

**40534****Conduct client consultations for a skincare and makeup service**

<b>Kaupae   Level</b>	3
<b>Whiwhinga   Credit</b>	20
<b>Whāinga   Purpose</b>	<p>This skill standard is for people who want to learn how to conduct a basic consultation with a client, prior to a skincare and makeup service, to ascertain client needs and make recommendations on appropriate products and services.</p> <p>It is intended for those employed or intending to be employed as assistant makeup technicians or retail assistants in salons and/or other businesses where skincare, makeup, and other cosmetics products are applied, marketed, and sold.</p> <p>It can be used in programmes leading to the New Zealand Certificate in Skin Care and Cosmetics (Level 3) [Ref: 3442].</p>

**Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria**

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Consult with clients to establish their needs and determine appropriate products and services.	a. Conduct thorough consultations to assess the clients' skin type and any concerns about potential products and services.
	b. Use open-ended questions to encourage clients to express their needs, preferences, and desired outcomes.
	c. Accurately document relevant information about clients' lifestyle, skincare routine, and any existing skin conditions.
2. Recommend appropriate products and services to meet clients' needs, concerns, and desired outcomes	a. Analyse gathered information and select appropriate products to meet clients' needs and concerns.
	b. Explain the features and benefits of recommended products and services in a clear and understandable manner.
	c. Brief clients on service expectations.

Hua o te ako   Learning outcomes	Paearu aromatawai   Assessment criteria
3. Apply professional ethics and boundaries during and after consultation.	a. Maintain client confidentiality and privacy during consultation and management of any subsequent documentation.
	b. Maintain professional conduct and appropriately manage expectations when discussing treatments and product outcomes with clients.

### Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

#### Assessment specifications:

The skills outlined in the assessment criteria must be applied to at least five client consultations, covering a variety of services. Each consultation must be completed within a 15-minute timeframe.

The assessment must take place in a realistic practical setting, such as a salon, retail workplace, or other simulated environment.

#### Ngā momo whiwhinga | Grades available

Achieved.

#### Ihirangi waitohu | Indicative content

- Anatomy of the face, including recognition of common facial shapes, and eye shapes.
- Structure and functions of the skin of the face with reference to basic anatomy and physiology.
- Common skin types and conditions and when these need to be referred to a specialist for treatment.
- Effective questioning and listening techniques to consult with and advise clients.
- Makeup colour and design principles
- Makeup services and treatments for different occasions, (e.g., daytime, evening, bridal, school formal, photography), and client types (such as male, mature, and globally diverse clients with considerations for skin tone and type).
- Makeup product types and uses including, concealer, contour, foundation, powder, blusher, eye cosmetics (eye shadow, eye liner, mascara), lip cosmetics (lipstick, lip liner, lip gloss).
- Maintaining client records.
- Personal presentation and hygiene.
- Ethics and behavioural standards as required by legislation and codes of practice.

#### Rauemi | Resources

- [Rules of the New Zealand Association of Registered Beauty Professionals Incorporated.](#)
- [Code of Ethics for Members of the New Zealand Association of Registered Beauty Professionals Inc.](#)
- [Health, Hygiene and Safety Standards for Registered Beauty Professionals.](#)
- [Health and Safety at Work Act 2015.](#)
- [Privacy Act 2020.](#)

**Pārongo Whakaū Kouna | Quality assurance information**

<b>Ngā rōpū whakatau-paerewa  </b> Standard Setting Body	Toi Mai Workforce Development Council
<b>Whakaritenga Rārangi Paetae Aromatawai  </b> DASS classification	Service Sector > Beauty Services > Cosmetology
<b>Ko te tohutoro ki ngā Whakaritenga i te</b> <b>Whakamanatanga me te Whakaōritenga  </b> CMR	0099

<b>Hātepe   Process</b>	<b>Putanga  </b> Version	<b>Rā whakaputa  </b> Review Date	<b>Rā whakamutunga</b> <b>mō te aromatawai  </b> Last date for assessment
<b>Rēhitatanga   Registration</b>	1	27 February 2025	N/A
<b>Kōrero whakakapinga  </b> Replacement information	N/A		
<b>Rā arotake  </b> Planned review date	31 December 2029		

Please contact Toi Mai Workforce Development Council at [qualification@toimai.nz](mailto:qualification@toimai.nz) to suggest changes to the content of this skill standard.