

# 1XXXXX Conduct client consultations for a skincare and makeup service

<b>Kaupae   Level</b>	3
<b>Whiwhinga   Credit</b>	20
<b>Whāinga   Purpose</b>	<p>This skill standard is for people who want to learn how conduct a basic consultation with a client, prior to a skincare and makeup service, to ascertain client needs and make recommendations on appropriate products and services.</p> <p>It is intended for those employed or intending to be employed as assistant makeup technicians or retail assistants in salons and/or other businesses where skincare, makeup, and other cosmetics products are applied, marketed, and sold.</p> <p>It can be used in programmes leading to the New Zealand Certificate in Skin Care and Cosmetics (Level 3) [Ref: 3442].</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako   Learning outcomes	Paearu aromatawai   Assessment criteria
1. Consult with clients to establish their needs and determine appropriate products and services.	a. Conduct thorough consultations to assess the clients' skin type and any concerns about potential products and services.
	b. Use open-ended questions to encourage clients to express their needs, preferences, and desired outcomes.
	c. Accurately document relevant information about clients' lifestyle, skincare routine, and any existing skin conditions.
2. Recommend appropriate products and services to meet client needs, concerns, and desired outcomes	a. Analyse gathered information and select appropriate products to meet clients' needs and concerns
	b. Explain the features and benefits of recommended products and services in a clear and understandable manner
	c. Brief client on service expectations
3. Apply professional ethics and boundaries during and after consultation.	a. Maintain client confidentiality and privacy during consultation and management of any subsequent documentation.
	b. Maintain professional conduct and appropriately manage expectations when discussing treatments and product outcomes with clients.

### Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

#### Assessment specifications:

You will need to apply the skills outlined in the assessment criteria to at least five client consultations, covering a variety of services. Each consultation must be completed within a 15-minute timeframe.

The assessment must take place in a realistic practical, such as a salon, retail workplace, or other simulated setting.

#### Ngā momo whiwhinga | Grades available

Achieved

#### Ihirangi waitohu | Indicative content

- Anatomy of the face, including common facial shapes.
- Different eye shapes and how these can be recognised.
- Structure and functions of the skin of the face with reference to basic anatomy and physiology.
- Identifying common skin types and conditions and determining when a client may need to be referred to a specialist for treatment.

- Effective questioning and listening techniques to consult with client, confirm requirements and make recommendations on appropriate products.
- Makeup colour and design principles
- makeup services for different occasions, including daytime, evening, bridal, school formal, photography, for male and mature clients.
- Makeup product type and uses including, concealer, contour, foundation, powder, blusher, eye cosmetics (eye shadow, eye liner, mascara), lip cosmetics (lipstick, lip liner, lip gloss).
- makeup services and products to cater for globally diverse clients including considerations for skin tone, skin type (dry, oily), and age.
- Maintaining client records.
- Maintaining personal presentation and hygiene to a professional standard.
- Observing ethical and other appropriate standards as required by legislation and codes of practice.

### Rauemi | Resources

- [Rules of the New Zealand Association of Registered Beauty Professionals Incorporated](#)
- [Code of Ethics for Members of the New Zealand Association of Registered Beauty Professionals Inc.](#)
- [Health, Hygiene and Safety Standards for Registered Beauty Professionals](#)
- [Health and Safety at Work Act \(2015\)](#)
- [Privacy Act 2020](#)

### Pārongo Whakaū Kounga | Quality assurance information

<b>Ngā rōpū whakatau-paerewa  </b> Standard Setting Body	Toi Mai Workforce Development Council
<b>Whakaritenga Rārangi Paetae Aromatawai  </b> DASS classification	Field > Subfield > Domain
<b>Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga  </b> CMR	0099

<b>Hātepe  </b> Process	<b>Putanga  </b> Version	<b>Rā whakaputa  </b> Review Date	<b>Rā whakamutunga mō te aromatawai  </b> Last date for assessment
<b>Rēhitatanga  </b> Registration	<type here>	[dd mm yyyy]	[dd mm yyyy]
<b>Arotakenga  </b> Review	<type here>	[dd mm yyyy]	[dd mm yyyy]
<b>Kōrero whakakapinga  </b> Replacement information	<type here>		

<b>Rā arotake  </b> Planned review date	[dd mm yyyy]
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Please contact <SSB> at <email address> to suggest changes to the content of this skill standard.

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