

Title	Undertake an in-depth consultation and give advice in a nail salon		
Level	4	Credits	10

Purpose	People credited with this unit standard are able to: undertake an in-depth consultation with a client to determine service parameters, complete analysis of nail and surrounding skin for proposed service, and agree on course of action for proposed service.
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Classification	Beauty Services > Beauty Therapy
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Available grade	Achieved
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Entry information	
Recommended skills and knowledge	Unit 29326, <i>Perform nail augmentation services</i> ; Unit 27172, <i>Perform a manicure service</i> ; Unit 27173, <i>Perform a pedicure service</i> ; and Unit 27175, <i>Perform complimentary nail services</i> .

Explanatory notes

- 1 Definitions

Salon requirements, for the purposes of this unit standard, refer to any policies, procedures, and requirements of the company and/or workplace involved, and any ethical codes of relevant professional management, which collectively provide a standard that applies to all competent performances in this unit standard. It is assumed that such enterprise requirements exist in all companies and/or workplaces.

In-depth consultation means to undertake a full, professional consultation with a paying client who has no (or limited) pre-conceived ideas regarding the type of nail service they want and/or need. To consult in depth goes further than the level of day-to-day consultation required for clients who have requested a particular service, and involves a professional conversation with the client to establish the service parameters.

- 2 All performances in this unit standard must comply with the requirements of: Consumer Guarantees Act 1993, Fair Trading Act 1986, Health and Safety in Employment Act 1992, Privacy Act 1993, Health Act 1956, and their subsequent amendments; the New Zealand Association of Registered Beauty Therapists *Code of Practice for Beauty Therapy Clinics, Spas and Training Establishments* (Auckland, NZ) (11th ed, March 2014), and the New Zealand Association of Registered Beauty Therapists *Code of Ethics for Members of The New Zealand Association of Registered Beauty Therapists Inc.* (Auckland, NZ) (April 2009), both available from <http://www.beautynz.org.nz>.

3 Range

In all dealings with clients:

- hygiene, sanitation, and safety procedures must be undertaken to accord maximum client safety in accordance with the Health and Safety in Employment Act 1992, including the use of UV sanitisers and autoclaves
- personal presentation, including personal hygiene, must at all times be of a standard that complies with salon requirements
- all beauty services must have the client's prior, informed and signed consent, based on the beauty practitioner's analysis of the client's need and their explanation of the service to the client during the consultation
- care and comfort of the client must be monitored at all times throughout the service
- a posture must be maintained which ensures minimum postural impairment of the beauty practitioner.

4 Performance of the outcomes in this unit standard must be within the limits of the professional expertise of the candidate. Referral of clients to other industry professionals and/or to a health professional must occur when situations arise which are outside this range of professional expertise.

5 Range

Assessment of this standard must include sufficient client consultations to cover the following services – manicure, pedicure, nail sculpture (French free edge and overlay), French tip, blended tip.

Outcomes and evidence requirements

Outcome 1

Undertake an in-depth consultation with a client to determine service parameters.

Range open-ended questions, paraphrasing, active listening.

Evidence requirements

1.1 The in-depth consultation identifies client's wants and needs in accordance with salon requirements.

1.2 The in-depth consultation is carried out in a non-threatening and time effective manner in accordance with salon requirements.

Range may include but is not limited to – body language, physical contact, empathy.

1.3 The client's wants and needs are analysed and suggestions for services and products are made to meet client's needs.

1.4 Questioning elicits information about client in terms of requirements of proposed service.

Range lifestyle, personality, medical history, nail care.

Outcome 2

Complete analysis of nail and surrounding skin for proposed service.

Evidence requirements

2.1 Nails and surrounding skin are examined in terms of requirements of proposed service and any conditions are identified in accordance with legislative and salon requirements.

Range contagious, non-contagious.

2.2 The client is given an allergy test, in accordance with manufacturer's instructions, if consultation reveals any past or potential sensitivity to nail service products.

2.3 Any identified conditions or sensitivities are responded to in accordance with salon requirements.

Range may include – inform the client of condition, recommendation of in-salon products and/or treatments, referral to other industry professionals and/or to health professionals, referral to medical services.

Outcome 3

Agree on course of action for proposed service.

Evidence requirements

3.1 The client is advised about factors that may influence or limit the achievement of the proposed outcome of the service in accordance with salon requirements.

Range condition of nails, time factors, home nail care, treatment plan.

3.2 Proposed course of action, final result, and required home maintenance of the proposed outcome of the service are explained step-by-step in non-technical terms, and agreed with the client in accordance with salon requirements.

Range consultation aids are used during the explanation; consultation aids may include but are not limited to – consultation cards, portfolio.

3.3 The agreed course of action meets the client's wants and needs.

3.4 The details of the consultation are recorded in accordance with salon requirements.

Range confirmed outcome, analysis, service parameters, agreed course of action.

Planned review date	31 December 2020
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 August 2011	31 December 2018
Review	2	21 January 2016	N/A

Consent and Moderation Requirements (CMR) reference	0035
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the NZ Hair and Beauty Industry Training Organisation Inc enquiries@hito.org.nz if you wish to suggest changes to the content of this unit standard.