

Title	Undertake client consultation and analysis, and develop service plans for advanced beauty therapy services		
Level	5	Credits	10

Purpose	People credited with this unit standard are able to: undertake consultation to determine client requirements for advanced beauty therapy services; undertake an analysis specific to the advanced beauty therapy service(s) requested; establish safety of the service(s) to be performed; and develop a service plan.
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Classification	Beauty Services > Beauty Therapy
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Available grade	Achieved
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Prerequisites	Unit 29590, <i>Select, maintain, and demonstrate safe handling of beauty therapy equipment and tools</i> ; Unit 29603, <i>Demonstrate knowledge of skin, hair and nail conditions relevant for beauty therapy services</i> ; and Unit 31164, <i>Demonstrate knowledge of identification and management of hair and skin conditions for advanced beauty therapy services</i> ; or demonstrate equivalent knowledge and skills.
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Guidance Information

- 1 Definitions

Advanced facial therapy refers to interpreting a consultation to develop a service plan and making adjustments required by variations in the client's skin type and condition. The service will focus on results rather than pampering, applying a range of specific facial products and electrical equipment.

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 performance criteria in this unit standard.
- 2 Evidence generated during assessment against this unit standard must meet salon requirements and be consistent with industry practice and knowledge. Such knowledge is available in reference texts, models, and other information-bearing media. No one textbook or other source of information is envisaged, as new approaches to the study of beauty therapy are published regularly.
- 3 Evidence generated during assessment against this unit standard must be consistent with the current edition of 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), and *The New Zealand Association of Registered Beauty Therapists, Health and Hygiene Guidelines* (Auckland, NZ), both available from <http://www.beautynz.org.nz>.

- 4 All work must comply with legislative and salon requirements, and must ensure maximum client care and comfort at all times. Legislative requirements include but are not limited to the Health and Safety at Work Act 2015, and subsequent amendments.
- 5 An ergonomically correct posture must be maintained which ensures minimum postural impairment of the beauty practitioner.
- 6 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.
- 7 Performance of the outcomes in this unit standard must ensure that no beauty practitioner carries 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.
- 8 **Range**
Advanced beauty therapy services include – electrical epilation services, advanced facial therapy services, body therapy services.

Skin conditions include but are not limited to – aged, pigmentation, imbalanced skin, environmentally and prematurely aged; fragile skin; red/flushed skin (erythema); seborrhoea and/or acne; fragile skin.

20 consultations and service plans are required, which must include the following services:
 - five electrical epilation services on the facial regions and five electrical epilation services on the torso of the body;
 - five advanced facial therapy services to cover the range of skin conditions;
 - five body therapy services.
- 9 It is recommended that people seeking credit for this unit standard first hold credit for Unit 27176, *Demonstrate knowledge of micro-organisms in a beauty salon*; Unit 29599, *Demonstrate knowledge of human body structure and systems for beauty therapy services*; Unit 31169, *Demonstrate knowledge of and perform advanced facial therapy services*; and Unit 31172, *Demonstrate knowledge of skin biology for advanced beauty therapy services*.

Outcomes and performance criteria

Outcome 1

Undertake consultation to determine client requirements for advanced beauty therapy services.

Performance criteria

- 1.1 Explain the purpose of consultation to the client.
- 1.2 Obtain and document client's expectations and service requirements.
- 1.3 Obtain and use information about client to discuss and evaluate suitability and implications of current client requirements and future service recommendations.
- 1.4 Obtain the relevant medical history of the client and identify any impacts on proposed services.
- Range includes but is not limited to – impact of relevant medications.
- 1.5 Use active and positive communication techniques to encourage and respond to client feedback, and to build rapport with client.

Outcome 2

Undertake an analysis specific to the advanced beauty therapy service(s) requested.

Performance criteria

- 2.1 Analyse hair in relation to any electrical epilation service requested to determine cause and characteristics.
- 2.2 Analyse skin in relation to any facial service requested to determine characteristics and conditions.
- Range skin type, tone, texture, capillary response, muscular response, skin conditions, contraindications; skin analysis tools may include but are not limited to – skin scanners such as digital imaging tools, hydro-lipic meters, UV scanners, woods lamps.
- 2.3 Analyse body in relation to any body therapy service requested to determine characteristics and conditions.
- 2.4 Discuss the client's individual conditions, and explain their implications for service possibilities.
- Range intrinsic and extrinsic characteristics and conditions; may include but is not limited to – skin/hair type, skin/hair condition, skin tone, skin/hair colour, hair stage of growth, current hair growth management, moles, contraindications.
- 2.5 Advise the client of any possible contra-actions of service and home care as required.
- Range residual erythema, healing timeframe, skin break out, aftercare, multiple services required.

- 2.6 Record analysis details.
- 2.7 Communicate the outcome of the analysis to the client.
- 2.8 Use active and positive communication techniques to encourage and respond to client feedback, and to build rapport with client.

Outcome 3

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

Performance criteria

- 3.1 Identify contraindications relevant to service and discuss with client, and refer client to an appropriate professional where required.

Range may include but is not limited to – colleague, medical professional.

- 3.2 Assess options or limitations for future services arising from client characteristics and contraindications and discuss with the client.

Range includes but is not limited to – medication, allergies, hair growth stage, skin response, response to previous services.

Outcome 4

Develop a service plan.

Range service plan includes – at least six months of service and home care products and advice, and must cover two machines per skin condition for advanced facial therapy services.

Performance criteria

- 4.1 Explain proposed services and their limitations to the client.

Range effects of service, potential side effects, service frequency and timeframe expectation.

- 4.2 Compare possible applications when designing services, select options to suit results of client analysis, and explain expectations to the client.

- 4.3 Develop a plan for advanced beauty therapy services in accordance with client analysis and known effects of services.

- 4.4 Inform client of estimated service time, frequency and cost.

- 4.5 Negotiate agreement with client on proposed service plan and service expectations.

- 4.6 Communicate home care and lifestyle change recommendations to client.

4.7 Record details of client service plan.

Range pre-service advice, analysis of service area, localised contraindications, current settings and modality, special considerations;
may include – patch test (location, hair type and amount removed), thermal/sensitivity test.

4.8 Obtain client permission and a signed consent form.

Replacement information	This unit standard replaced unit standard 19595 and unit standard 19600.
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Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	31 May 2018	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>.

Comments on this unit standard

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