

<b>ITEC Level 2</b>  <b>Unit 800 - Provide Facial Skincare</b>  <b>Recommended Minimum Guided Learning Hours – 56</b>	
<b>Learning outcome</b> The Learner will:  1. Be able to prepare for facial skincare treatments	
<b>Assessment Criteria</b>	<b>Taught content</b>
1.1 Prepare themselves, client and work area for facial skincare treatment  1.2 Use suitable consultation techniques to identify treatment objectives  1.3 Carry out a skin analysis  1.4 Provide clear recommendations to the client	1.1.1 To include: • Preparation of working area • Equipment • Products • Work wear • Personal appearance and behaviour • Hygiene e.g. sterilising /sanitising tools and equipment • Procedures used to prepare client for treatment • Client care and modesty  1.2.1 To include: An example of a consultation form can be downloaded from <a href="http://www.itecworld.co.uk">www.itecworld.co.uk</a> • Consulting in a suitable area • Positive body language • Positioning of the client • Good communication skills (asking open and/or closed questions where appropriate) • Professionalism • Contraindications and contra-actions • Treatment plan • Products used • Consent • Confidentiality • Client's signature  1.3.1 To include: • Overall skin type • Skin condition • Pigmentation and colour • Skin texture • Skin imperfections • Skin tone • Skin temperature • Muscle tone • Skin elasticity • UV damage  1.4.1 Taking into account the following: • The outcome of the skin analysis • Diet • Smoking • Alcohol • Central heating • Air conditioning • Stress • Sleep • Exercise • Fresh air • Occupation • Lifestyle • Current regime

1.5	Select products, tools and equipment to suit client treatment needs, skin types and conditions	<p>1.5.1 To include:</p> <ul style="list-style-type: none"> <li>• Couch or chair • Trolley • Stool • Towels • Blanket • Additional support if appropriate • Headband • Bedroll • Robe • Disposable slippers • Disinfecting fluid • Magnifying lamp • Steamer • Hot towels/cabinet • Brush cleanse equipment • Paraffin wax heater • Infra-red lamp • Tissues • Cotton wool • Sponges • Gloves • Spatulas • Bowls • Mask brushes • Gauze • Mirror • Sterilising solution • UV cabinet • Autoclave • Hot bead steriliser • Chemical immersion equipment • Waste disposal</li> <li>• Products for the following treatments: • Cleanse (superficial and deep) • Pre-heat • Facial Massage • Masks</li> </ul>
1.6	Describe salon requirements for preparing themselves, the client and work area	<p>1.6.1 To include:</p> <ul style="list-style-type: none"> <li>• Any particular rights, restrictions and Acts applicable to facial skincare treatment • Code of practice/ethics • Insurance and professional association membership • Record keeping • Professional appearance</li> </ul>
1.7	State the environmental conditions suitable for facial skincare treatments	<p>1.7.1 To include:</p> <ul style="list-style-type: none"> <li>• Lighting • Heating • Ventilation • Noise levels • Available space • Music • General hygiene • Waste disposal • Décor • Equipment e.g. workstation/trolley • Privacy • Reception areas • General use/treatment areas</li> </ul>
1.8	Describe different consultation techniques used to identify treatment objectives	<p>1.8.1 To include:</p> <ul style="list-style-type: none"> <li>• The importance of positive body language • Positioning of themselves and client (no barriers) • Good communication skills (asking open and/or closed questions and where appropriate) • Verbal and non-verbal communication</li> </ul>
1.9	State the importance of carrying out a detailed skin analysis	<p>1.9.1 To include:</p> <ul style="list-style-type: none"> <li>• Skin type and conditions • Contraindications • Scope of treatment(s) • Home care advice • Aftercare advice</li> </ul>
1.10	Describe how to select products, tools and equipment to suit client treatment needs, skin types and conditions	<p>1.10.1 To include:</p> <ul style="list-style-type: none"> <li>• The importance of selecting the correct products, tools and equipment based upon client consultation and skin analysis</li> <li>• Couch or chair • Trolley • Stool • Towels • Blanket • Additional support if appropriate • Headband • Bedroll • Robe • Disposable slippers • Disinfecting fluid • Magnifying lamp • Steamer • Hot towels/cabinet • Brush cleanse equipment • Paraffin wax heater • Infra-red lamp • Tissues • Cotton wool • Sponges • Gloves • Spatulas • Bowls • Mask brushes • Gauze • Mirror • Sterilising solution • UV cabinet • Autoclave • Hot bead steriliser • Chemical immersion equipment</li> </ul>

	<ul style="list-style-type: none"> <li>• Waste disposal</li> <li>• Eye make-up remover • Cleansing lotions, milks, creams, foams, oils and gels</li> <li>• Skin toners, fresheners, astringents and tonics • Exfoliation products</li> <li>• Enzymatic peels • Massage creams, oils and gels • Moisturising creams, lotions and milks – day/night • Eye creams and gels • Neck creams • AHA's • Serums</li> <li>• Ampoules • Specialised products i.e. acne products, lip balms</li> <li>• Clay masks (Calamine, Kaolin, Magnesium Carbonate, Fuller's Earth, Flowers of Sulphur (COSSH)) • Active ingredients (Rosewater, Orangeflower water, Distilled Water, Witch Hazel, Glycerine, Almond Oil) • Natural masks (Avocado, Egg white, Honey, Banana, Cucumber, Strawberry, Natural Yogurt, Wheatgerm, Lemon Juice, Oatmeal, Milk, Teabags, Egg Yolk, Aloe</li> <li>• Commercial masks (in accordance with manufacturer's instructions, ingredients of any mask applied to the skin should be known) • Specialised masks (Thermal/mineral, peel-off, paraffin wax, hot oil, collagen)</li> <li>Facial skincare techniques to include: • Eye make-up removal • Lipstick removal</li> <li>• Superficial cleanse • Skin analysis • Deep cleanse • Pre-heat treatment</li> <li>• Comedone extractions • Massage – effleurage, petrissage, tapotement • Mask</li> <li>• Tone • Moisturise</li> <li>• The methods, hygiene and safety precautions, effects and benefits of all treatment techniques</li> </ul>
1.11 Identify skin types, conditions and characteristics	<p>1.11.1 To include:</p> <p><b>Skin types:</b> • White • Black • Asian type skin • Mixed • Dry • Oily • Combination</p> <p><b>Skin conditions/characteristics:</b> • Mature skin • Young skin • Sensitive</p> <ul style="list-style-type: none"> <li>• Dehydrated • Lack of elasticity • Lack of muscle tone • Blemishes • Age</li> <li>• Crow's feet • Broken capillaries • Open pores • Milia • Comedones • Pustules</li> <li>• Papules • Hyper pigmentation • Hypo pigmentation • Dermatitis papulosa nigra</li> <li>• Psuedo folliculitis • Keloids • Ingrowing hairs • Vitiligo • Albinism • Chloasma</li> <li>• Ephelides • Lentigo • Naevae • Port wine stain • Leucoderma • Scarring • Thin skin • Small moles • Papilloma</li> </ul> <p><b>Skin tones:</b> • Fair • Medium • Dark • Olive</p>
1.12 Describe the contraindications which prevent or restrict facial treatments	<p>1.12.1 To include:</p> <p><b>Contraindications requiring medical permission – in circumstances where medical permission cannot be obtained clients must sign an informed consent form stating that the treatment and its effects have been fully explained to them and confirm that they are willing to proceed without permission from their GP:</b></p> <ul style="list-style-type: none"> <li>• Medical oedema • Nervous/Psychotic conditions • Epilepsy • Recent facial</li> </ul>

	<p>surgery affecting the area • Diabetes • Skin cancer • Slipped disc • Undiagnosed pain • When taking prescribed medication • Whiplash</p> <p><b>Contraindications that restrict treatment:</b></p> <ul style="list-style-type: none"> <li>• Fever • Contagious or infectious diseases • Under the influence of recreational drugs or alcohol • Diarrhoea and vomiting • Any known allergies • Eczema</li> <li>• Undiagnosed lumps and bumps • Localised swelling • Inflammation • Cuts</li> <li>• Bruises • Abrasions • Scar tissue (2 years for major operations and 6 months for a small scar) • Sunburn • Hormonal implants • Urticaria • Recent fractures (minimum 3 months) • Sinusitis • Neuralgia • Migraine/Headache • Hypersensitive skin • Botox/ dermal fillers (1 week following treatment) • Hyperkeratosis • Skin allergies • Trapped/pinched nerve affecting the treatment area • Inflamed nerve</li> <li>• Conjunctivitis • Styes • Watery eyes • Blepharitis</li> </ul>
<p><b>Learning outcome</b> The Learner will:</p> <p>2. Be able to provide facial skincare treatments</p>	
<b>Assessment Criteria</b>	<b>Taught content</b>
<p>2.1 Communicate and behave in a professional manner</p> <p>2.2 Follow health and safety working practices</p>	<p>2.1.1 To include:</p> <ul style="list-style-type: none"> <li>• Explanation of treatment • Benefits, limitations and co-operation required</li> <li>• Client care, modesty and support • Communication • Correct posture, hygiene and a professional approach to the client throughout treatment</li> </ul> <p>2.2.1 To include:</p> <ul style="list-style-type: none"> <li>• Fire Precautions Act • Health &amp; Safety at Work Act • Health and Safety (First Aid) Regulations • The Management of Health &amp; Safety at Work Regulations</li> <li>• The Workplace (Health, Safety &amp; Welfare) Regulations • The Manual Handling Operations Regulations • The Personal Protective Equipment at Work Regulations • The Provision and Use of Work Equipment Regulations • The Control of Substances Hazardous to Health Regulations (COSHH) • The Electricity at Work Regulations • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) • Disability Discrimination Act • Data Protection Act • Adhere to all product safety precautions and manufacturers' instructions • Legislation which relates to the work being carried out, the environment and the client with whom the therapist is working</li> </ul>

2.3 Position themselves and client correctly throughout the treatment	2.3.1 To include: • Ensuring the client is comfortable and correctly supported • Facial skincare therapist maintaining correct working posture throughout treatment • Facial skincare therapist self-care
2.4 Use products, tools, equipment and techniques to suit client treatment needs, skin type and conditions	2.4.1 To include: <b>Equipment</b> • Couch or chair • Trolley • Stool • Towels • Blanket • Additional support if appropriate • Headband • Bedroll • Robe • Disposable slippers • Disinfecting fluid • Magnifying lamp • Steamer • Hot towels/cabinet • Brush cleanse equipment • Paraffin wax heater • Infra-red lamp • Tissues • Cotton wool • Sponges • Gloves • Spatulas • Bowls • Mask brushes • Gauze • Mirror • Sterilising solution • UV cabinet • Autoclave • Hot bead steriliser • Chemical immersion equipment • Waste disposal <b>Products</b> • Eye make-up remover • Cleansing lotions, milks, creams, foams, oils and gels • Skin toners, fresheners, astringents and tonics • Exfoliation products • Enzymatic peels • Massage creams, oils and gels • Eye creams and gels • Neck creams • Moisturising creams, lotions and milks – day/night • AHA's • Specialised products i.e. acne products, lip balms, serums • <i>Clay masks</i> (Calamine, Kaolin, Magnesium Carbonate, Fuller's Earth, Flowers of Sulphur (COSSH)) • Active ingredients (Rosewater, Orangeflower water, Distilled Water, Witch Hazel, Glycerine, Almond Oil) • <i>Natural masks</i> (Avocado, Egg white, Honey, Banana, Cucumber, Strawberry, Natural Yogurt, Wheatgerm, Lemon Juice, Oatmeal, Milk, Teabags, Egg Yolk, Aloe) • <i>Commercial masks</i> (in accordance with manufacturers' instructions, ingredients of any mask applied to the skin should be known) • <i>Specialised masks</i> (Thermal/mineral, peel-off, paraffin wax, hot oil, collagen) <b>Techniques</b> used for the following treatments: • Cleanse (superficial and deep) • Pre-heat • Facial Massage • Masks
2.5 Complete the treatment to the satisfaction of the client	2.5.1 To include: • Conclusion of treatment in appropriate manner to meet client's needs and manufacturers' instructions • Check treatment results with client using mirror

2.6	Record the results of the treatment	2.6.1 To include: • Client response to treatment and feedback • Note benefits of the treatment • Product advice • Home care advice • Store records demonstrating knowledge of confidentiality requirements
2.7	Provide suitable aftercare advice	2.7.1 To include: • Recommendations for immediate aftercare • Recommendation of suitable skin care regime • Use of SPF • Lifestyle • Recommendation of further salon treatments
2.8	State how to communicate and behave in a professional manner	2.8.1 To include: • Consultation • Treatment explanation • Client care • Hygiene • Good communication skills
2.9	Describe health and safety working practices	2.9.1 To include: The importance of: • Fire Precautions Act • Health & Safety at Work Act • Health and Safety (First Aid) Regulations • The Management of Health & Safety at Work Regulations • The Workplace (Health, Safety & Welfare) Regulations • The Manual Handling Operations Regulations • The Personal Protective Equipment at Work Regulations • The Provision and Use of Work Equipment Regulations • The Control of Substances Hazardous to Health Regulations (COSHH) • The Electricity at Work Regulations • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) • Disability Discrimination Act • Data Protection Act
2.10	State the importance of positioning themselves and the client correctly throughout the treatment	2.10.1 To include: • Ensuring the client is comfortable and correctly supported • Facial skincare therapist maintaining correct posture throughout treatment

<p>2.11 State the importance of using products, tools, equipment and techniques to suit client treatment needs, skin type and conditions</p>	<p>2.11.1 To include:</p> <ul style="list-style-type: none"> <li>• Couch or chair • Trolley • Stool • Towels • Blanket • Additional support if appropriate • Headband • Bedroll • Robe • Disposable slippers • Disinfecting fluid • Magnifying lamp • Steamer • Hot towels/cabinet • Brush cleanse equipment • Paraffin wax heater • Infra-red lamp • Tissues • Cotton wool • Sponges • Gloves • Spatulas • Bowls • Mask brushes • Gauze • Mirror • Sterilising solution • UV cabinet • Autoclave • Hot bead steriliser • Chemical immersion equipment • Waste disposal</li> </ul> <p>Products and techniques used for the following treatments: • Cleanse (superficial and deep) • Pre-heat • Facial Massage • Masks</p>
<p>2.12 Describe how treatments can be adapted to suit client treatment needs, skin types and conditions</p>	<p>2.12.1 To include:</p> <ul style="list-style-type: none"> <li>• Restrictions – contraindications and contra-actions • Client preferences and commitment • Product availability and suitability • Time scales • Costs • Adapting the treatment to suit the needs of the client</li> </ul>
<p>2.13 State the contra-actions that may occur during and following treatments and how to respond</p>	<p>2.13.1 To include:</p> <ul style="list-style-type: none"> <li>• Adverse skin reaction • Watery eyes • Excessive erythema • Skin irritation • Itching • Immediate removal of products • Application of cool compress • Referral procedures</li> </ul>
<p>2.14 State the importance of completing the treatment to the satisfaction of the client</p>	<p>2.14.1 To include:</p> <ul style="list-style-type: none"> <li>• Concluding the treatment in appropriate manner to meet client needs and manufacturers' instructions • Check treatment results with client using mirror</li> </ul>
<p>2.15 State the importance of completing treatment records</p>	<p>2.15.1 To include:</p> <ul style="list-style-type: none"> <li>• Maintaining records • Aftercare • Home care • Product advice • Compliance with Data Protection</li> </ul>
<p>2.16 State the aftercare advice that should be provided</p>	<p>2.16.1 To include:</p> <ul style="list-style-type: none"> <li>• Recommendations for immediate aftercare • Avoid touching the skin excessively • Avoid exposure to UV • Avoid immediate application of make-up • Recommended skin care products for the client's skin type • Suitable skin care regime for home use • Use of SPF • Healthy eating and drinking • Exercise • Sleep • Lifestyle • Recommendation of further salon treatments</li> </ul>

<p>2.17 Describe the structure and functions of the skin</p>	<p>2.17.1 To include:  <b>Skin structure:</b>  <b>Epidermis:</b> • Stratum Corneum • Stratum Lucidum • Stratum Granulosum • Stratum Spinosum/Malphigian • Stratum Germinativum/Basal Layer  <b>Dermis:</b> • Blood supply • Lymphatic supply • Hair follicle • Hair shaft • Sebaceous gland • Sweat gland: Eccrine and Apocrine • Sensory nerve endings • Dermal papilla • Collagen • Elastin • Histiocytes • Mast cells • Fibroblasts • Erector pili muscle • Melanocytes  <b>Subcutaneous/Adipose Layer:</b> • The structure and function of the fatty layer underneath the Dermis  <b>Skin functions:</b> • Secretion • Heat regulation • Absorption • Protection/Acid Mantle (composition and formation) • Elimination/excretion • Sensation • Vitamin D formation (7-dehydro-cholesterol)</p>
<p>2.18 Describe diseases and disorders of the skin</p>	<p>2.18.1 To include:  <b>General:</b> • Broken capillaries • Crow's feet • UV damage • Urticaria • Allergic reaction • Comedones • Milia • Hyperkeratosis • Keloids • Ingrowing hairs • Psuedo folliculitis  <b>Infestations:</b> • Scabies • Pediculosis  <b>Congenital:</b> • Atopic eczema • Atopic dermatitis • Psoriasis  <b>Bacterial:</b> • Acne vulgaris • Acne rosacea • Impetigo • Folliculitis • Boils  <b>Viral:</b> • Herpes simplex • Herpes zoster • Warts  <b>Fungal:</b> • Tinea corporis  <b>Pigmentation disorders:</b> • Hyper pigmentation • Hypo pigmentation • Dermatitis papulosa nigra • Vitiligo • Albinism • Chloasma • Ephelides • Lentigo • Naevae • Port wine stain • Leucoderma • Papilloma  <b>Skin cancers:</b> • Basal Cell Carcinoma • Squamous Cell Carcinoma • Malignant Melanoma</p>
<p>2.19 Explain how natural ageing, lifestyle and environmental factors affect the condition of the skin and muscle tone</p>	<p>2.19.1 To include:  • Intrinsic ageing – physiological factors • Extrinsic ageing – environmental factors</p>



<p>2.20 State the position and action of the muscles of the head, neck and shoulders</p>	<p>2.20.1 To include:  <b>Head/face:</b> • Orbicularis Oculi • Orbicularis Oris • Masseter • Buccinator • Risorius • Levator Anguli Oris • Levator Labii Superioris • Depressor Anguli Oris (Triangularis) • Depressor Labii Inferioris • Mentalis • Zygomaticus • Temporalis • Nasalis • Procerus • Corrugator • Frontalis • Occipitalis • Pterygoids  <b>Neck:</b> • Trapezius • Platysma • Sternocleidomastoid  <b>Shoulders:</b> • Deltoid • Pectoralis major and minor</p>
<p>2.21 State the names and position of the bones of the head, neck and shoulders</p>	<p>2.21.1 To include:  <b>Cranium:</b> • Parietal • Frontal • Ethmoid • Sphenoid • Occipital • Temporal  <b>Facial:</b> • Nasal • Zygomatic • Maxilla • Lacrimal • Turbinate • Palatine • Mandible • Vomer  <b>Shoulder:</b> • Clavicle • Scapula • Humerus  <b>Chest:</b> • Sternum  <b>Neck:</b> • Cervical vertebrae</p>
<p>2.22 Describe the structure and function of the blood and lymphatic system for the head, neck and shoulders</p>	<p>2.22.1 To include:  <b>Circulatory system:</b> • Plasma • Erythrocytes • Leucocytes • Platelets • Thrombocytes • Arteries • Arterioles • Veins • Venules • Capillaries  <b>Main Arteries of the head and neck:</b> • Thyroid • Facial • Temporal • Lingual • Occipital • Maxillary  <b>Main veins of the head and neck:</b> • Middle Temporal • Superficial Temporal • Maxillary • Anterior Facial • Common Facial • Internal Jugular • External Jugular  <b>Lymphatic system:</b> • The content and function of lymph • Transportation • Detoxification • Antibodies, antitoxins and lymphocytes • Immune system • Secondary circulation • Lymphocytes • Lymphatic Capillary • Lymphatic Vessel • Lymph Node • Lymphatic Duct  <b>Main lymph nodes of the head and neck:</b> • Superficial and deep cervical • Submandibular • Anterior and Posterior Auricular • Occipital • Buccal • Submental  <b>Interrelationship:</b>  • The way in which the 2 systems support each other</p>

<p><b>Assessment</b>  <b>Unit 800 - Provide Facial Skincare</b></p> <p><b>Practical Assessment</b>  All candidates will be assessed via a practical examination of their technical skills and treatment techniques</p> <p><b>Treatment evidence</b>  Evidence of 5 facial treatments to include:  Consultation including medical history and skin analysis  Treatment details  Client feedback  Aftercare and home care advice including retail recommendations and advice for further salon treatments  Learner and client signatures  Treatment date</p>	<p>Practical assessment forms and marking criteria may be downloaded from <a href="http://www.itecworld.co.uk">www.itecworld.co.uk</a></p> <p>Unit 800 - Provide Facial Skincare must be evidenced through the use of signed and dated treatment evidence forms. See <a href="http://www.itecworld.co.uk">www.itecworld.co.uk</a> for sample forms</p>
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