

		Unit ID: 1867
Domain	COSMETOLOGY- FOUNDATION	
Title:	Conduct client consultation in the Cosmetology environment	
Level: 2	Credits: 7	

Purpose

This unit standard is intended for those who conduct client consultation in the cosmetology environment. People credited with this unit standard are able to consult and advise clients; manage client's expectations and describe the characteristic of hair, skin and nail.

This unit standard is intended for those who work in the Cosmetology environment as hairdressers, beauty therapist and or nail technician.

Special Notes

1. Entry information:

Prerequisite
 - 1157 - Demonstrate basic knowledge of workplace health and safety
2. Assessment evidence may be collected from a real workplace or a stimulated workplace or an appropriate simulated environment in which Cosmetology services are carried out.
3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' specifications and/or workplace guidelines and instructions.
4. Glossary of terms:
 - '*Musculoskeletal Disorder*' refers to diseases affecting the muscles and skeletons of the body
 - '*Contra-indications*' refers to all cases which will restrict performance of any treatment
5. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, No. 11, 2007
 - Occupational Health and Safety Regulations No. 18, 1997 and all subsequent amendments.
6. Performance of all elements in this unit standard must comply with industry standards.
7. This unit standard applies to all who works in the cosmetology environment and range of people from different social, cultural or ethnic background

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na.

Elements and Performance Criteria

Element 1: Consult and advise client

Performance Criteria

- 1.1 Clients are communicated to in a manner that creates confidence and trust, and maintains good will.
- 1.2 Client requirements for product and services, is established using appropriate communication techniques.
- 1.3 Client's records are consulted and completed.
- 1.4 Factors that may limit or prevent the choice of service or product are identified.
- 1.5 Clients are advised on any factor which may limit, prevent or affect their choice of service or product
- 1.6 Clients are provided with recommendations for referral when required.
- 1.7 Safe and hygienic working practices are followed according to workplace procedures.

Element 2: Manage clients expectations

Performance Criteria

- 2.1 Client's confidentiality is maintained in line with legislation.
- 2.2 Retail sales techniques are used to meet client's requirements.

Element 3: Describe the characteristic of hair, skin and nail

Performance Criteria

- 3.1 Visual signs of suspected infections, infestations and disorder visible to the naked eye are described.
- 3.2 The basic structure of the skin and hair is described.

- 3.3 The different characteristic of hair, skin and nail structure and the different type are described.
- 3.4 Hair growth cycle is described.
- 3.5 Factors that contribute to healthy hair, nail and skin are described.

Registration Data

Subfield:	Cosmetology
Date first registered:	29 November 2018
Date this version registered:	29 November 2018
Anticipated review:	2023
Body responsible for review:	Namibia Training Authority