is a fantastic opportunity to advise the client on other services and products that would complement their needs.



Observation sign-off sheet

Unit G21 Provide hairdressing consultation services

What you must do (continued)



Outcome 5

Agree services with your client

- a Ensure your client is aware of what the agreed service will entail and its likely duration
- b Agree services, products, outcomes and likely costs that are acceptable to your client and meet their needs
- c Ensure your client records are up-to-date, accurate, easy to read and complete
- d Make a suitable appointment for the agreed services, when necessary

Observation Achieved	<input type="radio"/>				
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

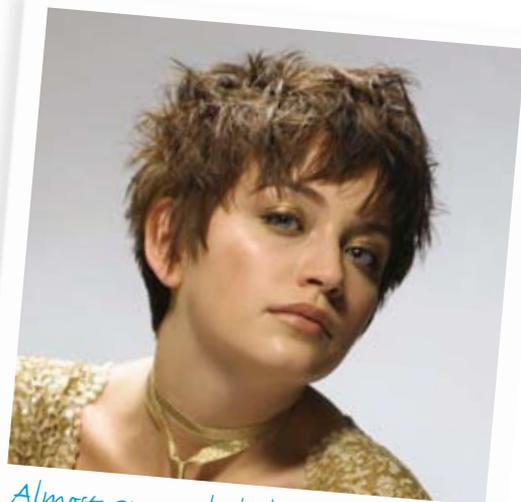
Image courtesy of Fish

“

Take care to analyse the face shape, the hair and the bones of the head.

Maria O'Keefe

”



Almost any style looks good with an oval shaped face.

Image courtesy of Central Hairdressing Academy

Observation sign-off sheet

Unit G2I Provide hairdressing consultation services

What you must cover



Before ticking the circles below, you must make sure that you have achieved 'What you must cover' in **all** the outcomes in which it occurs.

Identifying

Tick the means of identifying for each observation. **All** means of identifying must be dealt with.

	1	2	3		
Questioning	<input type="radio"/>				
Observation	<input type="radio"/>				
Testing	<input type="radio"/>				

Factors limiting or affecting services

Tick the factors limiting or affecting services for each observation. **All** factors must be covered.

	1	2	3		
Adverse hair, skin and scalp conditions	<input type="radio"/>				
Incompatibility of previous services and products used	<input type="radio"/>				
Client's lifestyle	<input type="radio"/>				

Courses of action

Tick the course of action for each observation. **All** must be covered. If you don't cover outcome 2 part c, courses of action may be covered fully by 'What you must know' (see page 58).

	1	2	3		
Referral to a pharmacist	<input type="radio"/>				
Referral to a general practitioner	<input type="radio"/>				
Referral to a registered trichologist	<input type="radio"/>				
Referral to another salon in line with your salon's procedure	<input type="radio"/>				

Continues on next page



Observation sign-off sheet

Unit G21 Provide hairdressing consultation services

What you must cover (continued)

Implications

Tick the implications considered for each observation. **All** implications must be considered.

- Cost and frequency of maintenance
- Limitations to other services
- Changes to their existing hair care regime

1	2	3		
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				

- Observation
- Achieved
- Date
- Candidate signature
- Assessor signature
- IV signature (if sampled)

1	2	3		
<input type="radio"/>				

Hints and tips

Make sure you record the client's response to questioning on any history of allergies, as well as test results.



Be prepared to ask colleagues for advice during consultation, as well as during the service itself.

Comment form

Unit G2I



This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comments

Date

1

2

3

Image courtesy of Wella Professionals





Knowledge sign-off sheet

Unit G21 Provide hairdressing consultation services

What you must know

58 Level 3 NVQ/SVQ Hairdressing

You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either through oral or written questions (evidence type E3) or a mandatory written paper (evidence type E4). Either of these could be an online GOLA test. The form tells you which evidence type is needed for each point. Your mandatory test papers will be kept by your assessor, so they won't appear in your portfolio.

Some areas appear in more than one unit (shaded in darker blue). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:	Evidence type
Salon and legal requirements	
1 Your own responsibilities under the Data Protection legislation	E3
2 Your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services	E3
3 Salon procedures and manufacturers' instructions in relation to conducting tests	E3
4 Salon rules of confidentiality	E3
5 Your salon's policy for referring clients to other salons	E3
Services, products and pricing	
6 The services and products available for use in your salon	E3
7 Your salon's pricing structure and payment policies, eg requirements for deposits	E3
8 How to calculate the likely charge for services	E3
9 The duration of services available in your salon	E3
10 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)	E3
11 The reasons why special advice is necessary for certain services (eg could be uncomfortable, very lengthy to perform, etc.)	E3
12 Current fashion trends and looks	E3

Continues on next page

You need to understand:	Evidence type
Hair growth and characteristics	
13 The basic structure of hair and skin	E4
14 The growth cycle of hair	E4
15 The characteristics of different hair types and textures	E4
16 The general factors that contribute to healthy hair (eg health, environment, chemicals)	E4
Hair, skin and scalp analysis	
17 Why it is important to identify factors that may limit or affect services and products which can be used	E4
18 How the following factors limit or affect the services and products that can be offered to clients <ul style="list-style-type: none"> – lifestyle – adverse hair, skin and scalp conditions – incompatibility of previous services and products used 	E4
19 How to visually recognise indications of ringworm, impetigo, scabies, eczema, alopecia, psoriasis, folliculitis, dandruff, ingrowing hair and head lice	E4
20 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)	E4
21 Which hair, scalp conditions and disorders should be referred to a pharmacist, general practitioner or registered trichologist and why	E4
22 The importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist	E4
23 The importance of carrying out tests and the potential consequences of failing to do so	E4
24 How and when tests are carried out on hair and skin	E4



Hairdressing consultations

Continues on next page





Knowledge sign-off sheet

Unit G21 Provide hairdressing consultation services

What you must know (continued)

Hints and tips

Always make and maintain eye contact with your client. And speak clearly, using words and explanations they will understand.



You need to understand:	Evidence type
Communication	
25 The importance of effective communication	E3
26 The importance of confidentiality and what might happen if this is not maintained	E3
27 Make openings in conversations to encourage clients to speak	E3
28 The importance of confirming your understanding of what the client has said to you	E3
Information to give to clients on hair maintenance and management	
29 Suitable conditioning treatments and the importance of regular conditioning	E3
30 The products to use for home care and those to avoid and why	E3
31 How to protect their hair from the effects of humidity (eg environmental, sports related, steamy conditions)	E3
32 How lifestyle can influence the client's choice of style (eg active sports, career and job requirements)	E3
33 How the use of excessive heat can damage the hair	E4
34 How to maintain their agreed style	E3
Tick if E3 was a GOLA test	<input type="radio"/> Date
Tick if E4 was a GOLA test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge test was a GOLA test	<input type="radio"/> Date
Tick cross-unit knowledge	<input type="radio"/> Date

