
Overview

This standard is about carrying out the consultation, assessment, planning and preparation for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors. This standard is part of the Hair, Barbering, Beauty, Nails, Wellbeing and Holistic and related industries NOS suites. You will need to follow the service protocol, legislative, regulatory and organisational requirements to implement and maintain safe, hygienic and effective working practices. It is advisable users of this standard are aware of, and comply with first aid requirements, in accordance with legislation and organisational policies and procedures.

Performance criteria

You must be able to:

1. carry out a concise and comprehensive consultation, taking account of:
 - 1.1 the individual's declared medical history and current medical status
 - 1.2 the individual's service history
 - 1.3 the individual's service requirements
 - 1.4 the individuals concerns, expectations and desired outcome's
 - 1.5 considering the individual's physical and psychological wellbeing for the service
 - 1.6 diverse needs
 - 1.7 declared relative and absolute contraindications and restrictions
2. recognise, respond and sign-post appropriately in response to any **disclosed conditions** in compliance with data legislation
3. discuss the individual's objectives, concerns, expectations and desired outcomes to inform the service plan
4. explain the fee structure
5. discuss and agree pre-treatment instructions and recommendations prior to the service
6. assess, discuss, agree and document the consultation and expected service outcomes and associated risks with the individual
7. inform and provide information to the individual of their **rights**
8. discuss the physical sensation that may occur during the service with the individual in accordance with the service protocol
9. develop the service plan
10. provide **instructions** and advice to the individual, pre and post the service

Knowledge and understanding

You need to know and understand:

1. the importance of collaboration with competent professionals to support effective and safe working practices
2. why you must comply with ethical practice and work within the legislative requirements
3. the importance to engage in, and document your continuous professional development to include, current and up-to-date information, policies, procedures and best practice guidance
4. the contraindications or presenting conditions
5. the reasons why medical conditions may contraindicate the service
6. the legislative and insurance requirements for obtaining medical diagnosis and referral
7. the importance of communicating with the individual in a professional manner, and within the limits of your own competencies
8. the factors to consider when creating a bespoke service plan
9. why you must develop and agree a service plan, to include:
 - 9.1. declared current medical status
 - 9.2. treatment history
 - 9.3. relative and absolute contraindications
 - 9.4 undertake an analysis of the treatment area
 - 9.5. individual's expectations
 - 9.6. considering the individual's physical and psychological wellbeing for the service
10. the importance of identifying diverse needs of the individual and adapting the service accordingly

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11. how pregnancy can impact the service, and the importance of carrying out a risk assessment in accordance with legislative and insurance requirements
 12. the impact of social influences, the media and trends
 13. the importance of assessing, discussing, agreeing, reviewing and documenting the consultation outcomes
 14. the importance of explaining the service process, expected outcomes and associated risks
 15. the benefits of using visual aids during consultation
 16. how to manage the individual's expectations
 17. the legislative requirements for gaining, recording, storing, protecting and retaining the individual's data
 18. why certain services are prohibited or restricted for minors
 19. the legislative requirements which sets out the rights of the individual and the professional
 20. the legislative, insurance and organisational requirements for taking and storing visual media of the individual's treatment area
 21. the legislative and regulatory requirements of completing and storing the individuals' service records
 22. the reasons for providing instructions and advice, pre and post the service

Scope/range

Service requirements

1. hair curl classification and condition
2. skin classification and, condition
3. nail condition

Disclosed conditions

1. contraindications
2. body dysmorphic disorders
3. physical, and psychological condition

Rights

1. reflection time/period to make an informed choice
2. informed agreement and consent to the service
3. financial/contractual agreement
4. the right to request the subject specific qualifications, training and indemnity insurance

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post service instructions and care
3. future services

Glossary

First aid

First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.

Visual media

Visual media is evidence generated through photography or video.

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