**VTCT Level 4 Certificate in Laser and Intense Pulsed Light**

 **(IPL) Treatments (QCF)**

UV30468 Client care and communication in beauty-related industries

 Submitted to :-

 Submitted By :-

 Completion Date



**London college of excellence**

 **Assessor comments Assessor number**

 **Internal verifier comments IV number**

 **Date**

Outcome 1

Be able to communicate and behave in a professional manner when dealing with clients?

 f. Assess the advantages and disadvantages of different types of communication used with clients ?

g. Describe how to adapt methods of communication to suit the client and their needs ?

h. Explain what is meant by the term ‘professionalism’ within beauty related industries ?

 i. Explain the importance of respecting a client’s ‘personal space?

j. Describe how to use suitable consultation techniques to identify treatment objectives?

k. Explain the importance of providing clear recommendations to the client?

Outcome 2

Be able to manage client expectations

c. Evaluate client feedback d. Evaluate measures used to maintain client confidentiality?

e. Explain the importance of adapting retail sales techniques to meet client requirements?

f. Identify methods of improving own working practices ?

g. Describe how to resolve client complaints?