

VTCT Level 2 Diploma in Beauty Specialist Techniques

Accreditation start date: **1 August 2010**
Credit value: **54**
Total Qualification Time (TQT): **540**
Guided learning hours (GLH): **456 - 473**
Qualification number: **500/9039/2**

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Mandatory units				
UV20483				
UV20453				
UV20470				
UV20471				
UV20437				
UV20419				
UV20398				
UV20418				
UV20489				
Optional units	Please insert optional units achieved			

The qualification

Introduction

The Level 2 Diploma in Beauty Specialist Techniques is a qualification that has been specifically designed to develop your practical skills in; how to provide eyelash and brow treatments, removing hair using waxing techniques, applying make-up, manicure, pedicure and skincare.

To further enhance your practical skills you will have the opportunity to choose from the following practical units; the application of tanning techniques, instruction on make-up application, removing hair using alternatives to wax such as threading or sugaring, eyelash perming, ear piercing or the creative skill of nail art.

Underpinning this qualification you will develop a sound knowledge of health and safety practice in a salon environment, how to contribute to the effective running of a beauty business, how to carry out effective salon reception duties and how to display retail stock to promote sales in the salon. You will also develop a knowledge and understanding of the practical skills learned throughout this qualification.

The purpose of this qualification is to develop your skills in beauty therapy to a high level of occupational ability, to enable you to perform your own salon services.

Prerequisite

There are no formal prerequisite qualifications that you must have prior to undertaking this qualification.

National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification is regulated on the Regulated Qualifications Framework.

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.



Progression

When you have successfully completed this qualification you will have the opportunity to progress to the following VTCT qualifications:

- Level 3 NVQ Diploma in Beauty Therapy General
- Level 3 NVQ Diploma in Beauty Therapy Make-up
- Level 3 NVQ Diploma in Beauty Therapy Massage
- Level 3 NVQ Diploma in Nail Services
- Level 3 Certificate in Massage Using Pre-Blended Aromatherapy Oils
- Level 3 Award in Lash Extensions
- Level 3 Award in Advanced (Intimate) Waxing Techniques
- Level 3 Award in Tanning Treatments
- Level 3 Award in Spa Treatments
- Level 3 Award in Nail Art
- Level 3 Award in Airbrush Make-up

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications:

- Level 3 Diploma in Make-up Artistry
- Level 3 Diploma in Theatrical, Special Effects and Hair and Media Make-up
- Level 3 Diploma in Nail Technology
- Level 3 Diploma in Massage Therapy
- Level 3 Diploma in Spa and Body Treatments
- Level 3 Diploma in Beauty Therapy Treatments
- Level 3 Certificate in Fashion and Photographic Make-up
- Level 3 Certificate in Swedish Massage
- Level 3 Certificate in Stone Therapy Massage
- Level 3 Certificate in Indian Head Massage
- Level 3 Certificate in Camouflage Make-Up
- Level 3 Certificate in Micro Dermabrasion Treatments
- Level 3 Certificate in Epilation
- Level 3 Certificate in Facial Electrotherapy
- Level 3 Certificate in Face and Body Art

This qualification may lead directly into employment in the beauty therapy industry as a junior beauty therapist in a salon or self employment as a beauty therapist

Qualification structure

Total credits required - 54 (minimum)

All mandatory units must be completed.

Mandatory units - 40 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV20483	R/600/8763	Follow health and safety practice in the salon	3	22
UV20453	A/601/4458	Client care and communication in beauty-related industries	2	20
UV20470	T/601/4569	Provide manicure treatments	5	48
UV20471	R/601/4448	Provide pedicure treatments	5	48
UV20437	J/601/4222	Apply make-up	5	41
UV20419	F/601/3554	Provide eyelash and brow treatments	4	36
UV20398	A/601/3987	Provide facial skin care	7	56
UV20418	J/601/3555	Remove hair using waxing techniques	6	57
UV20489	A/600/8773	Salon reception duties	3	24



Optional units - 14 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV20420	H/601/3563	Apply skin tanning techniques	4	30
UV30449	A/601/5500	Contribute to the effective running of business	3	30
UV20490	J/600/8761	Display stock to promote sales in a salon	3	24
UV20438	L/601/4223	Instruction on make-up application	5	34
UV20439	F/601/5482	Provide ear piercing	2	17
UV20442	D/601/5487	Provide threading services for hair removal	4	29
UV20446	A/601/4217	Remove hair using sugaring	4	29
UV20473	H/601/5877	Provide eyelash perming	2	20
UV20472	L/601/4450	Provide nail art	3	24
UV20499	J/600/8632	Create an image based on a theme within the hair and beauty sector	7	60

Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

Internal assessment

(any requirements will be shown in the unit)

Assessment is set, marked and internally quality assured by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external quality assurers.

External assessment

(any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT external quality assurers.

External anatomy and physiology papers

Some units in this qualification contain a Paper 2 of 2, which assess anatomy and physiology only.

Rather than complete an individual anatomy and physiology paper (Paper 2 of 2) for every unit, you can complete one external paper that covers all anatomy and physiology papers in this qualification.

The external paper title in Linx2Achieve is:

- VRQ 2 Beauty Specialist Techniques Mandatory Anatomy and Physiology (Paper 1 of 2)
- VRQ 2 Beauty Specialist Techniques Mandatory Anatomy and Physiology (Paper 2 of 2).

Once these papers have been achieved all unit external papers titled 'Paper 2 of 2' can be signed off by your assessor.

This only applies to mandatory units in this qualification. Paper 1 of 1 and Paper 2 of 2 must be completed for all optional units (where applicable).

Assessment explained

VTCT qualifications are assessed and quality assured by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An external quality assurer, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external quality assurer.

This record of assessment book is your property and must be in your possession when you are being assessed or quality assured. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete this qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

All evidence should be documented in the portfolio and cross referenced to unit outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV20483	Follow health and safety practice in the salon	1	✓	✓
UV20453	Client care and communication in beauty-related industries	0	✓	✓
UV20470	Provide manicure treatments	2	✓	✓
UV20471	Provide pedicure treatments	2	✓	✓
UV20437	Apply make-up	2	✓	✓
UV20419	Provide eyelash and brow treatments	1	✓	✓
UV20398	Provide facial skin care	2	✓	✓
UV20418	Remove hair using waxing techniques	1	✓	✓
UV20489	Salon reception duties	0	✓	✓

Unit assessment methods

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV20420	Apply skin tanning techniques	0	✓	✓
UV30449	Contribute to the effective running of business	0	✓	✓
UV20490	Display stock to promote sales in a salon	0	✓	✓
UV20438	Instruction on make-up application	0	✓	✓
UV20439	Provide ear piercing	1	✓	✓
UV20442	Provide threading services for hair removal	0	✓	✓
UV20446	Remove hair using sugaring	0	✓	✓
UV20473	Provide eyelash perming	0	✓	✓
UV20472	Provide nail art	1	✓	✓
UV20499	Create an image based on a theme within the hair and beauty sector	0	✓	✓

Unit glossary

	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience, the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guiding Learning hours (GLH)	The activity of a learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Total qualification time (TQT)	The number of hours an awarding organisation has assigned to a qualification for Guided Learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study, or any other form of participation in education or training. This includes assessment, which takes place as directed - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit, they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Maximum service times	The maximum time in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

UV20483

Follow health and safety practice in the salon

The aim of this unit is to increase your understanding of health and safety and its importance in the salon in which you work.

You will develop the ability to carry out a simple risk analysis, recognise a hazard, responsibly deal with the hazards you have found and follow safe and hygienic working practices.

You will also need to be able to locate fire fighting equipment, first aid resources and have an awareness of fire, emergency and evacuation procedures.

This unit applies to hairdressing, beauty therapy, nail and barbering salons and spas.

Level

2

Credit value

3

GLH

22

Observation(s)

3

External paper(s)

1



Follow health and safety practice in the salon

Learning outcomes

On completion of this unit you will:

1. Be able to maintain health, safety and security practices
2. Be able to follow emergency procedures

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to maintain health, safety and security practices

You can:

- a. Conduct yourself in the workplace to meet with health and safety practices and salon policy
- b. Deal with hazards within your own area of responsibility following salon policy
- c. Maintain a level of personal presentation, hygiene and conduct to meet with legal and salon requirements
- d. Follow salon policy for security
- e. Make sure tools, equipment, materials, and work areas meet hygiene requirements
- f. Use required personal protective equipment
- g. Position yourself and the client safely
- h. Handle, use, and store products, materials, tools, and equipment safely to meet with manufacturer's instructions
- i. Dispose of all types of salon waste safely and to meet with legal and salon requirements

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to follow emergency procedures

You can:

- a. Follow emergency procedures
- b. Follow accident reporting procedures which meet with salon policy
- c. Locate fire fighting equipment

** May be assessed through oral questioning.*

Observation	1	Optional	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to maintain health, safety and security practices

You can:	Portfolio reference / Assessor initials*
j. Explain the difference between legislation, codes of practice and workplace policies	
k. Outline the main provisions of health and safety legislation	
l. State the employer's and employee's health and safety responsibilities	
m. State the difference between a 'hazard' and a 'risk'	
n. Describe hazards that may occur in a salon	
o. State the hazards which need to be referred	
p. State the purpose of personal protective equipment used in a salon during different services	
q. State the importance of personal presentation, hygiene, and conduct in maintaining health and safety in the salon	
r. State the importance of maintaining the security of belongings	
s. Outline the principles of hygiene and infection control	
t. Describe the methods used in the salon to ensure hygiene	
u. Describe the effectiveness and limitations of different infection control techniques	
v. Describe how to dispose of different types of salon waste	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to follow emergency procedures

You can:	Portfolio reference / Assessor initials*
d. Identify named emergency personnel	
e. Describe procedures for dealing with emergencies	
f. Outline the correct use of fire fighting equipment for different types of fire	
g. State the dangers of the incorrect use of fire fighting equipment on different types of fires	
h. State the importance for reporting and recording accidents	
i. Describe the procedure for reporting and recording accidents	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to maintain health, safety and security practices

Hazards and risks: A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

Salon hazards: Require immediate action – refer to job description, level of responsibility, report, duty to recognise/deal with hazards, training on dealing with hazards, deal with hazards without endangering self/others, if in doubt call for assistance, nominated personnel, duty to recognise/deal with hazards.

Environmental – wet/slippery floor, cluttered passage/corridors, rearrange furniture, blocked passageway/entrance/exit.

Equipment – broken, worn, faulty, incorrect use.

Chemicals – leaking, damaged packaging.

Security (cash) – unattended reception/till, money in transit, cash left in till overnight.

Security (people) – staff, clients, visitors, children, personal belongings, disregard of systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

Hygiene – poor personal cleanliness, lack of regular washing of uniform, equipment (dirty, not sterilised, cross-infection, cross-contamination between clients).

Salon policy for security:

Cash – staff training, point of sale, regular banking, in transit.

People – staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

Belongings – client to retain personal belongings where possible, empty pockets prior to hanging coat, staff belongings to remain in staff room, avoid personal items in salon.

Security breaches – inform salon owner/head of school, review records (stock levels/control, monitor takings, inventory of equipment, manual and computerised records), take statements, eye witness accounts, review findings, call in police, notify data protection registry/clients of breach, maintain confidentiality, could result in loss of employment.

Use of tools and equipment: Comply with legislation, health and safety, electricity at work, portable appliance testing, reporting of injuries and dangerous diseases, manual handling, visual checks, only use for intended purpose, no trailing wires, manufacturer's instructions, fit for purpose.

Maintenance of tools and equipment: Equipment and tools cleaned, washed, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces), heat or chemical methods, visual check, remove and label broken tools and equipment, store correctly.



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Outcome 1: Be able to maintain health, safety and security practices (continued)

Preparation of work area: Work station/ bed/chair/trolley, equipment cleaned, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces), heat or chemical methods, bactericides, fungicides, viricides, full access around work area, safe professional presentation tools and equipment, visual check on large/ small equipment, portable appliance tested, bed/seat/basin (select height).

How to follow safe and hygienic working practices:

Maintaining a safe salon – all staff to adhere to salon policies, clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to work stations/beds/trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, risk assessment, no smoking, eating, drinking or drugs in salon, professional personal hygiene.

Personal protective equipment – avoid latex, powdered gloves, apron, protective glasses.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – clean for every client, place dirty towels in covered bin.

Reporting of injuries diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturer's instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

Behave professionally in a salon

environment: Follow health and safety practices and procedures, follow salon code of conduct, respect and co-operate with others (team work – be sympathetic, fair, not aggressive), avoid gossip, value client(s), use appropriate language, maintain confidentiality, uphold a polite, cheerful and friendly manner (friendly facial expressions, open body language, positive attitude), eye contact, sensible behaviour, take pride in work, be punctual, employer and client loyalty.

How to maintain personal presentation and hygiene: Clothes/uniform (washed/ ironed daily), hair (clean, healthy, manageable, off face), personal hygiene (shower daily, clean teeth, fresh breath deodorant, avoid overpowering perfume/ aftershave), workable length clean nails (hair), short clean nails (beauty), minimal jewellery/no jewellery, light fresh make-up, comfortable clean shoes, wash hands between clients, cover cuts and wounds with plaster, wear personal protective equipment.

Risk: The likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce



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Outcome 1: Be able to maintain health, safety and security practices (continued)

a potentially harmful situation, judgement of salon hazards, who/what/level of risk, interpret results, conclusions, record findings, regular reviews.

Position yourself and the client appropriately:

Stylist/therapist/nail technician – position self safely, when you sit or stand ensure good posture (straight back, stand upright, even weight distribution, maintain balance, remain relaxed, don't overstretch), poor posture will result in fatigue, uneven service, back/shoulder injury.

Client – seated/laid comfortably (adjust height of chair, adjust back rest of bed), if seated keep feet flat on floor, legs uncrossed, back supported, regular comfort breaks.

The difference between health and safety legislation, regulations and code of conduct:

Legislation and regulations – government lead, implemented, monitored.

Code of practice and policies – salon lead, implemented, monitored.

Salon health and safety legislation and regulations: Health and safety at work, control of substances hazardous to health, reporting of injuries diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employer's liability (compulsory insurance), occupier's liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

Employer responsibility for safety of staff/employees/clients: Hold current/valid liability insurance, display health and safety rules covering staff/employees/clients/fire evacuation, provide regular training, accurate record keeping, monitoring, consult experts.



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Outcome 2: Be able to follow emergency procedures

Emergency procedures:

Accidents – call ambulance, internal emergency number, nominated first aider, records.

First aid – call nominated first aider, emergency internal number, ensure accurate records.

First aid equipment – first aid box(es), list of equipment, general advice leaflet, various sized dressings, eye pad, eye bath, triangular bandages, safety pins, antiseptic cream, medical wipes, sterile gloves, sterile water, cotton wool.

Fire evacuation – nominated assembly point, fire wardens, regular simulation.

Incidents – call security, emergency internal number, emergency external numbers 999 (UK) or 112 (EU).

Position of fire fighting equipment – induction process.

How to use fire fighting equipment – designated personnel, initial/ongoing training.

Records and documentation – initial/ongoing training, up-to-date, accurate.

Safety drills – induction process, initial/ongoing training person, regular simulation.

Personnel responsible for safety – nominated health and safety officer (internal/external).

Fire fighting equipment: Location, extinguishers (water, foam, powder, CO₂ gas), sand bucket, fire blanket, alarm.

Incorrect use of fire fighting equipment:

Fire could deteriorate/uncontrollable, injury to personnel, damage to belongings/property.

Notes

Use this area for notes and diagrams



UV20453

Client care and communication in beauty-related industries

This unit is about client care and communication in beauty-related industries. You will develop your communication skills to deal with consultations, complaints, client comfort and all forms of client care. You will develop a client-centred approach to all your treatments.

Level

2

Credit value

2

GLH

20

Observation(s)

3

External paper(s)

0



Client care and communication in beauty-related industries

Learning outcomes

On completion of this unit you will:

1. Be able to communicate with clients
2. Be able to provide client care

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to communicate with clients

You can:

- a. Use effective communication techniques
- b. Use client consultation techniques to identify treatment objectives
- c. Provide the client with clear advice and recommendations

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to provide client care

You can:

- a. Maintain client confidentiality in accordance with legislation
- b. Gain feedback from clients on client care
- c. Respond to feedback in a constructive way
- d. Refer client complaints to the relevant person
- e. Assist in client complaints being resolved

*May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Provided client care to all clients	Portfolio reference
New	
Regular	
Identified client objectives using all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Used all types of communication	Portfolio reference
Verbal	
Non-verbal	
Dealt with all types of client care	Portfolio reference
Dealing with complaints	
Advice and recommendations	
Client comfort	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 1

Be able to communicate with clients

You can:	Portfolio reference / Assessor initials*
d. Outline different forms of communication used to deal with clients	
e. Describe how to use consultation techniques to identify treatment objectives	
f. State the importance of using effective communication to identify client needs and expectations	
g. Describe the term 'personal space'	
h. State the importance of providing the client with clear advice and recommendations	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to provide client care

You can:	Portfolio reference / Assessor initials*
f. Describe client confidentiality in line with data protection legislation	
g. Explain the importance of communication techniques to support retail opportunities	
h. State the importance of client feedback and responding constructively	
i. Outline how to refer and assist in client complaints	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to communicate with clients

Communication techniques:

Verbal – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Non-verbal – eye contact, body language, listening, visual checks, manual, questioning techniques, professional, client care.

Consultation techniques: Client expectations, client suitability, client needs, consultation form, record card, verbal/non-verbal communication methods, client desired outcome, client satisfaction.

Client recommendations: Treatment advice, aftercare and home care advice, future treatment needs, retail recommendations, prevent contra-actions, improve results, maintain treatment longer, client care, client satisfaction, client expectations, profits (link sales), insurance reasons, completion of consultation process, returning clients, new business.

Professional ethical conduct: Positive attitude, client relations, confidentiality, respect for colleagues and competitors, avoid gossip, pride in work, punctuality, employer and client loyalty.



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Outcome 2: Be able to provide client care

Work area: Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

Client preparation: Protect client clothing, ensure client positioned correctly and comfortable, respect privacy and modesty.

Communication:

Verbal – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Non-verbal – eye contact, body language, listening.

Client confidentiality: Data protection, storage and use of sensitive information, type of information client access to records, record cards, method of destroying sensitive data, authorised persons, time limit of storage of data.

Personal space: Space between client and therapist, positioning of client, suitable location for consultation, client's comfort, client's privacy, unobtrusive.

Client care feedback: Client consultation form, comments box, verbal and non-verbal methods, target setting, relate to feedback, professional manner, polite, courteous, personal development, improves client satisfaction, effects on business atmosphere, career development, effect on employees, team work.

Client complaints: Professional manner, polite, courteous, good client care, referral person senior therapist, senior receptionist or manager, resolve situation and assist, good communication techniques, good eye

contact, deal with situation calmly, methods of recording complaints.

Retail opportunities: Completion of consultation, linking of retail/sales, selling products and other services.

UV20470

Provide manicure treatments

This unit is about providing manicure services to clients. You will learn about consulting with the client, recognising any contra-indications, preparing for the service and producing a treatment plan. You will also learn about filing and buffing the nails, using skin and cuticle treatments, massaging the hand and lower arm and using a suitable nail finish.

You will need to carry out effective health, safety and hygienic working practices.

Level

2

Credit value

5

GLH

48

Observation(s)

3

External paper(s)

2



Provide manicure treatments

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for manicure treatments
2. Be able to provide manicure treatments

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

Maximum service times

The following maximum service times apply to this unit:

Manicure	45 minutes
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Observations

Outcome 1

Be able to prepare for manicure treatments

You can:

- a. Prepare yourself, the client and work area for manicure treatment
- b. Use suitable consultation techniques to identify treatment objectives
- c. Carry out a nail and skin analysis
- d. Provide clear recommendations to the client
- e. Select products, tools and equipment to suit client treatment needs, skin types and nail conditions

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to provide manicure treatments

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and the client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit client treatment needs, nail and skin conditions
- e. Complete the treatment to the satisfaction of the client
- f. Record the results of the treatment
- g. Provide suitable aftercare advice

*May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with a minimum of 1 necessary action	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the service cannot be carried out	
Modifying the service	
Used a minimum of 4 types of hand and nail treatments	Portfolio reference
Paraffin wax	
Hand masks	
Thermal mitts	
Exfoliating products	
Warm oils	
Applied all types of finish	Portfolio reference
Dark colour	
French	
Buffed	
Given all types of treatment advice	Portfolio reference
Suitable aftercare tools and products and their use	
Avoidance of activities which may cause contra-actions	
Recommended time intervals in between nail services	
Home care routines	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external papers will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 1

Be able to prepare for manicure treatments

You can:	Portfolio reference / Assessor initials*
f. Describe salon requirements for preparing yourself, the client and work area	
g. Describe the environmental conditions suitable for manicure treatments	
h. Describe different consultation techniques used to identify treatment objectives	
i. Explain the importance of carrying out a nail and skin analysis	
j. Describe how to select products, tools and equipment to suit client treatment needs, skin and nail conditions	
k. Identify nail and skin conditions	
l. Describe the contra-indications which prevent or restrict manicure treatments	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to provide manicure treatments

You can:	Portfolio reference / Assessor initials*
h. State how to communicate and behave in a professional manner	
i. Describe health and safety working practices	
j. Explain the importance of positioning yourself and the client correctly throughout the treatment	
k. Explain the importance of using products, tools, equipment and techniques to suit client treatment needs, nail and skin conditions	
l. Describe how treatments can be adapted to suit client treatment needs, nail and skin conditions	
m. Describe the different massage techniques and their benefits	
n. State the contra-actions that may occur during and following treatments and how to respond	
o. State the importance of completing the treatment to the satisfaction of the client	
p. State the importance of completing treatment records	
q. State the aftercare advice that should be provided	
r. Describe diseases and disorders of the nail and skin	
s. Describe the structure and functions of the nail and skin	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2 (continued)

Be able to provide manicure treatments

You can:	Portfolio reference / Assessor initials*
t. Describe the structure and function of the muscles of the lower arm and hand	
U. Describe the structure and function of the bones of the lower arm and hand	
V. Describe the structure and function of the arteries and veins of the arm and hand	
W. Describe the structure and function of the lymphatic vessels of the arm and hand	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare for manicure treatments

Management of health and safety at work:

Clean up spillages, report slippery surfaces, remove/report obstacles, ensure good all round access to trolleys and equipment, sterilise/disinfect tools, equipment and work surfaces, wear personal protective equipment.

Electricity at work – checking/visual check of equipment, no trailing wires portable appliance testing.

Manual handling – moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

Towels – clean for every client, place dirty towels in covered bin.

Liability insurance – employer's, public, professional indemnity.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, local bye-laws, code of conduct, risk assessment.

Control of substances hazardous to health – replace lids, ensure ventilation for vapour and dust, avoid overexposure to chemicals, use chemicals correctly, follow storage, handling, use and disposal, correctly dispose of contaminated waste/products (in a closed top bin), check end date on packaging, store away from heat, damp and direct sunlight, follow relevant manufacturer's instructions, no smoking, eating or drinking.

Health and safety legislation: Data protection, electricity at work, employer's

liability (compulsory insurance), fire precautions, first aid at work, health and safety at work, local government miscellaneous provisions, occupier's liability, local bye-laws.

Regulations: Control of substances hazardous to health, management of health and safety at work, manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare).

Hazards and risks: A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

Employer responsibility: Current and valid liability insurance, display health and safety rules (covering staff, employees, clients and fire evacuation), provide regular training, accurate record keeping, monitoring.

Hazards: Something with potential to cause harm, requiring immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

Equipment – only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance, portable appliance testing, correct disposal of contaminated waste, records.

Security (cash): Staff training, point of sale, regular banking, in transit.

Security (people): Staff, clients, visitors,



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Outcome 1: Be able to prepare for manicure treatments (continued)

children, personal belongings, systems (security, emergency evacuation, storage, client records, business information).

Risk: Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who/what is at risk, level of risk, interpret results, conclusions, record findings, regular reviews.

Reasons for risk assessment: Staff, visitors, client health and safety, safe environment, minimise hazards and risks, requirement of legislation.

Hygiene:

General – sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, place dirty towels in covered bin, use disposable towels, dispense products with a spatula, pump or spray, use disposables wherever possible, no smoking, personal hygiene, replace loose lids (uncapped bottles and pots).

Sterilisation – (metal implements) autoclave, glass bead, chemical, UV cabinet for storage only.

Disinfection – heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

Disposal of waste – single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

Therapist posture and deportment:

Correct posture when sitting, lifting and carrying, working methods to avoid

Repetitive Strain Injury (RSI), hand exercises, standing posture (even weight distribution), client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure technician positioning delivers appropriate techniques, appropriate space between client and technician, prevent injury, optimum results, allow for visual checks.

Work area: Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

Client preparation: Protect client clothing, ensure client positioned correctly and comfortably, respect privacy and modesty.

Communication:

Verbal – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Non-verbal – eye contact, body language, listening.

Record keeping: Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, contra-indications, signatures, refer to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirements, treatment plan), update record at the end of the



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Outcome 1: Be able to prepare for manicure treatments (continued)

treatment, update at each visit, maintained electronically, paper records.

Professional appearance: Clean professional uniform, closed-in footwear, no jewellery, no piercings, hair (neatly tied back, fringe secured), light day make-up, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained).

Professional ethical conduct: Polite, cheerful and friendly manner (friendly facial expressions, positive attitude, eye contact, open body language), client relations, confidentiality, respect for colleagues and competitors, avoid gossip, take pride in work, punctuality, employer and client loyalty.

Consultation techniques: Client requirements and technician/therapist recommendations (for longevity of nails), client satisfaction, client expectations and aftercare (longevity of nails), protection of investment, cleanse treatment area to identify condition of skin and nails, remove nail enamel, visual, question, listen, client card reference.

Recommendations to client: Explain treatment (the process, outcomes), advise client of suitable treatment, further treatments to enhance nail and skin appearance, agree colour selection for nails, agree shape of nail before shaping.

Aftercare advice: Immediate restrictions following treatment (allow nails time to dry), general hand/nail care maintenance, explanation of products used during treatment and their benefits, further treatment recommendations (deluxe

manicure, artificial nail treatments if appropriate), contra-actions and how to treat, recommended intervals between treatment, retail products recommended for home care, application and benefits, hand/nail care advice should reflect the condition of the hands and nails presented and the lifestyle of the client, drying hands thoroughly after washing, application of hand cream, correct technique for filing nails, the benefits of using a base coat with coloured nail enamel, having regular manicures.

Nail and skin analysis: Visual and manual examination of the condition of the hands, skin and nails, wipe over hand and nails with cotton wool and surgical spirit, check for contra-indications, identify areas of dryness, cuticles and general skin condition, hard skin, condition of nails (split/brittle, ridged nails, importance (to provide accurate treatment, ensure client benefits from treatment, ongoing treatment plan, identify contra-indications that restrict or prevent treatment).

Examples of contra-indications that may prevent treatment: Skin and nail disorders (fungal, bacterial, viral and parasitic infections), severe nail separation, severe eczema, psoriasis and dermatitis, severe bruising.

Examples of contra-indications that may restrict treatment: Minor eczema, psoriasis, dermatitis, minor separation, bitten or damaged nails, cuts and abrasions.

Examples of possible contra-actions that may occur during or after treatment:

Erythema – due to allergy or infection.



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Outcome 1: Be able to prepare for manicure treatments (continued)

Allergic reaction to nail enamel or other products used in the manicure – redness, itching, inflammation, swelling, excessive perspiration.

Action – remove product, apply cold compress, seek medical advice if condition persists.

Nail and skin conditions: Overgrown cuticles, dry skin conditions, muscular aches and pains, increased curvature (spoon nails), corrugations, black streaks, beau's lines or transverse ridges, hang nails, bruised nails, blue nails, egg shell nails, onycholysis, furrows, leuchonychia, onychauxis (hypertrophy), onychatrophica (atrophy), onychorrhexis (split or brittle nails), onychocryptosis (ingrown nails), psoriasis, eczema, onychomycosis (tinea unguium or ringworm of the nails), onychoptosis, paronychia (felon or whitlow), pterygium.



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Outcome 2: Be able to provide manicure treatments

Products: Buffing paste, cuticle cream, cuticle remover, hand exfoliator, hand cream, hand/nail soak, enamel, top coat, base coat, ridge fillers, nail hardeners, enamel thinner, hygiene spray, paraffin wax, enamel remover, quick dry products, hand mask, warm oil.

Tools: Orangewood sticks, emery boards, nail buffer, cuticle knife, cuticle nippers, rubber hoof stick, spatula, nail scissors, nail clippers, nail brush, paraffin wax application brush.

Equipment: Paraffin wax heater, trolley, bin with liner, cotton wool, jar or vessel for tools, nail treatment table or couch, nail soaking bowl, heated mitts, bowls (1 for jewellery, 1 for cotton wool, 1 for warm oil if used), cling film/foil (paraffin wax), warm towels.

Treatment Techniques:

Preparation – wipe over client's hands with surgical spirit, remove nail enamel, soak nails and wipe away to free edge, use cuticle stick to remove remaining enamel from cuticle area.

Filing – emery board at 45° working across the nail, working from side to centre without filing into the corner of the nail, use of the fine side of emery board on finger nails, bevelling the finger nails to prevent the layers of the nails from separating.

Buffing – buffing paste removed from jar with spatula, applied with cuticle stick, buffed from cuticle to free edge, do not overbuff (if buffed finish, complete at end of treatment).

Application of cuticle cream – removed from jar with spatula, applied with cuticle stick, small amount to each nail, massage in circular movements, soak in warm water

with soaking solution.

Application of cuticle remover – decant into bowl, applied with orangewood stick or brush to cuticle area, avoiding contact with skin or other areas.

Cuticle work – work around cuticle with tipped orangewood stick in circular movements, use hoof stick to push back cuticles gently, use cuticle knife on each nail to lift away any excess dead cuticle, nail plate should be wet when using cuticle knife, cuticle knife held flat to nail plate to avoid scratching nail plate, use cuticle clippers to remove excess cuticle, ensure spring is positioned correctly on cuticle clippers, ensure only dead cuticle removed, wipe away on to tissue, wipe over nails with damp cotton wool to remove excess cuticle remover.

Application of hand cream – warmed in therapist's hands first, applied from hand to elbow, effleurage and petrissage movements applied, flex and extend wrist area and fingers, support client's hand/arm throughout massage, remove excess hand cream with enamel remover before applying enamel.

Application of finish – base coat applied, 3-4 brush strokes down the length of the nail from cuticle to free edge, beginning in the centre, then down either side, close to the nail wall, nail enamel applied using client's choice (dark, light or French), top coat applied if needed, nail dry spray (spray on to nails away from client and therapist, not too close to nail).

Paraffin wax treatment – beneficial to clients with dry skin, mobility/joint problems, poor circulation, included in treatment after hand cream applied but before hand



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Outcome 2: Be able to provide manicure treatments (continued)

and arm massage, paraffin wax should be heated prior to treatment, check wax temperature, prepare foil/cling film pieces to wrap hands in plus hand towels or mitts, hand cream/moisturising product applied to skin, paraffin wax decanted into bowl and applied to the hands with a brush, working quickly before wax hardens, applied to all areas of the hand, up to wrist wrapped in cling film or foil and then in towel or mitt, left for 10 minutes until heat has subsided.

Warm oil – beneficial to clients with split/brittle nails, dry cuticles, moisturising effect on skin, warm oil is heated in a bowl by infra-red lamp or hot water in a larger bowl with inner bowl of oil, client soaks hands in warm oil instead of nail soak, oil is then used for cuticle work instead of cuticle remover and then for hand and arm massage before excess is removed, if nail enamel is required nails will need to be wiped over with enamel remover prior to applying enamel.

Hand mask and exfoliant – beneficial to clients with dry skin, removes dead skin cells, general moisturising effect, improved circulation, relieves joint stiffness, included in treatment prior to hand and arm massage, exfoliant is applied to hands and worked in to skin using circular movements, warm towels used to remove excess exfoliant, hand mask then applied, hands wrapped in cling film, heated mitts or warm towels wrapped around hands, allow 10 minutes to warm through, mask removed with warm towels, hand lotion then applied, hand and arm massage then carried out.

Evaluation and client satisfaction:

Client agreement, client feedback, client objective, results of treatment, recommend

future treatments, record adjustments for next treatment, maintain accurate records.

Massage mediums: Massage oil, massage cream, hand cream.

Massage movements: Effleurage, tapotement, petrissage and friction.

Benefits of massage during manicure: Increased circulation and lymph flow, joint mobility, improved warmth and colour to the skin.

Structure of the nail: Nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, lateral fold, process of nail growth (formation, rate, factors affecting growth), nail thickness, effects of damage, functions (protection of toes).

Skin:

Epidermis – basal cell layer (stratum germinativum), prickle cell layer (stratum spinosum), granular layer (stratum granulosum), clear layer (stratum lucidum), horny layer (stratum corneum).

Dermis – blood and lymph supply, fibroblasts (collagen, elastin), hair, sebaceous glands, arrector pili muscle, dermal papilla, sweat glands (eccrine and apocrine), sensory nerve endings.

Hypodermis – subcutaneous layer, adipose tissue, adipocytes.

Functions of the skin – protection, heat regulation, absorption, secretion, elimination, sensation, formation of Vitamin D, melanin production, process of keratinisation.

Examples of nail and skin diseases and disorders: Overgrown cuticles, dry skin conditions, dermatitis, eczema, psoriasis,



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Outcome 2: Be able to provide manicure treatments (continued)

muscular aches and pains, increased curvature (spoon nails), corrugations, black streaks, beau's lines or transverse ridges, hang nails, bruised nails, blue nails, egg shell nails, onycholysis, furrows, leuconychia, onychauxis (hypertrophy), onychatrophica (atrophy), onychorrhexis (split or brittle nails), onychocryptosis (ingrown nails), psoriasis, eczema, onychomycosis (tinea unguium or ringworm of the nails), onychoptosis, paronychia (felon or whitlow), onycholysis, pterygium.

Muscles of the lower arm and hand:

Supinator radii brevis, flexor carpi radialis, extensor carpi radialis, flexor carpi ulnaris, extensor carpi ulnaris, flexor carpi digitorum, extensor carpi digitorum.

Bones of the arm and hand: Ulna, radius, carpals, metacarpals, phalanges proximal row (nearest radius and ulna - scaphoid, lunate, pisiform), triquetral distal row (nearest to fingers – trapezium, trapezoid, capitate, hamate).

Arteries and veins of the arm and hand:

Radial artery, ulnar artery, cephalic vein, radial vein, brachial artery, basilic vein, median vein, ulnar vein.

Lymphatic vessels of the hand and arm: Supratrochlear, lymphatic capillaries, lymphatic vessel, lymphatic node.

UV20471

Provide pedicure treatments

This unit is about providing pedicure services to clients. It covers consulting with the client, recognising any contra-indications, preparing for the service and producing a service plan. It also covers filing the nails, applying skin and cuticle treatments, cleaning and drying the feet, removing excess hard skin, massaging the foot and lower leg, and providing a suitable nail finish.

You will need to maintain effective health, safety and hygiene throughout your work.

Level

2

Credit value

5

GLH

48

Observation(s)

3

External paper(s)

2



Provide pedicure treatments

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for pedicure treatments
2. Be able to provide pedicure treatments

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

Maximum service times

The following maximum service times apply to this unit:

Pedicure	50 minutes
----------	------------



Observations

Outcome 1

Be able to prepare for pedicure treatments

You can:

- a. Prepare yourself, the client and work area for pedicure treatment
- b. Use suitable consultation techniques to identify treatment objectives
- c. Carry out a nail and skin analysis
- d. Provide clear recommendations to the client
- e. Select products, tools and equipment to suit client treatment needs, skin types and nail conditions

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to provide pedicure treatments

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit client treatment needs, nail and skin conditions
- e. Complete the treatment to the satisfaction of the client
- f. Record the results of the treatment
- g. Provide suitable aftercare advice

**May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with a minimum of 1 necessary action	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the service cannot be carried out	
Modifying the service	
Applied all types of foot and nail treatments	Portfolio reference
Paraffin wax	
Foot masks	
Thermal boots	
Exfoliating products	
Applied all types of nail finish	Portfolio reference
Dark colour	
French	
Provided all types of advice	Portfolio reference
Suitable aftercare tools and products and their use	
Avoidance of activities which may cause contra-actions	
Recommended time intervals in between nail services	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external papers will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 1

Be able to prepare for pedicure treatments

You can:	Portfolio reference / Assessor initials*
f. Describe salon requirements for preparing yourself, the client and the work area	
g. Describe the environmental conditions suitable for pedicure treatments	
h. Describe different consultation techniques used to identify treatment objectives	
i. Explain the importance of carrying out a nail and skin analysis	
j. Describe how to select products, tools and equipment to suit client treatment needs, skin and nail conditions	
k. Identify nail and skin conditions	
l. Describe the contra-indications which prevent or restrict pedicure treatments	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to provide pedicure treatments

You can:	Portfolio reference / Assessor initials*
h. State how to communicate and behave in a professional manner	
i. Describe health and safety working practices	
j. Explain the importance of positioning yourself and the client correctly throughout the treatment	
k. Explain the importance of using products, tools, equipment and techniques to suit clients treatment needs, nail and skin conditions	
l. Describe how treatments can be adapted to suit client treatment needs, nail and skin conditions	
m. Describe the different massage techniques and their benefits	
n. State the contra-actions that may occur during and following treatments and how to respond	
o. State the importance of completing the treatment to the satisfaction of the client	
p. State the importance of completing treatment records	
q. State the aftercare advice that should be provided	
r. Describe diseases and disorders of the nail and skin	
s. Describe the structure and functions of the nail and skin	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2 (continued)

Be able to provide pedicure treatments

You can:	Portfolio reference / Assessor initials*
t. Describe the structure and function of the muscles of the lower leg and foot	
U. Describe the structure and function of the bones of the lower leg and foot	
V. Describe the structure and function of the arteries and veins of the lower leg and foot	
W. Describe the structure and function of the lymphatic vessels of the lower leg and foot	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare for pedicure treatments

Management of health and safety at work:

Clean up spillages, report slippery surfaces, remove/report obstacles, ensure good all round access to trolleys and equipment, sterilise/disinfect tools, equipment and work surfaces, wear personal protective equipment.

Electricity at work – checking/visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

Towels – clean for every client, place dirty towels in covered bin.

Liability insurance – employer's, public, professional indemnity.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, local byelaws, code of conduct, risk assessment.

Control of substances hazardous to health – replace lids, ensure ventilation for vapour and dust, avoid overexposure to chemicals, use chemicals correctly, follow storage, handling, use and disposal, correctly dispose of contaminated waste/products (in a closed top bin), check end date on packaging, store away from heat, damp and direct sunlight, follow relevant manufacturer's instructions, no smoking, eating or drinking.

Health and safety legislation: Data protection, electricity at work, employer's

liability (compulsory insurance), fire precautions, first aid at work, health and safety at work, local government miscellaneous provisions, occupier's liability, local byelaws.

Regulations: Control of substances hazardous to health, management of health and safety at work, manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare).

Hazards and risks: A hazard is something that has the potential to cause harm, a risk is the likelihood of a hazard happening.

Employer responsibility: Current and valid liability insurance, display health and safety rules (covering staff, employees, clients and fire evacuation), provide regular training, accurate record keeping, monitoring.

Hazards: Something with potential to cause harm, requiring immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

Equipment – only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance, portable appliance testing, correct disposal of contaminated waste, records.

Security (cash): Staff training, point of sale, regular banking, in transit.

Security (people): Staff, clients, visitors,



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Outcome 1: Be able to prepare for pedicure treatments (continued)

children, personal belongings, systems (security, emergency evacuation, storage, client records, business information).

Risk: Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who/what is at risk, level of risk, interpret results, conclusions, record findings, regular reviews.

Reasons for risk assessment: Staff, visitors, client health and safety, safe environment, minimise hazards and risks, requirement of legislation.

Hygiene:

General – sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, place dirty towels in covered bin, use disposable towels, dispense products with a spatula, pump or spray, use disposables wherever possible, no smoking, personal hygiene, replace loose lids (uncapped bottles and pots).

Sterilisation – (metal implements) autoclave, glass bead, chemical, UV cabinet for storage only.

Disinfection – heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

Disposal of waste – single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

Therapist posture and deportment:

Correct posture when sitting, lifting and carrying, working methods to avoid

Repetitive Strain Injury (RSI), hand exercises, standing posture (even weight distribution), client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure therapist's positioning delivers appropriate techniques, appropriate space between client and technician, prevent injury, optimum results, allow for visual checks.

Work area: Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

Client preparation: Protect client clothing, ensure client positioned correctly and comfortably, respect privacy and modesty.

Communication:

Verbal – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Non-verbal – eye contact, body language, listening.

Record keeping: Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, contra-indications, signatures, refer to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirements, treatment plan), update record at the end of the



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Outcome 1: Be able to prepare for pedicure treatments (continued)

treatment, update at each visit, maintained electronically, paper records.

Professional appearance: Clean professional uniform, closed-in footwear, no jewellery, no piercings, hair (neatly tied back, fringe secured), light day make-up, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained).

Professional ethical conduct: Polite, cheerful and friendly manner, friendly facial expressions, positive attitude, eye contact, open body language, client relations, confidentiality, respect for colleagues and competitors, avoid gossip, pride in work, punctuality, employer and client loyalty.

Consultation techniques: Client requirements and technician/therapist recommendations (for longevity of nails), client satisfaction, client expectations and aftercare (longevity of nails), protection of investment, cleanse treatment area to identify condition of skin and nails, remove nail enamel, visual, question, listen, client card reference.

Recommendations to client: Explain treatment (the process, outcomes), advise client of suitable treatment, further treatments to enhance nail and skin appearance, agree colour selection for nails.

Nail and skin analysis: Visual and manual examination of the condition of the feet, skin and toe nails, wipe over foot and nails with cotton wool and surgical spirit, check for contra-indications, identify areas of dryness, cuticles, and general skin condition, hard skin, condition of nails

(split/brittle, ingrowing toe nails, ridged nails), importance of providing accurate treatment, ensure clients benefit from treatment, ongoing treatment plan, identify contra-indications that restrict or prevent treatment.

Examples of contra-indications that may prevent treatment: Skin and nail disorders (fungal, bacterial, viral and parasitic infections), severe nail separation, severe eczema, psoriasis and dermatitis, severe bruising.

Examples of contra-indications that may restrict treatment: Minor eczema, psoriasis, dermatitis, minor separation, bitten or damaged nails, cuts and abrasions.

Examples of possible contra-actions that may occur during or after treatment:

Erythema – due to allergy or infection.

Allergic reaction to nail enamel or other products used in the manicure – redness, itching, inflammation, swelling, excessive perspiration.

Action: Remove product, apply cold compress, seek medical advice if condition persists.

Nail and skin conditions: Overgrown cuticles, dry skin conditions, muscular aches and pains, increased curvature (spoon nails), corrugations, black streaks, beau's lines or transverse ridges, hang nails, bruised nails, blue nails, egg shell nails, onycholysis, furrows, leuconychia, onychauxis (hypertrophy), onychatrophica (atrophy), onychorrhhexis (split or brittle nails), onychocryptosis (ingrown nails), psoriasis, eczema, onychomycosis (tinea unguium or ringworm of the nails),



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Outcome 1: Be able to prepare for pedicure treatments (continued)

onychoptosis, paronychia (felon or whitlow), pterygium.

Aftercare advice: Immediate restrictions following treatment (allow nails time to dry), general foot/nail care maintenance, explanation of products used during treatment and their benefits, further treatment recommendations (deluxe pedicure, artificial nail treatments if appropriate), contra-actions and how to treat, recommended intervals between treatment, retail products recommended for home care, their application and benefits, foot/nail care, advice should reflect the condition of the feet and nails presented and the lifestyle of the client, application of foot lotion, picking of toenails/skin tissue/nail enamel, correct technique for filing nails, the benefits of using a base coat with coloured nail enamel, having regular pedicures, correct footwear and use of foot rasp for hard skin removal.



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Outcome 2: Be able to provide pedicure treatments

Products: Buffing paste, cuticle cream, cuticle remover, exfoliant, foot lotion, foot soak, enamel, top coat, base coat, ridge fillers, nail hardeners, enamel thinner, hygiene spray, paraffin wax, enamel remover, quick dry products, footmask.

Tools: Orangewood sticks, emery boards, nail buffer, cuticle knife, cuticle nippers, pedicure clippers, foot rasp, rubber hoof stick, spatula, nail scissors, paraffin wax application brush.

Equipment: Paraffin wax heater, trolley, bin with liner, cotton wool, jar or vessel for tools, couch or chairs (ensure client's chair is static), pedicure soaking bowl, heated booties, bowls (for cotton wool), cling film/foil (paraffin wax), warm towels.

Treatment techniques:

Preparation – wipe over client's feet with surgical spirit, allow to soak for 5 minutes, remove nail enamel, soak nails and wipe away to free edge, use cuticle stick to remove remaining enamel from cuticle area.

Filing – using emery board working straight across the nail in one direction without filing into the corner of the nail, use of the fine side of emery board for minor filing, rough side for reducing length shape straight across. Nail clippers can also be used if toe nails are long or thick.

Buffing – buffing paste removed from jar with spatula, applied with cuticle stick, buffed from cuticle to free edge, do not overbuff (if buffed finish, complete at end of treatment).

Application of cuticle cream – removed from jar with spatula, applied with cuticle stick, small amount to each nail, massage in circular movements, soak in warm water

with soaking solution.

Application of cuticle remover – decant into bowl, applied with orangewood stick or brush to cuticle area, avoid contact with skin on other areas.

Cuticle work – work around cuticle with tipped orangewood stick in circular movements, use hoof stick to push back cuticles gently, use cuticle knife on each nail to lift away any excess dead cuticle, nail plate should be wet when using cuticle knife, cuticle knife held flat to nail plate avoid scratching nail plate, use cuticle nippers to remove excess cuticle, ensure spring is positioned correctly on cuticle nippers, ensure only dead cuticle removed, wipe away on to tissue, wipe over nails with damp cotton wool to remove excess cuticle remover.

Application of foot lotion – warmed in therapist's hands first, applied from foot to knee, effleurage and petrissage movements applied, flex and extend ankle, support client's leg throughout massage, remove excess foot lotion with enamel remover before applying enamel.

Application of finish – separate toes with tissue, base coat applied, 3-4 brush strokes down the length of the nail, from cuticle to free edge, beginning in the centre then down either side close to the nail wall, nail enamel applied using client's choice (dark, light or French), top coat applied if needed, nail dry spray (spray on to nails away from client and therapist, not too close to nail).

Paraffin wax treatment – beneficial to clients with dry skin, mobility/joint problems, poor circulation, included in treatment after foot lotion applied but before foot and leg massage, paraffin



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Outcome 2: Be able to provide pedicure treatments (continued)

wax should be heated prior to treatment, check wax temperature, prepare foil/cling film pieces/hand towels to wrap feet in, foot lotion/moisturising product applied to skin, paraffin wax decanted into bowl and applied to the feet with a brush, working quickly before wax hardens, applied to all areas of the foot up to ankle, wrapped in cling film or foil and then in towel, left for 10 minutes until heat has subsided.

Foot mask and exfoliant – beneficial to clients with dry skin, removes dead skin cells, general moisturising effect, improved circulation, relieves joint stiffness, added to treatment prior to foot and leg massage, exfoliant is applied to feet and worked in to skin using circular movements, warm towels used to remove excess exfoliant, foot mask then applied, feet wrapped in cling film, heated booties or warm towels wrapped around feet, allow 10 minutes to warm through, mask removed with warm towels, foot lotion then applied, foot and leg massage then carried out.

Evaluation and client satisfaction: Client agreement, client feedback, client objective, results of treatment, recommend future treatments, record adjustments for next treatment, accurately record details on record card.

Examples of skin and nail diseases and disorders: Overgrown cuticles, dry skin conditions, muscular aches and pains, increased curvature (spoon nails), corrugations, black streaks, beau's lines or transverse ridges, hang nails, bruised nails, blue nails, egg shell nails, onycholysis, furrows, leuchonychia, onychauxis (hypertrophy), onychatrophia (atrophy), onychorrhaxis (split or brittle nails), onychogryposis (ingrown nails), psoriasis,

eczema, onychomycosis (tinea unguium or ringworm of the nails), onychoptosis, paronychia (felon or whitlow), pterygium.

Massage mediums: Massage oil, massage cream, foot lotion.

Massage movements: Effleurage, tapotement, petrissage and friction.

Benefits of massage during pedicure: Increased circulation and lymph flow, joint mobility, improved warmth and colour to the skin.

Structure of the nail: Nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, lateral fold, process of nail growth (formation, rate, factors affecting growth), nail thickness, effects of damage, functions (protection of toes).

Skin:

Epidermis – basal cell layer (stratum germinativum), prickle cell layer (stratum spinosum), granular layer (stratum granulosum), clear layer (stratum lucidum), horny layer (stratum corneum).

Dermis – blood and lymph supply, fibroblasts (collagen, elastin), hair, sebaceous glands, arrector pili muscle, dermal papilla, sweat glands (eccrine and apocrine), sensory nerve endings.

Hypodermis – subcutaneous layer, adipose tissue, adipocytes.

Functions of the skin – protection, heat regulation, absorption, secretion, elimination, sensation, formation of Vitamin D, melanin production, process of keratinisation.

Muscles of the lower leg and foot: Gastrocnemius, soleus, tibialis anterior,



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Outcome 2: Be able to provide pedicure treatments (continued)

peroneus longus, flexor digitorum longus, extensor digitorum longus, tendon of Achilles.

Bones of the lower leg and foot:

Tibia, fibula, tarsals (talus, calcaneus, navicular, cuneiform, cuboid), metatarsals, phalanges.

Arteries and veins of the lower leg and foot: Iliac arteries, popliteal artery, anterior and posterior tibial arteries.

Structure and function of the lymphatic vessels of the lower leg and foot:

Popliteal lymphatic nodes, lymphatic capillaries, lymphatic vessels.

UV20437

Apply make-up

This unit is about providing make-up for a variety of occasions, including day, evening and special occasions. You will be able to work with a variety of skin types and apply a wide range of make-up products to different skin tones and age groups. You will need to maintain effective health, safety and hygiene throughout your work.

Level

2

Credit value

5

GLH

41

Observation(s)

3

External paper(s)

2



Apply make-up

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for make-up application
2. Be able to apply make-up

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

Maximum service times

The following maximum service times apply to this unit:

Day make-up	30 minutes
Evening make-up	45 minutes
Special occasion make-up (e.g. bridal)	45 minutes



Observations

Outcome 1

Be able to prepare for make-up application

You can:

- a. Prepare yourself, client and work area for make-up
- b. Use suitable consultation techniques to identify treatment objectives
- c. Carry out a skin analysis
- d. Provide clear recommendations to the client
- e. Select products, tools and equipment to suit client treatment needs, skin types and conditions

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to apply make-up

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit clients treatment needs, skin type and conditions
- e. Complete the treatment to the satisfaction of the client to suit a range of occasions
- f. Record the results of the treatment
- g. Provide suitable aftercare advice

**May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with a minimum of 1 of the necessary actions	Portfolio reference
Encouraging clients to seek medical advice	
Explaining why the service cannot be carried out	
Modification of the service	
Applied make-up to all client age groups	Portfolio reference
16-30	
31-50	
Over 50	
Identified all client skin types	Portfolio reference
Oily	
Dry	
Combination	
Applied make-up for all occasions	Portfolio reference
Day	
Evening	
Special occasion	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



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***You must practically demonstrate that you have:**

Used all make-up products	Portfolio reference
Foundations	
Powders	
Facial bronzing products	
Concealer	
Eyebrow products	
Eyeshadows	
Eyeliners	
Mascara	
Cheek products	
Lip products	
Provided all types of advice	Portfolio reference
Suitable make-up products and their use	
Possible contra-actions and how to deal with them	
Suitable make-up re-application techniques	
Suitable make-up removal techniques	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 1

Be able to prepare for make-up application

You can:	Portfolio reference / Assessor initials*
f. Describe workplace requirements for preparing yourself, the client and work area	
g. State the environmental conditions suitable for make-up	
h. Describe different consultation techniques used to identify treatment objectives	
i. Explain the importance of carrying out a detailed skin analysis	
j. Describe how to select products, tools and equipment to suit client treatment needs, skin types and conditions	
k. Describe how to identify skin types, conditions and characteristics	
l. Describe the contra-indications which prevent or restrict make-up application	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to apply make-up

You can:	Portfolio reference / Assessor initials*
h. State how to communicate and behave in a professional manner	
i. Describe health and safety working practices	
j. State the importance of positioning yourself and the client correctly throughout the treatment	
k. State the importance of using products, tools, equipment and techniques to suit clients treatment needs, skin type and conditions	
l. Explain how to use corrective methods to suit client treatment needs, skin types and conditions	
m. State the contra-actions that may occur during and following treatments and how to respond	
n. State the importance of completing the treatment to the satisfaction of the client	
o. State the importance of completing treatment records	
p. State the aftercare advice that should be provided	
q. Describe the structure and functions of the skin	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2 (continued)

Be able to apply make-up

You can:	Portfolio reference / Assessor initials*
r. Describe diseases and disorders of the skin	
s. Explain how natural ageing, lifestyle and environmental factors affect the condition of the skin and muscle tone	
t. State the position and action of the muscles of the head, neck and shoulders	
u. State the names and position of the bones of the head, neck and shoulders	
v. Describe the structure and function of the blood and lymphatic system for the head, neck and shoulders	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare for make-up application

Management of health and safety

at work: Cleaning up spillages, report slippery surfaces, remove/report obstacles, good all round access to trolleys and equipment, sterilise or disinfect tools, equipment, work surfaces, personal protective equipment.

Manual handling – moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

Towels – clean for every client, dirty towels in covered bin.

Liability insurance – employers, public, professional indemnity.

Reporting of injuries, diseases and dangerous occurrences regulations – accident book, reporting diseases, local byelaws, code of conduct, risk assessment.

Control of substances hazardous to health regulations – replace lids, ventilation for vapour and dust, avoid overexposure to chemicals, correct use of chemicals, follow storage handling use and disposal, correct disposal of contaminated waste, products, check end date, packaging, store away from heat, damp and direct sunlight, dispose of contaminated waste in a closed top bin, relevant manufacturer's instructions, no smoking, eating, drinking.

Health and safety legislation: Data protection, electricity at work, employers liability (compulsory insurance), fire precautions, first aid at work, health

and safety at work, local government miscellaneous provisions, occupiers liability, local byelaws.

Regulations: Control of substances hazardous to health regulations, management of health and safety at work, manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare) regulations.

Hazards and risks: A hazard is something that has the potential to cause harm, a risk is the likelihood of a hazard happening.

Employer responsibility: Current and valid liability insurance, display health and safety rules (covering staff, employees, clients, fire evacuation), provide regular training, accurate record keeping, monitoring.

Equipment – only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance, correct disposal of waste, records.

Security (cash): Staff training, point of sale, regular banking, in transit.

Security (people): Staff, clients, visitors, children, personal belongings, systems security, emergency evacuation, storage, client records, business information.

Reasons for risk assessment: Staff, visitor, client health and safety, safe environment, minimising hazards and risks, requirement of legislation.



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Outcome 1: Be able to prepare for make-up application (continued)

Hygiene:

General – sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist hands before and after treatments, sanitise with sprays and gels, clean towels between client, dirty towels in covered bin, disposable towels, dispense products with a spatula, pump or spray, disposables used wherever possible, no smoking, personal hygiene, replace loose lids, uncapped bottle and pots.

Disinfection – heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

Disposal of waste – single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

Therapist posture and deportment:

Correct posture when sitting, correct posture with lifting, correct posture when carrying, working methods to avoid Repetitive Strain Injury (RSI), hand exercises, standing posture, even weight distribution, client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure therapist positioning delivers appropriate techniques, appropriate space between client and therapist, prevent injury, optimum results, allow for visual checks.

Work area: Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

Client preparation: Protect client clothing, client comfort, privacy, modesty, client positioned correctly.

Communication:

Verbal – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Non-verbal – eye contact, body language, listening.

Record keeping: Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, contra-indications, signatures, refer to existing records, information clear and accurate, logical order, name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirement, treatment plan, update record at the end of the treatment, update at each visit, records maintained electronically, paper records.

Professional appearance: Clean professional uniform, no jewellery, no piercings, hair (neatly tied back, fringe secured), closed in footwear, make-up (light day make-up), personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained).

Professional ethical conduct: Polite, cheerful and friendly manner, friendly facial expressions, positive attitude, eye contact, open body language, client relations, confidentiality, respect for colleagues and competitors, avoid gossip, pride in work, punctuality, employer and client loyalty.



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Outcome 1: Be able to prepare for make-up application (continued)

Consultation techniques: Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, manual, listen, client card reference. Use a range of terminology related to make-up application.

Planning: Tools and equipment, brushes, make-up kit, foundations, concealer, powder, blusher (cream and powder), eyeshadow (cream and powder), mascara, eyepencil, liquid liner, lip liner, lipstick, lipgloss, corrective make-up/coloured concealer (green, lilac).

Examples of contra-indications that may prevent treatment: Severe skin conditions, eye infections, conjunctivitis, bacterial disorders (impetigo), viral (herpes simplex), fungal (tinea, inflammation or swelling of the skin, undiagnosed lumps or swellings, severe acne, boils, herpes zoster, warts), parasitic infections (pediculosis, scabies), positive patch test, hypersensitive skin, severe bruising, cuts and abrasions.

Examples of contra-indications that may restrict treatment: Minor bruising, recent scar tissue, minor eczema, minor psoriasis, minor inflammation of the skin, facial piercing, styes, watery eyes.

Equipment tools and products: Foundations, concealer, powder, blusher (cream and powder), eyeshadow (cream and powder), mascara, eyepencil, liquid liner, lip liner, lipstick, lipgloss, corrective make-up/coloured concealer (green, lilac), brushes, applicators.

Skin analysis: Carried out using magnifying lamp, protect eyes, check all areas of the face and neck for skin type, skin conditions and characteristics, record

results on record card, treatment plan, most suitable treatment, suitable products, prevent worsening of conditions, accurate aftercare advice, future treatment needs.

Skin types: Normal, oily, dry.

Skin conditions: Mature, sensitive, dehydrated.

Examples of skin imperfections: Broken capillaries, pustules, papules, milia, comedones, open pores, fine lines and wrinkles.

Skin characteristics:

Sensitive – often pale skins, dry, colour easily, redness, react to products.

Dehydrated – normal sebaceous secretions but still flaky, tight.

Mature – loss of elasticity, lose muscle tone, wrinkles.

Normal – fine texture, no visible pores, smooth, supple, flexible.

Oily – shiny, slight thickening, sallow, coarse texture, enlarged pores, congestion, comedones.

Combination – combination of two or more skin types, usually oily T-zone, normal or dry on cheeks.

Dry – lacks moisture, dry to touch, flakiness, fine texture, thin, tight, small pores, broken capillaries, ageing.



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Outcome 2: Be able to apply make-up

Cleanser: Applied using effleurage movements, removed with damp cotton wool.

Toner: Applied using effleurage movements on damp cotton wool.

Moisturiser: Applied using effleurage movements in an upward direction, gives a good base for make-up.

Foundation: Brush/sponge applied to the centre of the face and blended out to sides of the face.

Concealer: Stick compact, liquid, brush application and blended with stippling action.

Blusher: Cream applied with sponge, powder with brush, to give warmth and contour the face.

Eyeshadow: Cream applied with sponge, powder with brush, disposable applicator.

Mascara: Disposable mascara wand for each entry into mascara container to enhance the eyes.

Eyepencil/lip pencil: Must be sharpened before application, used for definition.

Liquid liner: Disposable fine brush for each entry into liquid liner container.

Lipstick: Cut out method for hygiene, clean sterile brush or disposable brush for application (gives the lip colour).

Lipgloss: Cut out method for hygiene, clean sterile brush or disposable brush for application, to add shine to the lips.

Make-up occasions: Day make-up suitable for daytime use to suit the client's age, evening, party, special occasion, wedding, prom.

Corrective techniques: Highlighting, shading, colour correction, client face shape, corrective eye make-up, lip shape, explain how and why each product is used.

Evaluation: Client expectations, client objectives, satisfaction.

Examples of possible contra-actions that may occur during or after

treatment: Excessive perspiration, adverse skin reaction, watery eyes, excessive erythema.

Allergic reaction to eye products – sensitivity or burning sensation (remove all products immediately, use eye bath to flush eye, seek medical advice if necessary, maintain records).

Allergic reaction to make-up products – redness, itching, swelling, rash, burning or stinging, blistering (remove make-up/product immediately, with suitable remover, clean area with water, seek medical advice if necessary, maintain records).

Aftercare advice:

Removal of eye make-up – remover on a cotton bud, circular movements from the outer corner of the eye.

Removal of skin make-up – cleanse, tone, moisturise.

Home care advice – retail products, make-up ranges for skin tone, colour, type, application techniques for home care products and re-application of make-up can be discussed and demonstrated.

Skin:

Epidermis – basal cell layer (stratum germinativum), prickle cell layer (stratum spinosum), granular layer (stratum granulosum), clear layer (stratum lucidum),



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Outcome 2: Be able to apply make-up (continued)

horny layer (stratum corneum).

Dermis – blood and lymph supply, fibroblasts (collagen), elastin, hair, sebaceous glands, arrector pili muscle, dermal papilla, sweat glands eccrine and apocrine, sensory nerve endings.

Hypodermis – subcutaneous layer, adipose tissue, adipocytes.

Functions of the skin – protection, heat regulation, absorption, secretion, elimination, sensation, formation of Vitamin D, melanin production, process of keratinisation.

Position of major facial bones: Frontal (forehead), zygomatic (cheek), nasal (nose), mandible (lower jaw), maxillae (upper jaw).

Example of diseases and disorders of the skin: Fungal, bacterial and viral skin diseases, milia (pocket of sebum trapped under the skin), hyper-pigmentation (chloasma), hypo-pigmentation (vitiligo), comedone (blackhead), keloid (raised scar tissue), dark circles, open pores, pustules (yellowish topped, small, pus filled lesions), papules (solid elevation of skin with no visible fluid), broken capillaries (red veins visible through the skin).

Muscles of the head neck and shoulders: Sternocleidomastoid, platysma, buccinator, orbicularis oris, orbicularis oculi, mentalis, corrugator, frontalis.

Bones of the head neck and shoulders: Frontal, parietal, temporal, occipital, zygomatic, maxillae, mandible, cervical vertebrae, clavicle, scapula.

Functions of blood: Transport, regulation, protection.

Arteries – internal and external carotid, occipital, temporal, facial.

Veins – internal and external jugular, occipital, temporal, subclavian.

Circulation – heart, pulmonary circulation, capillaries, systemic circulation.

Functions of the lymphatic system: Fluid distribution, fighting infection, transport of fat.

Functions of lymph nodes: Filter toxins, clean lymphatic fluid, antibodies and antitoxins, produce lymphocytes.

Position of lymph nodes: Occipital, mastoid, superficial cervical, deep cervical, parotid, buccal, submental, submandibular.

Ageing process: Loss of elasticity, dryness of skin, cell regeneration slows, thinning of skin, broken capillaries, slack muscle tone, poor circulation, waste product removal slows, less fatty tissue, irregular pigmentation.

Lifestyle factors that affect skin:

Occupation, diet and fluid intake, sleep patterns, smoking, exercise, hobbies, home situation, stress levels, medication, illness, premature ageing, lack of effective skin care.

Notes

Use this area for notes and diagrams



UV20419

Provide eyelash and eyebrow treatments

This unit is about providing eyelash and brow treatments. It covers the use of a variety of consultation techniques to establish the treatment outcomes required.

You will be able to provide eyebrow shaping, and eyebrow and eyelash tinting treatments for clients with different colouring characteristics.

Level

2

Credit value

4

GLH

36

Observation(s)

3

External paper(s)

1



Provide eyelash and eyebrow treatments

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for eyelash and eyebrow treatments
2. Be able to provide eyelash and eyebrow treatments

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

The following maximum service times apply to this unit:

Eyebrow shape	15 minutes
Eyebrow tint	10 minutes
Eyelash tint	20 minutes

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to prepare for eyelash and eyebrow treatments

You can:

- a. Prepare yourself, the client and work area for eyelash and eyebrow treatments
- b. Use suitable consultation techniques to identify treatment objectives
- c. Interpret and accurately record the results of tests carried out prior to treatments
- d. Provide clear recommendations to the client
- e. Select products, tools and equipment to suit client treatment needs

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to provide eyelash and eyebrow treatments

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and the client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit client treatment needs
- e. Complete the treatment to the satisfaction of the client
- f. Record the results of the treatment
- g. Provide suitable aftercare advice

*May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with a minimum of 1 necessary action	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modifying the treatment	
Covered all types of eyebrow shaping	Portfolio reference
Total reshape of brow	
Maintenance of original brow shape	
Worked with a minimum of 2 colouring characteristics	Portfolio reference
Fair	
Red	
Dark	
White	
Given all types of advice	Portfolio reference
Avoidance of activities which may cause contra-actions	
Recommended time intervals between treatments	
Suitable home care products and their use	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to prepare for eyelash and eyebrow treatments

You can:	Portfolio reference / Assessor initials*
f. Describe salon requirements for preparing yourself, the client and work area	
g. Describe the environmental conditions suitable for eyelash and eyebrow treatments	
h. Describe different consultation techniques used to identify treatment objectives	
i. Describe the types of tests that are carried out before providing eyelash and eyebrow treatments	
j. State the importance of carrying out tests prior to the treatment and accurately recording the results	
k. Describe the contra-indications that prevent or restrict eyelash and eyebrow treatments	
l. Describe how to select products, tools and equipment to suit client treatment needs	
m. Describe the types of eyelash and eyebrow treatments available and their benefits	
n. Outline the types of tests that are carried out before providing an eyelash and eyebrow tinting treatment	
o. State the importance of assessing facial characteristics prior to carrying out eyelash and eyebrow treatments	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to provide eyelash and eyebrow treatments

You can:	Portfolio reference / Assessor initials*
h. State how to communicate and behave in a professional manner	
i. Describe health and safety working practices	
j. Explain the importance of positioning yourself and the client correctly throughout the treatment	
k. Explain the importance of using products, tools, equipment and techniques to suit client treatment needs	
l. Describe how treatments can be adapted to suit client treatment needs and facial characteristics	
m. Describe the normal reaction of the skin to eyebrow shaping treatments	
n. State the contra-actions that may occur during and following treatments and how to respond	
o. Describe the chemical reaction which creates the tinting effect	
p. State the importance of completing the treatment to the satisfaction of the client	
q. State the importance of completing treatment records	
r. State the aftercare advice that should be provided	
s. Describe the structure and function of the skin and hair	
t. Describe diseases and disorders of the skin and hair	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare for eyelash and eyebrow treatments

Management of health and safety at work: Clean up spillages, report slippery surfaces, remove/report obstacles, ensure good all round access to trolleys and equipment, sterilise/disinfect tools, equipment and work surfaces, wear personal protective equipment.

Manual handling – moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

Towels – clean for every client, place dirty towels in covered bin.

Liability insurance – employers, public, professional indemnity.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, local byelaws, code of conduct, risk assessment.

Control of substances hazardous to health – replace lids, ensure ventilation for vapour and dust, avoid overexposure to chemicals, use chemicals correctly, follow storage handling use and disposal, correctly dispose of contaminated waste/products (in a closed top bin), check end date on packaging, store away from heat, damp and direct sunlight, follow relevant manufacturer's instructions, no smoking, eating or drinking.

Health and safety legislation: Data protection, electricity at work, employers' liability (compulsory insurance), fire precautions, first aid at work, health and safety at work, local government

miscellaneous provisions, occupiers' liability, local byelaws.

Regulations: Control of substances hazardous to health, management of health and safety at work, manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare).

Hazards and risks: A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

Employer responsibility: Current and valid liability insurance, display health and safety rules (covering staff, employees, clients and fire evacuation), provide regular training, accurate record keeping, monitoring.

Hazards: Something with potential to cause harm, requiring immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

Equipment – only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance, correct disposal of contaminated waste, records.

Security (cash): Staff training, point of sale, regular banking, in transit.

Security (people): Staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage, client records, business information).



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Outcome 1: Be able to prepare for eyelash and eyebrow treatments (continued)

Risk: Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who/what is at risk, level of risk, interpret results, conclusions, record findings, regular reviews.

Reasons for risk assessment: Staff, visitors, client health and safety, safe environment, minimise hazards and risks, requirement of legislation.

Hygiene:

General – sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, place dirty towels in covered bin, use disposable towels, dispense products with a spatula, pump or spray, use disposables wherever possible, no smoking, personal hygiene, replace loose lids, uncapped bottles and pots.

Sterilisation – (tweezers) autoclave, glass bead, chemical, UV cabinet for storage only.

Disinfection – heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

Disposal of waste – single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

Therapist posture and deportment:

Correct posture when sitting, lifting and carrying, working methods to avoid Repetitive Strain Injury (RSI), hand exercises, standing posture, even weight distribution, client comfort, maintain modesty, client correctly positioned to get

maximum benefit from treatment, ensure technician positioning delivers appropriate techniques, appropriate space between client and technician, prevent injury, optimum results, allow for visual checks.

Work area: Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

Client preparation: Protect client clothing, ensure client positioned correctly and comfortable, respect privacy and modest, remove contact lenses, remove eye make-up.

Communication:

Verbal – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Non-verbal – eye contact, body language, listening.

Record keeping: Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, contra-indications, signatures, refer to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirements, treatment plan), update record at the end of the treatment, update at each visit, maintained electronically, paper records.



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Outcome 1: Be able to prepare for eyelash and eyebrow treatments (continued)

Professional appearance: Clean professional uniform, closed in footwear, no jewellery, no piercings, hair (neatly tied back, fringe secured), light day make-up, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained).

Professional ethical conduct: Polite, cheerful and friendly manner (friendly facial expressions, positive attitude, eye contact, open body language), client relations, confidentiality, respect for colleagues and competitors, avoid gossip, take pride in work, punctuality, employer and client loyalty.

Consultation techniques: Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, manual, listen, client card reference.

Treatment objectives: Enhance appearance of lashes/brows, add colour, shape, client agreement, realistic outcome, additional services, client needs and suitability, duration, cost.

Recommendations to client: Explain treatment process, expected sensations, skin reaction, outcomes, further treatments to enhance lash and brow appearance, agree colour selection for lash and brow tinting, agree shape for eyebrow shaping.

Skin sensitivity tests: Eyelash/eyebrow tinting, tint activated with peroxide, 24-48 hours before treatment, record results of patch test, record all products used and site of patch test, client signature and date.

Interpret results of skin sensitivity test:

Positive – red, itchy, irritated, swelling, sore.

Negative – no change to skin.

Patch test techniques: For tinting mix peroxide and tint together and then apply to crook of elbow or behind ear, allow to dry, leave on for a minimum of 24 hours, explain positive and negative reaction, removal of product with damp cotton wool, if positive reaction experienced, record accurately on record card.

Importance of patch test: To prevent allergic reaction on eye area, invalidation of insurance policy if not carried out, always follow manufacturers' instructions.

Products for eyebrow shape: Skin cleanser, soothing/antiseptic lotion.

Products for eyebrow/eyelash tint: Non-oily eye make-up remover, toner, petroleum jelly, tint (all colours), peroxide, skin stain remover.

Tools for eyebrow shape: Sterilised tweezers (slant, claw, pointed), orange stick (for measuring), eyebrow brush/mascara wand, sterilised scissors, eyebrow pencil, eyebrow powder, sharpener, ice pack, skin warming (heated towel, warmed cotton pads).

Tools for eyebrow/lash tinting: Spatula, orangewood stick or brush, mixing bowl, eye pads or eye shields.

Equipment: Headband, towel to protect client, magnifying lamp, eyebath, couch (semi-reclined), trolley, bowl, mirror, disposable gloves, jar or vessel for tweezers, cotton buds, tissues.



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Outcome 1: Be able to prepare for eyelash and eyebrow treatments (continued)

Client treatment needs:

Eyebrow shaping – realistic and achievable to client's natural shape, natural shape (angular, arched, straight, thin, thick), growth pattern (warm towels or cotton pads for strong hair growth or thick eyebrows to minimise discomfort), age of client, cultural factors, fashion, natural shape of brow, face shape, eyebrow pencil or powder to define brows, avoid facial piercings, previous treatments.

Eyebrow/lash tinting – colour requirements, realistic and achievable, age of client, client's normal make-up, hair colour, eye colour, cultural factors and skin tone, avoid facial piercings, previous treatments.

Examples of contra-indications that may prevent treatment: Severe skin conditions, eye infections, conjunctivitis, bacterial infections, inflammation or swelling of the skin around the eye, undiagnosed lumps or swellings, eye diseases and disorders, positive patch test, styes, bruising, allergies to tint and other products used.

Examples of contra-indications that may restrict treatment: Minor bruising, recent scar tissue, minor eczema, minor psoriasis, minor inflammation of the skin, facial piercing.

Benefits (eyebrow shape): Removal of superfluous hair, enhance natural brow, enhance eye make-up, and give definition to the face.

Benefits (eyelash tinting): Add colour, define lashes, lashes appear longer and thicker, holidays and special occasions, clients who do not wear make-up, clients who swim or do sports.

Examples of eyebrow treatments

available: Tinting, shaping (tweezing, waxing, threading).

Examples of eyelash treatments available: Tinting, perming, artificial lashes, single lash extensions.



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Outcome 2: Be able to provide eyelash and eyebrow treatments

Treatment technique (eyebrow shaping):

Measuring – use orangewood stick, measure against inner eye and outer eye, record excess hair.

Cleanse – each brow with skin cleanser, brush brow with mascara wand or eyebrow brush.

Tweezers – stretch skin, remove with hair growth, wipe removed hairs on to tissue/ cotton wool (clinical waste), apply pressure to minimise discomfort.

Soothing antiseptic lotion – damp cotton wool, use ice pack for excessive swelling or erythema, brush brows into shape. Show client result.

Treatment technique (eyebrow tinting):

Petroleum jelly – remove product with spatula, apply with orange stick or disposable brush to skin surrounding brow, apply to both brows, and avoid hair.

Tint – mix 5mm tint with 2-3 drops peroxide, use mixing bowl, mix using brush or orange stick, use immediately (follow manufacturer's instructions).

Application – apply evenly, from root to tip to first eyebrow, apply to second eyebrow.

Removal – remove from first eyebrow with damp cotton wool, wipe outwards, ensure all tint removed, remove tint from second eyebrow, show client result (if not dark enough can be reapplied).

Treatment technique (eyelash tinting):

Petroleum jelly – remove product with spatula, client to open eyes and look up, apply with orangewood stick or disposable brush to skin around lower lashes, apply eye pad or eye shield and repeat on second eye, client to close eyes, apply

to upper eyelid close to roots, avoiding lashes.

Tint application – mix 5mm tint and 2-3 drops of peroxide, apply with brush or orangewood stick, and work from root to tip, even application, process following manufacturer's instructions.

Removal of tint – fold up bottom pad and remove in an outward sweep, use damp cotton wool to remove remaining tint, ensure all tint removed. Show client result.

Evaluation and client satisfaction: Client objective, recommend future treatments, record adjustments for next treatment, repeat business, further recommendations and additional treatments.

Examples of possible contra-actions to tinting:

Chemical entering eye – sensitivity or burning sensation.

Allergic reaction – removal of all products immediately, use of eye bath to flush eye.

Staining caused by tint left on the skin – use skin stain remover, actions taken recorded on record card.

Examples of possible contra-actions to eyebrow shaping: Erythema, redness, bruising, stinging, bleeding, swelling, apply cold compress, medical referral, reactions and actions taken recorded on record card, (normal reaction is redness/minor swelling, apply soothing lotion, apply cold compress).

Normal reactions to eyebrow shaping: Erythema, mild puffiness.

Hair structure: Arrector pili muscle, hair follicle, inner root sheath (Henle's layer, Huxley's layer, cuticle layer), outer root



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Outcome 2: Be able to provide eyelash and eyebrow treatments (continued)

sheath, vitreous membrane, connective tissue sheath, root (bulb, matrix, dermal papilla), sebaceous gland, shaft (medulla cortex, cuticle), hair types (lanugo, vellus, terminal).

Hair functions:

Eyebrows – cushioning, protection, prevention of sweat running into eyes.

Eyelashes – prevention of particles entering eye.

Skin:

Epidermis – basal cell layer (stratum germinativum), prickle cell layer (stratum spinosum), granular layer (stratum granulosum), clear layer (stratum lucidum), horny layer (stratum corneum).

Dermis – blood and lymph supply, fibroblasts (collagen, elastin, hair), sebaceous glands, arrector pili muscle, dermal papilla, sweat glands (eccrine and apocrine), sensory nerve endings.

Hypodermis – subcutaneous layer, adipose tissue, adipocytes.

Functions of the skin – protection, heat regulation, absorption, secretion, elimination, sensation, formation of vitamin D, melanin production, process of keratinisation.

Examples of diseases and disorders of the skin and hair: Conjunctivitis, styes, blepharitis, ringworm, impetigo, boils, scabies, lice, watery eyes, milia, eczema, psoriasis, dermatitis, ingrowing hairs.

Chemical process (tinting): Tint and peroxide mixed, chemical reaction, cuticle scales lifted, small particles of tint pigment enter cortex, pigment particles swell, pigment prevented from releasing from

hair, oxidation process.

Aftercare advice: No make-up (for 12-24 hours), no further eye treatments (for 24 hours), avoid sun and heat, avoid perfumed products. Length of time between treatments eyebrow shape, 2-3 weeks (dependant on hair growth), eyebrow tinting 3-4 weeks, eyelash tint 4-6 weeks. Products to use at home, clear mascara, non-oily make-up remover, soothing antiseptic lotion for eyebrow shaping, gentle removal of make-up around the eye area, further treatment recommendations, contra-actions and how to treat. Record all aftercare advice on record card.

UV20398

Provide facial skin care

In this unit you will learn about maintaining and improving facial skin condition using exfoliation, skin warming, comedone extraction, facial massage, mask treatments and facial moisturising products. You will need to maintain effective health, safety and hygiene procedures throughout your work.

Level

2

Credit value

7

GLH

56

Observations

3

External paper(s)

2



Provide facial skin care

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for facial skin care treatments
2. Be able to provide facial skin care treatments

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

Maximum service times

The following maximum service times apply to this unit:

Facial	60 minutes
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Observations

Outcome 1

Be able to prepare for facial skin care treatments

You can:

- a. Prepare yourself, client and work area for facial skin care treatment
- b. Use suitable consultation techniques to identify treatment objectives
- c. Carry out a skin analysis
- d. Provide clear recommendations to the client
- e. Select products, tools and equipment to suit client treatment needs, skin types and conditions

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to provide facial skin care treatments

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and the client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit client treatment needs, skin type and conditions
- e. Complete the treatment to the satisfaction of the client
- f. Record the results of the treatment
- g. Provide suitable aftercare advice

**May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Used all consultation techniques	Portfolio reference
Questioning	
Manual	
Visual	
Reference to client records	
Carried out a minimum of 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modification of treatment	
Treated all skin types	Portfolio reference
Dry	
Oily	
Combination	
Treated a minimum of 2 skin conditions	Portfolio reference
Mature skin	
Sensitive skin	
Dehydrated skin	
Used all types of equipment	Portfolio reference
Magnifying lamp	
Skin warming devices	
Consumables	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



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***You must practically demonstrate that you have:**

Used all the types of facial products		Portfolio reference
Eye make-up remover		
Cleanser		
Toners		
Exfoliators		
Moisturisers		
Specialised skin products		
Used all massage mediums		Portfolio reference
Oil		
Cream		
Used all massage techniques		Portfolio reference
Effleurage		
Petrissage		
Tapotement		
Used all the mask treatments		Portfolio reference
Setting		
Non-setting		
Provided all types of advice		Portfolio reference
Suitable aftercare products and their use		
Avoidance of activities which may cause contra-actions		
Recommended time intervals inbetween facial treatments		
Home care routines		

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external papers will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 1

Be able to prepare for facial skin care treatments

You can:	Portfolio reference / Assessor initials*
f. Describe salon requirements for preparing yourself, the client and work area	
g. State the environmental conditions suitable for facial skin care treatments	
h. Describe different consultation techniques used to identify treatment objectives	
i. State the importance of carrying out a detailed skin analysis	
j. Describe how to select products, tools and equipment to suit client treatment needs, skin types and conditions	
k. Identify skin types, conditions and characteristics	
l. Describe the contra-indications which prevent or restrict facial treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to provide facial skin care treatments

You can:	Portfolio reference / Assessor initials*
h. State how to communicate and behave in a professional manner	
i. Describe health and safety working practices	
j. State the importance of positioning yourself and the client correctly throughout the treatment	
k. State the importance of using products, tools, equipment and techniques to suit clients treatment needs, skin type and conditions	
l. Describe how treatments can be adapted to suit client treatment needs, skin types and conditions	
m. State the contra-actions that may occur during and following treatments and how to respond	
n. State the importance of completing the treatment to the satisfaction of the client	
o. State the importance of completing treatment records	
p. State the aftercare advice that should be provided	
q. Describe the structure and functions of the skin	
r. Describe diseases and disorders of the skin	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2 (continued)

Be able to provide facial skin care treatments

You can:	Portfolio reference / Assessor initials*
s. Explain how natural ageing, lifestyle and environmental factors affect the condition of the skin and muscle tone	
t. State the position and action of the muscles of the head, neck and shoulders	
u. State the names and position of the bones of the head, neck and shoulders	
v. Describe the structure and function of the blood and lymphatic system for the head, neck and shoulders	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare for facial skin care treatments

Management of health and safety at work:

Clean up spillages, report slippery surfaces, remove/report obstacles, good all round access to trolleys and equipment, sterilise or disinfect tools, equipment, work surfaces, personal protective equipment.

Electricity at work: Checking/visual check of equipment, no trailing wires, portable appliance testing.

Manual handling: Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

Towels: Clean for every client, dirty towels in covered bin.

Liability insurance: Employers, public, professional indemnity.

Reporting of injuries, diseases and dangerous occurrences: Accident book, reporting diseases, local byelaws, code of conduct, risk assessment.

Control of substances hazardous to health: Replace lids, ventilation for vapour and dust, avoid overexposure to chemicals, correct use of chemicals, follow storage handling use and disposal, correct disposal of contaminated waste, products, check end date, packaging, store away from heat, damp and direct sunlight, dispose of contaminated waste in a closed top bin, relevant manufacturer's instructions, no smoking, eating, drinking.

Health and safety: Data protection legislation, electricity at work, employer's liability (compulsory insurance), fire

precautions, first aid at work, health and safety at work, local government miscellaneous provisions, occupier's liability, local byelaws.

Regulations: Control of substances hazardous to health, management of health and safety at work, manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare).

Hazards and risks: A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

Employer responsibility: Current and valid liability insurance, display health and safety rules covering staff, employees, clients, fire evacuation, provide regular training, accurate record keeping, monitoring.

Hazards: Something with potential to cause harm, requiring immediate legislation, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

Equipment: Only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance, portable appliance testing, correct disposal of contaminated waste, records.

Security (cash): Staff training, point of sale, regular banking, in transit.

Security (people): Staff, clients, visitors, children, personal belongings, systems,



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Outcome 1: Be able to prepare for facial skin care treatments (continued)

security, emergency evacuation, storage, client records, business information.

Risk: Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who, what, level of risk, interpret results, conclusions, record findings, regular reviews.

Reasons for risk assessment: Staff, visitors, client health and safety, safe environment, minimise hazards and risks, requirement of legislation.

Hygiene:

General – sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist hands before and after treatments, sanitise with sprays and gels, clean towels between client, dirty towels in covered bin, disposable towels, dispense products with a spatula, pump or spray, disposables used wherever possible, no smoking, personal hygiene, replace loose lids, uncapped bottles and pots.

Sterilisation – (comedone extractor) autoclave, glass bead, chemical, UV cabinet for storage only.

Disinfection – heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

Disposal of waste: Single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

Therapist posture and deportment:

Correct posture when sitting, correct posture with lifting, correct posture when carrying, working methods to avoid Repetitive Strain Injury (RSI), hand

exercises, standing posture, even weight distribution, client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure therapist positioning delivers appropriate techniques, appropriate space between client and therapist, prevent injury, optimum results, allow for visual checks.

Work area: Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

Client preparation: Protect client clothing, client comfort, privacy, modesty, client positioned correctly.

Communication:

Verbal – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Non-verbal – eye contact, body language, listening.

Record keeping: Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, signatures, refer to existing records, information clear and accurate, logical order, name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirement, treatment plan, update record at the end of the treatment, update at each visit, records maintained electronically, paper records.



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Outcome 1: Be able to prepare for facial skin care treatments (continued)

Professional appearance: Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, make-up (light day make-up), personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant/antiperspirant), oral hygiene (clean teeth), fresh breath, nails (good condition and maintained).

Professional ethical conduct: Polite, cheerful and friendly manner (friendly facial expressions, positive attitude, eye contact, open body language), client relations, confidentiality, respect for colleagues and competitors, avoid gossip, pride in work, punctuality, employer and client loyalty.

Consultation techniques: Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, manual, listen, client card reference.

Treatment objectives: Improved skin condition, lymphatic drainage, relaxation, client needs and suitability, realistic outcome, client agreement, duration and frequency of treatments, further treatments.

Skin analysis: Carry out using magnifying lamp, protect eyes, check all areas of the face and neck for skin type, skin conditions and characteristics, record results on record card, treatment plan, most suitable treatment, suitable products, prevent worsening of conditions, accurate aftercare advice, future treatment needs.

Skin types: Normal, oily, dry.

Skin conditions: Mature, sensitive, dehydrated.

Examples of skin imperfections: Broken capillaries, pustules, papules, milia, comedones, open pores, fine lines and wrinkles.

Skin characteristics:

Sensitive – often pale skin, dry, colour easily, redness, react to products.

Dehydrated – normal sebaceous secretions but still flaky, tight.

Mature – loss of elasticity, loose muscle tone, wrinkles.

Normal – fine texture, no visible pores, smooth, supple, flexible.

Oily – shiny, slight thickening, sallow, coarse texture, enlarged pores, congestion, comedones.

Combination – combination of two or more skin types, usually oily T-zone, normal or dry on cheeks.

Dry – lacks moisture, dry to touch, flakiness, fine texture, thin, tight, small pores, broken capillaries, ageing.

Explain the treatment to the client:

Treatment process, expected sensations, skin reaction, outcomes, further treatments.

Aftercare advice: No make-up for 24 hrs, no further facial treatments for 24 hrs, use cleanser, toner and moisturiser am/pm, eye cream, neck cream, avoid UV light/heat for 24 hrs, drink plenty of water, regular/further treatments.

Cleansing products:

Oily eye make-up remover – to remove waterproof mascara, oil based make-up.

Non-oily eye make-up remover – sensitive eyes, false lashes.

Cleansing milk – dry/sensitive/normal/combination skin.

Cleansing cream – ultra dry skin, deep cleansing.



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Outcome 1: Be able to prepare for facial skin care treatments (continued)

Cleansing lotion – oily/congested/combination skin.

Facial wash/cleansing gel – oily skin types, except mature.

Toners:

Toner (freshener) – dry/sensitive/mature.

Toner (astringent) – oily/problem.

Toner (tonic) – normal.

Moisturising products:

Moisturiser – day cream, night cream, product designed for skin type.

Eye creams – mature skin/apply to crow's feet.

Eye gel – cooling/soothing.

Neck creams – dry/mature skin.

Exfoliating products:

Mechanical – facial brush/brush cleanse machine.

Scrub/grains – uses natural products (e.g. nuts) or cereals (e.g. porridge).

Clay – gentler to skin.

Awareness of acid peels – glycolic acid, alpha hydroxyl acid, for mature and photo-damaged skin.

Massage mediums – oil, cream, gel.

Setting masks:

Clay masks – can be mixed suitable to skin type.

Peel off masks – choose for skin type.

Thermal masks – normal/oily/problem skins.

Non-setting masks:

Warm oil masks – dry/mature.

Natural masks – ingredients suitable for skin type (examples of possible ingredients – avocado, yoghurt, oats, citrus fruits, eggs, honey, oats).

Cream masks – pre-prepared, suitable for skin type.

Selection process: Choice based on skin type, condition, target areas of treatment.

Main tools: Spatula, facial sponges, mask brush, comedone extractor.

Main types of equipment: Couch/stool/ chair, trolley, steamer, bin with liner, cotton wool, bowl, mirror, magnifying lamp, tissues.

Equipment: Checked for damage, dials, leads and plugs checked (no trailing wires), stay with client, always follow manufacturer's instructions.

Environmental conditions:

Heating – warm.

Lighting – soft.

Noise level and music selection – relaxing/calming.

Ventilation – sufficient air, pleasant aroma.

Work area – client comfort, privacy, clean and hygienic.

Examples of contra-indications that may prevent treatment: Skin disorders such as bacterial (impetigo), viral (herpes simplex), fungal (tinea), systemic medical conditions, conjunctivitis, severe skin conditions and eye infections, acne, boils and herpes (zoster and warts), parasitic infections (e.g. scabies), known allergies.

Examples of contra-indications that may restrict treatment: Recent scar tissue, eczema, psoriasis, hyper-keratosis, skin



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Outcome 1: Be able to prepare for facial skin care treatments (continued)

allergies, cuts, abrasion, bruising, styes.

Examples of possible contra-indications to steaming: Vascular skin disorders, respiratory problems, claustrophobia, broken capillaries, diabetes (loss of sensation).



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Outcome 2: Be able to provide facial skin care treatments

Client treatment needs: Deep cleansing, treat skin conditions, comedone removal, improve skin condition, appearance, relaxation.

Treatment techniques:

Steam – pre-heat steamer before use, protect client's eyes, protect areas of broken capillaries with damp cotton wool, client semi-reclined, minimum distance 30cm, further away for more sensitive skins, timing dependant on skin type, follow manufacturer's instructions.

Extraction – therapist to wear disposable gloves.

Comedone extractor – should be sterilised before use, use loop end and apply gentle pressure around comedone, wipe away with damp cotton wool.

Finger extraction – wrap in tissue/damp cotton wool and apply gentle pressure with index fingers around comedone, wipe away with damp cotton wool.

Mask application – apply with brush, choose relevant to skin type, protect client's eyes, apply to face and neck, timing dependant on skin type (more sensitive skins less time, oily skins longer) mask type, client comfort, manufacturer's instructions, remove with damp sponges and warm water.

Evaluation and client satisfaction:

Agree result verbally and written through client feedback on record card, client objective, results of treatment, before and after photos, future treatments, record adjustments for next treatment.

Possible contra-actions:

Excessive erythema – apply cold compress, if the condition persists, client to

seek medical advice.

Allergic reaction – remove product immediately, apply cold compress, if the condition persists, client to seek medical advice.

Skin blemishes – do not pick, continue with home care to improve skin condition, maintain high levels of hygiene.

Skin:

Epidermis – basal cell layer (stratum germinativum), prickle cell layer (stratum spinosum), granular layer (stratum granulosum), clear layer (stratum lucidum), horny layer (stratum corneum).

Dermis – blood and lymph supply, fibroblasts, collagen, elastin, hair, sebaceous glands, arrector pili muscle, dermal papilla, sweat glands (eccrine and apocrine), sensory nerve endings.

Hypodermis – subcutaneous layer, adipose tissue, adipocytes.

Functions of the skin – protection, heat regulation, absorption, secretion, elimination, sensation, formation of Vitamin D, melanin production, process of keratinisation.

Bones:

Position of bones – shoulder girdle, clavicle, scapula, skull (frontal, occipital, parietal, sphenoid, ethmoid, temporal, nasal, zygomatic, maxilla, mandible, lacrimal, turbinator, palatine, vomer, hyoid).

Skeletal functions – support, joints, movement, protection, attachment, mineral source, blood cell formation.



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Outcome 2: Be able to provide facial skin care treatments (continued)

Muscles:

Muscle functions – contraction, relaxation, attachment, movement.

Muscles of the head, face, neck – buccinator, corrugator, depressor labii anguli, depressor labii inferioris, frontalis, levator anguli oris, levator labii superioris, levator palpebrae superioris, levator scapulae, masseter, mentalis, nasalis, occipitalis, orbicularis oculi, platysma, procerus, pterygoids, risorius, sternocleidomastoid, temporalis, zygomaticus.

Circulatory system:

Functions of blood – transport, regulation, protection.

Arteries – internal and external carotid, occipital, temporal, facial.

Veins – internal and external jugular, occipital, temporal, subclavian.

Blood composition – erythrocytes, leucocytes, thrombocytes, plasma.

Circulation – heart, pulmonary circulation, capillaries, systemic circulation.

Lymphatic system:

Functions of the lymphatic system – fluid distribution, fighting infection, transport of fat.

Functions of lymph nodes – filter toxins, clean lymphatic fluid, antibodies and antitoxins, produce lymphocytes.

Position of lymph nodes – occipital, mastoid, superficial cervical, deep cervical, parotid, buccal, submental, submandibular.

Examples of diseases and disorders of the skin: Impetigo, conjunctivitis, styes, boils, carbuncles, herpes simplex, herpes

zoster, scabies, pediculosis, tinea corporis, milia, eczema, psoriasis, dermatitis, acne vulgaris, acne rosacea, cysts, moles, skin tags, keloid scar, malignant melanoma/carcinoma, urticaria, seborrhoea, hyper-pigmentation, hypo-pigmentation, dermatosis papulosa nigra (DPN), vitiligo, naevi, xanthomas.

Ageing process: Loss of elasticity, dryness of skin, cell regeneration slows, thinning of skin, broken capillaries, slack muscle tone, poor circulation, waste product removal slows, less fatty tissue, irregular pigmentation.

Lifestyle factors that affect skin:

Occupation, diet and fluid intake, sleep patterns, smoking, exercise, hobbies, home situation, stress levels, medication, illness, premature ageing, lack of effective skin care.

Notes

Use this area for making notes and drawing diagrams



UV20418

Remove hair using waxing techniques

This unit is about removing hair using waxing techniques. The areas to be treated include the eyebrows, face, legs, underarm, and bikini line. You will need to be able to consult with the client, and prepare and plan the treatment. You will also need to provide aftercare advice, including the avoidance of certain activities and the use of home care products.

Level

2

Credit value

6

GLH

57

Observation(s)

4

External paper(s)

1



Remove hair using waxing techniques

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for waxing treatments
2. Be able to provide waxing treatments

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least four occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

The following maximum service times apply to this unit:

Eyebrow wax	15 minutes
Underarm wax	15 minutes
Half leg wax	30 minutes
Bikini line wax	15 minutes
Full leg wax	45 minutes
Upper lip wax	10 minutes
Chin wax	10 minutes

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to prepare for waxing treatments

You can:

- a. Prepare yourself, client and work area for a waxing treatment
- b. Use suitable consultation techniques to identify treatment objectives
- c. Carry out necessary tests prior to the treatment
- d. Provide clear recommendations to the client
- e. Select products, tools and equipment to suit client treatment needs

** May be assessed through oral questioning.*

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



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Outcome 2

Be able to provide waxing treatments

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices and industry Code of Practice for Waxing Services
- c. Position yourself and the client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit client's treatment needs, skin type and conditions
- e. Complete the treatment to the satisfaction of the client
- f. Record the results of the treatment
- g. Provide suitable aftercare advice

*May be assessed through oral questioning.

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



Range

*You must practically demonstrate that you have:

Used all consultation techniques		Portfolio reference
Questioning		
Visual		
Manual		
Reference to client records		
Carried out all waxing treatments		Portfolio reference
Eyebrows		
Upper lip		
Chin		
Full leg		
Half leg		
Underarm		
Bikini line		
Dealt with a minimum of 1 necessary action		Portfolio reference
Encouraging the client to seek medical advice		
Explaining why the waxing service cannot be carried out		
Modification of the waxing service		
Used all types of waxing products on the appropriate part of the body		Portfolio reference
Hot wax		
Warm wax		

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



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***You must practically demonstrate that you have:**

Used all work techniques	Portfolio reference
Stretching and manipulating the skin during application and removal	
Speed of product removal	
Direction and angle of removal	
On-going product temperature checks	
Provided all types of advice	Portfolio reference
Avoidance of activities which may cause contra-actions	
Suitable home care products and their use	
Recommended time intervals in between waxing treatments	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



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Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to prepare for waxing treatments

You can:	Portfolio reference/ Assessor initials*
f. Describe salon requirements for preparing yourself, the client and work area	
g. State the environmental conditions suitable for waxing treatments	
h. Describe different consultation techniques used to identify treatment objectives	
i. Describe the types of tests that are carried out prior to waxing treatment	
j. Describe how to select products, tools and equipment to suit client treatment needs	
k. Identify the different types of waxing methods and products available	
l. State the advantages and disadvantages of alternative methods of hair removal	
m. Describe the effects alternative methods of hair removal may have on the skin and waxing treatments	
n. Describe the contra-indications which prevent or restrict waxing treatments	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to provide waxing treatments

You can:	Portfolio reference/ Assessor initials*
h. State how to communicate and behave in a professional manner	
i. Describe health and safety working practices and industry Code of Practice for Waxing Services	
j. State the importance of positioning yourself and the client correctly throughout the treatment	
k. State the importance of using products, tools, equipment and techniques to suit client's treatment needs	
l. Describe how treatments can be adapted to suit client treatment needs, skin types and conditions	
m. State the contra-actions that may occur during and following treatments and how to respond	
n. State the importance of completing the treatment to the satisfaction of the client	
o. State the importance of completing treatment records	
p. State the aftercare advice that should be provided	
q. Describe the structure and functions of the skin	
r. Describe diseases and disorders of the skin	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare for waxing treatments

Management of health and safety at work:

Clean up spillages, report slippery surfaces, remove report obstacles, good all round access to trolleys and equipment, sterilise or disinfect tools, equipment, work surfaces, personal protective equipment.

Electricity at work – checking/visual check of equipment, no trailing wires portable appliance testing.

Manual handling – moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

Towels – clean for every client, dirty towels in covered bin.

Liability insurance – employers, public, professional indemnity.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, local byelaws, code of conduct, risk assessment.

Control of substances hazardous to health – replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, correct use of chemicals, follow storage handling use and disposal, correct disposal of contaminated waste, products, check end date, packaging, store away from heat, damp and direct sunlight, dispose of contaminated waste in a closed top bin, relevant manufacturer's instructions, no smoking, eating or drinking.

Health and safety legislation: Data protection, electricity at work, employer's liability (compulsory insurance), fire

precautions, first aid at work, health and safety at work, local government miscellaneous provisions, occupier's liability, local byelaws.

Regulations: Control of substances hazardous to health, management of health and safety at work, manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare).

Hazards and risks: A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

Employer responsibility: Current and valid liability insurance, display health and safety rules (covering staff, employees, clients), fire evacuation, provide regular training, accurate record keeping, monitoring.

Hazards: Something with potential to cause harm, requiring immediate legislation, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

Equipment: Only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance, portable appliance testing, correct disposal of contaminated waste, records.

Security (cash): Staff training, point of sale, regular banking, in transit.

Security (people): Staff, clients, visitors, children, personal belongings, systems



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Outcome 1: Be able to prepare for waxing treatments (continued)

(security, emergency evacuation, storage, client records, business information).

Risk: Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who, what, level of risk, interpret results, conclusions, record findings, regular reviews.

Reasons for risk assessment: Staff, visitor, client health and safety, safe environment, minimising hazards and risks, requirement of legislation.

Hygiene:

General – sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between client, dirty towels in covered bin, disposable towels, dispense products with a spatula, pump or spray, disposables used wherever possible, no smoking, personal hygiene, replace loose lids, uncapped bottles and pots.

Sterilisation – (tweezers/scissors) autoclave, glass bead, chemical, UV cabinet for storage only.

Disinfection – heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

Disposal of waste: Single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

Therapist posture and deportment:

Correct posture when sitting, correct posture when lifting, correct posture when carrying, working methods to avoid Repetitive Strain Injury (RSI), hand

exercises, standing posture, even weight distribution, client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure therapist positioning delivers appropriate techniques, appropriate space between client and therapist, prevent injury, optimum results, allow for visual checks.

Work area: clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

Client preparation: Protect client clothing, client comfort, privacy, modesty, client positioned correctly.

Communication:

Verbal – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Non-verbal – eye contact, body language, listening.

Record keeping: Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, signatures, refer to existing records, information clear and accurate, logical order, name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirement, treatment plan, update record at the end of the treatment, update at each visit, records maintained electronically, paper records.



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Outcome 1: Be able to prepare for waxing treatments (continued)

Professional appearance: Clean professional uniform, no jewellery, hair neatly tied back, fringe secured, closed in footwear, make-up (light day make-up), personal hygiene and cleanliness (shower bath), cover cuts and abrasions, deodorant or antiperspirant, oral hygiene, clean teeth, fresh breath, nails (good condition and maintained), no piercings.

Professional ethical conduct: Polite, cheerful and friendly manner, friendly facial expressions, positive attitude, eye contact, open body language, client relations, confidentiality, respect for colleagues and competitors, avoid gossip, pride in work, punctuality, employer and client loyalty.

Consultation techniques: Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, manual, listen, client card reference.

Treatment objectives: Client needs and suitability, client agreement, realistic outcome, cost, duration and frequency of treatments, further treatments.

Recommendations to client: Treatment process, expected sensations/skin reaction, outcomes, further treatments.

Aftercare advice:

Avoidance of activities that will cause contra-actions – exercise, swimming, heat treatments, other treatments, UV rays – for 24 hours, avoid perfumed and chemical based products, self tan, restrictive clothing, avoidance of touching area.

Home care advice – products suitable for home care, such as exfoliators to assist with in-growing hairs, skincare products. All aftercare and home care advice should be documented on record card.

Skin sensitivity tests: Sugaring products 24-48 hours before treatment, record results of patch test, client signature and date.

Interpret results of skin sensitivity test:

Positive – red, itchy, irritated, swelling.

Negative – no change to skin.

Patch test techniques: Cleanse area (for example either wrist or ankle), apply and remove each waxing product to the area, leave for a minimum of 24 hours, explain positive and negative reaction, if positive reaction experienced record products used and where on the body they were placed on record card, with date, and advise that treatment cannot be carried out.

Importance of patch test: To prevent allergic reaction, invalidation of insurance policy if not carried out, always follow manufacturer's instructions.



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Outcome 2: Be able to provide waxing treatments

Products: Skin sanitiser, skin cleanser (pre-wax lotion), after wax lotion, powder, hot wax, warm wax, barrier cream (petroleum jelly), wax pot cleaner.

Tools: Spatula, orange stick, tweezers, wax strips, scissors (for trimming), eyebrow brush.

Equipment: Large towel to protect client, couch, stool or chair, trolley, bin with clinical waste liner, cotton wool, bowl, mirror, tissues, couch roll, wax heater, disposable gloves, apron.

Selection process: Choice based on hair type, target areas of treatment, client preference, hot wax most suitable for strong hair growth, warm wax suitable for all areas.

Temperature test: Test on self (on wrist to check heat), use spatula, remove with strip, test on small area of client to check comfortable working temperature prior to starting treatment, check temperature throughout treatment.

Warm wax:

Ingredients – formulation of glucose syrup (or fructose syrup), zinc oxide.

Treatment technique – trim hairs where necessary, working temperature 43°C, cleanse area, applied with spatula (no re-dipping, each spatula inserted into wax pot only once), spatula 45° angle, with the direction of hair growth, strips applied, removed against growth, apply soothing lotion to area, on-going temperature checks.

Hot wax:

Ingredients – formulation of beeswax, azulene, vitamin E.

Treatment technique – working temperature 50°C, area cleansed and dried, talc applied to lift hairs against growth, applied in small sections, waxing with spatula against the hair growth, allow to set, flicking up the edge of wax, removal from flicked up edge against growth, support skin when removing and flicking up edge, regularly check temperature of wax whilst working.

Tweezers: Sterilised, used to remove any stray hairs after treatment, dispose in clinical waste bin.

Working methods – general: Stretch and manipulate the skin during application and removal, speed of removal, direction and angle of removal, on-going product temperature checks.

Equipment: Checked for damage, dials, leads and plugs checked (no trailing wires), check with client throughout for comfort and sensitivity, always follow manufacturers' instructions.

Environmental conditions: Heating (warm), lighting (soft), noise level and music selection (relaxing/calming), ventilation (pleasant aroma), privacy of work area, client comfort, health, safety and hygiene requirements maintained throughout treatment.

Examples of contra-indications that may prevent treatment: Contagious skin diseases, severe skin conditions, severe varicose veins, thin or fragile skin, scar tissue under 6 months old, certain medication (e.g. steroids), heat rash, sunburn, known allergies to products.

Examples of contra-indications that may restrict treatment: Diabetes, moles, infected ingrowing hairs, skin tags,



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Outcome 2: Be able to provide waxing treatments (continued)

medication, self tan products.

Alternative methods of hair removal:

Depilatory creams, threading, shaving, abrasive mitts, electrical razors/shavers.

Depilatory creams:

Advantages – no pain, economical, can be carried out at home, no skill required.

Disadvantages – short term solution, messy, not suitable for all skin types.

Plucking:

Advantages – quick, economical, hairs grow back with tapered end.

Disadvantages – only suitable for small areas.

Threading:

Advantages – quick, economical, small amount of equipment.

Disadvantages – technique more difficult, can break hair, suitable for small areas.

Shaving:

Advantages – quick, can be done at home, no pain, no skill required.

Disadvantages – short term, quick regrowth, bristly re-growth.

Abrasive mitts:

Advantages – exfoliates, quick, economical, no skill required.

Disadvantages – hair can break, regrowth quick, not good for strong hair growth.

Electrical appliances:

Advantages – quick, can be done at home, reusable, no skills.

Disadvantages – quick regrowth, bristly regrowth.

Effects on skin: Some methods are not suitable for sensitive skin (hot, depilatory creams, abrasive mitts), waxing will remove dead skin cells (abrasive mitts, hot, warm), skin can be damaged by some methods of waxing (hot, warm, depilatory creams, abrasive mitts).

Effects on hair growth:

In-growing hairs – warm, hot.

Hair breakage – threading, plucking, abrasive mitts.

Quick hair regrowth – shaving, abrasive mitts, depilatory creams, electrical appliances.

Possible contra-actions:

Excessive erythema – apply cold compress, if persists seek medical advice.

Allergic reaction – remove product immediately, apply cold compress, if persists seek medical advice.

In-growing hairs – avoid restrictive clothing, exfoliate regularly.

Burns – apply cold compress, seek medical advice if necessary.

Skin removal – apply cold compress, seek medical advice if necessary.

Normal reaction – erythema, light blood spots, slight raised bumps/rash.

Skin:

Epidermis – basal cell layer (stratum germinativum), prickle cell layer (stratum spinosum), granular layer (stratum granulosum), clear layer (stratum lucidum), horny layer (stratum corneum).

Dermis – blood and lymph supply, fibroblasts – collagen, elastin, hair,



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Outcome 2: Be able to provide waxing treatments (continued)

sebaceous glands, arrector pili muscle, dermal papilla, sweat glands (eccrine and apocrine), sensory nerve endings.

Hypodermis – subcutaneous layer, adipose tissue, adipocytes.

Functions of the skin – protection, heat regulation, absorption, secretion, elimination, sensation, formation of Vitamin D, melanin production, process of keratinisation.

Examples of diseases and disorders of the skin:

Allergic responses – dermatitis, urticaria.

Bacterial – impetigo, furuncle, carbuncle.

Hypertrophies – keratoma, mole, polyps, seborrhoeic warts, skin tags, verruca, xanthoma.

Infestations – pediculosis, scabies.

Inflammations – eczema, psoriasis.

Pigmentations – albinism, broken capillaries, chloasma, leucoderma, liver spots, naevus (portwine/strawberry), vitiligo.

Sebaceous glands – acne vulgaris, acne rosacea, comedones, cysts, furuncle, seborrhoea, steatoma, steatosis.

Sudoriferous glands – anhidrosis, bromidrosis/osmidrosis, hyperhidrosis, miliaria rubra.

Viral – herpes simplex/herpes zoster, warts, verrucas.

Lesions – bulla, crust, fissure, macule, papule, pustule, scale, tubercle, tumour, ulcer, vesicle, wheal.

Structure of the hair – arrector pili muscle, hair follicle, inner root sheath

(Henle's layer, Huxley's layer, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root (bulb/matrix, dermal papilla), sebaceous gland, shaft (medulla, cortex, cuticle).

Hair growth cycle – anagen, catagen, telogen.

Hair types – lanugo, vellus, terminal.

Hair functions – insulation and protection.

Examples of diseases and disorders of the hair: Hypertrichosis (excessive hair growth), pubic lice, body lice.

Notes

Use this area for notes and diagrams



UV20489

Salon reception duties

Through this unit you will show how to create a positive image of yourself and the salon whilst working on the reception desk.

The receptionist is the first and last person to see a client, so the way you communicate and behave has a direct impact on how they are made to feel.

You will be required take and pass on messages, make and record appointments for clients, provide information about your salon, process client payments and be able to maintain confidentiality throughout.

This unit is suitable for hair, barbering, beauty, spa and nail salons.

Level

2

Credit value

3

GLH

24

Observation(s)

3

External paper(s)

0



Salon reception duties

Learning outcomes

On completion of this unit you will:

1. Be able to carry out reception duties
2. Be able to book appointments
3. Be able to deal with payments

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to carry out reception duties

You can:

- a. Deal with a variety of enquiries
- b. Communicate and behave in a professional manner
- c. Identify the nature of the enquiry
- d. Maintain appropriate levels of reception stationery
- e. Maintain a hygienic and tidy reception area

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to book appointments

You can:

- a. Schedule appointments to meet with salon policy and client requirements
- b. Confirm and record client appointment details
- c. Deal with confidential information to meet with salon and legal requirements

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 3

Be able to deal with payments

- You can:
- a. Calculate service costs accurately
 - b. Deal with payments for services and/or products to meet with salon policy
 - c. Follow security procedures when handling payments

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

***You must practically demonstrate that you have:**

Dealt with all types of client		Portfolio reference
Client with unrealistic expectations		
Angry client		
Confused client		
Client with a complaint		
Responded to all types of enquiry		Portfolio reference
In person		
By telephone		
Electronically		
Dealt with all types of appointment		Portfolio reference
In person		
By telephone		
Recorded all details when making appointments		Portfolio reference
Client's name		
Client's contact details		
Service required		
Estimated price		
Date		
Time		
Member(s) of staff booked for service		

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



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*You must practically demonstrate that you have:

Processed all types of payment	Portfolio reference
Cash	
Voucher	
Cheque	
Payment cards	
Dealt with all types of discrepancy	Portfolio reference
Invalid currency	
Invalid payment card	
Incorrect completion of cheque	
Payment disputes	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 1

Be able to carry out reception duties

You can:	Portfolio reference / Assessor initials*
f. Describe procedures for taking messages for a variety of enquiries	
g. State how to communicate and behave within a salon environment	
h. List salon services available, their duration, and cost	
i. Outline the importance of dealing with enquiries promptly and politely	
j. Explain how to deal with enquiries that cannot be dealt with promptly	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to book appointments

You can:	Portfolio reference / Assessor initials*
d. Describe how to make and record appointments	
e. State the potential consequences of failing to record appointments or messages accurately	
f. State the importance of passing on messages and appointment details to the appropriate colleagues	
g. Outline the legislation designed to protect the privacy of client details	
h. State the possible consequences of a breach of confidentiality	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 3

Be able to deal with payments

You can:	Portfolio reference / Assessor initials*
d. State how to process different methods of payment	
e. Describe how to deal with problems that may occur with payments	
f. Explain how to keep payments safe and secure	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to carry out salon reception duties

Salon enquiries: Verbal/electronic/paper based, request for information, pass on information, identify client needs (happy client, angry client, dissatisfied client), client complaints (complaints procedures), attention to detail, accurate, legible, timely, abide by data protection/confidentiality.

Identify nature of enquiries: Availability of service, price, personal requirements, retail products, leaflets/information, pay deposit for service, alter appointment, change service, request appointment for friend, add service.

Professional communication in a salon environment: Try to avoid technical language, always respond, consider client confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to understand).

Written – visual aids, magazines, client records.

Professional personal behaviour/ conduct: Follow health and safety practices and procedures, follow salon code of conduct, respect and co-operate with others (team work – be sympathetic, fair, not aggressive), avoid gossip, value

client(s), use appropriate language, maintain confidentiality, uphold a polite, cheerful and friendly manner (friendly facial expressions, open body language, positive attitude), eye contact, sensible behaviour, take pride in work, be punctual, employer and client loyalty.

Professional image: Clothes/uniform (washed/ironed daily), hair (clean, healthy, manageable, off face), personal hygiene (shower daily, clean teeth, fresh breath deodorant, avoid overpowering perfume/ aftershave), workable length clean nails (hair), short clean nails (beauty), minimal jewellery/no jewellery, light fresh make-up, comfortable clean shoes, personal protective equipment (gloves, apron, prevent dermatitis), positive attitude, ready to greet.

Posture and deportment: Adopt correct posture when sitting (back supported, two feet flat on floor), standing (feet, hip distance apart, even weight distribution), lifting/carrying/working methods (to avoid repetitive strain injury).

Reception stationery: Maintain supplies of stationery (professional image, saves time), loyalty cards, vouchers, pens, pencils, appointment book, appointment cards, stapler, message book, salon menu (costs and treatment times).

Maintenance of reception: Fixtures and fittings tidy/cleaned/appropriate sterilised, complete destruction of all



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Outcome 1: Be able to carry out salon reception duties (continued)

living organisms, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces), heat or chemical methods, clean retail display, select chair height, replenish information (leaflets, magazines), clean cloakroom facilities.

Procedures for taking messages: Verbal/ via e-mail, request/provide information, attention to detail, accurate, legible, timely, abide by data protection/confidentiality (seal in envelope for delivery).

Salon services: Each salon will vary for price and duration, small salon (cheaper), city salon (more expensive), junior stylist/ therapist (reduced rates), senior stylist (reflected in price).

Hair – cutting, setting, blow-drying, hair-up, colouring, perming, barbering,

Beauty – skin care, waxing, hair removal, nail treatments, make-up, eye treatments, tanning.

Deal with enquiries promptly/politely: Project professional image, avoid confrontation/problems, smooth running of business.

Unable to deal with enquiries promptly: Contingency plan, nominated person to take responsibility/make decision, explanation to enquirer, ensure client aware, pass enquiry back.



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Outcome 2: Be able to book appointments

Methods of recording appointments:

Computerised system, paper based (appointment book).

Scheduling appointments: Availability of staff, requested, level of ability, time allocations, commercial timings for services, salon policy for time allowed for service length, effective use of stylist/therapist time, clear time availability in column, client time constraints, price if prior agreement, agreement from staff if query.

Client information: Name, contact details, date, time, service booked, if deposit taken.

Passing of appointment details to appropriate person: Smooth running of salon, happy staff, valued client, professional image.

Directing messages: Only for intended person, confidentiality, breach (prosecution).

Potential consequences of inaccurate messages/appointments: Confrontation, problems, unprofessional image, poor reputation, impact on business, unhappy staff, de-motivated, stylist/therapist may not be able to accommodate client, client unhappy, stylist/therapist stressed, client may take business elsewhere.

Consequences of failing to record messages correctly: Message not delivered, too late, wrong information, wrong person, create problems.

Privacy protection for client details: Confidentiality, authorisation for use, consent, permission, unable to use information without consent.

Data protection – data protection registrar, confidentiality (privacy), code of practice, security (locked cabinet, security protected electronic), time controlled (appropriate to salon), disposal (sensitive waste), infringement/breach, prosecution (individual/salon).



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Outcome 3: Be able to deal with payments

Calculate service costs correctly:

Calculator/computer/mental calculation/
pencil and paper, confirmation with stylist/
therapist/client, use salon menu, follow
salon policy.

Payment types: Salon security
policy for each method of payment,
salon contingency plan for errors and
discrepancies (fraudulent monies, payment
card declined, voucher out of date, stolen
card, insufficient funds, incorrect gender).

Cash – confirmation legal tender, place
received cash in holder until correct change
given.

Debit/credit card – confirmation card
belongs to card holder, clarification of
debit amount, valid card (expiry date),
check signatures, card tender follow card
machine process, avert eyes (pin number),
give copy of transaction.

Loyalty card – instead of payment, clarify
authentic, salon procedure, retail card.

Gift voucher – instead of payment, clarify
authentic, salon procedure, retail voucher.

Salon security for handling payments:

Till closed/locked when unattended, key
holder, staff pin number, staff safety, end
of business day procedures, two members
of staff for cashing up, empty till, leave till
open overnight, bank/safe money, money
in transit.

Notes

Use this area for notes and diagrams


