

## Unit 719 – Instruct Clients in the Use and Application of Skin Care Products and Make-up

Guided Learning Hours: 53

Learning Outcome	Assessment Criteria
1. Be able to use safe and effective working methods when providing skin care and make-up instruction	<ul style="list-style-type: none"><li>1.1 Prepare the work area, according to legal, hygiene and service requirements and salon procedures and instructions</li><li>1.2 Maintain personal hygiene, protection and appearance, according to industry and organisational requirements</li><li>1.3 Clean all equipment using suitable methods</li><li>1.4 Position equipment and materials for safety and ease of use</li><li>1.5 Position the client and themselves to minimise fatigue and risk of injury to meet the needs of the service</li><li>1.6 Position the client to respect modesty, privacy and sensitivities to personal appearance</li><li>1.7 Dispose of waste materials</li><li>1.8 Complete the treatment within a commercially viable time</li><li>1.9 Leave the treatment area in a suitable condition for further treatments</li><li>1.10 Keep records up-to-date, accurate, easy to read and signed</li></ul>
2. Be able to prepare and plan for skin care and make-up instruction	<ul style="list-style-type: none"><li>2.1 Use client questioning to identify contra-indications to skin and make-up products and current regime, recording the client's responses</li><li>2.2 Provide advice to the client without causing concern or referring to specific medical conditions</li></ul>

	<p>2.3 Record the client's skin type, skin condition and age group</p> <p>Refer clients with contra-indicated skin</p> <p>2.4 conditions</p> <p>2.5 Obtain signed, written, informed consent prior to carrying out the treatment from the client or parent/guardian if the client is a minor</p> <p>2.6 Check that a parent or guardian is present throughout the treatment for minors</p> <p>2.7 Use consultation techniques to identify the client's treatment needs</p> <p>2.8 Position the client comfortably in view of a mirror</p> <p>2.9 Protect the client's clothing</p> <p>2.10 Encourage clients to ask questions to clarify any points</p> <p>2.11 Confirm the objectives of the skin care and make-up instructions to meet the needs of the client</p> <p>2.12 Check that lighting conditions are suitable to the type of make-up instruction</p> <p>2.13 Prepare suitable skin care and make-up products</p> <p>2.14 Prepare face charts, tools and equipment</p>
3. Be able to deliver skin care and make-up instruction	<p>3.1 Use and adapt instructional techniques and communication to meet the client's needs</p> <p>3.2 Use demonstrations of skin care and make-up application to develop the client's understanding</p> <p>3.3 Guide the client through application of the product (s) to meet the needs of the client</p>

	<p>and the product (s) being used</p> <p>3.4 Use suitable resources throughout the instructional activity</p> <p>3.5 Allocate time for the client to practise skin care and make-up application techniques</p> <p>3.6 Encourage clients to ask questions to clarify any points throughout instruction</p> <p>3.7 Confirm that the client has a basic understanding of the basic techniques necessary to achieve their desired look</p> <p>3.8 Inform the client about the use, purpose and sources of products, tools and equipment</p> <p>3.9 Encourage the client to take advantage of products and services</p> <p>3.10 Provide written instruction on how to apply skin care routine and make-up application to achieve the agreed look</p>
4. Be able to evaluate the success of skin care and make-up instruction	<p>4.1 Encourage the client to performs an evaluation of their learning, providing additional support to meet the client's needs</p> <p>4.2 Use questioning to determine the success of the instruction process, recording the client's feedback</p> <p>4.3 Use client feedback to improve own skin care and make-up instructional techniques</p>
5. Know the organisational and legal requirements of skin care and make-up instruction	<p>5.1 Describe own responsibilities under current health and safety legislation, standards and guidance</p> <p>5.2 State the age at which an individual is classed as a minor and how this differs nationally</p> <p>5.3 Describe the current legal and professional guidance relating to age restrictions for</p>

	<p>make-up services</p> <p>5.4 Describe why minors should not be given services without informed consent and presence of a parent or guardian</p> <p>5.5 Describe the legal significance of gaining signed, informed consent</p> <p>5.6 Describe own responsibilities and reasons for maintaining personal hygiene, protection and appearance, according to industry and organisational requirements</p> <p>5.7 Describe how to maintain and store the clients records in the salon and its importance</p> <p>5.8 Describe the importance of maintaining and storing clients records in relation to the Data Protection Act</p> <p>5.9 Describe the salon's service times and pricing structures for completing skin care and make-up instruction services</p> <p>5.10 Describe the importance of completing the service in a commercially viable time</p>
6. Know how to work safely and effectively when providing skin care and make-up instruction	<p>6.1 Describe how to safely prepare the work area and position equipment and materials for skin care and make-up instruction</p> <p>6.2 Describe the environmental conditions for skin care and make-up application, and their importance</p> <p>6.3 Compare different types and uses of sterilising and disinfecting equipment and chemicals</p> <p>6.4 Describe how to sterilise and disinfect tools and equipment for skin care and make-up application</p> <p>6.5 Describe own preparation for carrying out skin care and make-up application</p>

	<p>6.6 Describe the principles of avoiding cross-infection and the importance of maintaining standards of general hygiene</p> <p>6.7 Describe how to prepare and position themselves and the client for optimum skin care and make-up application, avoiding potential discomfort and injury</p> <p>6.8 Describe how to minimise and dispose of waste from services</p> <p>6.9 Describe the condition in which to leave the work area and its importance</p>
7. Know how to use client consultation, treatment planning and preparation for skin care and make-up instruction	<p>7.1 Describe how to use consultation techniques to meet the needs of different client groups</p> <p>7.2 Describe the questioning and listening skills used to gather information</p> <p>7.3 Describe how to give advice and make recommendations to clients</p> <p>7.4 Describe how to interpret negative and positive body language</p> <p>7.5 Describe the importance and legal significance of questioning clients and recording responses about contra-indications</p> <p>7.6 Describe the importance of providing time and encouragement for client's to ask questions</p> <p>7.7 Describe the reasons why it is important to encourage clients with contra-indications to seek medical advice</p> <p>7.8 Describe the reasons for not naming specific contra-indications and the importance of encouraging clients to seek medical advice</p> <p>7.9 Describe the importance of checking if the client wears contact lenses or glasses</p> <p>7.10 Describe why it is important to respect clients' modesty , privacy and sensitivities</p>

	about personal appearance
8. Know about the use of skills for instructing on skin care and make-up	<p>8.1 Describe how to plan a skin care and make-up instruction session</p> <p>8.2 Compare methods of presenting information and instructions</p> <p>8.3 Describe how to speak clearly in different situations</p> <p>8.4 Describe how to demonstrate active listening</p> <p>8.5 Describe how to use different types of questioning techniques</p> <p>8.6 Describe how to encourage clients to ask questions and how to respond</p> <p>8.7 Compare methods of demonstrating skin care and make-up application techniques and use of tools and equipment</p> <p>8.8 Describe how to check the clients' understanding and ability for self skin care and make-up application</p> <p>8.9 Describe how to tailor skin care and make-up instruction to meet individual needs</p> <p>8.10 Describe how to adapt the skin care and make-up instruction for clients who wear contact lenses or glasses</p>
9. Know how to plan and prepare for skin care and make-up instruction	<p>9.1 Describe the purposes and value of planning skin care and make-up instruction</p> <p>9.2 Describe the types and sources of skin care and make-up instruction resources</p>
10. Know how to evaluate skin care and make-up instruction activities	<p>10.1 Describe the importance of evaluating the success of skin care and make-up instructional activities</p> <p>10.2 Describe suitable methods of gaining feedback from skin care and make-up instructional activities</p>

	10.3 Describe the importance of recording feedback and other relevant information from the activity
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