

Title	Undertake in-depth consultation with a client to create and promote a plan to implement restyling		
Level	4	Credits	10

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 plan for restyling 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: undertake an in-depth consultation with a client to determine service parameters and offer opportunities for restyling; complete hair and scalp analysis for proposed restyling; agree on course of action for proposed restyling; and document and promote a plan to achieve agreed restyling outcome.</p>
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Classification	Beauty Services > Hairdressing
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Available grade	Achieved
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Entry information	
Recommended skills and knowledge	<p>Unit 2884, <i>Cut hair in to foundation forms with scissors and clippers</i>; Unit 2885, <i>Demonstrate razor techniques</i>; Unit 2889, <i>Bleach and tone hair</i>; Unit 2892, <i>Permanently wave hair</i>; Unit 12313, <i>Perform a full-head highlighting service</i>; and Unit 19792, <i>Select and apply permanent hair colour</i>; Unit 25794, <i>Select and recommend hair products</i>; Unit New 14, <i>Apply knowledge of hair and scalp conditions to analyse and select corrective treatments for the hair and scalp</i>; or demonstrate equivalent knowledge and skills.</p>

Explanatory notes

1 Definitions

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 hairdressing 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.

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.

Restyling refers to a complete change of hair shape to a new style where the styling requirements have changed from what the client started with. Chemical work must be included as part of the restyle.

- 2 In this unit standard all work must comply with legislative requirements and must ensure optimum hair condition and maximum client comfort at all times.
- 3 Cost estimates provided to the client must be calculated in accordance with workplace requirements.
- 4 Range
Chemical testing may include but is not limited to – predisposition tests, strand test.

Outcomes and evidence requirements

Outcome 1

Undertake an in-depth consultation with a client to determine service parameters and offer opportunities for restyling.

Evidence requirements

- 1.1 The consultation is carried out in a non-threatening and time effective manner.
- 1.2 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.
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- 1.3 The client's wants and needs are analysed and suggestions for restyling services and products are made to meet client's needs.

Range	includes but is not limited to – reframing of information, paraphrasing.
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Outcome 2

Complete hair and scalp analysis for proposed restyling.

Evidence requirements

- 2.1 Hair type is identified in terms of requirements of proposed restyling.

Range	porosity, elasticity, texture, density, length, colour depth, reflect, percentage of grey, movement, growth patterns.
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- 2.2 Natural hair tendencies are identified in terms of requirements of proposed restyling.

Range presence of curl, hairline, nape growth, crowns, natural partings, thinning.

2.3 Any damaged hair is identified in terms of requirements of proposed restyling.

Range physical, chemical.

Outcome 3

Agree on course of action for proposed restyling.

Evidence requirements

3.1 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, results of chemical testing.

3.2 Proposed course of action, estimated cost, 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; range of restyle opportunities offered.

3.3 The confirmed outcome matches client's wants and needs.

Outcome 4

Document and promote a plan to achieve agreed restyling outcome.

Evidence requirements

4.1 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, estimated cost.

4.2 Determine a plan for implementing the chosen restyle.

Range timing of future appointments, treatments needed, timing of chemical and cutting work.

Planned review date	31 December 2019
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 March 2015	N/A

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>.

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 (CMRs). 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 NZ Hairdressing Industry Training Organisation Inc at enquiries@hito.org.nz if you wish to suggest changes to the content of this unit standard.