



Australian Government

SIHHCCS302A Perform a full client consultation

Release 2

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Modification History

The release details of this endorsed unit of competency are set out in the table below. The latest information is at the top.

Release	Comments
2	Editorial corrections. Competency field added.
1	Initial release.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide a full consultation service in order to recommend new or changed services and products to clients.

Application of the Unit

This unit applies to hairdressers who offer full client consultations as a core salon service. This service is offered in order to establish and also to build on client relationships. It assists the hairdresser to develop a detailed understanding of client wants and needs and provides a platform for suggesting products and planning services to achieve the best outcomes for the client. Full client consultations help to maintain and build salon income. They are offered to new clients and also to returning clients at regular intervals and may lead to the suggestion of any service or combination of services or products from the salon range.

A person undertaking this role applies discretion and judgement and accepts responsibility for outcomes of own work.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Element

Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Conduct a client analysis.

- 1.1. Use an opening statement that helps to build a relationship with the ***client*** to encourage trust and two-way communication.
- 1.2. Engage the client in an overall discussion of current ***factors and interests*** that may impact on personal style preferences.
- 1.3. Discuss recent hairdressing services and home care with the client, referring to ***client history*** where available.
- 1.4. Examine and feel hair to analyse hair type, design, colour and the effects of previous services on the condition of the hair.
- 1.5. Use open-ended questions to establish client level of satisfaction with current colour and look.
- 1.6. Summarise understanding and repeat back to confirm what the client is seeking.

2. Visualise and communicate end results.

- 2.1. Consider the elements of form, texture, colour and the interplay of ***design principles*** to visualise new or different colours and designs for each client.
- 2.2. Discuss ***hairdressing services*** from the salon range, based on previous client analysis and visualisation and using ***visual aids*** if required.
- 2.3. Confirm client preferences.

3. Organise a follow-through plan.

- 3.1. Explain the initial service proposed and new or additional services that will be required to achieve and maintain the client's preferred colour or design outcome.
- 3.2. Select and inform clients regarding the features of appropriate home care tools and products and the benefits to their hair.
- 3.3. Demonstrate or recommend how home care tools and products should be used.
- 3.4. Respond to client questions regarding service timeframes and cost of services or products.
- 3.5. Obtain client agreement to proceed with recommended services or to purchase home care product proposed.

- 3.6. Identify and organise relevant operators for different components of services identified as required.
- 3.7. Set up a new client card or update client history with services and products recommended.

Required Skills and Knowledge

Required skills

- communication skills to:
 - develop a rapport with clients
 - interact with and engage clients in discussion regarding their requirements
 - use open-ended questions to establish client needs
 - listen and interpret verbal clues from clients regarding their hair, including:
 - objectives
 - problems
 - challenges
 - suggest services and products from the salon range
 - explain home hair maintenance techniques and products
- design skills, including:
 - the elements of:
 - form
 - texture
 - colour
 - the design principles of:
 - repetition
 - alternation
 - progression
 - contrast
- literacy skills to interpret product information
- numeracy skills to:
 - predict timeframes for services
 - calculate service and product costs for clients
- technical skills to:
 - analyse client's hair design, colour and condition
 - recognise, recommend and plan the provision of suitable services from the salon range
 - recommend home care products from the salon range

Required knowledge

- available salon services
- salon professional products range
- salon home care products range
- current and classic hair colour and design looks
- home maintenance requirements following a range of hairdressing services
- the price structure for the full range of salon services and products

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- engaging with clients
- conducting client analysis
- discussing and confirming visualised hair colour and design options to clients
- developing and confirming a service plan with clients
- recommending and demonstrating home care tools and products.

Context of and specific resources for assessment

Assessment must ensure access to:

- a salon or a simulated salon environment that includes a range of work situations such as client interruptions and involvement in other related activities normally expected in the salon
- a fully equipped salon which includes as a minimum:
 - a fully functional client reception area
 - workstations suitable for the conduct of client consultation
- a broad range of hairdressing services, including:
 - hair design
 - haircutting
 - hair colouring
 - hair lightening
 - chemical reformation
 - chemical relaxation
 - hair and scalp treatments
- a retail product range
- relevant documentation, such as salon health and safety procedures
- a range of clients for a variety of hairdressing services.

For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate:

- conducting client analysis
- recommending services and products from the salon range
- consulting with clients
- written or verbal questions appropriate to the language and literacy level of the learner to test knowledge which may include :
 - the range of services and products offered by the salon
 - the range of products offered by the salon
- review of portfolios of evidence and third-party reports of on-the-job performance.

**Guidance information
for assessment**

A unit of competency describes an individual skill but people rarely perform one skill at a time. Many skills are combined on a day-to-day basis in the workplace as part of work processes. This does not mean that each skill described by a unit of competency is prerequisite to another— they are related skills.

Holistic assessment with other units relevant to the industry sector, salon and job role is recommended, for example:

- SIHHCCS304A Plan services for special events
- SIHHIND304A Develop and expand a client base

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Client may include:

- women
- men
- children
- people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.

Factors and interests may include:

- age group
- level of interest in and ability to manage own hair
- time availability
- lifestyle factors such as involvement in sport
- personal style which may be:
 - classic
 - current hair fashion
 - more creative or alternative.

Client history may include:

- details of previous services
- home hair care products purchased.

Design principles may include:

- repetition
- alternation
- progression
- contrast.

Hairdressing services may include:

- conditioning treatments
- scalp treatments
- porosity treatments
- hair colour
- hair lightening
- relaxing or straightening
- chemical curling or volumising
- haircuts
- design finishes
- hair extensions.

Visual aids may include:

- magazine shots
- photographs
- sketches
- a staff member with a particular colour or hair design
- product colour charts

- product information.

Unit Sector(s)

Hairdressing

Competency Field

Client Service