

# VTCT Skills 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
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				

# 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 lifting, 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.

The legislations referred to within this qualification apply to UK learners. For learners outside of the UK, you should familiarise yourself with legislations that may apply to you.

## 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.

## Prerequisite

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

## Progression

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

Progression opportunities also exist in the form of specialist VTCT Skills 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 Micro Dermabrasion Treatments
- Level 3 Certificate in Epilation
- Level 3 Certificate in Facial Electrotherapy

- Level 3 Certificate in Face and Body Art
- 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 Spa Treatments

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

All mandatory units must be completed.

### Mandatory units - 40 credits

VTCT Skills 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 - Minimum of 14 credits

VTCT Skills 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
UBT461	Y/650/8279	Provide eyelash lifting	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 Skills 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 Skills 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 Skills. Externally assessed hard-copy question papers will be set by VTCT Skills, marked by centre staff and sampled by VTCT Skills 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 **two** external papers 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 Skills 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 Skills and regulatory requirements.

An external quality assurer, appointed by VTCT Skills, 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:

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

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 Skills 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	✓	✓

Optional units				
		External	Internal	
VTCT Skills 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	✓	✓
UBT461	Provide eyelash lifting	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 Skills product code	All units are allocated a unique VTCT Skills product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT Skills.
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.
Guided Learning Hours (GLH)	The activity of a learner in being taught or instructed 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. However unlike Guided Learning Hours, TQT is 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 knowledge, 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 firefighting equipment, first aid resources and have an awareness of fire, emergency and evacuation procedures.

This unit applies to salons or barbershops.

For the purposes of this unit the generic term of practitioner has been used to incorporate the following roles: Barber, Beauty therapist, Complementary therapist, Hairdresser, Make-up, Massage therapist, Nail technician. The term salon is used to incorporate the fixed business locations where services provided by the above practitioners may take place.

Level

**2**

Credit value

**3**

GLH

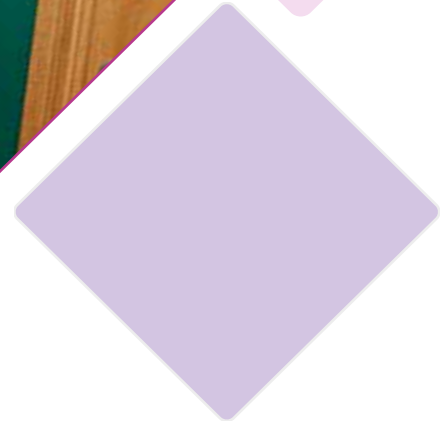
**22**

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 may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated 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.
6. **External paper**  
Knowledge and understanding in this unit will be assessed by an external paper. There is **one external paper** that must be achieved. The criteria that make up the paper are highlighted throughout 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.

## Achieving range

There is no range section that applies to this unit.

# Observations

## Learning 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 manufacturers' instructions
- i. Dispose of all types of salon waste safely and to meet with legal and salon requirements

<b>Observation</b>	1	2	3	Optional
<b>Date achieved</b>				
<b>Criteria questioned orally</b>				
<b>Portfolio reference</b>				
<b>Assessor initials</b>				
<b>Learner signature</b>				

## Learning 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

<b>Observation</b>	1	2	3	Optional
<b>Date achieved</b>				
<b>Criteria questioned orally</b>				
<b>Portfolio reference</b>				
<b>Assessor initials</b>				
<b>Learner signature</b>				

# 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\*:

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

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.

## Achieving the external paper

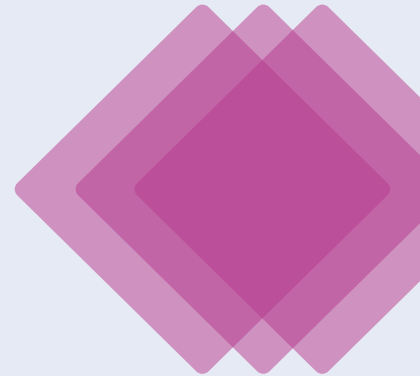
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

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

Paper	Date achieved	Assessor initials
1 of 1		



# Knowledge



## Learning 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 are assessed in the external paper.

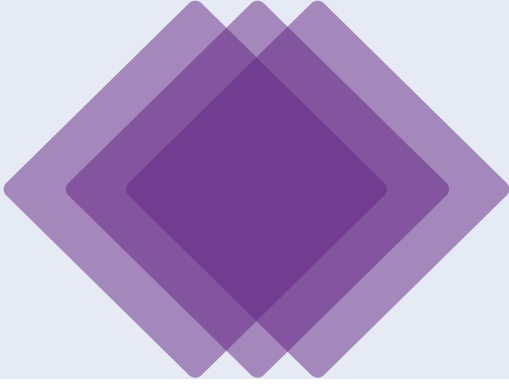


## Learning outcome 2

### 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 firefighting equipment for different types of fire	
g. State the dangers of the incorrect use of firefighting 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 are assessed in the external paper.



# Notes

Use this area for notes and diagrams.

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# 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.

## Learning outcome 1: Be able to maintain health, safety and security practices

### **Working in accordance with current health and safety legislation:**

Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR)), Environmental Protection Act.

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

**Hazards** – require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Reasons for risk assessment** – staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, legal requirement.

**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).

**General hygiene:** Clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment/service, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise practitioners' hands before, during and after treatments/services.

## Learning outcome 1: Be able to maintain health, safety and security practices (continued)

### 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/barbershop owner/lecturer/teacher, 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.

**Equipment:** Follow organisational/manufacturers'/suppliers' instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

### 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.

**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:

**Management of health and safety at work:** Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Electricity at work:** Visual check of equipment, no trailing wires, portable appliance testing.

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, protect back, prevent slouching, avoid straining or overreaching.

## Learning outcome 1: Be able to maintain health, safety and security practices (continued)

**Towels:** Wash regularly and efficiently, use fresh/single use towels for every client, place dirty towels in a covered bin.

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

**Control of substances hazardous to health:** Store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturers' instructions for use, PPE.

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and ability.

**Professional appearance:** Clean professional uniform, unobtrusive jewellery or piercings, hair clean and styled, closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (appropriate in length, clean, in good condition and maintained).

**Client preparation and care:** Preparing for and performing a treatment/service taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of chair and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice.

**Position yourself and the client appropriately:**

**Practitioner** – 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.



## Learning outcome 1: Be able to maintain health, safety and security practices (continued)

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

**Legislation and regulations** – government led, implemented, monitored.

**Code of practice and policies** – salon/barbershop led, implemented, monitored.

**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.

**Liability insurance:** Employers, public, professional indemnity.

**Infection prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene- handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of the working environment and treatment/ service resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Environmental working practices:** Effective and energy efficient working practices, for example, lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for clients and employees', water conservation, environmental waste management.

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposables and single-use items, record product usage, paper-free appointment systems and pricelists, energy uses reduction, green energy, reduce carbon footprint.

**Disposal of waste:** Lined waste bin with a lid, byelaws/organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, chemical, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers' instructions.

## Learning outcome 2: Be able to follow emergency procedures

### Emergency procedures:

**Accidents** – call ambulance, nominated first aider, follow the organisations policy, maintain and update records.

**First aid** – call nominated first aider, follow the organisations policy, ensure accurate records.

**First aid equipment** – first aid box(es), list of equipment, general advice leaflet, individually wrapped sterile plasters in assorted sizes, sterile eye pads, individually wrapped triangular bandages, safety pins, large and medium sterile dressings, disposable gloves, eyewash.

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

**Incidents** – call security, emergency external numbers 999 (UK) or 112 (EU), follow the organisations policy.

**Position of firefighting equipment** – induction process.

**How to use firefighting 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/ drills.

**Staff responsible for safety** – overall safety; nominated health and safety officer (internal/external). All staff are responsible for day to day.

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

**Incorrect use of firefighting equipment:** Fire could escalate or become uncontrollable, injury to staff/clients, risk to life, damage to belongings/property.

# 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

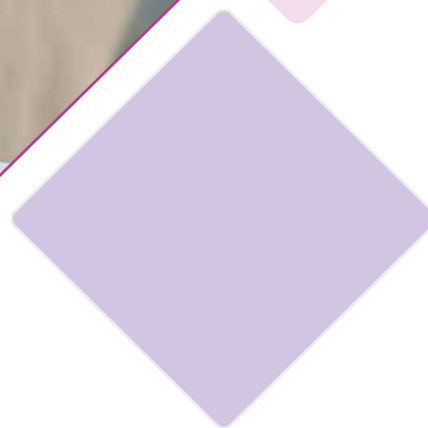
**20**

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 may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated 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.

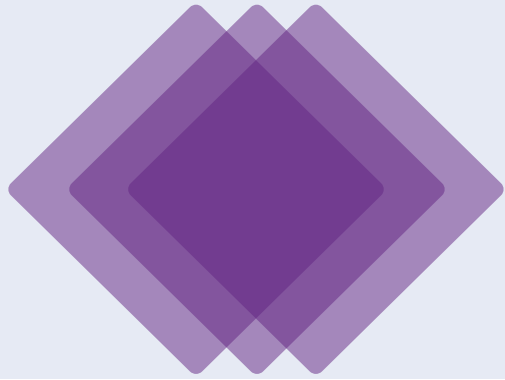
Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

The client requirements for practical observations within this unit are not gender specific.

## 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

## Learning 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	Optional
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning 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.

<b>Observation</b>	1	2	3	Optional
<b>Date achieved</b>				
<b>Criteria questioned orally</b>				
<b>Portfolio reference</b>				
<b>Assessor initials</b>				
<b>Learner signature</b>				

# Range

\*You must practically demonstrate that you have:

<b>Provided client care to all clients</b>	<b>Portfolio reference</b>
New	
Regular	

<b>Identified client objectives using all consultation techniques</b>	<b>Portfolio reference</b>
Questioning	
Visual	
Manual	

<b>Used all types of communication</b>	<b>Portfolio reference</b>
Verbal	
Non-verbal	

<b>Dealt with all types of client care</b>	<b>Portfolio reference</b>
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\*:

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

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

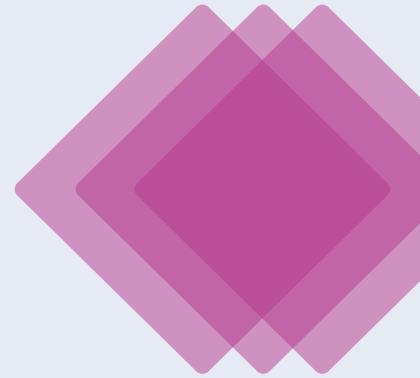
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.



# Knowledge



## Learning 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.

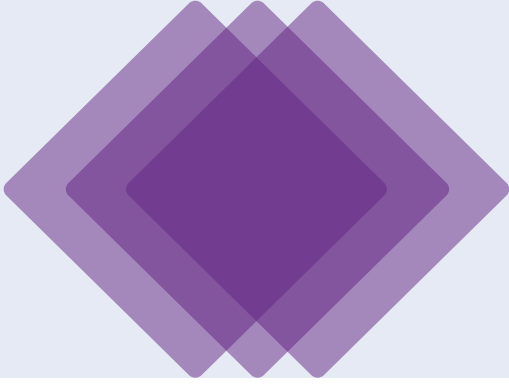


## Learning outcome 2

### 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.



# Notes

Use this area for notes and diagrams.

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# 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.

## Learning outcome 1: Be able to communicate with clients

### Communication techniques:

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, appropriate vocabulary and open questioning related to treatment/service.

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

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment/service and expected outcomes, checking client's comfort and wellbeing throughout the treatment/service.

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

**Consultation techniques:** Consultation environment (face to face or digital), client requirements, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference, prevent contra-actions, courteous, eye contact, verbal communication, non-verbal communication, avoid conflict between a client and therapist, use a range of related terminology linked to treatment/service being performed.

### Recommendations to client:

Pre-treatment/service instructions on treatment/service process, expected physical sensations, expected and adverse reactions/contra-actions, outcomes, further treatments, fees and treatment/service options, adaptations and modifications, post-treatment/service advice/aftercare, lifestyle changes to maintain or improve health.

## Learning outcome 1: Be able to communicate with clients (continued)

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**Infection prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment/service resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

## Learning outcome 2: Be able to provide client care

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

**Client preparation:** Consult with client, perform any necessary pre-treatment/service tests, provide modesty robe/gown, advise client on clothing to remove/keep on, maintain client comfort, privacy and modesty, client positioned correctly.

### Communication techniques

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment, impart information to ensure client understanding

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

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

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health

and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity/allergy alert test, current skincare/body care regime, treatment/service requirements, client preferences and expectations, skin/hair analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment/service options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Client care feedback:** Client consultation form, comments box, verbal and non-verbal methods, target setting, relate to feedback constructively professional manner, polite, courteous, personal development, improves client satisfaction, salon profits, career development, team work, employee training, reputation, repeat business, additional treatments/services.

**Client complaints:** Professional manner, polite, courteous, good client care, referral person senior therapist, senior receptionist or manager, resolve situation and assist, good communication techniques, maintain positive client care, eye contact, facial expressions and body language, deal with situation calmly, methods of recording complaints, prompt response verbally/written.

# 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 may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated 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. There are **two external papers** that must be achieved. The criteria that make up the paper are highlighted throughout 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.

## Achieving range

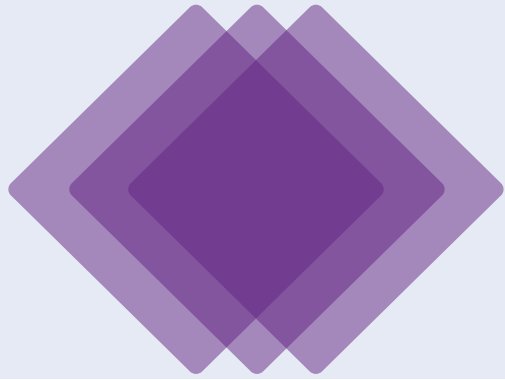
The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

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



# Observations

## Learning 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	Optional
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 2

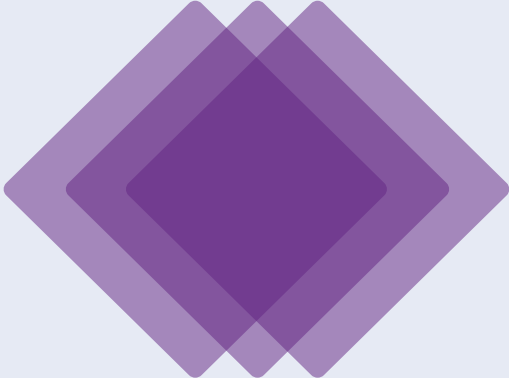
### Be able to provide manicure treatments

**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.

<b>Observation</b>	1	2	3	Optional
<b>Date achieved</b>				
<b>Criteria questioned orally</b>				
<b>Portfolio reference</b>				
<b>Assessor initials</b>				
<b>Learner signature</b>				



# Notes

Use this area for notes and diagrams.

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# 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	

\*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.



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

<b>Applied all types of finish</b>	<b>Portfolio reference</b>
Dark colour	
French	
Buffed	

<b>Given all types of treatment advice</b>	<b>Portfolio reference</b>
The individual and practitioner's legal rights and responsibilities	
Pre and post-treatment instructions and care	
Restrictions and associated risks – avoidance of activities which may cause contra-actions	
Future treatment need	

\*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\*:

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

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.

## Achieving the external paper

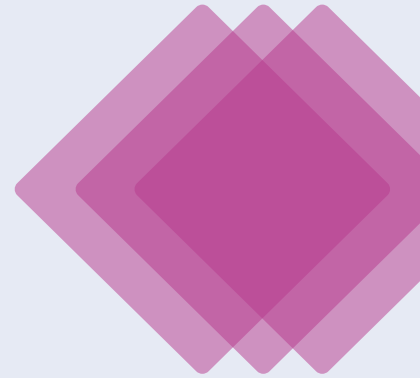
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

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



## Learning 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 are assessed in the external paper.



## Learning 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	
t. Describe the structure and function of the muscles of the lower arm and hand	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.

## Learning outcome 2 (continued)

### Be able to provide manicure treatments

You can:	Portfolio reference/ Assessor initials*
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 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.

## Learning outcome 1: Be able to prepare for manicure treatments

### **Management of health and safety at work:**

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Infection Prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – hand-washing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Client preparation and care:** Preparing for and performing a treatment taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

**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, protect back, prevent slouching, avoid straining or overreaching.

**Towels:** Wash regularly and efficiently, use fresh towels for every client, place dirty towels in a covered bin.

**Equipment:** Follow organisational/manufacturer's/supplier's instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

### **Products, tools and equipment:**

Disinfecting fluid, sterilising solution, sanitiser, nail station or couch roll, trolley, chair/stool – adjustable, towels, tissues, cotton wool, spatulas, bowls, lined waste bin, products, tools and equipment for applying a manicure treatment, products, tools and equipment for cleaning, disinfection, sanitisation, sterilisation as appropriate to treatment

**Liability insurance:** Employers, public, professional indemnity.

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

## Learning outcome 1: Be able to prepare for manicure treatments (continued)

### **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.

**Regulations:** Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR)), Environmental Protection Act.

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

**Hazards:** Require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Reasons for risk assessment:** Staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, legal requirement.

**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.

**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).

### **Hygiene:**

**General:** Clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise therapist's/nail technician's hands before, during and after treatments.

**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.

## Learning outcome 1: Be able to prepare for manicure treatments (continued)

**Disposal of waste:** Lined waste bin, organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers' instructions.

**Environmental working practices:** Effective and energy efficient working practices, for example, lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for client and employees, water conservation, environmental waste management.

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposable and single-use items, record product usage, paper-free appointment systems and pricelists.

**Therapist/nail technician health and wellbeing:** Maintain correct posture when performing treatment, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, Repetitive Strain Injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue. Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

**Client preparation:** Consult with client, perform any necessary pre-treatment tests, provide modesty robe/gown if appropriate, advise client on clothing to remove/keep on, protect clothing, remove jewellery, maintain client comfort, privacy and modesty, client positioned correctly



## Learning outcome 1: Be able to prepare for manicure treatments (continued)

### Communication:

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

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

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment and expected outcomes, checking client's comfort and wellbeing throughout the treatment.

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile- work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity tests, current skincare regime, treatment requirements, client preferences and expectations, nail and skin analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).

## Learning outcome 1: Be able to prepare for manicure treatments (continued)

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**Consultation techniques:** Consultation environment (face to face or digital), client requirements and technician/therapist recommendations (for longevity of nails), cleanse treatment area to identify condition of skin and nails, remove nail polish, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference.

**Recommendations to client:** Pre-treatment instructions on treatment process, expected physical sensations, expected and adverse reactions/contra-actions, outcomes, agree colour selection for nails, agree shape, further treatments (deluxe manicure, artificial nail treatments if appropriate), fees and treatment options, adaptations and modifications, post-treatment advice/aftercare, lifestyle changes to maintain or improve health.

**Nail length and shape:** Long, mid-length, short, round, oval, square, squoval, almond.

**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, 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 polish, 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 hand sanitiser, 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 prevent (absolute) or restrict (relative) treatment).



## Learning outcome 1: Be able to prepare for manicure treatments (continued)

### Contra-indications:

**Absolute contra-indication** – An absolute contra-indication is a condition that prevents the treatment from being carried out and may require referral.

**Examples of contra-indications that may prevent treatment (absolute contra-indications)** – During chemotherapy and radiotherapy, contagious skin disorders – bacterial (impetigo), viral (herpes simplex, herpes zoster), fungal (tinea corporis/pedis), parasitic infections, medical oedema, fever, recent operations, severe nail separation, severe eczema, psoriasis and dermatitis, severe bruising.

**Relative contra-indication** – A relative contra-indication is a condition that requires an assessment of suitability for the treatment and/or if adaptations are required.

**Examples of contra-indications that may restrict treatment (relative contra-indications)** – Minor eczema, psoriasis, dermatitis, minor separation, bitten or damaged nails, cuts and abrasions, bruising, recent scar tissue, sunburn.

**Contra-actions:** Establish if it is an expected reaction or an unexpected/adverse reaction.

**Expected reactions, adverse reactions/ contra-actions** – Establish if it is an expected reaction or an adverse reaction/ contra-action.

**In the case of expected reactions** – provide immediate post-treatment after care and advice for homecare, for example avoid heat treatments, application of perfumed products, exposure to UV. immediately following treatment.

**In the case of an adverse reaction/ contra-action** – discontinue treatment, take remedial action, record adverse reaction/ contra-action, advise on homecare and how to access remedial medical care if required. Therapist/nail technician to review own performance and adjust techniques accordingly.

**Possible expected reactions** – Erythema.

**Possible adverse reactions/ contra-actions** – Hyperaemia, allergic reaction, discolouration of the product, discoloration of the nail plate, discolouration of the nail bed, thinning of the nail plate, cuts and abrasions, bruising, lifting of the product, infection.

**Nail conditions:** Onychophagy, discolouration, misshapen, spilt above the hyponychium, beau lines, longitudinal and horizontal ridges, dehydrated, onychorrhexis, leukonychia, onycholysis.

**Skin conditions:** Damaged cuticle, dry cuticle and skin, overgrown cuticle, fragile skin, calluses.

## Learning outcome 2: Be able to provide manicure treatments

**Products:** Hand sanitiser, nail polish remover, hand/nail soak, cuticle cream, cuticle remover, hand exfoliator, hand cream, paraffin wax, oil, hand mask, topcoat, base coat, ridge filler, nail hardener/strengthener, nail polish thinner, quick dry products, buffing paste.

**Tools:** Disposable orange sticks, emery boards, nail buffer, glossing buffer, cuticle knife, cuticle pusher cuticle nippers, rubber hoof stick, spatula, nail scissors, nail clippers, 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
- Shaping/filing
- Buffing
- Application cuticle cream
- Application cuticle remover
- Cuticle work
- Exfoliation
- Application heat treatments/warm oil/paraffin wax/hand masks
- Application hand cream/massage
- Application of nail finish for example – nail polish, glossing buffer, natural nail, nail strengthener, French, dark colour, light colour

**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, oil-free, 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.

### Nail:

**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 of the nail** – protection of fingers.

### 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.



## Learning outcome 2: Be able to provide manicure treatments (continued)

**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, 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), onychatrophia (atrophy), onychorrhaxis (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.

**Muscle functions** – contraction, relaxation, attachment, movement, posture/stability

**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).

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

**Arteries and veins of the arm and hand:**

**Arteries** – radial artery, ulnar artery, brachial artery, palmar arch (Deep and superficial).

**Veins** – cephalic vein, radial vein, basilic vein, median vein, ulnar vein, palmar venous arches.

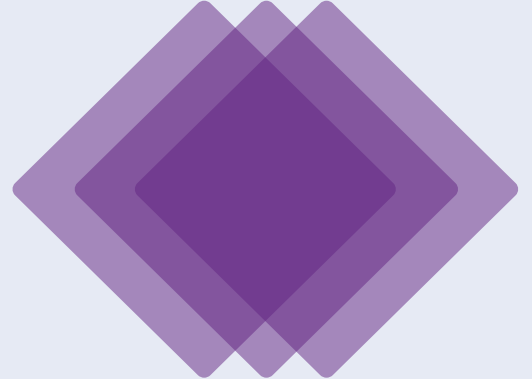
**Functions of the blood** – transport, regulation, protection, clotting.

**Lymphatic vessels of the hand and arm:**

Supratrochlear, lymphatic capillaries, lymphatic vessel, lymphatic node.

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

# Notes



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# 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 may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated 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. There are **two external papers** that must be achieved. The criteria that make up the paper are highlighted throughout 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.

## Achieving range

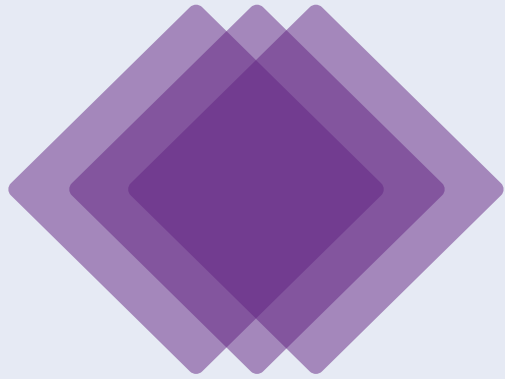
The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

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

## Learning 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	Optional
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 2

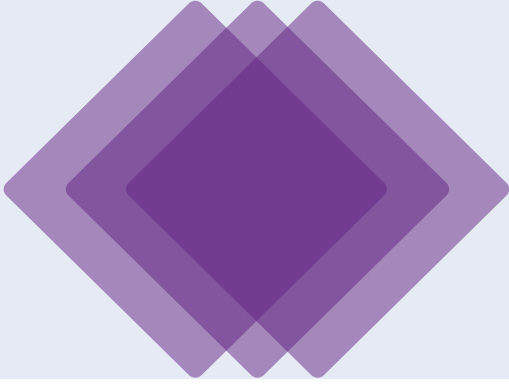
### Be able to provide pedicure treatments

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



# Notes

Use this area for notes and diagrams.

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# 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
Buffed	
Dark colour	
French	

\*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.

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

<b>Provided all types of advice</b>	<b>Portfolio reference</b>
The individual and practitioner's legal rights and responsibilities	
Pre and post-treatment instructions and care	
Restrictions and associated risks – avoidance of activities which may cause contra-actions	
Future treatment needs	

\*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\*:

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

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.

## Achieving the external paper

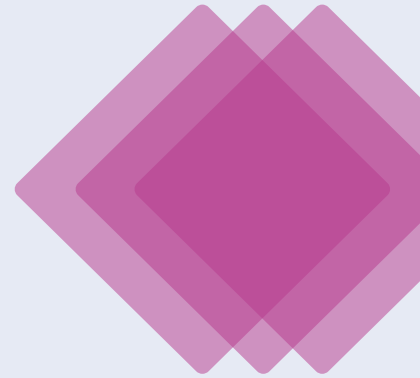
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

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



## Learning 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 are assessed in the external paper.



## Learning 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	
t. Describe the structure and function of the muscles of the lower leg and foot	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.

## Learning outcome 2 (continued)

### Be able to provide pedicure treatments

You can:	Portfolio reference/ Assessor initials*
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 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.

## Learning outcome 1: Be able to prepare for pedicure treatments

**Management of health and safety at work:** Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Infection Prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – hand-washing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Client preparation and care:** Preparing for and performing a treatment taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

**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, protect back, prevent slouching, avoid straining or overreaching.

**Towels:** Wash regularly and efficiently, use fresh towels for every client, place dirty towels in a covered bin.

**Equipment:** Follow organisational/manufacturer's/supplier's instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**Products, tools and equipment:** Disinfecting fluid, sterilising solution, sanitiser, couch-adjustable, couch cover, couch roll, trolley, chair/stool-adjustable, towels, disposable slippers, tissues, cotton wool, spatulas, bowls, lined waste bin, products, tools and equipment for applying a pedicure treatment, products, tools and equipment for cleaning, disinfection, sanitisation, sterilisation as appropriate to treatment

**Liability insurance:** Employers, public, professional indemnity.

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

## Learning outcome 1: Be able to prepare for pedicure treatments (continued)

### **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.

**Regulations:** Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR)), Environmental Protection Act.

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

**Hazards:** Require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Reasons for risk assessment:** Staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, legal requirement.

**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.

**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).

### **Hygiene:**

**General** – clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise therapist's/nail technician's hands before, during and after treatments.

**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.

## Learning outcome 1: Be able to prepare for pedicure treatments (continued)

**Disposal of waste:** Lined waste bin, organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers' instructions.

**Environmental working practices:** Effective and energy efficient working practices, for example, lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for client and employees, water conservation, environmental waste management.

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposable and single-use items, record product usage, paper-free appointment systems and pricelists.

**Therapist/nail technician health and wellbeing:** Maintain correct posture when performing treatment, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, Repetitive Strain Injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue.

Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

**Client preparation:** Consult with client, perform any necessary pre-treatment tests, provide modesty robe/gown if appropriate, advise client on clothing to remove/keep on, protect client clothing, remove jewellery, maintain client comfort, privacy and modesty, client positioned correctly.

### **Communication:**

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

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

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.



## Learning outcome 1: Be able to prepare for pedicure treatments (continued)

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment and expected outcomes, checking client's comfort and wellbeing throughout the treatment.

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity tests, treatment requirements, client preferences and expectations, nail and skin analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

## Learning outcome 1: Be able to prepare for pedicure treatments (continued)

**Consultation techniques:** Consultation environment (face to face or digital), client requirements and technician/therapist recommendations (for longevity of nails), protection of investment, cleanse treatment area to identify condition of skin and nails, remove nail polish, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference.

**Recommendations to client:** Pre-treatment instructions on treatment process, expected physical sensations, expected and adverse reactions/contra-actions, outcomes, further treatments, fees and treatment options, adaptations and modifications, post-treatment advice/aftercare, lifestyle changes to maintain or improve health.

**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, application gel polish), adverse reactions/ 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 polish, correct technique for filing nails, the benefits of using a base coat with coloured nail polish, having regular pedicures, correct footwear and use of foot rasp for hard skin removal.

**Nail and skin analysis:** Visual and manual examination of the condition of the feet, skin and nails, wipe over foot and nails with cotton wool and foot sanitiser, check for contra-indications, identify areas of dryness, cuticles, and general skin condition, hard skin, condition of nails (split/brittle, in growing toe nails, ridged nails), importance of providing accurate treatment, ensure clients benefit from treatment, ongoing treatment plan, identify contra-indications that prevent (absolute) or restrict (relative) treatment.

### **Contra-indications:**

**Absolute contra-indication** – An absolute contra-indication is a condition that prevents the treatment from being carried out and may require referral.

**Examples of contra-indications that may prevent treatment (absolute contra-indications)** – Deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin disorders – bacterial (impetigo), viral (herpes simplex, herpes zoster), fungal (tinea corporis/pedis), parasitic infections, medical oedema, fever, recent operations, severe varicose veins, undiagnosed lumps/pain, severe nail separation, severe eczema, psoriasis and dermatitis, severe bruising.

**Relative contra-indication** – A relative contra-indication is a condition that requires an assessment of suitability for the treatment and/or if adaptations are required.



## Learning outcome 1: Be able to prepare for pedicure treatments (continued)

**Examples of contra-indications that may restrict treatment (relative contra-indications)** – Minor eczema, psoriasis, dermatitis, minor separation, damaged nails, cuts and abrasions, bruising, recent scar tissue, sunburn.

**Contra-actions:**

**Expected reactions, adverse reactions/ contra-actions** – Establish if it is an expected reaction or an adverse reaction/ contra-action.

**In the case of expected reactions** – provide immediate post-treatment/service after care and advice for homecare, for example avoid heat treatments, application of perfumed products, exposure to UV. immediately following treatment.

**In the case of an adverse reaction/ contra-action** – discontinue treatment, take remedial action, record adverse reaction/ contra-action, advise on homecare and how to access remedial medical care (GP/ pharmacy/emergency services/NHS direct) if required. Therapist/technician to review own performance and adjust techniques accordingly.

**Possible expected reactions** – Erythema.

**Possible adverse reactions/ contra-actions** – Hyperaemia, allergic reaction, discolouration of the product, discoloration of the nail plate, discolouration of the nail bed, thinning of the nail plate, cuts and abrasions, bruising, lifting of the product, infection.

**Nail conditions:** Onychophagy, discolouration, misshapen, spilt above the hyponychium, beau lines, longitudinal and horizontal ridges, dehydrated, onychorrhhexis, leukonychia, onycholysis.

**Skin conditions:** Damaged cuticle, dry cuticle and skin, overgrown cuticle, fragile skin, calluses, superficial heel cracks.

## Learning outcome 2: Be able to provide pedicure treatments

**Products:** Foot sanitiser, nail polish remover, foot/nail soak, cuticle cream, cuticle remover, foot exfoliator, foot lotion, paraffin wax, foot mask, topcoat, base coat, ridge filler, nail hardener/strengthener, selection of nail polishes, nail polish thinner, quick dry products, buffing paste.

**Tools:** Disposable orangewood sticks, emery boards, nail buffer, glossing buffer, cuticle knife, cuticle nippers, cuticle pusher, 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
- Shaping/filing
- Buffing
- Application cuticle cream
- Application cuticle remover
- Cuticle work
- Exfoliation
- Application heat treatments/paraffin wax/foot masks
- Application foot lotion/massage
- Application of nail finish for example – nail polish, glossing buffer, natural nail, nail strengthener, French, dark colour light colour

### **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.

**Massage mediums:** Massage oil, oil free, 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.

### **Nail:**

**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 of the nail** – protection of toes.



## Learning outcome 2: Be able to provide pedicure treatments (continued)

### 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 skin and nail diseases and disorders:** Overgrown cuticles, dry skin conditions, 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), onychatrophia (atrophy), onychorrhexis (split or brittle nails), onychogryposis (ingrown nails), psoriasis, eczema, onychomycosis (tinea unguium or ringworm of the nails), onychoptosis, paronychia (felon or whitlow), pterygium.

### Muscles of the lower leg and foot:

Gastrocnemius, soleus, tibialis anterior, peroneus longus, flexor digitorum longus, extensor digitorum longus, tendon of Achilles.

**Muscle functions** – contraction, relaxation, attachment, movement, posture/stability

**Bones of the lower leg and foot:** Tibia, fibula, tarsals (talus, calcaneus, navicular, cuneiform, cuboid), metatarsals, phalanges.

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

### Arteries and veins of the lower leg and foot:

**Arteries** – popliteal artery, anterior and posterior tibial arteries, plantar arch

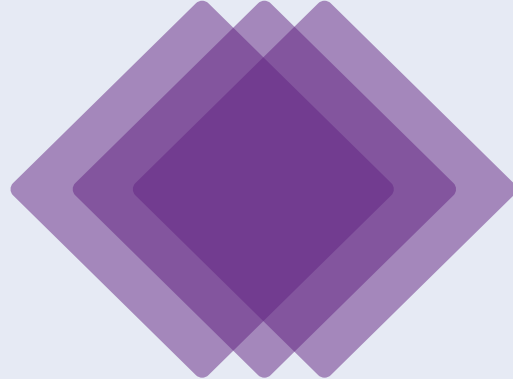
**Veins** – saphenous (long and short), popliteal, posterior tibial, anterior tibial, dorsal venous arch.

**Functions of blood** – transport, regulation, protection, clotting.

**Lymphatic vessels of the lower leg and foot:** Popliteal lymphatic nodes, lymphatic capillaries, lymphatic vessels.

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

# Notes



Use this area for notes and diagrams.

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# 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 may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated 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. There are **two external papers** that must be achieved. The criteria that make up the paper are highlighted throughout 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.

## 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.

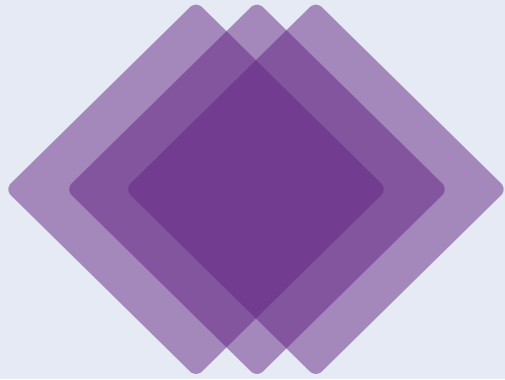
## Maximum service times

The following maximum service times apply to this unit:

**Natural make-up** – 30 minutes

**Evening make-up** – 45 minutes

**Special occasion make-up** – 45 minutes  
(for example, bridal)



# Observations

## Learning 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, and facial features

\*May be assessed through oral questioning.

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



## Learning 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, and facial features
- 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.

<b>Observation</b>	1	2	3	Optional
<b>Date achieved</b>				
<b>Criteria questioned orally</b>				
<b>Portfolio reference</b>				
<b>Assessor initials</b>				
<b>Learner signature</b>				

# 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 a minimum of 3 skin types	Portfolio reference
Oily	
Dry	
Combination	
Normal (balanced)	

\*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.

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

<b>Identified a minimum of 2 skin conditions</b>	<b>Portfolio reference</b>
Congested	
Dehydrated	
Fragile	
Hyper/hypopigmentation	
Lack lustre	
Lax elasticity	
Mature	
Photo-aged	
Photo-sensitive	
Pustular	
Sensitised	
Sensitive	
Vascular	

<b>Applied make-up considering all facial features</b>	<b>Portfolio reference</b>
Eye shape	
Eye colour	
Face shape	
Lip shape	

<b>Applied make-up for all styles/occasions</b>	<b>Portfolio reference</b>
Natural	
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.



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

<b>Used all make-up products</b>	<b>Portfolio reference</b>
Primers	
Foundations	
Setting powders	
Bronzing products	
Concealer creams	
Brightening creams	
Cream and powder highlighters	
Cream and powder shades	
Blusher	
Eyebrow products	
Eye shadows	
Eye liners	
Mascara	
Lip products	
Strip eyelashes	
Strip eyelash adhesive	
Setting/finishing spray	

<b>Provided all types of advice/instructions</b>	<b>Portfolio reference</b>
The individual and practitioner's legal rights and responsibilities	
Pre and post-treatment instructions and care	
Restrictions and associated risks – avoidance of activities which may cause contra-actions	
Future treatment needs	

\*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\*:

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

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.

## Achieving the external paper

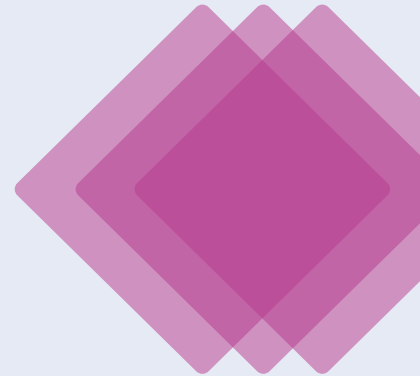
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

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



## Learning 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 classifications, skin types and conditions, and facial features.	
k. Describe how to identify skin classifications, skin types and conditions, skin characteristics and facial features.	
l. Describe the contra-indications which prevent or restrict make-up application	

\*Assessor initials to be inserted if orally questioned.

Requirements highlighted are assessed in the external paper.



## Learning 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 classifications, skin type and conditions, and facial features	
l. Explain how to use corrective methods to suit client treatment needs, skin classifications, skin types and conditions, and facial features.	
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	
s. Explain how natural ageing, lifestyle and environmental factors affect the condition of the skin and muscle tone	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.

## Learning outcome 2 (continued)

### Be able to apply make-up

You can:	Portfolio reference/ Assessor initials*
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 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.

## Learning outcome 1: Be able to prepare for make-up application

### Management of health and safety at work:

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Infection prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Client preparation and care:** Preparing for and performing a treatment taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

**Towels:** Wash regularly and efficiently, use fresh/single use towels for every client, place dirty towels in a covered bin.

**Regulations:** Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act, UK General Data Protection Regulations (GDPR), Environmental Protection Act.

**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, protect back, prevent slouching, avoid straining or overreaching.

## Learning outcome 1: Be able to prepare for make-up application (continued)

### **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.

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

**Hazards:** Require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

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

**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.

**Liability insurance:** Employers, public, professional indemnity.

**Equipment:** Follow organisational/manufacturers'/suppliers' instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**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.

### **Hygiene:**

**General** – clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to service, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise own hands before, during and after services.

**Sterilisation** – 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:** Lined waste bin, organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers' instructions.

## Learning outcome 1: Be able to prepare for make-up application (continued)

### **Environmental working practices:**

Effective and energy efficient working practices, for example lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for client and employees, water conservation, environmental waste management.

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposable and single-use items, record product usage, paper-free appointment systems and pricelists.

### **Make-up artist health and wellbeing:**

Maintain correct posture when performing service, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, Repetitive Strain Injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue. Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation,

appropriate room temperature, lighting, ambience, music, hygienic set up of couch/ chair and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

**Client preparation:** Consult with client, perform any necessary pre-treatment skin tests, provide modesty robe/gown, advise client on clothing to remove/keep on, maintain client comfort, privacy and modesty, client positioned correctly.

### **Communication:**

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, appropriate vocabulary and open questioning related to service.

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

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed service and expected outcomes, checking client's comfort and wellbeing throughout the service.



## Learning outcome 1: Be able to prepare for make-up application (continued)

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for service, service history, allergies/hypersensitivity, contra-actions, skin sensitivity tests (allergy alert tests), current skincare regime, service requirements, client preferences and expectations, skin analysis, adaptations and modifications, recommendations, service plan including products, expected outcomes, alternative service options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**The legal requirements for providing treatments to minors and/or vulnerable clients:** Parental/guardian consent and presence during treatment/service, insurance.

**Consultation techniques:** Consultation environment (face to face or digital), client requirements, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference.

## Learning outcome 1: Be able to prepare for make-up application (continued)

### Contra-indications:

**Absolute contra-indication** – an absolute contra-indication is a condition that prevents the service from being carried out and may require referral.

**Examples of contra-indications that may prevent service (absolute contra-indications)** – contagious skin disorders – bacterial (impetigo), viral (herpes simplex, herpes zoster), fungal (tinea corporis), systemic medical conditions, conjunctivitis, severe skin conditions and eye infections, acne, boils and warts, parasitic infestations (for example, scabies), known allergies, hypersensitive skin, recent operations in area, open wounds/cuts/abrasions, undiagnosed lumps/pain, positive skin test (allergy alert test).

**Relative contra-indication** – a relative contra-indication is a condition that requires an assessment of suitability for the service and/or if adaptations are required.

**Examples of contra-indications that may restrict service (relative contra-indications)** – recent scar tissue, minor eczema, minor psoriasis, minor cuts, minor abrasions, minor bruising, hyperkeratosis, skin allergies, styes, facial piercing, watery eyes.

The importance of recognising suspicious skin irregularities and lesions and referral to a relevant healthcare professional.

**Products:** Skin preparation products (eye make-up remover, cleanser, toner, moisturiser, SPF), primers (facial, eyelid), foundations (SPF, oil based, water based, mineral based, medicated foundations), setting powders (banana, translucent, colourless, high definition), bronzing products, concealer creams, brightening cream, cream and powder highlighters, cream and powder shades, blush (cream and powder), eyebrow products (pomade, pencil, powder, gels), eye shadows (cream, powder, pigment, glitters), eye liners (liquid, gel, kohl pencil), mascara (waterproof, non-waterproof, fibre building), lip products (exfoliator, colours, gloss, liner), strip eyelashes, strip eyelash glue, setting/finishing spray, products for cleaning (disinfecting fluid, sterilising solution, sanitiser).

**Tools and equipment:** Couch/chair – adjustable, couch/chair cover, couch roll, trolley, magnifying lamp, additional support/props, hair protection, tissues, cotton wool, spatulas, bowls, facial sponges, lined waste bin, tools and equipment for cleaning, disinfection, sanitisation, sterilisation as appropriate to treatment, make-up brushes, make-up palette, single use items, mirror, sterile eyelash curlers, sterile tweezers.

**Recommendations to client:** Pre-treatment instructions on service process, expected physical sensations, expected and adverse reactions/contra-actions, outcomes, further services, fees and treatment options, adaptations and modifications, post-service advice/aftercare, lifestyle changes to maintain or improve health.



## Learning outcome 1: Be able to prepare for make-up application (continued)

**Skin analysis:** Carry out using a magnifying lamp, protect client's eyes, check all areas of the face and neck for skin type, condition, characteristics and facial features, record results on record card.

**Skin classifications:** Fitzpatrick scale, Lancer scale.

**Skin types:** Normal (balanced), oily, dry, combination.

**Skin conditions:** Congested, dehydrated, fragile, hyper/hypopigmentation, lack lustre, lax elasticity, mature, photo-aged, photo-sensitive, pustular, sensitised, sensitive, vascular.

**Facial features:** Eye shape, eye colour, face shape, lip shape.

**Examples of skin characteristics:** Broken capillaries, pustules, papules, milia, comedones, open pores, fine lines and wrinkles, dark circles.

## Learning outcome 2: Be able to apply make-up

### **Make-up style/occasion:**

Natural (for example, daytime wear), evening (for example, party), special occasion (for example, wedding).

### **Product selection and techniques:**

In accordance with client needs and requirements, make-up style/occasion, skin type, skin condition and facial features.

**Skin preparation:** Eye make-up removal, cleansing, toning, moisturising, SPF, skin primer.

**Application of make-up products:** Use of cut out method for hygiene, decant products onto make-up palette, use of disposable/single use items, follow manufacturers' instructions.

- foundation (SPF, oil based, water based, mineral based, medicated foundations)
- setting powder (banana, translucent, colourless, high definition)
- bronzing product
- concealer creams
- brightening cream
- cream and powder highlighters
- cream and powder shades
- blush (cream and powder)
- eyebrow products (pomade, pencil, powder, gels)
- eye shadow (cream, powder, pigment, glitters)
- eye liner (liquid, gel, kohl pencil)
- mascara (waterproof, non-waterproof, fibre building)
- lip products (exfoliator, colours, gloss, liner)

**Corrective techniques:** Highlighting, shading, colour correction, face shape, eye shape, lip shape, brow definition.

**Selection of strip eyelashes:** Select strip eyelashes and adhesive in accordance with client needs and requirements (for example, strip eyelash length, density, style, and colour).

**Application of strip eyelashes:** Measure the strip eyelashes to the client's eye shape and trim if required with sterile scissors, apply adhesive to the base of strip eyelashes and allow to become tacky, apply the strip eyelash to the centre of the eyelash line, securing the inner and outer corners.

**Evaluation and client satisfaction:** Agree result verbally and in writing through client feedback on record card, client objective, results of service, before and after photos, future services, record adaptations for next service.

**Aftercare advice:** Post-service instructions/recommendations, verbal and written, for immediate aftercare, avoidance of activities that may cause contra-actions, for example, heat treatments, touching the skin, contra-actions and how to deal with them, suitable skin care regime and home treatments, make-up removal techniques, make-up reapplication techniques, lifestyle changes/improvements, for example stress management techniques, healthy eating and fluid intake, further services and frequency, alternative service options, retail products.



## Learning outcome 2: Be able to apply make-up (continued)

**Contra-actions:** Establish if it is an expected reaction or an unexpected/adverse reaction.

**In the case of expected reactions** – provide immediate post-service aftercare and advice for homecare, for example increase water intake, use of hypo-allergenic products.

**In the case of unexpected/adverse reactions** – discontinue service, take remedial action, record unexpected/adverse reaction, advise on homecare and how to access remedial medical care if required.

**Possible expected reactions** – for example, erythema, watery eyes.

**Possible unexpected/adverse reactions** – for example, hyperaemia, allergic reaction, oedema.

### **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, skin barrier function.

**Example of diseases and disorders of the skin:** Impetigo, boils, carbuncles, herpes simplex, herpes zoster, scabies, pediculosis, tinea corporis, eczema, psoriasis, dermatitis, acne vulgaris, acne rosacea, milia, comedones, pustules, papules, open pores, cysts, moles, skin tags, keloid scar, malignant melanoma/carcinoma, urticaria, seborrhoea, hyperpigmentation, hypopigmentation, chloasma, vitiligo, dermatosis papulosa nigra (DPN), vitiligo, naevi, broken capillaries, dark circles, xanthomas.

### **Muscles:**

**Position and action of the muscles of the head, neck and shoulders** – sternocleidomastoid, platysma, buccinator, orbicularis oris, orbicularis oculi, mentalis, corrugator, frontalis.

### **Bones:**

**Names and position of the bones of the head, neck and shoulders** – frontal, parietal, temporal, occipital, nasal, zygomatic, maxilla, mandible, cervical vertebrae, shoulder girdle (clavicle, scapula).

### **Circulatory system:**

**Functions of blood** – transport, regulation, protection, clotting.

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

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

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

## Learning outcome 2: Be able to apply make-up

### 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.

**Ageing process:** Loss of elasticity, dryness of skin, cell regeneration slows, thinning of skin, broken capillaries, slack muscle tone/lax elasticity, lack lustre, photo-aged, poor circulation, waste product removal slows, less fatty tissue, irregular pigmentation.

**Lifestyle and environmental 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, UV exposure, hot and cold temperatures, air pollution.

# 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 may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated 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. There is **one external paper** that must be achieved. The criteria that make up the paper are highlighted throughout 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.

## 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:

**Eyebrow shape** – 15 minutes

**Eyebrow tint** – 10 minutes

**Eyelash tint** – 20 minutes



# Observations

## Learning 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	Optional
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 2

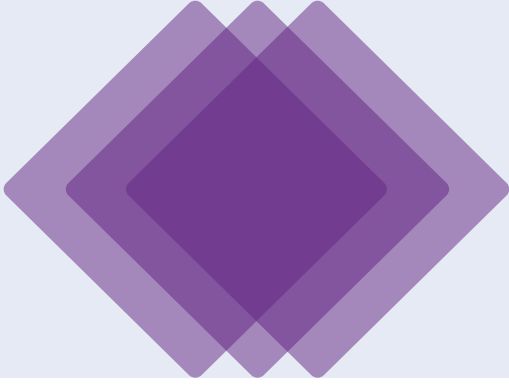
### Be able to provide eyelash and eyebrow treatments

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



# Notes

Use this area for notes and diagrams.

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# 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 eyebrow	
Maintenance of original eyebrow shape	

\*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.

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

<b>Worked with a minimum of 2 colouring characteristics</b>	<b>Portfolio reference</b>
Fair	
Red	
Dark	
White	

<b>Provided all types of advice</b>	<b>Portfolio reference</b>
The individual and practitioner's legal rights and responsibilities	
Pre and post-treatment instructions and care	
Restrictions and associated risks – avoidance of activities which may cause contra-actions	
Future treatment needs	

\*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\*:

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

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.

## Achieving the external paper

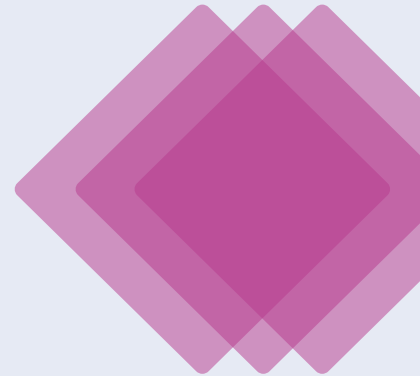
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

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

Paper	Date achieved	Assessor initials
1 of 1		



# Knowledge



## Learning 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	

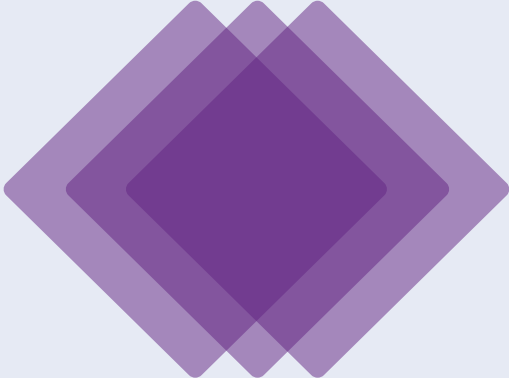
\* Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.

## Learning 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 are assessed in the external paper.



# Notes

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# 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.

## Learning outcome 1: Be able to prepare for eyelash and eyebrow treatments

### Management of health and safety at work:

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Infection Prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Client preparation and care:** Preparing for and performing a treatment taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, protect back, prevent slouching, avoid straining or overreaching.

**Towels:** Wash regularly and efficiently, use fresh towels for every client, place dirty towels in a covered bin.

**Equipment:** Follow organisational/manufacturers'/suppliers' instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**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.

## Learning outcome 1: Be able to prepare for eyelash and eyebrow treatments (continued)

**Regulations:** Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR), Environmental Protection Act.

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

**Hazards:** Require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Reasons for risk assessment:** Staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, legal requirement.

**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.

**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).

### Hygiene:

**General** – Clean/disinfect work area/ surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise therapist's hands before, during and after treatments.

**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:** Lined waste bin, organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers' instructions.

### Environmental working practices:

Effective and energy efficient working practices, for example, lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for client and employees, water conservation, environmental waste management.

## Learning outcome 1: Be able to prepare for eyelash and eyebrow treatments (continued)

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposable and single-use items, record product usage, paper-free appointment systems and pricelists.

### **Therapist health and wellbeing:**

Maintain correct posture when performing treatment, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, Repetitive Strain Injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue. Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

**Client preparation:** Consult with client, perform any necessary pre-treatment tests, provide modesty robe/gown, advise client on clothing to remove/keep on, protect client clothing, maintain client comfort, privacy and modesty, client positioned correctly, remove contact lenses, remove eye make-up.

### **Communication:**

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

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

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment and expected outcomes, checking client's comfort and wellbeing throughout the treatment.



## Learning outcome 1: Be able to prepare for eyelash and eyebrow treatments (continued)

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity tests, current skincare regime, treatment requirements, client preferences and expectations, hair and skin analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**Consultation techniques:** Consultation environment (face to face or digital), client requirements, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference, explain treatment process, expected sensations, skin reaction, outcomes, further treatments to enhance eyelash and brow appearance, agree colour selection for eyelash and brow tinting, agree shape for eyebrow shaping.

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

## Learning outcome 1: Be able to prepare for eyelash and eyebrow treatments (continued)

**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, tools and equipment:

Products for eyebrow shape: Skin cleanser, eye make-up remover, soothing/antiseptic lotion or witch hazel or rose water.

### 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), disposable orange wood 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, disposable orange wood 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.

### 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.



## Learning outcome 1: Be able to prepare for eyelash and eyebrow treatments (continued)

### Contra-indication:

**Absolute contra-indication** – An absolute contra-indication is a condition that prevents the treatment from being carried out and may require referral.

**Examples of contra-indications that may prevent treatment (absolute contra-indications)** – 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.

**Relative contra-indication** – A relative contra-indication is a condition that requires an assessment of suitability for the treatment and/or if adaptations are required.

**Examples of contra-indications that may restrict treatment (relative contra-indications)** – 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 eyelashes, single eyelash extensions.

## Learning outcome 2: Be able to provide eyelash and eyebrow treatments

### Treatment technique (eyebrow shaping):

**Measuring** – use disposable orange wood 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 wood 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 wood 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 orange wood stick or disposable brush to skin around lower eyelashes, apply eye pad or eye shield and repeat on second eye, client to close eyes, apply to upper eyelid close to roots, avoiding eyelashes.

**Tint application** – mix 5mm tint and 2-3 drops of peroxide, apply with brush or disposable orange wood 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.

**Contra-actions:** Establish if it is an expected reaction or an unexpected/adverse reaction.

**In the case of expected reactions** – provide immediate post-treatment after care and advice for homecare, for example apply a cold compress, avoid perfumed products.

**In the case of unexpected/adverse reactions** – discontinue treatment, take remedial action, record unexpected/adverse reaction, advise on homecare and how to access remedial medical care if required.



## Learning outcome 2: Be able to provide eyelash and eyebrow treatments (continued)

**Possible expected reactions** – erythema, mild puffiness (eyebrow shaping).

**Possible unexpected/adverse reactions** – Excess erythema, sore, bruising, stinging, bleeding, excessive swelling, abrasions (eyebrow shaping). Hyperaemia, urticaria, damage to eye, eye irritation, oedema, blindness, allergy.

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

**Hair structure:** 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 types (lanugo, vellus, terminal).

### **Hair functions:**

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

**Eyelashes** – prevention of particles entering eye.

**Hair classification:** Straight, curly, very curly.

**Hair colour:** Fair, red, dark, white.

**Hair Type:** Terminal, vellus.

**Hair growth pattern:** direction of growth, hair loss.

### **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.

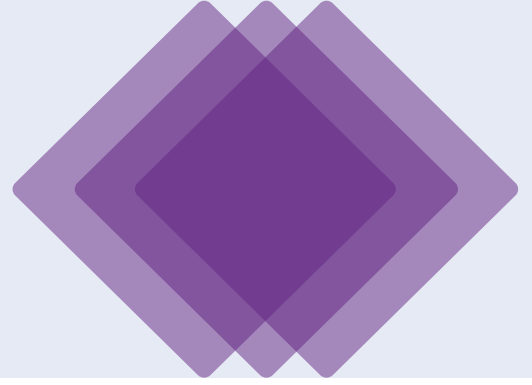
**Functions of the skin** – protection, heat regulation, absorption, secretion, elimination, sensation, formation of vitamin D, melanin production, process of keratinisation.

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

# Notes



Use this area for notes and diagrams.

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# UV20398

## Provide facial skincare

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**

Observation(s)

**3**

External paper(s)

**2**



# Provide facial skincare

## 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 may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated 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. There are **two external papers** that must be achieved. The criteria that make up the paper are highlighted throughout 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.

## Achieving range

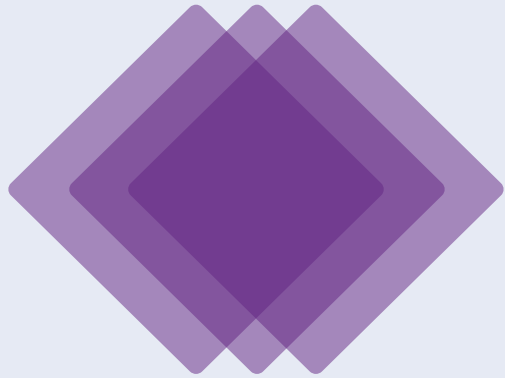
The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

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



# Observations

## Learning 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	Optional
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 2

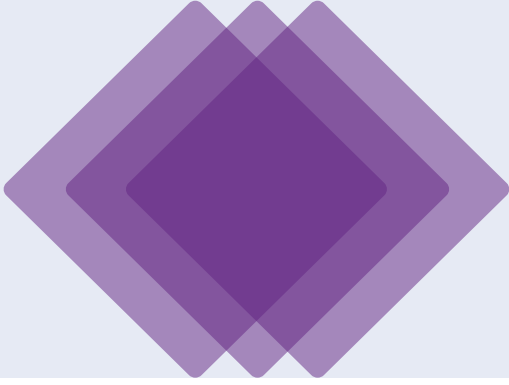
### Be able to provide facial skin care treatments

**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.

<b>Observation</b>	1	2	3	Optional
<b>Date achieved</b>				
<b>Criteria questioned orally</b>				
<b>Portfolio reference</b>				
<b>Assessor initials</b>				
<b>Learner signature</b>				



# Notes

Use this area for notes and diagrams.

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# 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 a minimum of 3 skin types	Portfolio reference
Dry	
Oily	
Combination	
Normal (balanced)	

\*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.

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

<b>Treated a minimum of 2 skin conditions</b>	<b>Portfolio reference</b>
Congested	
Dehydrated	
Fragile	
Hyper/hypo pigmentation	
Lack lustre	
Lax elasticity	
Mature	
Photo-aged	
Photo-sensitive	
Pustular	
Sensitised	
Sensitive	
Vascular	

<b>Used all types of equipment</b>	<b>Portfolio reference</b>
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.



\*You must practically demonstrate that you have:

Used all the types of facial products	Portfolio reference
Eye make-up remover	
Cleansers	
Toners	
Exfoliators	
Moisturisers	
Specialised skin products	
Sun protection factor	

Used a minimum of 2 massage mediums	Portfolio reference
Oil	
Cream	
Oil-free	
Serum	

Used all massage techniques	Portfolio reference
Effleurage	
Petrissage	
Tapotement	
Friction	
Vibration	
Pressure point	
Lymphatic drainage	

\*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.

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

<b>Met all therapeutic massage objectives</b>	<b>Portfolio reference</b>
Detoxifying	
Stimulating	
Toning	

<b>Used a minimum of 2 mask treatments</b>	<b>Portfolio reference</b>
Setting	
Non-setting	
Cooling	
Self-heating	

<b>Provided all types of advice/instructions</b>	<b>Portfolio reference</b>
The individual and practitioner's legal rights and responsibilities	
Pre and post-treatment instructions and care	
Restrictions and associated risks – avoidance of activities which may cause contra-actions	
Future treatment needs	

\*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\*:

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

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.

## Achieving the external paper

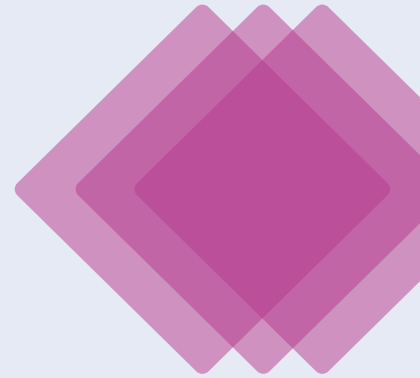
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

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



## Learning 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 classifications, skin types and conditions	
k. Identify skin classifications, 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 are assessed in the external paper.



## Learning 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 classifications, skin type and conditions	
l. Describe how treatments can be adapted to suit client treatment needs, skin classifications, 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 are assessed in the external paper.

## Learning 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 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.

## Learning outcome 1: Be able to prepare for facial skin care treatments

### Management of health and safety at work:

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Infection prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Client preparation and care:** Preparing for and performing a treatment taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

**Towels:** Wash regularly and efficiently, use fresh towels for every client, place dirty towels in a covered bin.

**Regulations:** Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act, UK General Data Protection Regulations (GDPR), Environmental Protection Act.

**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, protect back, prevent slouching, avoid straining or overreaching.

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

## Learning outcome 1: Be able to prepare for facial skin care treatments (continued)

### **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.

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

**Hazards:** Require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

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

**Liability insurance:** Employers, public, professional indemnity.

**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:** Follow organisational/manufacturers'/suppliers' instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**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.

### **Hygiene:**

**General** – clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise own hands before, during and after treatments.

**Sterilisation** – 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:** Lined waste bin, organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers' instructions.

## Learning outcome 1: Be able to prepare for facial skin care treatments (continued)

### **Environmental working practices:**

Effective and energy efficient working practices, for example lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for client and employees, water conservation, environmental waste management.

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposable and single use items, record product usage, paper-free appointment systems and pricelists.

### **Therapist health and wellbeing:**

Maintain correct posture when performing treatment, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, Repetitive Strain Injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue. Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

**Client preparation:** Consult with client, perform any necessary pre-treatment skin tests, provide modesty robe/gown, advise client on clothing to remove/keep on, maintain client comfort, privacy and modesty, client positioned correctly.



## Learning outcome 1: Be able to prepare for facial skin care treatments (continued)

### Communication:

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

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

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment and expected outcomes, checking client's comfort and wellbeing throughout the treatment.

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity tests (allergy alert tests), current skincare regime, treatment requirements, client preferences and expectations, skin analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment options, client informed consent and signature), update record at the end of the treatment, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).

## Learning outcome 1: Be able to prepare for facial skin care treatments (continued)

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**Consultation techniques:** Consultation environment (face to face or digital), client requirements, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference.

**Treatment objectives:** Improved skin condition, lymphatic drainage, relaxation, client needs and suitability.

**Recommendations to client:** Pre-treatment instructions on treatment process, expected physical sensations, expected and adverse reactions/contra-actions, outcomes, further treatments, fees and treatment options, adaptations and modifications, post-treatment advice/aftercare, lifestyle changes to maintain or improve health.

**Skin analysis:** Carry out using a magnifying lamp, protect client's eyes, check all areas of the face and neck for skin type, condition and characteristics, record results on record card.

**Skin classifications:** Fitzpatrick scale, phenotype and genotype, Lancer scale

**Skin types:** Normal (balanced), oily, dry, combination.

**Skin conditions:** Congested, dehydrated, fragile, hyper/hypo pigmentation, lack lustre, lax elasticity, mature, photo-aged, photo-sensitive, pustular, sensitised, sensitive, vascular.

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

The importance of recognising suspicious skin irregularities and lesions and referral to a relevant healthcare professional.

### Products:

**The pH scale** – relevance to skin sensitivity, actions of acid and alkaline concentrations on the skin.

### Cleansing products:

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

**Non-oily eye make-up remover** – sensitive eyes, for general use.

**Cleansing milk** – dry/sensitive/sensitised/normal (balanced)/combination skin.

**Cleansing cream** – ultra dry skin, deep cleansing.



## Learning outcome 1: Be able to prepare for facial skin care treatments (continued)

**Cleansing lotion** – oily/congested/pustular/combination skin.

**Facial wash/cleansing gel** – oily/congested/pustular skin, client's that prefer to wash their skin, suited to skin type/condition.

### **Toners:**

**Toner (freshener)** – dry/sensitive/sensitised/mature skin.

**Toner (astringent)** – oily/congested/pustular skin.

**Toner (tonic)** – normal (balanced) skin.

### **Moisturising products:**

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

**Eye creams** – mature skin.

**Eye gel** – cooling/soothing.

**Neck creams** – dry/mature skin.

**Sun protection factor** – to protect against UVA and UVB rays, all skin types and conditions.

### **Exfoliating products:**

**Scrub/grains** – uses natural products (for example, nuts) or cereals (for example, porridge).

**Clay** – gentler to skin.

### **Physical:**

**Mechanical** – facial brush/brush cleanse machine.

Very superficial skin peels as per the stratum corneum, and their risks and restrictions.

### **Chemical:**

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

### **Massage mediums:**

**Cream** – promote longer lasting slip, good for clients who do not like oil, can be washed off,

**Oil** – for example, plant oils – sweet almond, grapeseed, jojoba, sunflower provide slip, absorbed slowly,

**Oil-free** – non-greasy, provide slip, used for clients with naturally oily skin, easily absorbed, can be washed off,

**Gel** – provide slip, used for clients with naturally oily skin, easily absorbed,

**Serum** – provide slip, contains active ingredients beneficial to the skin, easily absorbed.

**Self-heating masks and their risks and limitations:** Normal (balanced)/oily/congested skins.

### **Setting masks:**

**Clay masks** – can be mixed suitable to skin type.

**Peel off masks** – suitable for skin type.

### **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.

## Learning outcome 1: Be able to prepare for facial skin care treatments (continued)

**Cooling masks:** Pre-prepared, suitable for sensitive, sensitised, vascular skins.

**Selection process:** Product choice based on skin type, condition, target areas of treatment.

**Products for cleaning:** Disinfecting fluid, sterilising solution, sanitiser

**Tools and equipment:** Couch – adjustable, couch cover, couch roll, trolley, chair/stool – adjustable, magnifying lamp, digital technologies (optional), skin warming devices, towels, blanket, additional support/props, headband, gown/robe, tissues, cotton wool, spatulas, bowls, facial sponges, mask brush, lined waste bin, tools and equipment for cleaning, disinfection, sanitisation, sterilisation as appropriate to treatment.

### **Environmental conditions:**

**Heating** – warm, comfortable.

**Lighting** – soft.

**Noise level and music selection** – relaxing/calming.

**Ventilation** – sufficient air, pleasant aroma.

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

### **Contra-indications:**

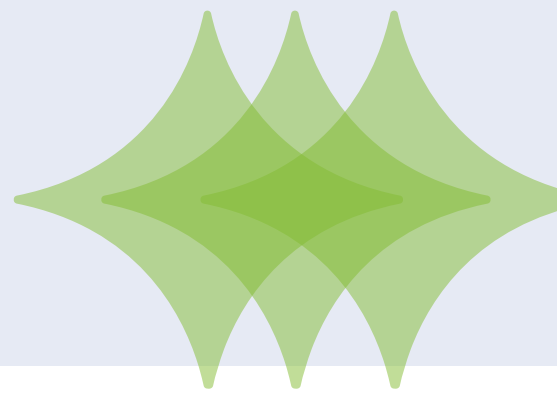
**Absolute contra-indication** – an absolute contra-indication is a condition that prevents the treatment from being carried out and may require referral.

**Examples of contra-indications that may prevent treatment (absolute contra-indications)** – contagious skin disorders- bacterial (impetigo), viral (herpes simplex, herpes zoster), fungal (tinea corporis), systemic medical conditions, cancer, during chemotherapy and radiotherapy, conjunctivitis, severe skin conditions and eye infections, acne, boils and warts, parasitic infestations (for example, scabies), known allergies, medical oedema, fever, recent operations, first trimester of pregnancy, recent head and neck injury, meningitis, nervous system disorders, undiagnosed lumps/pain, on medication.

**Relative contra-indication** – a relative contra-indication is a condition that requires an assessment of suitability for the treatment and/or if adaptations are required.

**Examples of contra-indications that may restrict treatment (relative contra-indications)** – recent scar tissue, eczema, psoriasis, hyperkeratosis, skin allergies, cuts, abrasions, bruising, styes.

**Examples of possible contra-indications to skin warming techniques that may prevent (absolute contra-indications) or restrict (relative contra-indications) use:** Vascular skin disorders, respiratory problems, claustrophobia, broken capillaries, diabetes (loss of sensation).



## Learning Outcome 2: Be able to provide facial skin care treatments

### Manual techniques:

1. Skin analysis
2. Cleansing
3. Exfoliating
4. Skin warming (steam, hot towel)
5. Comedone extraction
6. Massage (effleurage, petrissage, tapotement, friction, vibration, pressure point, lymphatic drainage)
7. Mask application
8. Moisturiser application
9. Sun protection factor application

**Evaluation and client satisfaction:** Agree result verbally and in writing through client feedback on record card, client objective, results of treatment, before and after photos, future treatments, record adaptations for next treatment.

**Aftercare advice:** Post-treatment instructions/recommendations, verbal and written, for immediate aftercare – water intake, rest; avoidance of activities that may cause contra-actions or reduce treatment benefits, for example, no make-up for 24 hrs, no further facial treatments for 24 hrs, avoid UV light/heat for 24 hrs, contra-actions and how to deal with them, suitable skin care regime and home treatments, lifestyle changes/improvements, for example stress management techniques, healthy eating and fluid intake, further treatments and frequency, alternative treatment options, retail products.

**Contra-actions:** Establish if it is an expected reaction or an unexpected/adverse reaction.

**In the case of expected reactions** – provide immediate post-treatment aftercare and advice for homecare, for example increase water intake, avoid the use of perfumed products.

**In the case of unexpected/adverse reactions** – discontinue treatment, take remedial action, record unexpected/adverse reaction, advise on homecare and how to access remedial medical care if required.

**Possible expected reactions** – for example, erythema.

**Possible unexpected/adverse reactions** – for example, allergic reaction, excessive erythema.

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

### 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, skin barrier function.

### Bones:

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

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

### Muscles:

**Muscle functions** – contraction, relaxation, attachment, movement, posture/stability.

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

### Circulatory system:

**Functions of blood** – transport, regulation, protection, clotting.

**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.

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

### **Examples of diseases and disorders of the skin:**

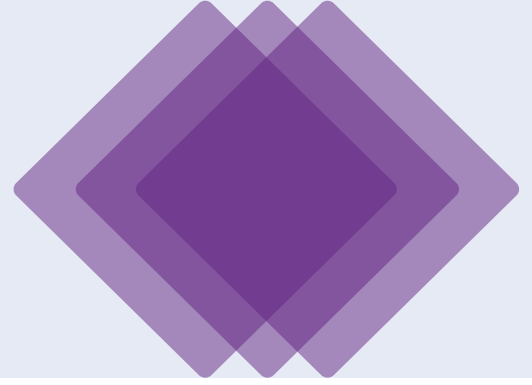
Impetigo, conjunctivitis, styes, boils, carbuncles, herpes simplex, herpes zoster, scabies, pediculosis, tinea corporis, milia, eczema, psoriasis, dermatitis, acne vulgaris, acne rosacea, acne keloidalis nuchae (AKN), cysts, moles, skin tags, keloid scar, malignant melanoma/carcinoma, urticaria, seborrhoea, post inflammatory hyperpigmentation (PIH), hyperpigmentation, hypopigmentation, melasma, dermatosis papulosa nigra (DPN), vitiligo, naevus, xanthomas, pseudo folliculitis barbae, keratosis pilaris, hyperkeratosis.

**Ageing process:** Loss of elasticity, dryness of skin, cell regeneration slows, thinning of skin, broken capillaries, slack muscle tone/lax elasticity, lack lustre, photo-aged, poor circulation, waste product removal slows, less fatty tissue, irregular pigmentation.

### **Lifestyle and environmental 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, UV exposure, hot and cold temperatures, air pollution.

# Notes



Use this area for notes and diagrams.

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# UV20418

## Remove hair using waxing techniques

This unit is about removing hair using appropriate 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, 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

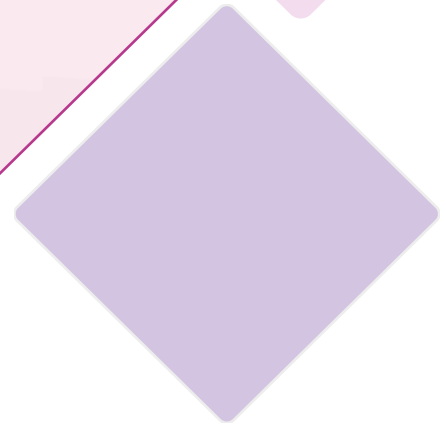
**57**

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 may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated 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. There is **one external paper** that must be achieved. The criteria that make up the paper are highlighted throughout 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.

## 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:

**Eyebrow wax** – 15 minutes

**Underarm wax** – 15 minutes

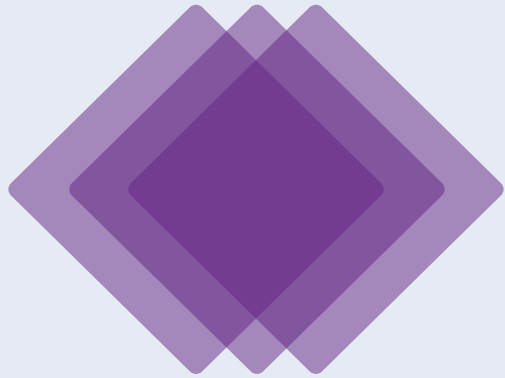
**Half leg wax** – 30 minutes

**Bikini line wax** – 15 minutes

**Full leg wax** – 45 minutes

**Upper lip wax** – 10 minutes

**Chin wax** – 10 minutes



# Observations

## Learning 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	Optional
Date achieved					
Criteria questioned orally					
Portfolio reference					
Assessor initials					
Learner signature					

## Learning outcome 2

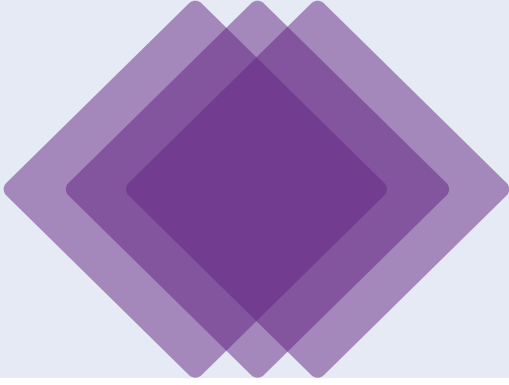
### Be able to provide waxing treatments

#### You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices and industry code of practice for waxing treatments
- 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	Optional
Date achieved					
Criteria questioned orally					
Portfolio reference					
Assessor initials					
Learner signature					



# Notes

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# 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	

\*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.

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

<b>Used all types of waxing products on the appropriate part of the body</b>	<b>Portfolio reference</b>
Hot wax (non-strip wax)	
Warm wax (strip wax)	

<b>Used all work techniques</b>	<b>Portfolio reference</b>
Stretching and manipulating the skin during application and removal	
Speed of product removal	
Direction and angle of removal	
On-going product temperature checks	

<b>Provided all types of advice/instructions</b>	<b>Portfolio reference</b>
The individual and practitioner's legal rights and responsibilities	
Pre and post-treatment instructions and care	
Restrictions and associated risks – avoidance of activities which may cause contra-actions	
Future treatment needs	

\*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\*:

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

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.

## Achieving the external paper

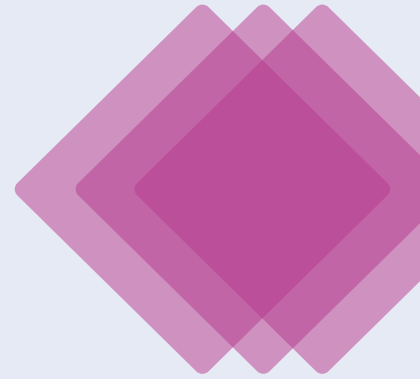
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

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

Paper	Date achieved	Assessor initials
1 of 1		



# Knowledge



## Learning 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 are assessed in the external paper.

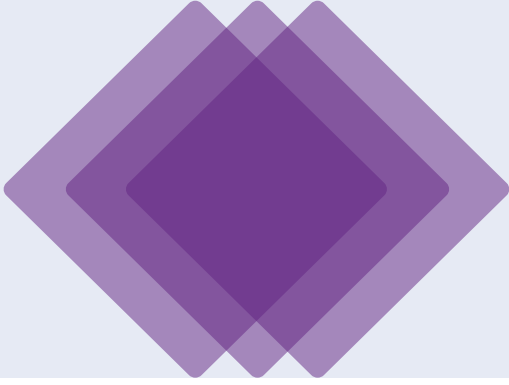


## Learning outcome 2

### 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 treatments	
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 hair growth cycle and the structure and functions of the skin/hair	
r. Describe diseases and disorders of the skin/hair	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.



# Notes

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# 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.

## Learning outcome 1: Be able to prepare for waxing treatments

### Management of health and safety at work:

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Electricity at work:** Visual check of equipment, no trailing wires, ensure portable appliance testing has been conducted.

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, protect back, prevent slouching, avoid straining or overreaching.

**Towels:** Wash regularly and efficiently, use fresh towels for every client, place dirty towels in a 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, avoid over exposure to chemicals, correct use of chemicals, follow storage handling use and disposal, check end date, store away from heat, damp and direct sunlight, dispose of contaminated waste in an appropriate waste bin, follow manufacturer's instructions.

**Regulations:** Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR)), Environmental Protection Act.

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

**Hazards:** Require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

## Learning outcome 1: Be able to prepare for waxing treatments (continued)

**Risk:** Determine the level of risk, to 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, minimise hazards and risks, maintain safe environment, legal requirement.

**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:** Follow organisational/manufacturers'/suppliers' instructions for safe use, only used for intended purpose, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**Products, tools and equipment:** Disinfecting fluid, sterilising solution, sanitiser, couch – adjustable, couch cover, couch roll, trolley, chair/stool – adjustable, towels, additional support/props, modesty gown/robe, tissues, cotton wool, spatulas, bowls, lined waste bin, products, tools and equipment for cleaning, disinfection, sanitisation, sterilisation as appropriate to treatment.

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

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

### Hygiene:

**General** – Clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise therapist's hands before, during and after treatment.

**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:** Lined waste bin, organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers' instructions.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client for example, the use of gloves when using cleaning chemicals.

## Learning outcome 1: Be able to prepare for waxing treatments (continued)

**Infection Prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment/service resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Therapist health and wellbeing:** Maintain correct posture when performing treatment, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, repetitive strain injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue. Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment

to allow for ease of access, movement and safe practice, preparation of props for client support.

**Client preparation:** Consult with client, perform any necessary pre-treatment tests, provide modesty robe/gown, advise client on clothing to remove/keep on, maintain client comfort, privacy and modesty, client positioned correctly.

### **Communication:**

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

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

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment and expected outcomes, checking client's comfort and wellbeing throughout the treatment.



## Learning outcome 1: Be able to prepare for waxing treatments (continued)

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity/allergy alert tests, current skincare regime, treatment requirements, client preferences and expectations, skin and hair analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment options, client informed consent and signature), update record at the end of the treatment, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**Consultation techniques:** Consultation environment (face to face or digital), client requirements, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference.

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

**Recommendations to client:** Pre-treatment instructions on treatment process, expected physical sensations, expected and unexpected adverse reactions, outcomes, further treatments, fees and treatment options, adaptations and modifications, post-treatment advice/aftercare, lifestyle changes to maintain or improve health.

## Learning outcome 1: Be able to prepare for waxing treatments (continued)

### Aftercare advice:

**Avoidance of activities that may cause contra-actions** – for example, for the first 24 hours avoid swimming, heat treatments, perfumed, chemical based and self-tan products, restrictive clothing, touching treatment 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.

**Patch test /allergy alert tests:** Relevant products 24-48 hours prior to treatment, record results of patch test/allergy alert test, client signature and date.

### Interpret results of skin patch test/allergy alert test:

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

**Negative** – no change to skin.

### Patch test/allergy alert test techniques:

Cleanse treatment area apply and remove relevant products to the treatment area, leave for a minimum of 24 hours, explain positive and negative reaction.

### Importance of patch test/allergy alert test:

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



## Learning outcome 2: Be able to provide waxing treatments

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

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

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

**Selection process:** Choice based on hair type, hair growth pattern, skin condition, target areas of treatment, client preference, hot wax (non-strip wax) most suitable for strong hair growth, warm wax (strip wax) suitable for all areas.

**Hair classification** – type 1 straight, type 2 curly, type 3 very curl.

**Skin type** – dry, oily, combination, normal (balanced).

**Temperature test:** Conduct a thermal test patch immediately prior to waxing treatment on therapist's wrist and client's treatment area. Check temperature throughout the treatment.

### **Warm wax (strip wax):**

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

**Treatment technique** – establish hair growth pattern and trim long hairs prior to application of wax, transfer wax from waxing unit in accordance with legislative requirements, apply wax at the appropriate angle and in accordance with the waxing treatment protocol, remove the wax strip swiftly against the hair growth and ensure the area is left free from wax and hair in accordance with the waxing treatment protocol.

### **Hot wax (non-strip wax):**

**Ingredients** – for example, formulation of beeswax, azulene, vitamin E.

**Treatment technique** – establish hair growth pattern and trim long hairs prior to application of wax, transfer wax from waxing unit in accordance with legislative requirements, apply wax at the appropriate angle and in accordance with the waxing treatment protocol, remove the wax swiftly ensuring the area is left free from wax and hair in accordance with the waxing treatment protocol.

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

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

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

## Learning outcome 2: Be able to provide waxing treatments (continued)

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposable and single-use items, record product usage, paper-free appointment systems and pricelists.

**Environmental working practices:** Effective and energy efficient working practices, for example, lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for client and employees, water conservation, environmental waste management.

### **Contra-indications:**

**Absolute contra-indication** – an absolute contra-indication is a condition that prevents the treatment from being carried out and may require referral.

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

**Relative contra-indication** – a relative contra-indication is a condition that requires an assessment of suitability for the treatment and/or if adaptations are required.

**Examples of contra-indications that may restrict treatment (relative contra-indications)** – diabetes, cuts/abrasions, eczema/psoriasis moles, infected ingrown hairs, skin tags, medication, self-tan products.

### **Alternative methods of hair removal their advantages and disadvantages:**

Depilatory creams, tweezing, threading, shaving, abrasive mitts, trimming, electrical depilatory, intense pulsed light, laser hair removal, electrical epilation, alkaline wash, dermaplaning.

#### **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.

#### **Tweezing:**

**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, only suitable for small areas.

#### **Shaving/trimming:**

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

**Disadvantages** – short term, quick and bristly re-growth.



## Learning outcome 2: Be able to provide waxing treatments (continued)

### **Abrasive mitts:**

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

**Disadvantages** – hair can break, re-growth quick, not good for strong hair growth.

### **Electrical depilatory:**

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

**Disadvantages** – quick and bristly re-growth.

### **Intense pulse light/laser:**

**Advantages** – hair growth is diminished, number of areas can be treated, reduces ingrown hairs.

**Disadvantages** – expensive, not suitable for all skin/hair types, professional course of treatment required.

### **Electrical epilation:**

**Advantages** – hair growth is diminished, reduces ingrown hairs, can treat different hair types.

**Disadvantages** – professional course of treatment required, smaller areas treated, expensive, can be painful.

### **Alkaline wash:**

**Advantages** – pain free, quick, reduces rate of regrowth, suitable for most skin types.

**Disadvantages** – works best on vellus hair, not suitable for acne skin, hair grows back.

### **Dermaplaning:**

**Advantages** – suitable for most skin types, pain free, quick.

**Disadvantage** – works best on vellus hair, not suitable for acne skin, hair grows back, can be expensive.

**Effects on skin:** Some hair removal methods are not suitable for sensitive skin for example, hot (non-strip wax), depilatory creams, abrasive mitts. Some hair removal methods will remove dead skin cells for example, abrasive mitts, hot (non-strip wax), warm (strip wax), dermaplaning. Skin can be damaged by some methods of hair removal for example, hot (non-strip wax), warm (strip wax), depilatory creams, abrasive mitts, IPL, laser.

**Effects on hair growth:** For example, ingrown hairs, hair breakage, quick hair regrowth, thicker hair growth.

**Contra-actions:** Establish if it is an expected reaction or an unexpected/adverse reaction.

**In the case of expected reactions** – provide immediate post-treatment aftercare and advice for homecare immediately following treatment.

**In the case of an unexpected/adverse reaction** – discontinue treatment, take remedial action, record unexpected/adverse reaction, advise on homecare and how to access remedial medical care if required.

**Possible expected reactions** – erythema, urticaria, light blood spotting, broken hair, diminished hair growth, ingrown hairs.

**Possible unexpected/adverse reactions** – bruising, burns, abrasions, excessive oedema, allergic reaction, hyperaemia.

## Learning outcome 2: Be able to provide waxing treatments (continued)

### Skin structure:

**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 skin diseases and disorders:

**Allergic responses** – dermatitis, urticaria.

**Bacterial** – impetigo, furuncle, carbuncle,

**Fungal** – tinea (capitis, corporis, pedis).

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

**Infestations** – pediculosis, scabies.

**Inflammations** – eczema, psoriasis.

**Pigmentations** – albinism, telangiectasias, chloasma, solar lentigines, naevus flammeus, vitiligo.

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

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

**Viral** – herpes simplex/herpes zoster, warts, verruca.

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

**Hair structure:** 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.

**Functions of the hair:** Insulation and protection.

**Examples of hair diseases and disorders:** Hypertrichosis, tinea capitis, trichotillomania, hirsutism.

# UV20489

## Salon reception duties

In this unit, you will learn how to create a positive impression of yourself and the salon/barbershop while fulfilling reception desk duties. As clients' initial and final point of contact, your communication and conduct play a crucial role in shaping their experience. You will gain skills in taking and relaying messages, scheduling and documenting client appointments, offering salon information, processing payments, and maintaining strict confidentiality.

This unit is suitable for all practitioners.

For the purposes of this unit the generic term of practitioner has been used to incorporate the following roles: Barber, Beauty therapist, Complementary therapist, Hairdresser, Make-up, Massage therapist, Nail technician.

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 may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated 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.

## 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

## Learning 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	Optional
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning 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/barbershop and legal requirements

\*May be assessed through oral questioning.

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

## Learning 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/barbershop policy
- c. Follow security procedures when handling payments

\*May be assessed through oral questioning.

Observation	1	2	3	Optional
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	
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.

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

<b>Processed 3 of 4 types of payment</b>	<b>Portfolio reference</b>
Cash	
Cheque	
Gift vouchers/promotions/offers	
Digital wallet/credit/debit card	

<b>Dealt with all types of discrepancy</b>	<b>Portfolio reference</b>
Invalid currency	
Invalid digital wallet/credit/debit 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\*:

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

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

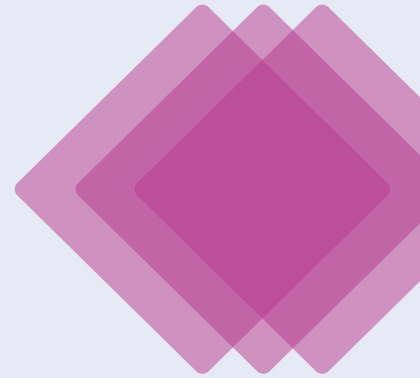
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.



# Knowledge



## Learning 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/barbershop environment	
h. List salon/barbershop 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.



## Learning 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.

## Learning 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.

# 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.

## Learning outcome 1: Be able to carry out reception duties

**Salon/barbershop enquiries:** Verbal/electronic/paper based, request for information, pass on information, identify client needs, client complaints (complaints procedures), attention to detail, accurate, legible, timely, comply with General Data Protection Regulations (GDPR).

**Identify nature of enquiries:** Checking availability of service, price, personal requirements, retail products, leaflets/information, pay a deposit for a service, modifying an existing appointment, changing a service, adding additional services to an existing appointment.

### Communication:

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, appropriate vocabulary and open questioning related to treatment/service.

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

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

### Adapting and tailoring approaches

– for different clients and colleagues, for example, new and existing clients, according to age, health conditions. Use appropriate and respectful language that demonstrates awareness of cultural diversity and prevents unconscious bias and indirect discrimination. Plan and adapt communication, treatments and services to meet and respect individuals' health needs.

**Clarification** – checking client understanding of proposed treatment/service and expected outcomes.

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

## Learning outcome 1: Be able to carry out reception duties (continued)

**Professional appearance:** Clean professional uniform, unobtrusive jewellery or piercings, hair clean and styled, closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (appropriate in length, clean, in good condition and maintained).

**Practitioner health and wellbeing:**

Maintain correct posture when performing reception duties, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, Repetitive Strain Injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue. Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

**Equipment:** Follow organisational/manufacturers'/suppliers' instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**Reception stationery:** Maintain supplies of stationery (professional image, saves time), loyalty cards, vouchers, pens, pencils, appointment book, appointment cards, stapler, message book, and salon/barbershop services price list (costs and service/treatment times).

**Safe and hygienic working knowledge/practices:**

**Management of health and safety at work:**

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**General hygiene:** Clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, place dirty towels in a covered bin, use disposables as appropriate to service, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise practitioner's hands before, during and after enquiries and interaction with clients.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of chair, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice.

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

**Hazards** – require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

## Learning outcome 1: Be able to carry out reception duties (continued)

**Reasons for risk assessment** – staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, legal requirement.

**Working in accordance with current health and safety legislation:** Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR)), Environmental Protection Act.

**Infection Prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of the working environment and resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Environmental working practices:** Effective and energy efficient working practices, for example, lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for clients and employees, water conservation, environmental waste management.

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposables and single-use items, record product usage, paper-free appointment systems and pricelists.

**Procedures for taking messages:** Verbal/ via e-mail, request/provide information, attention to detail, accurate, legible, timely, comply with General Data Protection Regulations (GDPR).

**Salon/barbershop services:** Each salon/ barbershop will vary for price and duration, small salon/barbershop (cheaper), city salon/barbershop (more expensive), junior practitioner (reduced rates), senior practitioner (reflected in price).

**Hairdressing** – cutting, setting, blow-drying, hair up, colouring, perming.

**Barbering** – cutting, fading, detailing, blow-drying, facial hair cutting, hot towel shaving, colouring, perming.

**Beauty therapy** – 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.



## Learning outcome 2: Be able to book appointments

### **Methods of recording appointments:**

Computerised system, paper based (appointment book).

**Scheduling appointments:** Availability of practitioner requested, level of ability, time allocations, commercial timings for services/treatments, salon/barbershop policy for time allowed for service/treatment length, effective use of practitioners' time, clear time availability in column, client time constraints, price if prior agreement, agreement from practitioner if query.

**Client information:** Name, contact details, date, time, service booked, tests conducted/results, if deposit taken.

**Passing of appointment details to appropriate person:** Smooth running of salon/barbershop, 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, practitioner may not be able to accommodate client, client unhappy, practitioner stressed, client may take business elsewhere.

**Consequences of failing to record messages correctly:** Message not delivered, too late, wrong information, wrong person, create problems.

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, medical history, contra-indications, sport/hobbies, recent activities, service/treatment history, allergies/hypersensitivity, test results, service/treatment requirements, recommendations, service/treatment plan including products, expected outcomes, alternative service/treatment options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

### Learning outcome 3: Be able to deal with payments

#### **Calculate service costs correctly:**

Calculator/computer/mental calculation/pencil and paper, confirmation with practitioner/client, use salon/barbershop price list, follow salon/barbershop policy.

**Payment types:** Salon/barbershop security policy for each method of payment, salon contingency plan for errors and discrepancies (fraudulent monies, digital wallet/credit/debit card declined, voucher out of date, stolen card, insufficient funds).

**Cash** – confirmation legal tender following Bank of England guidance, place received cash in holder until correct change given.

**Digital wallet/credit/debit card** – follow bank verification procedures and where appropriate, 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.

**Gift vouchers/promotions/offers** – check for authenticity, validity date, follow salon/barbershop procedures.

#### **Salon security for handling cash 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.