

<b>Title</b>	<b>Undertake a client consultation and analysis and develop a service plan for beauty therapy</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	People credited with this unit standard are able to: undertake a consultation to determine client requirements for beauty services; undertake an analysis specific to the beauty service requested; establish safety of the service(s) to be performed; and develop a service plan.
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<b>Classification</b>	Beauty Services > Beauty Therapy
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<b>Available grade</b>	Achieved
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<b>Entry information</b>	
<b>Critical health and safety prerequisites</b>	Unit 29593, <i>Perform advanced depilatory waxing services</i> ; Unit 29595, <i>Perform facial therapy services</i> ; and Unit 29603, <i>Demonstrate knowledge of skin, hair and nail conditions relevant for beauty therapy services</i> , or demonstrate equivalent knowledge and skills.
<b>Recommended skills and knowledge</b>	Unit 27176, <i>Demonstrate knowledge of micro-organisms in a beauty salon</i> .

## Explanatory notes

- 1 Definition  
*Salon requirements*, for the purposes of this unit standard, refer to any policies, procedures, and requirements of the company and/or workplace involved (including manufacturers' instructions), 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.
- 2 All performances in this unit standard must comply with the requirements of: Consumer Guarantees Act 1993, Fair Trading Act 1986, Health and Safety at Work Act 2015, Privacy Act 1993, Health Act 1956, and their subsequent amendments; The New Zealand Association of Registered Beauty Therapists, *Code of Ethics for Members of The New Zealand Association of Registered Beauty Therapists Inc.* (9th ed, April 2009) (Auckland, NZ), and The New Zealand Association of Registered Beauty Therapists, *Health and Hygiene Guidelines* (1st ed, August 2016) (Auckland, NZ), both available from <http://www.beautynz.org.nz>.

### 3 Range

- all work must comply with legislative and salon requirements, and must ensure maximum client care and comfort at all times
- 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
- where medically-related contraindications are established during the consultation, written medical approval must be obtained by the client prior to service
- an ergonomically correct 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 health professionals must occur when situations arise which are outside this range of professional expertise.

5 Performance of the outcomes in this unit standard must reflect that no beauty practitioner may carry out any treatment on any person under the age of 16 years without the written permission of a parent or guardian who must be present at the initial consultation.

### 6 Assessment information

Assessment against the practical outcomes of this unit standard requires a collection of evidence. The requirements for the outcomes of this unit standard must cover consultation with clients for at least 10 services of which at least three are facial services and at least two are advanced waxing services. One of the clients must be under the age of 16 years. Consultation for at least three of the services must be directly observed by an assessor.

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## Outcomes and evidence requirements

### Outcome 1

Undertake a consultation to determine client requirements for beauty services.

### Evidence requirements

- 1.1 The purpose of consultation is explained to the client.
- 1.2 Client's expectations and service requirements are obtained and documented.
- 1.3 Information about client is obtained to discuss and evaluate suitability and implications of current client requirements and future service recommendations.
- Range includes but is not limited to – lifestyle, health.
- 1.4 Active and positive communication techniques are used to encourage and respond to client feedback, and to build rapport with client.

**Outcome 2**

Undertake an analysis specific to the beauty service requested.

**Evidence requirements**

- 2.1 Service area is analysed in relation to the requested service to determine characteristics and condition.
- 2.2 The client's individual characteristics and conditions are discussed, and their implications for service possibilities are explained.
- Range may include but is not limited to – skin type, skin condition, skin tone, hair stage of growth, nail condition, facial features, contraindications.
- 2.3 The client is advised of any possible contra-actions of service and home care as required.
- Range may include but is not limited to – residual erythema, skin break out, aftercare, multiple service required.
- 2.4 Analysis details are recorded on client card.
- 2.5 Outcome of the analysis is communicated to the client.
- 2.6 Active and positive communication techniques are used to encourage and respond to client feedback, and to build rapport with client.

**Outcome 3**

Establish safety of the service(s) to be performed.

**Evidence requirements**

- 3.1 Contraindications relevant to service are identified and discussed with client, and client is referred to an appropriate professional where required.
- Range senior beauty therapist, medical professional.
- 3.2 Options or limitations for future services arising from client characteristics and contraindications are assessed and discussed with the client.
- Range may include but is not limited to – medication, allergies, hair growth stage.

**Outcome 4**

Develop a service plan.

**Evidence requirements**

- 4.1 Possible products, equipment and applications are compared when designing services, and options selected to suit client characteristics, conditions, and expectations.
- 4.2 A plan for relevant service or services is developed in accordance with client analysis, known effects of services, relevant legislation and codes and salon requirements.
- 4.3 Client is informed of estimated service time, frequency and cost.
- 4.4 Agreement with client on proposed service plan and service expectations is negotiated.
- 4.5 Home care and lifestyle change recommendations are communicated to client.
- 4.6 Details of client service plan are recorded on workplace record system.
- 4.7 Client permission and a signed consent form are obtained.

<b>Planned review date</b>	31 December 2021
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	15 September 2016	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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.

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**Comments on this unit standard**

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