

Title	Undertake a consultation and an in-depth hair and scalp analysis for a chemical service		
Level	4	Credits	15

Purpose	<p>This unit standard is for senior level learners in the hairdressing industry who will consult in depth with a client, and analyse the hair and scalp. It requires a full, professional conversation with the client in order to recommend a suitable service and outcome based on their needs and wants, as well as their hair and scalp condition.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of additives in hair; undertake a consultation with a client to determine service parameters; complete an in-depth hair and scalp analysis for proposed service; and agree on course of action for proposed service.</p>
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Classification	Beauty Services > Hairdressing
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Available grade	Achieved
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Guidance Information

- Recommended skills and knowledge:
 Unit 2878, *Apply knowledge of hair and scalp conditions to analyse and select corrective treatments for the hair and scalp*; Unit 2884, *Cut hair into foundation forms with scissors and clippers*; Unit 2885, *Demonstrate razor techniques*; Unit 2889, *Lighten and tone a full head of hair*; Unit 2892, *Chemically wave the hair*; Unit 12313, *Perform a full-head highlighting service*; Unit 19792, *Select and apply permanent hair colour*; Unit 25794, *Select and recommend hair products*; and Unit 28848, *Apply knowledge of common hair and scalp conditions to complete a limited scope consultation*; or demonstrate equivalent knowledge and skills.
- Definition
Legislative requirements refer to the obligations of the employer and/or employee under the Health and Safety in Employment Act 1992 and Health (Hairdressers) Regulations 1980.
- In this unit standard all work must comply with legislative requirements and must ensure optimum hair condition and maximum client comfort at all times.
- Assessment is required for a consultation resulting in a level 4 chemical service.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of additives in hair.

Range hennas, aniline derivative tint, metallic substances, mineral deposits; mineral deposits include – chlorine build-up, copper.

Performance criteria

1.1 Additives in hair are described in terms of method of identification and type.

Range method of identification includes – visual and physical hair analysis and/or decomposition test.

1.2 The options in relation to hair services when additives are present are explained in terms of restrictions and possibilities.

1.3 The options for removing additives from hair are identified and explained in accordance with manufacturer's instructions where appropriate.

Range options may include that the additive is unable to be removed.

Outcome 2

Undertake a consultation with a client to determine service parameters.

Performance criteria

2.1 The consultation is carried out in a non-threatening and time effective manner.

2.2 Questions demonstrate empathy and identify client's wants and needs.

Range questioning elicits information on – any previous chemical treatments which may affect future services; client's lifestyle, personality, and home haircare routine.

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

2.4 Visual examination of client's features, stature, and body proportions is carried out with discretion in terms of requirements of proposed service.

Outcome 3

Complete an in-depth hair and scalp analysis for proposed service.

Performance criteria

- 3.1 Hair and scalp are examined in terms of requirements of proposed service and any conditions are identified and referred in accordance with legislative requirements.
- Range conditions include – contagious, non-contagious.
- 3.2 Hair type is identified in terms of requirements of proposed service.
- Range porosity, elasticity, texture, density, length, colour depth, reflect, percentage of grey, movement, growth patterns.
- 3.3 Natural hair tendencies are identified in terms of requirements of proposed service.
- Range presence of curl, hairline, nape growth, crowns, natural partings, thinning.
- 3.4 Any damaged hair is identified in terms of requirements of proposed service.
- Range physical, chemical, environmental.
- 3.5 Any unwanted additives in the hair are identified and communicated to client in terms of requirements of proposed service.

Outcome 4

Agree on course of action for proposed service.

Performance criteria

- 4.1 The client is advised on factors which may influence or limit the achievement of proposed outcome.
- Range time factors, home haircare, follow-up services and maintenance.
- 4.2 Proposed course of action, final result, and required home maintenance of the proposed outcome are explained step by step in non-technical terms.
- Range consultation aids are used during the explanation; consultation aids may include but are not limited to – consultation cards, portfolio.
- 4.3 The confirmed outcome matches client's wants and needs.
- 4.4 The client is given a skin test, where required by proposed service, in accordance with the manufacturer's instructions.

4.5 The results of the consultation are recorded in accordance with workplace requirements.

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

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	8 February 1995	31 December 2016
Review	2	19 December 1997	31 December 2016
Review	3	27 January 2003	31 December 2016
Review	4	22 August 2008	31 December 2016
Review	5	19 March 2015	31 December 2026
Review	6	29 June 2023	31 December 2026

Consent and Moderation Requirements (CMR) reference	0020
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.