

G15

Client consultation

Unit G15 (City & Guilds Unit 030)

Advise and consult with clients with African type hair

Mandatory

This unit has four outcomes. As some are linked, you can be observed by your assessor for up to 4 outcomes at the same time.

Outcome 1

Identify what clients want

Outcome 2

Analyse the hair, skin and scalp

Outcome 3

Advise your client on the long term implications of hairdressing services

Outcome 4

Confirm services and products

Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standard for advising and consulting with clients with African hair types. The standards cover things 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 these aspects of your performance on **at least 3 occasions. These will cover consultations for 3 different technical units.**

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. From the range, you must practically demonstrate that you have:

- consulted with new and regular clients
- used all the means of identifying client's wishes
- adapted your advice to take into account the factors limiting or affecting services
- advised client's of all the factors that will impact on hairdressing services
- identified or can describe suspected infections and infestations needing reporting

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.

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What you must do

Outcome 1

Identify what clients want by

- a) allowing the client sufficient time to express their wishes
- b) asking relevant questions in a way your **client** will understand
- c) using visual aids to present **clients** with suitable alternative ideas to help them reach a decision *
- d) clarifying your understanding of your **client's** wishes
- e) encouraging your **client** to ask about areas of which they are unsure
- f) accurately **identifying** and clearly confirming your **client's** wishes for services and products

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

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date



“Never miss out the consultation process – the time you do could be the time the client has a suspected infection or infestation.”
 Maurice Lister

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What you must do (continued)

Outcome 2

Analyse the hair, skin and scalp by

- a) conducting visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
- b) identifying from your client's previous records, when available, any factors likely to affect future services *
- c) accurately identifying **factors that limit or affect services** and choice of products
- d) promptly identifying and reporting any **problems** which cannot be dealt with to the relevant person **

Observation Achieved	1	2	3		
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

Hints and tips



The Consultation is a very important stage, so never underestimate it. It gives you the opportunity to gain the client's trust and to show them that you are knowledgeable

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What you must do (continued)

Outcome 3

Advise your client on the long term implications of hairdressing services by

- a) clearly explaining the **factors that will impact on the hairdressing services** to be carried out in a way your client can understand
- b) making recommendations that are suitable for your client
- c) conducting all communications with your client in a manner that maintains goodwill, trust and confidentiality
- d) checking that your client has understood your advice prior to proceeding with any service
- e) ensuring that your advice is accurately and clearly recorded on your client's record

Observation Achieved	1	2	3		
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					



“Good consultation helps retain regular clients and makes new clients return.”

Maurice Lister

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What you must do (continued)

Outcome 4

Confirm services and products by

- a) agreeing services, products and outcomes that are acceptable to your **client** and meet their needs
- b) clearly stating the likely cost and duration of the agreed services to your **client**
- c) conducting all communications with your **client** in a manner that maintains goodwill, trust and confidentiality
- d) ensuring your **client** appointment records are up-to-date, accurate, easy to read and complete

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

"When consulting with your client, look for variations in hair texture and curl pattern in different areas"

Samantha Golding

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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.

Clients Tick the types of clients you have dealt with in each observation.
Both types of clients must be dealt with.

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

Identifying Tick the ways in which you have identified clients' wishes.
All must be covered

	1	2	3		
questioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors that limit or affect services

Tick the factors that you have identified that will limit or affect services used in each observation. **All** factors must be considered for each observation.

	1	2	3		
adverse hair, skin and scalp conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
incompatibility of previous services and products used	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
lifestyle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Factors that will impact on the hairdressing services

Tick the factors that you have identified that will impact on the services in each observation. **All** factors must be considered.

	1	2	3		
cost of maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
client time commitment required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
limitations to other services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
consequences of using home based products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Problems

Tick the problems that have been identified and reported. **All** must be covered, by either observation or oral questions.

	1	2	3		
suspected infections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
suspected infestations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
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Unit G15

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Comment form

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

Comments	Date
1	
2	
3	

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What you must know

You need to understand:	Evidence type	Date	Portfolio ref.
Salon and legal requirements			
1. your own responsibilities under the Data Protection legislation	E3		
2. your legal responsibilities 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 for maintaining confidentiality	E3		
Services, products and pricing			
5. the services and products available in your salon	E3		
6. your customer's expectations (e.g. lifestyle, products, service)	E3		
7. your salon's pricing structure	E3		
8. how to calculate the likely charge for services	E3		
9. the services for which you would need to give clients special advice prior to their visit and the type of advice to give (i.e. whether the service would affect their comfort, any special clothing requirements, the need for any tests, any special preparation activities)	E3		
10. the reasons why special advice is necessary for certain services (e.g. could be painful, very lengthy to perform etc)	E3		
Hair, skin and scalp analysis			
11. why it is important to identify factors that may limit or affect the services and products that can be offered to clients	E4		Centre files
12. how lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products limit or affect the services that can be offered to clients	E4		Centre files

Continues on next page

13. the indications of suspected infections and infestations and disorders visible to the eye	E4	Centre files
14. how and when tests are carried out on hair	E4	Centre files
15. the importance of carrying out tests and potential consequences of failing to do so	E4	Centre files
16. the basic structure of hair and skin	E4	Centre files
17. the growth cycle of hair	E4	Centre files
18. the characteristics and structure of the different types and textures of African hair	E4	Centre files
19. the general factors that contribute to healthy hair (eg health, environment, chemicals)	E4	Centre files
20. the likely causes of adverse hair and scalp conditions visible to the naked eye	E4	Centre files
The implications of hairdressing services		
21. the cost of maintenance for all services (e.g. relaxing, treatments, perming and thermal styling)	E3	
22. the time commitments required to maintain the service (e.g. course of treatments, frequency of visits and length of visits)	E3	
23. how an individual service can limit and or prohibit other services	E3	
24. how the repeated use of home based products can damage the hair and affect future professional services	E3	
25. the importance of recording the advice given to your client	E3	
Communication		
26. why effective communication is important for your salon's business	E3	
27. the importance of confidentiality and what might happen if this is not observed	E3	
28. how to use varied vocabulary and expressions to suit your purpose (e.g. to present an argument, express ideas or opinions, exchange information)	E3	
29. how to adapt your contributions to suit different situations (e.g. the amount you say, your manner and tone of voice, dealing with those with sight or hearing difficulties)	E3	
30. how to show you are listening closely (e.g. by body language) and responding appropriately (ask questions to show interest)	E3	

Continues on next page

31. how to identify the speaker's intentions (e.g. by manner, tone of voice, vocabulary)	E3
32. how to move the discussion forward (e.g. summarise, develop points, focus on purpose)	E3

Shaded knowledge is covered in cross unit knowledge test.

Tick if E3 was a GOLA test

Tick if E4 was a GOLA test



Image courtesy of Trevor Sorbie

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Supplementary notes

Your assessor may use this space for any additional comments they may have about your work

Comment	Date

Unit sign-off

This section must be signed when the unit is complete
 We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirement have been met for this unit.

Candidate signature	Date
Assessors signature	Date
IV signature (if sampled)	Date

