



2

Beauty

LEVEL 2 NVQ DIPLOMA IN BEAUTY THERAPY – MAKE-UP

Candidate name:

Candidate number:



AN INTRODUCTION TO ITEC

ITEC is the premier International Awarding Organisation for qualifications in Beauty, Complementary and Sports Therapy and now our exciting new addition of Hairdressing. As a niche Awarding Organisation we offer a variety of exciting career pathways for example:

- Traditional Beauty Therapy or the specialisms of Nail Technology and Spa
- Personal Training or the specialism of Yoga and Pilates
- In Complementary Therapy you may choose to study massage or broaden your skills to offer Reflex and Aromatherapy
- The traditional Hairdressing route or you may prefer to specialise in Barbering or African Type Hair. Alternatively there is also advanced hairdressing training to up skill and develop your techniques further

If you wish to deliver the best quality qualifications for your learners, you are in the right place.



Beauty

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Aims and Objectives

The main aim of the ITEC Level 2 NVQ Diploma in Beauty Therapy – Make-Up is to enable Candidates to gain the necessary practical and theoretical skills in order to provide Beauty Therapy Services

The ITEC Level 2 NVQ Diploma in Beauty Therapy - Make-Up is comprised of 7 mandatory units and a selection optional unit. The total number of credits required for the optional units must be at least 5 credits. The total credit value required to achieve this qualification is 44

It also aims:

- to provide skills at Level 2 in the Qualifications and Credit Framework for those interested in the Beauty Industry
- to provide opportunities for staff in the Beauty Industry to gain a Level 2 qualification
- to qualify Learners as Beauty Therapists at Level 2 in the Beauty Industry
- to sustain the interest of Learners wanting to work in the Beauty Industry
- to encourage knowledge and understanding of the Beauty Industry at Level 2
- to provide opportunities for Learners to focus on the development of the major key skills and the wider key skills in a beauty context, such as communicating with clients, working with others and problem solving
- to provide opportunities for Learners to develop a range of skills, techniques, personal qualities and attitudes essential for successful performance in employment as a Beauty Therapist

The Candidate will study the theory and practice of Beauty Therapy Services and the underpinning knowledge and skills required to successfully perform these services

Assessment

This qualification will be internally assessed and externally verified using the Habia Beauty and Spa Therapy Assessment Strategy for NVQ's

Grading of the Qualification

- a) Practical assessments/observations and oral questions are graded Pass or Refer
- b) MCQ papers are graded Pass or Refer
- c) If a Learner is unsuccessful in any area, they will be re-assessed only in the assessment/written questions where they have not achieved a pass grade, for which they will be referred
- d) Referrals should be completed within one year of the original assessment/observation and/or MCQ paper. The remainder of the results will stay in the ITEC system until all assessments and MCQ papers have been allocated a pass grade
- e) Learners must achieve a pass grade in all practical assessments/observations and underpinning knowledge tests to achieve the ITEC Level 2 NVQ Diploma in Beauty Therapy - Make-Up (see assessment table above)

Opportunities for Progression

Once Candidates have achieved the ITEC Level 2 NVQ Diploma in Beauty Therapy - Make-Up they may progress on to other ITEC or equivalent awards at Level 3, for example:

- Level 2 NVQ Diploma in Beauty Therapy – General
- Level 2 NVQ Diploma in Nail Services
- Level 3 NVQ Diploma in Beauty Therapy – Make-Up
- Level 3 NVQ Diploma in Beauty Therapy – Massage

This award qualifies Graduates to operate their own Salon or Home Visiting Practice. Graduates can also gain employment in Beauty Salons, Hotels, Health Clubs, Spas and Cruise Liners

Relationship to National Occupational Standards (NOS)

ITEC has mapped to National Occupational Standards and ensured that best practice in the workplace has been reflected in the syllabus. ITEC has linked the qualification to the relative job roles as well as ensuring that the syllabus reflects the required level of knowledge and ability for the Beauty Therapist at Level 2

Professional Body Membership and Insurance

Professional Indemnity and Public Liability Insurance can be obtained via The Complementary Therapists Association (www.CThA.com) and other Industry Associations who recognise the ITEC Diploma

Provide facial skin care treatment – ITEC Unit number 708 (NOS B4)

What This Unit Is About

This unit is about improving and maintaining facial skin condition using a variety of treatments. These treatments include: skin exfoliation, skin warming, extraction, facial massage, mask treatments and the use of facial products. Such treatments must be successfully provided to a range of clients with a variety of skin types and conditions.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when improving and maintaining facial skin condition
2. Consult, plan and prepare for facials with clients
3. Improve and maintain skin condition
4. Provide aftercare advice

Evidence Requirements

1. Simulation is not allowed for any performance evidence within this unit
2. You must practically demonstrate in your everyday work that you have met the standard for improving and maintaining facial skin condition
3. Your assessor will observe your performance on **at least 3 occasions, each involving a different client**
4. From the range statement, you must practically demonstrate that you:
 - have used all consultation techniques
 - have carried out at least one of the necessary actions*
 - treated all skin types
 - treated **2 out of 3** skin conditions*
 - have used all types of equipment
 - have used all the types of facial products
 - have used all massage mediums
 - have used all the massage techniques
 - have used all the mask treatments
 - have provided all types of advice

* However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present

What You Must Do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain Safe and Effective Methods of Working when Improving and Maintaining Facial Skin Condition by:**
 - a) setting up the work area to meet legal, hygiene and treatment requirements
 - b) ensuring that environmental conditions are suitable for the client and the treatment
 - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - d) ensuring all tools and equipment are cleaned using the correct methods
 - e) effectively disinfecting your hands prior to facial treatments
 - f) maintaining accepted industry hygiene and safety practices throughout the treatment
 - g) positioning **equipment** and materials for ease and safety of use
 - h) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - i) maintaining the client's modesty and privacy at all times
 - j) disposing of waste materials safely and correctly
 - k) ensuring that the treatment is cost effective and is carried out within a commercially viable time
 - l) leaving the work area in a condition suitable for further treatments
 - m) ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner

2. Consult, Plan and Prepare for Facials with Clients by:

- a) using consultation techniques in a polite and friendly manner to determine the client’s treatment plan
- b) obtaining signed, written informed consent from the client prior to carrying out the treatment
- c) ensuring that informed and signed parent or guardian consent is obtained for minors prior to any treatment
- d) ensuring that a parent or guardian is present throughout the treatment for minors under the age of 16
- e) asking your client appropriate questions to identify if they have any **contraindications** to facial treatments
- f) accurately recording your client’s responses to questioning
- g) encouraging clients to ask questions to clarify any points
- h) accurately establishing and recording the client’s current skin care routine
- i) helping the client into a comfortable and relaxed position for the treatment
- j) ensuring your client’s clothing, hair and accessories are effectively protected or removed
- k) effectively cleansing the client’s skin prior to skin analysis
- l) correctly performing a skin analysis on the client and accurately recording the **skin type** and **skin condition**
- m) taking the **necessary action** in response to any identified contraindications
- n) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- o) recommending suitable treatments and products for the client’s **skin type** and condition
- p) agreeing the service and outcomes that are acceptable to your client and meet their needs
- q) selecting suitable **facial products** and **equipment** for the client’s **skin type** and **skin condition** based on the results of the skin analysis

3. Improve and Maintain Skin Condition by:

- a) using **facial products** and **equipment** correctly and following manufacturers’ instructions
- b) leaving the skin clean and free of all traces of make-up using suitable deep cleansing techniques
- c) using suitable exfoliation techniques, minimising discomfort to the client
- d) leaving the skin smooth, free of any surface debris and products using an exfoliation technique suitable for the client’s **skin type** and **skin condition**
- e) using a suitable skin warming technique relevant to the client’s needs
- f) carrying out any necessary comedone extraction, when required, minimising discomfort to the **client** and with minimal damage to the skin
- g) using a suitable **massage medium** for the client’s **skin type** and **skin condition**
- h) using and adapting **massage techniques** to meet the needs of the client and agreed treatment
- i) applying **mask treatments** evenly and neatly, ensuring that the area to be treated is covered
- j) removing masks after a recommended time and without discomfort to the client
- k) ensuring that the skin is left clean, toned and suitably moisturised
- l) ensuring the finished result is to the client’s satisfaction and meets the agreed treatment plan

4. Provide Aftercare Advice by:

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs

Performance 1

Date:

Assessor’s Signature: _____

Performance 4

Date:

Assessor’s Signature: _____

Performance 2

Date:

Assessor’s Signature: _____

Performance 5

Date:

Assessor’s Signature: _____

Performance 3

Date:

Assessor’s Signature: _____

Performance 6

Date:

Assessor’s Signature: _____

What You Must Cover (Range)

	Page ref.		Page ref.
Your Performance Must Cover			
1. Equipment includes:			
a) magnifying light	<input type="text"/>	6. Facial Products are:	<input type="text"/>
b) skin warming devices	<input type="text"/>	a) eye make-up remover	<input type="text"/>
c) consumables	<input type="text"/>	b) cleansers	<input type="text"/>
		c) toners	<input type="text"/>
		d) exfoliators	<input type="text"/>
		e) moisturisers	<input type="text"/>
		f) specialised skin products	<input type="text"/>
2. Consultation Techniques are:			
a) questioning	<input type="text"/>	7. Massage Mediums are:	
b) visual	<input type="text"/>	a) oil	<input type="text"/>
c) manual	<input type="text"/>	b) cream	<input type="text"/>
d) reference to client records	<input type="text"/>		
3. Skin Types are:			
a) oily	<input type="text"/>	8. Massage Techniques are:	
b) dry	<input type="text"/>	a) effleurage	<input type="text"/>
c) combination	<input type="text"/>	b) petrissage	<input type="text"/>
		c) tapotement	<input type="text"/>
4. Skin Conditions are:			
a) mature skin	<input type="text"/>	9. Mask Treatments are:	
b) sensitive skin	<input type="text"/>	a) setting	<input type="text"/>
c) dehydrated skin	<input type="text"/>	b) non-setting	<input type="text"/>
5. Necessary Action should be:			
a) encouraging the client to seek medical advice	<input type="text"/>	10. Advice covers:	
b) explaining why the treatment cannot be carried out	<input type="text"/>	a) suitable aftercare products and their use	<input type="text"/>
c) modification of treatment	<input type="text"/>	b) avoidance of activities which may cause contra-actions	<input type="text"/>
		c) recommended time intervals in-between facial treatments	<input type="text"/>
		d) home care routines	<input type="text"/>

What You Must Know

To perform this unit successfully, you will need to know and understand:

Organisational and Legal Requirements

1. your responsibilities under relevant health and safety legislation
2. why minors should not be given treatments without informed and signed parental or guardian consent
3. why it is important, when treating minors under 16 years of age, to have a parent or guardian present
4. the age at which an individual is classed as a minor and how this differs nationally
5. the importance of not discriminating against clients with illnesses and disabilities and why (e.g. Disability Discrimination Act)
6. the legal significance of gaining signed, informed client consent to treatment
7. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements
8. the importance of the correct storage of client records in relation to the Data Protection Act
9. your salon's service times for completing facial treatments and the importance of completing the application in a commercially viable time
10. the salon pricing structures
11. how to complete the client records used in your salon and the importance of and reasons for keeping records of treatments and gaining client's signatures

How to Work Safely and Effectively when Providing Facial Treatments

12. how to effectively set up the work area, prepare and use the equipment and materials for a facial
13. the necessary environmental conditions for facial treatments (including lighting, heating, ventilation and general comfort) and why these are important
14. the differences between sterilising and disinfecting
15. methods of disinfecting and sterilising equipment
16. the importance of and reasons for disinfecting hands and how to do this effectively
17. how to maintain equipment and materials in a clean and hygienic condition
18. how to prepare yourself and clients for facial treatments
19. how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients
20. how to check equipment used for facial treatments
21. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
22. how to minimise and dispose of waste from treatments
23. the condition in which the work area should be left and why this is important

Consultation, Treatment Planning and Preparation

24. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
25. the questioning and listening skills you need in order to find out information
26. how to give effective advice and recommendations to clients
27. how to interpret negative and positive body language
28. the importance of questioning clients to establish any contraindications to facial treatments
29. why it is important to record client responses to questioning
30. why it is important to encourage and allow time for clients to ask questions
31. the legal significance of client questioning and of recording the client's responses
32. the reasons why it is important to encourage clients with contraindications to seek medical advice
33. the importance of and reasons for not naming specific contraindications when referring clients to a general practitioner
34. why it is important to maintain client's modesty and privacy
35. how to prepare treatment plans
36. how to prepare the client for the treatment
37. how to position clients for facial treatments
38. how to conduct a skin analysis
39. the relationship between the client's skin care routine, its current condition and implications for treatment

Anatomy and Physiology

40. the structure of the skin (i.e. the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, blood and lymph vessels and sensory nerve endings)
41. the function of the skin (i.e. sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production)
42. the skin characteristics and skin types of different ethnic client groups
43. the actions of the facial, neck and shoulder muscles (i.e. frontalis, corrugator, temporalis, orbicularis oculi, levatorlabialis of the upper lip, orbicularis oris, buccinator, risorius, mentalis, zygomaticus, masseter, depressors of the lower lip, sternocleidomastoid, platysma, trapezius, pectoralis and deltoid)
44. bones of the head, neck and shoulder girdle, including:
 - for the skull: occipital, frontal, parietal, temporal, sphenoid, ethmoid
 - for the face: zygomatic, mandible, maxillae, nasal, vomer, turbinate, lacrimal, palatine
 - for the neck: cervical vertebrae
 - for the shoulder girdle: clavicle, scapula, humerus
 - for the chest: sternum
45. the position of the head, face, neck, chest and shoulder girdle bones
46. the position of the face, neck and shoulder muscles
47. how the natural ageing process affects facial skin and muscle tone
48. the composition and function of blood and lymph and its role in improving skin and muscle condition

Contraindications

49. those contraindications requiring medical referral and why (e.g. bacterial - impetigo; viral - herpes simplex; fungal - tinea; systemic medical conditions; conjunctivitis, severe skin conditions and eye infections; acne, boils, herpes zoster and warts, parasitic infection such as pediculosis and scabies)
50. those contraindications which restrict treatment and why (e.g. recent scar tissue, eczema, psoriasis, hyper-keratosis, skin allergies, cuts, abrasions, bruising, styes)

Facial Treatments

51. how to adapt facial techniques for male and female clients
52. how to recognise the skin types listed in the range
53. how to recognise the following skin conditions: sensitive, comedone, milia, dehydrated, broken capillaries, pustules, papules, open pores, hyper pigmentation, hypo pigmentation, dermatosis papulosa nigra, pseudo folliculitis, keloids, ingrowing hair
54. how environmental and lifestyle factors affect the condition of the skin
55. how to treat the skin types and conditions listed in the range
56. suitable courses of treatment for various skin types and conditions
57. the recommended frequency of treatments
58. the range and uses of products available for facial treatments
59. the different types of specialist skin products and how to apply them (e.g. eye creams, gels, lip balms, neck creams, acne products)
60. the reasons for and benefits of: cleansing the skin, exfoliating the skin, toning the skin, warming the skin, applying massage, applying masks and skin care products
61. the different types and effects of skin warming devices
62. how to safely manually extract comedones
63. the types of massage techniques listed in the range, the differences between them and how to adapt them to suit the skin types and skin conditions in the range
64. the effects of massage techniques on the skin, muscle and underlying structures
65. the skin types best suited to oil or cream massage mediums
66. the different types of masks and their effects on the skin
67. the links between mask treatment timing and skin condition
68. how to identify erythema and its causes
69. possible contra-actions which may occur during the facial treatment and how to deal with them (e.g. excessive erythema, irritations)

Aftercare Advice for Clients

70. why it is important to provide a basic home care routine
71. products for home use that will benefit the client and those to avoid and why
72. the contra-actions that may occur after facial treatments and what advice to give to clients
73. the recommended time intervals for facial treatment

Knowledge covered by:**MCQ**Date: **Assignment**Date: **Oral questions**Date:

Assessor's Signature: _____

Learner's Signature: _____

Provide Make-up Services – ITEC Unit number 713 (NOS B8)

What this unit is about

This unit is about providing make-up services for a variety of occasions, including day, evening and special occasions. You will need to show you can work with a variety of skin types and conditions. The unit covers the application of a wide range of make-up products to different skin tones and age groups.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing make-up services
2. Consult, plan and prepare for make-up services
3. Apply make-up products
4. Provide aftercare advice

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing make-up services.
3. Your assessor will observe your performance **on at least 3 occasions, each involving a different client, on a range of different skin tones.**
4. From the range statement, you must practically demonstrate that you:
 - have used all the consultation techniques
 - have applied make-up to all client age groups
 - have identified all skin types
 - have applied make-up for all the occasions
 - have dealt with **at least one** of the necessary actions*
 - have used all the types of make-up products
 - have provided all types of advice.

* However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

- 1. Maintain safe and effective methods of working when providing make-up services by**
 - a) setting up the work area to meet legal, hygiene and service requirements
 - b) making sure that environmental conditions are suitable for the client and the service
 - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - d) ensuring all tools and equipments are cleaned using the correct methods
 - e) effectively disinfecting your hands prior to make-up services
 - f) maintaining effective industry hygiene and safety practices throughout the service to minimise the risk of cross-infection
 - g) positioning equipment and materials for ease and safety of use
 - h) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - i) respecting your client's appearance sensitivities and privacy at all times
 - j) disposing of waste materials safely and correctly
 - k) ensuring that the service is cost effective and is carried out within a commercially viable time
 - l) leaving the work area in a condition suitable for further services
 - m) ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner.
- 2. Consult, plan and prepare for make-up by**
 - a) using **consultation techniques** in a polite and friendly manner to determine the client's preferences within the limits of your responsibility
 - b) obtaining signed, written informed consent from the client prior to carrying out the service

- c) ensuring that informed and signed parent or guardian consent is obtained for minors prior to any service
- d) ensuring that a parent or guardian is present throughout the treatment for minors under the age of 16
- e) asking your client appropriate questions to identify if they have any **contra-indications** to make-up
- f) encouraging clients to ask questions to clarify any points
- g) accurately recording your client's responses to questioning
- h) ensuring the client is in a comfortable and relaxed position
- i) ensuring your client's clothing, hair and accessories are effectively protected or removed
- j) ensuring the skin is clean, toned and suitably moisturised prior to the application of make-up
- k) accurately recognising and recording the client's **skin type** and condition
- l) taking the **necessary action** in response to any identified contra-indications
- m) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- n) agreeing the service and outcomes that are acceptable to your client and meet their needs
- o) selecting suitable **make-up products** to suit the client's age group, **skin type**, tone and condition, the occasion and their preferences.

3. Apply make-up products by:

- a) using **make-up products** suitable for the client's **age group**, **skin type**, tone and condition and the occasion
- b) using equipment correctly following manufacturers' instructions
- c) using foundation that is suitable for the client's underlying skin tone
- d) applying any necessary foundations to create an even skin tone without demarcation lines
- e) ensuring any skin blemishes are effectively disguised using the correct colour and consistency of concealer
- f) using a suitable powder to achieve the desired finish
- g) using suitable eye products, when used, to define and shape the eyebrow
- h) using eyeshadows of a suitable texture, tone and colour for the client and the look required
- i) evenly blending eyeshadows and applying them in a way to enhance and balance the client's eye shape
- j) using eyeliners in a way that enhances the client's eye area and is suitable for the look required
- k) applying liquid eyeliners, when used, to leave a precise, clearly defined line with an even flow of colour
- l) leaving lashes evenly coated with mascara from base to tip, separated and without transfer to the surrounding skin
- m) using cheek products of a suitable texture, tone and colour for the client
- n) ensuring cheeks are left with an evenly blended finish with the product positioned to enhance the client's natural face shape and the look required
- o) using lip products in a way that enhances the client's lips and is suitable for the look required
- p) applying strong coloured lipsticks and lip liner, when used, to leave a clearly defined shape, with evenly balanced colour
- q) ensuring all elements of the make-up combine to complement each other to create the desired image in a way that flatters the client
- r) ensuring the finished result is to the client's satisfaction.

4. Provide aftercare advice by

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs.

Performance 1

Date:

Assessor's Signature: _____

Performance 4

Date:

Assessor's Signature: _____

Performance 2

Date:

Assessor's Signature: _____

Performance 5

Date:

Assessor's Signature: _____

Performance 3

Date:

Assessor's Signature: _____

Performance 6

Date:

Assessor's Signature: _____

What you must cover (Range)

	Page ref.		Page ref.
Your performance must cover			
1. Consultation techniques are:		5. Necessary actions include:	
a) questioning	<input type="text"/>	a) encouraging the client to seek medical advice	<input type="text"/>
b) visual	<input type="text"/>	b) explaining why the service cannot be carried out	<input type="text"/>
c) manual	<input type="text"/>	c) modification of the service.	<input type="text"/>
d) reference to client records	<input type="text"/>		
2. Age groups are:		6. Make-up products are:	
a) 16-30 years	<input type="text"/>	a) foundations	<input type="text"/>
b) 31-50 years	<input type="text"/>	b) powders	<input type="text"/>
c) over 50 years.	<input type="text"/>	c) facial bronzing products	<input type="text"/>
3. Skin types are:		d) concealers	<input type="text"/>
a) oily	<input type="text"/>	e) eyebrow products	<input type="text"/>
b) dry	<input type="text"/>	f) eyeshadows	<input type="text"/>
c) combination.	<input type="text"/>	g) eyeliners	<input type="text"/>
4. Occasions are:		h) mascara	<input type="text"/>
a) day	<input type="text"/>	i) cheek products	<input type="text"/>
b) evening	<input type="text"/>	j) lip products.	<input type="text"/>
c) special.	<input type="text"/>	7. Advice includes:	
		a) suitable make-up products and their use	<input type="text"/>
		b) possible contra-actions and how to deal with them	<input type="text"/>
		c) suitable make-up re-application techniques	<input type="text"/>
		d) suitable make-up removal techniques.	<input type="text"/>

What you must know

To perform this unit successfully, you will need to know and understand:

Organisational and legal requirements

- a) your responsibilities under relevant health and safety and consumer legislation
- b) the importance of not discriminating against clients with illnesses and disabilities and why (e.g. Disability Discrimination Act)
- c) why it is important when treating minors under 16 years of age to have a parent or guardian present
- d) why minors should not be given services without informed and signed parental or guardian consent
- e) the legal significance of gaining signed, informed client consent to treatment
- f) the issues surrounding the delivery of make-up services to minors
- g) your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements
- h) how to complete the client records used in your salon and the importance and reasons for keeping records of services and gaining client signatures
- i) the importance of the correct storage of client records in relation to the Data Protection Act
- j) your salon's services times for completing make-up services and the importance of completing the application in a commercially viable time
- k) the salon pricing structures
- l) how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients

How to work safely and effectively when providing make-up services

- a) how to effectively set up the work area and safely position equipment and materials for make-up application
- b) the necessary environmental conditions for make-up application (including lighting, heating, ventilation and general comfort) and why these are important

- c) the different types of sterilising and disinfecting equipment and chemicals available
- d) how to disinfect tools and equipment for make-up application
- e) the differences between sterilising and disinfecting
- f) how to prepare yourself for carrying out make-up application
- g) the importance of and reasons for disinfecting hands and how to do this effectively
- h) why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
- i) how to prepare and correctly position the client for optimum make-up application and the importance of using seating at the correct height
- j) how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients
- k) how to minimise and dispose of waste from services
- l) the condition in which the work area should be left and why this is important

Client consultation, service planning and preparation

- a) how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
- b) the questioning and listening skills you need in order to find out information
- c) how to give effective advice and recommendations to clients
- d) how to interpret negative and positive body language
- e) the importance of questioning the client about known contra-indications
- f) why it is important to record client responses to questions about contra-indications
- g) why it is important to encourage and allow time for clients to ask questions
- h) the importance of checking if the client wears contact lenses or glasses
- i) the legal significance of client questioning concerning contra-indications and the recording of client responses to questioning
- j) the reasons why it is important to encourage clients with contra-indications to seek medical advice
- k) the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
- l) the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner
- m) why it is important to respect clients' modesty, privacy and any sensitivities regarding their personal appearance
- n) the necessary environmental conditions for the treatment, including lighting, heating and general comfort

Anatomy and physiology

- a) the structure of the skin (i.e. the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, blood and lymph vessels, and sensory nerve endings)
- b) the function of the skin (i.e. sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production)
- c) the skin characteristics and skin types of different ethnic client groups
- d) how to recognise the skin types listed in the range
- e) how to recognise the following skin conditions: sensitive, dehydrated, broken capillaries, pustules, papules, open pores, dark circles, hyper pigmentation, hypo pigmentation, sun damage, scarring, erythema
- f) the factors that affect the skin ageing process
- g) how environmental and lifestyle factors affect the condition of the skin

Contra-indications and contra-actions

- a) those contra-indications requiring medical referral and why (e.g. bacterial - impetigo; viral - herpes simplex; fungal - tinea; systemic medical conditions; conjunctivitis, severe skin conditions and eye infections; acne, boils, herpes zoster and warts, parasitic infections such as pediculosis and scabies)
- b) those contra-indications which restrict the service and why (e.g. recent scar tissue, eczema, hyper-keratosis, skin allergies, bruising, styes, watery eyes)
- c) possible contra-actions which may occur during the make-up service and how to deal with them (e.g. excessive perspiration, adverse skin reactions, watery eyes, excessive erythema)
- d) how to identify erythema and its causes

Make-up application

- a) the different types of cleansing, toning and moisturising products suitable for the skin types listed in the range
- b) how to cleanse, tone and moisturise the skin

- c) the different types of foundations currently available (e.g. liquid, cream, compact, stick, mineral-based, tinted moisturisers) and **how to use and apply them**
- d) the different types of powders currently available (e.g. loose, compact, mineral, blot, light reflecting, shimmer) and how to use and apply them
- e) the different types of make-up bronzing products available (e.g. powder, gel, liquid) and how to use and apply them
- f) the different types of concealers currently available (e.g. cream, stick and liquid) and how to use and apply them
- g) the different types of eye products currently available (e.g. liquid, gel, kohl pencil, pencil and cake eyeliners; powder, cream, mineral and pigment eyeshadows; waterproof and non-waterproof mascaras) and how to use and apply them
- h) the different types of cheek products currently available (e.g. cream, powder, liquid tints and mineral-based) and how to use and apply them
- i) the different types of lip products currently available (e.g. lip liner, lipstick, lip gloss and lip balm) and how to use and apply them
- j) how to match and apply make-up products to different skin types, skin tones and conditions
- k) how to select make-up products and adapt make-up application to suit different age groups
- l) how to adapt the make-up for clients who wear contact lenses or glasses
- m) how to use corrective colours to balance skin tone (e.g. by use of yellow-based colour correctors)
- n) how to select and use products to enhance face shapes
- o) the reasons why certain make-up products should be applied in a suitable sequence (e.g. using powders to set foundation)
- p) how lighting affects the perception of colour and its influence on the effect of make-up
- q) the reasons for matching lighting with the occasion for which the make-up will be worn (e.g. bridal make-up rehearsal in daylight)

Aftercare advice for clients

- a) make-up products for home use that will benefit the client and those to avoid and why
- b) the contra-actions that could occur after make-up application and how to deal with them
- c) re-application techniques suitable for the client
- d) make-up removal techniques suitable for the client.

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Enhance the Appearance of Eyebrows and Lashes – ITEC Unit number 711 (NOS B5)

What this unit is about

This unit is about providing eyelash and eyebrow treatments. It covers the use of a variety of consultation techniques to establish the treatment and outcomes required by the client. You will need to be able to provide eyebrow shaping and artificial lash treatments using a variety of work techniques. You will also need to be able to tint eyebrows and lashes for clients with different colouring characteristics (i.e. fair, red, dark and white).

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when enhancing the appearance of eyebrows and eyelashes
2. Consult, plan and prepare for the treatment with clients
3. Shape eyebrows
4. Tint eyebrows and lashes
5. Apply artificial eyelashes
6. Provide aftercare advice

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for enhancing the appearance of eyebrows and eyelashes.
3. Your assessor will observe your performance **on at least 3 occasions involving 3 different clients. Your assessor will want to see you apply a partial set of artificial eyelashes and tinting eyebrows and eyelashes.**
4. From the range statement, you must practically demonstrate that you:
 - have used all the consultation techniques
 - have dealt with at least 1 of the necessary actions*
 - have covered both types of eyebrow shaping
 - have worked with 2 of the 4 colouring characteristics*
 - have applied both types of artificial eyelashes
 - have used both types of products
 - have provided all types of aftercare advice.

*** However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.**

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain safe and effective methods of working when enhancing the appearance of eyebrows and eyelashes by:**
 - a) setting up the work area to meet legal, hygiene and treatment requirements
 - b) making sure that environmental conditions are suitable for the client and the treatment
 - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - d) ensuring all tools and equipment are cleaned using the correct methods
 - e) effectively disinfecting your hands prior to eyelash and eyebrow treatments
 - f) maintaining accepted industry hygiene and safety practices throughout the treatment
 - g) positioning equipment and materials for ease and safety of use
 - h) ensuring your own posture and position minimises fatigue and the risk of injury whilst working

- i) maintaining the client's modesty and privacy at all times
- j) disposing of waste materials safely and correctly
- k) ensuring that the treatment is cost effective and is carried out within a commercially viable time
- l) leaving the work area in a condition suitable for further treatments
- m) ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner.

2. Consult, plan and prepare for the treatment with clients by:

- a) using **consultation techniques** in a polite and friendly manner to determine the client's treatment plan
- b) ensuring that informed and signed parental or guardian consent is obtained for minors prior to any treatment
- c) ensuring that a parent or guardian is present throughout the treatment for minors under the age of 16
- d) obtaining signed, written informed consent from the client prior to carrying out the treatment
- e) asking your client appropriate questions to identify if they have any contra-indications to the treatment
- f) accurately recording your client's responses to questioning
- g) encouraging clients to ask questions to clarify any points
- h) helping the client into a safe, comfortable and relaxed position for the treatment
- i) correctly performing a sensitivity test on a suitable area of the client's skin according to manufacturers' instructions and organisational requirements and recording the results
- j) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- k) taking the **necessary action** in response to any identified contra-indications
- l) informing the client in a tactful way if there is an adverse reaction to the sensitivity test and they cannot be treated
- m) agreeing the treatment and outcomes that are acceptable to your client and meet their needs
- n) selecting suitable equipment and materials for the treatment plan based on the outcomes of the sensitivity test
- o) ensuring your client's clothing, hair and accessories are effectively protected or removed.

3. Shape eyebrows by:

- a) checking the client's understanding of the treatment prior to commencement and discussing any areas that require clarification
- b) ensuring the eyebrow area is thoroughly cleansed and suitably prepared prior to the treatment
- c) keeping the skin taut to minimise discomfort to the client
- d) ensuring that the hair is removed in the direction of the hair growth
- e) using suitable soothing products according to the needs of the client and manufacturers' instructions
- f) ensuring the finished shape is to the client's satisfaction.

4. Tint eyebrows and lashes by:

- a) confirming the client's understanding of the treatment prior to commencement and discussing any areas that require clarification
- b) ensuring the area is thoroughly cleansed and suitably prepared prior to the treatment
- c) effectively protecting the skin surrounding the area to be treated
- d) mixing tints to meet manufacturer's instructions and client requirements
- e) minimising the spread of colour to the client's skin, clothes and surrounding areas during application
- f) applying the product evenly and ensuring the product fully covers the hair to be tinted
- g) promptly removing the tint in the event of any contra-actions and applying a cold water compress to soothe the eye
- h) accurately timing the product development to meet the **colouring characteristics** of the client and manufacturer's instructions
- i) ensuring the treated hair is left free of product
- j) ensuring finished result is to the client's satisfaction.

5. Apply artificial eyelashes by:

- a) checking the client's understanding of the treatment prior to commencement and discussing any areas that require clarification
- b) ensuring the area is thoroughly cleansed and suitably prepared prior to the treatment
- c) positioning and fixing the **artificial lashes** accurately leaving the eye area free of excessive **products**
- d) identifying and promptly resolving any application problems occurring during the treatment
- e) promptly removing the **artificial lashes** with the correct **products** in the event of any contra-actions and apply a cold water compress to soothe the eye

- f) ensuring, on completion, that the artificial eyelashes give a balanced and well-proportioned look suitable for the agreed desired effect
- g) ensuring, on completion, that partial sets are smoothly and evenly graduated into the natural eyelashes
- h) ensuring finished result is to the client’s satisfaction.

6. Provide aftercare advice by

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs.

<p>Performance 1 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>	<p>Performance 4 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>
<p>Performance 2 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>	<p>Performance 5 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>
<p>Performance 3 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>	<p>Performance 6 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>

What you must cover (Range)

	Page ref.		Page ref.
Your performance must cover		4. Colouring characteristics of the client are:	
1. Consultation techniques are:		a) fair	<input type="text"/>
a) questioning	<input type="text"/>	b) red	<input type="text"/>
b) visual	<input type="text"/>	c) dark	<input type="text"/>
c) manual	<input type="text"/>	d) white.	<input type="text"/>
d) reference to client records.	<input type="text"/>		
2. Necessary action should be:		5. Artificial lashes are:	
a) encouraging the client to seek medical advice	<input type="text"/>	a) strip lashes	<input type="text"/>
b) explaining why the treatment cannot be carried out	<input type="text"/>	b) individual flare lashes.	<input type="text"/>
c) modification of treatment.	<input type="text"/>		
3. Shapes are:		6. Products are:	
a) total reshape of the brow	<input type="text"/>	a) adhesives	<input type="text"/>
b) maintenance of original brow shape.	<input type="text"/>	b) solvents.	<input type="text"/>
		7. Advice covers:	
		a) avoidance of activities which may cause contra-actions	<input type="text"/>
		b) recommended time intervals between treatments	<input type="text"/>
		c) suitable home care products and their use.	<input type="text"/>

What you must know

To perform this unit successfully, you will need to know and understand:

Organisational and legal requirements

1. your responsibilities under relevant health and safety legislation
2. why minors should not be given treatments without informed and signed parental or guardian consent
3. why it is important, when treating minors under 16 years of age, to have a parent or guardian present
4. the age at which an individual is classed as a minor and how this differs nationally
5. the importance of not discriminating against clients with illnesses and disabilities and why (e.g. Disability Discrimination Act)
6. the legal significance of gaining signed, informed client consent to treatment
7. the issues surrounding delivery of eyebrow and eyelash treatments to minors
8. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements
9. how to complete the client records used in your salon and the importance and reasons for keeping records of treatments and gaining client signatures
10. the importance of the correct storage of client records in relation to the Data Protection Act
11. your salon's services times for completing eyelash and eyebrow treatments and the importance of completing the application in a commercially viable time
12. the salon pricing structures
13. how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients

How to work safely and effectively when providing eyebrow and eyelash treatments

14. how to set up the work area, prepare and use the equipment and materials for eyelash and eyebrow treatments
15. what is contact dermatitis and how to avoid developing it when carrying out eye treatments
16. why it is important to use personal protective equipment
17. the type of personal protective equipment that should be available and used by yourself (e.g. powder-free nitrile or powder-free vinyl gloves)

18. methods of disinfecting and sterilising equipment
19. how to maintain equipment and materials in a clean and hygienic condition
20. how to prepare yourself for carrying out eyelash and eyebrow treatments
21. the importance of and reasons for disinfecting hands and how to do this effectively
22. the necessary environmental conditions for eyelash and eyebrow treatments (including lighting, heating, ventilation and general comfort) and why these are important
23. how to check equipment used for eyelash and eyebrow treatments
24. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
25. how to effectively and safely position equipment and materials for eyelash and eyebrow treatments
26. how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients
27. how to minimise and dispose of waste from treatments
28. the condition in which the work area should be left and why this is important

Client consultation, treatment planning and preparation

29. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
30. the questioning and listening skills you need in order to find out information
31. how to give effective advice and recommendations to clients
32. how to interpret negative and positive body language
33. the importance of questioning the client about known contra-indications
34. why it is important to record client responses to questions about contra-indications
35. the legal significance of client questioning concerning contra-indications and the recording of client responses to questioning and the outcome of the skin sensitivity test
36. why it is important to encourage and allow time for clients to ask questions
37. the reasons why it is important to encourage clients with contra-indications to seek medical advice
38. the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner
39. why it is important to maintain clients' modesty and privacy
40. the necessary environmental conditions for the treatment, including: lighting, heating and general comfort
41. how to carry out a skin sensitivity test and why it should be conducted
42. how to interpret the results of a skin sensitivity test
43. how to cleanse the area to be treated

Shaping the eyebrows

44. how to measure the eyebrow for shaping treatments
45. the shape and proportions of the eyebrow in relation to facial features and shape
46. how to remove eyebrow hairs carefully and effectively
47. the recommended time intervals between eyebrow shaping treatments
48. the reasons why soothing the eyebrow area may be necessary during treatment and how this is achieved
49. the types of soothing agents available and their effect on the eye area and the precautions necessary to avoid harm
50. how to maintain and care for tweezed eyebrows

Tinting the eyebrows and lashes

51. how to protect the skin around the eyebrows and eyelashes prior to tinting and why this is important
52. how to apply tint to eyebrows and eyelashes (e.g. orange wood stick, sterilised brush)
53. how the colour characteristics of the client's hair affect the timing for tint development
54. how to select, mix and remove tints and minimise wastage
55. manufacturer's instructions for mixing and using tint
56. how oxidation affects the shelf life of tint and at what point in the tinting process the tint should be mixed
57. the factors that prevent the tinting process from working

Applying artificial lashes

58. how to select and fit artificial lashes to suit the needs of the client and enhance the eye shape
59. the importance of following manufacturers' instructions for the use of adhesives and artificial eyelashes
60. the factors that prevent artificial lashes adhering
61. the range and use of currently available artificial lashes
62. the maintenance and care requirements for artificial lashes

Contra-indications and contra-actions

- 63. those contra-indications requiring medical referral and why, including severe skin conditions and eye infections
- 64. those contra-indications which prevent treatment and why (e.g. conjunctivitis, bacterial infections, inflammation of the skin, eye diseases and disorders, bruising, allergies to tint adhesives and solvents)
- 65. the action to take if tint adhesive or solvent enters the client’s eye
- 66. how to identify erythema and its causes
- 67. the possible contra-actions resulting from lash and brow treatments and how to deal with them (e.g. allergies)

Equipment, materials and products

- 68. the types of materials, equipment and products available for enhancing the appearance of the eyebrows and lashes

Aftercare advice for clients

- 69. the contra-actions that may occur after eyelash and eyebrow treatments and what advice to give to clients
- 70. the recommended time intervals between treatments
- 71. products for home use that will benefit the client and those to avoid and why.

Knowledge covered by:

MCQ

Date:

Assessor’s Signature: _____

Assignment

Date:

Oral questions

Date:

Learner’s Signature: _____

Instruct clients in the use and application of skin care products and make-up – ITEC Unit number 719 (NOS B9)

What this unit is about

This unit is about providing skin care and make-up instruction and giving product advice to individual clients from a variety of age groups and for a range of different purposes.

You will need to be able to advise and instruct on the correct use of tools, equipment and the application of skin care and make-up products to suit a variety of clients' needs.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

The main outcomes of the unit are:

1. maintain safe and effective methods of working when providing skin care and make-up instruction
2. Prepare and plan for skin care and make-up instruction
3. Deliver skin care and make-up instruction
4. Evaluate the success of skin care and make-up instruction

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for instructing clients in the use of skin care and make-up application.
3. Your assessor will observe your performance **on at least 3 occasions, each involving instruction for a different look on a different client.**
4. From the range, you must practically demonstrate that you have:
 - used all of the consultation techniques
 - identified all the skin types
 - have applied make-up to all client age groups
 - have dealt with **at least one** of the necessary actions*
 - given all types of instruction
 - used all the instructional techniques
 - used all the types of resources.

* However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintaining safe and effective methods of working when providing skin care and make-up instruction by**
 - a) setting up the work area to meet legal, hygiene and service requirements
 - b) making sure that environmental conditions are suitable for the client and the service
 - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - d) ensuring all tools and equipment are cleaned using the correct methods
 - e) effectively disinfecting your hands prior to skin care and make-up services
 - f) maintaining effective industry hygiene and safety practices throughout the service to minimise the risk of cross-infection
 - g) positioning equipment and materials for ease and safety of use
 - h) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - i) respecting a client's modesty and privacy and any sensitivities to their own appearance
 - j) disposing of waste materials safely and correctly
 - k) ensuring that the instruction is cost effective and is carried out within a commercially viable time

- l) leaving the work area in a condition suitable for further services
- m) ensuring the client’s records are up-to-date, accurate, easy to read and signed by the client and practitioner.
- 2. Prepare and plan for skin care and make-up instruction by**
 - a) using consultation techniques in a polite and friendly manner to determine your client’s needs
 - b) ensuring that informed and signed parental or guardian consent is obtained for minors prior to any treatment
 - c) ensuring that a parent or guardian is present throughout the treatment for minors under the age of 16
 - d) obtaining signed, written informed consent from the client prior to carrying out the service
 - e) asking your client appropriate questions to establish their current skin care and make-up regime and ability level
 - f) asking your client appropriate questions to identify if they have any contra-indications to skin care and make-up products
 - g) accurately recording your client’s responses to questioning
 - h) ensuring the client is comfortable and correctly seated, with a good view of the mirror
 - i) ensuring the client’s clothing is effectively protected
 - j) accurately recognising and recording the client’s **skin type, age group** and condition
 - k) encouraging clients to ask questions to clarify any points
 - l) taking the **necessary action** in response to any identified contra-indications
 - m) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
 - n) ensuring the objectives of the skin care and make-up instruction are clear, realistic and agreed with the client
 - o) ensuring the lighting conditions are appropriate to the type of make-up **instruction**
 - p) providing a suitable range of skin care and make-up products for the client’s skin type, tone and condition and the type of instruction to be given
 - q) ensuring that face charts and all necessary tools and equipment are available.
- 3. Deliver skin care and make-up instruction by**
 - a) using **instructional techniques** which are clear, logical and delivered at a pace suitable for the client
 - b) demonstrating skin care and make-up application in a way which promotes understanding
 - c) guiding the client through application of the product(s) in a way which meets the needs of the client and the product(s) being used
 - d) clearly explaining the use and purpose of make-up tools
 - e) effectively using **resources** throughout the **instructional** activity
 - f) adapting your **instructional** techniques to suit the client’s needs
 - g) using methods of communication that are suitable for the client
 - h) allowing the client sufficient time to practise skin care and make-up application techniques on themselves
 - i) encouraging your client to ask questions throughout the period of **instruction**
 - j) responding clearly and positively to any questions and queries
 - k) confirming that the client has a basic understanding of the basic techniques necessary to achieve their desired look
 - l) providing your client with accurate information on the products, tools and equipment used and where to source them
 - m) actively encouraging clients to take advantage of the products and services
 - n) providing written instructions on how to apply skin care routine and make-up application to achieve their agreed look.
- 4. Evaluate the success of instruction by**
 - a) asking your client to make an evaluation of their own learning and then providing additional support to meet their needs
 - b) asking your client suitable questions on the effectiveness of the instruction process and recording their feedback
 - c) using client feedback to make improvements to your own skin care and make-up **instructional techniques**, if necessary.

Performance 1

Date:

Assessor’s Signature: _____

Performance 4

Date:

Assessor’s Signature: _____

Performance 2

Date:

Assessor’s Signature: _____

Performance 5

Date:

Assessor’s Signature: _____

Performance 3

Date:

Assessor’s Signature: _____

Performance 6

Date:

Assessor’s Signature: _____

What you must cover (Range)

	Page ref.		Page ref.
Your performance must cover			
1. Consultation techniques are:		5. Instruction covers:	
a) questioning	<input type="text"/>	a) skin care choice and application	<input type="text"/>
b) visual	<input type="text"/>	b) day make-up	<input type="text"/>
c) manual	<input type="text"/>	c) evening make-up	<input type="text"/>
d) reference to client records.	<input type="text"/>	d) special occasion make-up.	<input type="text"/>
2. Skin types are:		6. Instructional techniques are:	
a) oily	<input type="text"/>	a) skills demonstration	<input type="text"/>
b) dry	<input type="text"/>	b) use of diagrams	<input type="text"/>
c) combination.	<input type="text"/>	c) verbal explanation	<input type="text"/>
3. Age groups are:		d) use of written instructions.	<input type="text"/>
a) 16-30 years	<input type="text"/>	7. Resources are:	
b) 31-50 years	<input type="text"/>	a) skin care products	<input type="text"/>
c) over 50 years.	<input type="text"/>	b) make-up products	<input type="text"/>
4. Necessary actions include:		c) make-up tools and equipment	<input type="text"/>
a) encouraging the client to seek medical advice	<input type="text"/>	d) suitable mirror	<input type="text"/>
b) explaining why the service cannot be carried out	<input type="text"/>	e) face chart.	<input type="text"/>
c) modification of the service.	<input type="text"/>		

What you must know

To perform this unit successfully, you will need to know and understand:

Organisational and legal requirements

1. your responsibilities under relevant health and safety and consumer legislation
2. the age at which an individual is classed as a minor and how this differs nationally
3. the current legal and professional guidance relating to any age restrictions for make-up services
4. why minors should not be given services without informed and signed parental or guardian consent
5. why it is important when treating minors under 16 years of age to have a parent or guardian present
6. the issues surrounding the delivery of make-up services to minors
7. the legal significance of gaining signed, informed client consent to treatment
8. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements
9. how to complete the client records used in your salon and the importance and reasons for keeping records of services and gaining client signatures
10. the importance of the correct storage of client records in relation to the Data Protection Act
11. your salon's services times for completing skin care and make-up services and the importance of completing the application in a commercially viable time
12. the salon pricing structures
13. how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients

How to work safely and effectively when providing skin care and make-up instruction

14. how to effectively set up the work area and safely position equipment and materials for skin care and make-up instruction
15. the necessary environmental conditions for skin care and make-up application (including lighting, heating, ventilation and general comfort) and why these are important
16. the different types of sterilising and disinfecting equipment and chemicals available
17. how to disinfect tools and equipment for skin care and make-up application
18. the differences between sterilising and disinfecting
19. how to prepare yourself for carrying out skin care and make-up application
20. the importance of and reasons for disinfecting hands and how to do this effectively
21. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection

22. how to prepare and correctly position the client for optimum skin care and make-up application and the importance of using seating at the correct height
23. how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients
24. how to minimise and dispose of waste from services
25. the condition in which the work area should be left and why this is important

Client consultation, instruction planning and preparation

26. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
27. the questioning and listening skills you need in order to find out information
28. how to give effective advice and recommendations to clients
29. how to interpret negative and positive body language
30. why it is important to encourage and allow time for clients to ask questions
31. the importance of questioning the client about known contra-indications
32. why it is important to record client responses to questions about contra-indications
33. the importance of checking if the client wears contact lenses or glasses
34. the legal significance of client questioning concerning contra-indications and the recording of client responses to questioning
35. the reasons why it is important to encourage clients with contra-indications to seek medical advice
36. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
37. the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner
38. why it is important to respect clients' modesty and privacy and any sensitivities regarding their personal appearance
39. the necessary environmental conditions for the treatment, including lighting, heating and general comfort

Instructional skills

40. how to plan a skin care and make-up instruction session (e.g. timing, pace, use of voice, use of graphic)
41. methods of presenting information and instructions (e.g. pictorially, graphically, verbally, logical sequencing, presenting small amounts of information at a time e.t.c.)
42. how to speak clearly in a way that suits the situation
43. how to show you are listening closely and responding appropriately
44. how to use different types of questioning techniques
45. how and when to make openings to encourage clients to ask questions
46. how to answer questions and queries
47. methods of demonstrating skin care and make-up application techniques and use of tools and equipment
48. ways of checking the clients' understanding and their ability to carry out skin care and make-up application on themselves
49. how to tailor your skin care and make-up instruction to meet individual needs
50. how to adapt the skin care and make-up instruction for clients who wear contact lenses or glasses

Planning and preparing for skin care and make-up instruction

51. the purpose and value of planning skin care and make-up instruction
52. the type of resource requirements for skin care and make-up instruction
53. where and how to obtain skin care and make-up resources

Evaluation

54. the importance of evaluating the success of skin care and make-up instructional activities
55. the most suitable methods of gaining feedback from skin care and make-up instructional activities
56. the importance of recording feedback and other relevant information from the activity clearly and accurately.

Knowledge covered by:

MCQ

Date:

Assignment

Date:

Oral questions

Date:

Assessor's Signature: _____

Learner's Signature: _____

Develop and maintain your effectiveness at work – ITEC Unit number 510 (NOS G8)

What this unit is about

This unit is about taking responsibility for improving your performance at work and working well with your colleagues so as to make a positive contribution to the overall effectiveness of your salon.

The main outcomes of this unit are:

1. Improve your personal performance at work
2. Work effectively as part of a team

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for developing and maintaining your effectiveness at work.
3. You will need to collect ‘paper evidence’ (also known as documentary evidence) to show that you have participated in development activities at work.
4. Your Assessor will observe your contributions to effective teamwork on **at least 1 occasion which will be recorded**.
5. From the range statement, you must show that you:
 - have participated in all the listed opportunities to learn
 - have agreed and reviewed your progress towards both productivity and personal development targets
 - have offered assistance to both an individual colleague and in a group of your colleagues.
6. Although some of the evidence of your performance will be gathered from observations made by your assessor, you will need to put together more documentary evidence in your portfolio to support your achievement of this unit.
 - have consulted with new and regular clients
 - have adapted your advice to take into account the factors limiting or affecting services
 - have used all the means of identifying clients’ wishes
 - have identified or can describe suspected infections and infestations needing reporting.
7. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Improve your personal performance at work by**
 - a) identifying your own strengths and weaknesses and discussing them with the relevant person
 - b) finding out more information from relevant people to perform a task when the instructions you have are unclear
 - c) seeking feedback from relevant people about how you can improve your performance
 - d) asking your colleagues for help and taking **opportunities to learn** when they are available
 - e) seeking help from relevant people when you are unable to obtain learning opportunities relating to your work
 - f) regularly reviewing developments in hairdressing and related areas
 - g) agreeing realistic work **targets** with the relevant person
 - h) regularly reviewing your progress towards achieving your agreed **targets**
 - i) using the results of your reviews to develop your future personal development plan.
2. **Work effectively as part of a team by**
 - a) agreeing ways of working together to achieve objectives
 - b) politely asking for help and information from your colleagues, when necessary
 - c) responding to requests for assistance from colleagues willingly and politely
 - d) anticipating the needs of others and promptly offering **assistance** within your capabilities
 - e) making effective use of your time throughout your working day
 - f) reporting problems likely to affect salon services to the relevant person promptly and accurately

- g) resolving misunderstandings with your colleagues in a helpful way at the time they happen
- h) being friendly, helpful and respectful in the contact you have with colleagues.

Performance 1

Date:

Assessors Signature: _____

What you must cover (Range)

	Page ref.		Page ref.
Opportunities to learn are		2. Targets for	
a) from colleagues and other relevant people	<input type="text"/>	a) productivity	<input type="text"/>
b) active participation in training and development activities	<input type="text"/>	b) personal development	<input type="text"/>
c) active participation in salon activities	<input type="text"/>	3. Assistance is given	
		a) on a one-to-one basis	<input type="text"/>
		b) in a group	<input type="text"/>

What you must know

To perform this unit successfully, you will need to know and understand:

Salon roles, procedures and targets

1. your job role and responsibilities and how this relates to the role of other team members
2. how to get information about your job, your work responsibilities and the standards expected of you
3. how to find out relevant information about other people's areas of responsibility
4. the limits of your own authority and that of others in relation to giving assistance
5. why it is important to work within your job responsibilities and what might happen if you do not do so
6. the standards of behaviour that are expected of you when working in the salon
7. your salon's appeal and grievance procedures
8. the commercially viable range of times for the performance of hairdressing services offered
9. your productivity targets and timescales
10. your personal development targets and timescales
11. the importance of meeting your work targets

Improving your performance

12. how to identify your own strengths and weaknesses
13. the importance of continuous professional development and how it affects your job role
14. who can help you identify and obtain opportunities for your development/training
15. how using the National Occupational Standards for Hairdressing can help you identify your development needs
16. how to access information on National Occupational Standards and qualifications, relevant to hairdressing
17. how to maintain awareness of current and emerging trends and developments within the industry and why this is important
18. the importance of continually using and updating your own personal development plan

Working with others

19. why harmonious working relationships are important
20. how to react positively to reviews and feedback and why this is important
21. support co-operative ways of working (e.g. anticipate the needs of others for information and support, avoid actions that discriminate against others or offend others, act assertively when needed to protect your own rights, show that you are willing to help resolve disagreements)
22. how to manage your time effectively
23. who to report to when you have difficulties in working with others
24. how to deal with relationship difficulties and conflicts when working with others
25. the questioning and listening skills you need in order to find out information.

Promote additional services or products to clients – ITEC Unit number 509 (NOS G18)

What this unit is about

Services or products are continually changing in salons to keep up with clients' expectations.

By offering new or improved services and products your salon can increase client satisfaction. Many salons must promote these to be able to survive in a competitive world. However, it is equally important for salons that are not in competitive environments to encourage their clients to try new services or products.

This unit is all about your need to keep pace with new developments and to encourage your clients to take an interest in them. Clients expect more and more services or products to be offered to meet their own growing expectations. They need to be made aware of what is available from your salon to give them a greater choice.

The main outcomes of this unit are:

1. Identify additional services or products that are available
2. Inform clients about additional services or products
3. Gain client commitment to using additional services or products

Evidence requirements

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary and when dealing with real clients, whether internal or external to the salon. However, for this unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence with this unit. *(Guidelines for the assessment of a Realistic Working Environment can be found in the Client Service Assessment Strategy for NVQ/SVQ Levels 2, 3 and 4 – January 2006)*
2. You may collect the evidence for the unit through work in a private sector salon, a not-for-profit salon or a public services salon.
3. You must provide evidence that shows you have done this over a sufficient period of time with different clients on different occasions for your assessor to be confident that you are competent.
4. You must provide evidence that the additional services or products offered include:
 - use of services or products that are new to your client
 - additional use of services or products that your client has used before.
5. Your evidence must show that you:
 - follow salon procedures for offering additional services or products to your clients
 - create opportunities for encouraging your clients to use additional services or products
 - identify what your client wants by seeking information directly
 - identify what your client wants from spontaneous client comments.
6. Your communication with clients may be face to face, in writing, by telephone, text message, email, internet, intranet or by any other method you would be expected to use within your job role.

What you must do (Performance Criteria)

1. **Identify additional services or products that are available by**
 - a) updating and developing your knowledge of your salon's services or products
 - b) checking with others when you are unsure of new service or product details
 - c) identifying appropriate services or products that may interest your client
 - d) spotting opportunities for offering your client additional services or products that will improve their client experience
2. **Inform clients about additional services or products by**
 - a) choosing the most appropriate time to inform your client about additional services or products
 - b) choosing the most appropriate method of communication to introduce your clients to additional services or products
 - c) giving your client accurate and sufficient information to enable them to make a decision about the additional services or products

- d) giving your client time to ask questions about the additional services or products
- 3. Gain client commitment to using additional services or products by**
- a) closing the discussion appropriately if your client shows no interest
 - b) giving relevant information to move the situation forward when your client shows interest
 - c) securing client agreement and checking client understanding of the delivery of the service or product
 - d) taking action to ensure prompt delivery of the additional services or products to your client
 - e) refer your client to others or to alternative sources of information if the additional services or products are not your responsibility.

Performance 1

Date:

Assessor's Signature: _____

Performance 3

Date:

Assessor's Signature: _____

Performance 2

Date:

Assessor's Signature: _____

What you must cover (Range)

No Range Statement has been defined for this unit.

What you must know

To perform this unit successfully, you will need to know and understand:

Salon requirements

1. your salon's procedures and systems for encouraging the use of additional services or products

Service and product promotion

2. how the use of additional services or products will benefit your clients
3. how your client's use of additional services or products will benefit your salon
4. the main factors that influence clients to use your services or products
5. how to introduce additional services or products to clients outlining their benefits, overcoming reservations and agreeing to provide the additional services or products
6. how to give appropriate, balanced information to clients about services or products.

Knowledge covered by:**MCQ**Date:

Assessor's Signature: _____

AssignmentDate: **Oral questions**Date:

Learner's Signature: _____

Ensure responsibility for actions to reduce risk to health and safety – ITEC Unit number 500 (NOS G20)

What this unit is about

This unit is for everyone at work (whether paid, unpaid, full or part-time). It is about being aware of the main risks in your workplace and knowing how to identify and deal with them.

This unit is about the health and safety

responsibilities of everyone in the workplace.

It describes what you must do to make sure that:

- your own actions do not create any health and safety hazards
- you do not ignore the hazards that present risks in your workplace, and
- you take sensible action to put things right, including reporting situations which pose a danger to people in your workplace and seeking advice

It is very important that you understand the terms “hazard”, “risk” and “control”.

The Health & Safety Executive (HSE) is the body appointed to support and enforce health & safety law. They have defined two important concepts as follows:

Hazard “a hazard is something with potential to cause harm”

Risk “a risk is the likelihood of the hazard’s potential being realised”

Control “the means by which risks identified are eliminated or reduced to acceptable levels”

Almost anything may be a hazard, but may or may not become a risk. Examples of hazards which present the highest risks in a hair and beauty workplace are:

1. A trailing electric cable from a piece of equipment is a **hazard**. If it is trailing across a passageway there is a high **risk** of someone tripping over it, but if it lies along a wall out of the way, the **risk** is much less.
2. Poisonous or flammable chemicals are **hazards** and may present a high **risk**. However, if they are kept in a properly designed secure store and handled by properly trained and equipped people, the risk is much less than if they are left about for anyone to use or misuse.
3. A failed light bulb is a **hazard**. If it is just one bulb out of many in a room it presents very little **risk**, but if it is the only light on a stairwell, it is a very high **risk**. Changing the bulb may be a high **risk**, if it is high up, or if the power has been left on, or low **risk** if it is in a table lamp which has been unplugged.
4. A box of heavy material is a **hazard**. It presents a higher **risk** to someone who lifts it incorrectly, rather than someone who uses the correct manual handling techniques.

Evidence requirements

1. The Common Evidence Requirements below are in addition to the ENTO Assessment Strategies approved by UKCG in February 2008.
2. The standards require evidence of consistent occupational competence, as defined by the standards, to be demonstrated through relevant work activities. A variety of assessment methods should be used to confirm competence. Assessment of knowledge should be integrated with the assessment of performance wherever possible and appropriate.
3. **Assessment of performance and knowledge in the workplace**
All evidence must be derived from performance in the workplace with no exceptions. Therefore no simulated working conditions have been specified in this Assessment Strategy as the outcomes can be demonstrated by a combination of other assessment methods drawn from:
 - direct observation of the candidate in the workplace
 - witness testimony by colleagues and line managers of the candidate’s successful performance of activities in the workplace
 - documentary and other product based evidence
 - a personal report by the candidate endorsed by colleagues
 - questions
 - discussion
 - professional discussion.

- This is not an exhaustive list and the Common Evidence Requirements are owned by the Awarding Bodies who will develop their own guidance documentation on evidence requirements.

What you must do (Performance Criteria)

To perform this unit successfully, you must:

Identify the hazards and evaluate the risks in your workplace:

- identify which workplace instructions are relevant to your job
- identify those working practices in your job which could harm you or others
- identify those aspects of your workplace which could harm you or others
- check which of the potentially harmful working practices and aspects of your workplace present the highest risks to you or to others
- deal with hazards in accordance with workplace instructions and legal requirements
- correctly name and locate the people responsible for health and safety in your workplace
- report to the people responsible for health and safety in your workplace those hazards which present the highest risks

Reduce the risks to health and safety in your workplace:

- carry out your work in accordance with your level of competence, workplace instructions, suppliers' or manufacturers' instructions and legal requirements
- control those health and safety risks within your capability and job responsibilities
- pass on suggestions for reducing risks to health and safety to the responsible people
- make sure your behaviour does not endanger the health and safety of you or others in your workplace
- follow the workplace instructions and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- report any differences between workplace instructions and suppliers' or manufacturers' instructions
- make sure that your personal presentation and behaviour at work:
 - protects the health and safety of you and others
 - meets any legal responsibilities, and
 - is in accordance with workplace instructions
- make sure you follow environmentally-friendly working practices

Performance 1

Date:

Assessor's Signature: _____

Performance 3

Date:

Assessor's Signature: _____

Performance 2

Date:

Assessor's Signature: _____

What you must cover (Range)

No range has been defined for this unit.

What you must know

1. To perform this unit successfully, you will need to know and understand:
2. what “hazards” and “risks” are
3. your responsibilities and legal duties for health and safety in the workplace
4. your responsibilities for health and safety as required by the law covering your job role
5. the hazards which exist in your workplace and the safe working practices which you must follow
6. the particular health and safety hazards which may be present in your own job and the precautions you must take
7. the importance of remaining alert to the presence of hazards in the whole workplace
8. the importance of dealing with, or promptly reporting, risks
9. the responsibilities for health and safety in your job description
10. the safe working practices for your own job
11. the responsible people you should report health and safety matters to
12. where and when to get additional health and safety assistance
13. your scope and responsibility for controlling risks
14. workplace instructions for managing risks which you are unable to deal with
15. suppliers’ and manufacturers’ instructions for the safe use of equipment, materials and products which you must follow
16. the importance of personal presentation in maintaining health and safety in your workplace
17. the importance of personal behaviour in maintaining the health and safety of you and others
18. the risks to the environment which may be present in your workplace and/or in your own job

Knowledge covered by:**MCQ**Date: **Assignment**Date: **Oral questions**Date:

Assessor’s Signature: _____

Learner’s Signature: _____

Provide Threading Services

ITEC Unit number 751 (NOS B34)

What this unit is about

This unit is about removing hair from areas of the face using a variety of threading techniques. It will also include shaping and maintenance of different eyebrow shapes.

You will need to be able to consult with the client, prepare for the threading service and produce a service plan. You will also need to provide service advice to the client including future service needs and home care advice.

To carry out this unit, you must maintain effective health, safety and hygiene procedures and show a professional approach throughout this service.

This unit can be carried out on both male and female clients.

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing threading services
2. Consult, plan and prepare for threading services with clients
3. Remove unwanted hair
4. Provide aftercare advice

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for hair removal using threading techniques.
3. Your assessor will observe your performance **on at least 4 occasions, each involving a different client, 2 of which must include total reshape of the brows.**
4. From the range statement, you must practically demonstrate that you:
 - have used all consultation techniques
 - have dealt with at least one of the necessary actions*
 - have worked on all the treatment areas
 - have used all hair removal methods
 - have worked on both eyebrow shapes
 - have provided all the types of advice.

* However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain safe and effective methods of working when threading by**
 - a) preparing the work environment to meet legal, hygiene and safety requirements for threading
 - b) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - c) adopting a positive, polite and reassuring manner towards the client throughout the service
 - d) making sure that environmental conditions are suitable for the client and the threading service
 - e) ensuring all tools and equipment are cleaned using the correct methods
 - f) keeping your work area clean and tidy throughout the service
 - g) effectively disinfecting your hands before and after the service
 - h) wearing the recommended Personal Protective Equipment (PPE) to avoid cross-infection
 - i) maintaining accepted industry hygiene and safety practices throughout the service
 - j) selecting and correctly positioning suitable tools, materials and products for the threading service
 - k) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - l) positioning your client to meet the needs of the service without causing them discomfort
 - m) minimising wastage of products and materials during the threading service

- n) disposing of waste correctly to meet local authority requirements
- o) ensuring that the service is cost effective and is carried out within a commercially viable time
- p) ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner
- q) leaving the work area and equipment in a condition suitable for further services.

2. Consult, prepare and plan for threading services with clients

- a) using suitable **consultation techniques** in a polite and professional manner to determine the client's requirements
- b) ensuring that informed and signed parent or guardian consent is obtained for minors prior to threading services
- c) ensuring that a parent or guardian is present throughout the threading service for minors under the age of 16
- d) asking your client appropriate questions to identify if they have any contraindications to the threading service
- e) taking the **necessary action** in response to any identified contraindications and the client's suitability for the threading service
- f) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- g) encouraging clients to ask questions to clarify any points
- h) accurately recording your client's responses to questions
- i) clearly explaining the threading process and the assistance required by the client
- j) clearly explaining the possible contra-actions to the client prior to the threading service without causing undue alarm and concern
- k) agreeing the threading service and outcomes that are acceptable to the client and meets their needs
- l) obtaining signed written informed consent from the client prior to carrying out the service
- m) ensuring your client's hair and clothing is protected and clothing and accessories are removed when necessary
- n) helping the client into a safe, comfortable and relaxed position for the service
- o) providing suitable support and cushioning to the back and neck area
- p) using the correct pre treatment products to clean and prepare the **treatment area(s)**.

3. Remove unwanted hair by:

- a) ensuring safe and quick **hair removal methods** are carried out to minimise discomfort to the client
- b) ensuring the **hair removal methods** are carried out at a comfortable distance from the client whilst maintaining the correct tension of the thread
- c) selecting a new piece of thread for each **treatment area**
- d) providing clear instructions to the client on how and when to support their skin throughout the threading service
- e) creating a well balanced, proportioned and defined **eyebrow shape** to suit the client's requirements, when required
- f) checking the client's wellbeing throughout the service and giving the necessary reassurance
- g) discontinuing the service and providing advice and recommendations where contra-actions occur
- h) ensuring the client's **treatment area(s)** is free of unwanted hair and treated with a suitable soothing product
- i) ensuring that the finished result is to the client's satisfaction and meets the agreed service plan.

4. Provide aftercare advice by:

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs.

Performance 1

Date:

Assessor's Signature: _____

Performance 4

Date:

Assessor's Signature: _____

Performance 2

Date:

Assessor's Signature: _____

Performance 5

Date:

Assessor's Signature: _____

Performance 3

Date:

Assessor's Signature: _____

Performance 6

Date:

Assessor's Signature: _____

What you must cover (Range)

	Page ref.		Page ref.
Your performance must cover the following:			
1. Consultation techniques are:		4. Hair removal methods are:	
a) questioning	<input type="text"/>	a) mouth technique	<input type="text"/>
b) visual	<input type="text"/>	b) neck technique	<input type="text"/>
c) manual	<input type="text"/>	c) hand technique	<input type="text"/>
d) reference to client records	<input type="text"/>	5. Eyebrow shapes are:	
2. Necessary action should be:		a) total reshape of the brows	<input type="text"/>
a) encouraging the client to seek medical advice	<input type="text"/>	b) maintenance of original brow shape	<input type="text"/>
b) explaining why the threading service cannot be carried out	<input type="text"/>	6. Advice covers:	
c) modification of the threading service	<input type="text"/>	a) avoidance of activities which may cause contra-actions	<input type="text"/>
3. Treatments area(s) are:		b) recommended time intervals between threading treatments	<input type="text"/>
a) eyebrows	<input type="text"/>	c) suitable home care products and their use	<input type="text"/>
b) upper lip	<input type="text"/>		
c) chin	<input type="text"/>		

What you must know

To perform this unit successfully, you will need to know and understand:

Organisational and legal requirements

1. your responsibilities under relevant local and national health and safety legislation
2. the importance of not discriminating against clients with illnesses and disabilities and why e.g. Disability Discrimination Act
3. the age at which an individual is classed as a minor and how this differs nationally
4. the importance of checking current insurance guidelines for the delivery of the service
5. why minors should only be treated with informed and signed parental or guardian consent
6. why it is important when treating minors to have a parent or guardian present
7. the legal significance of gaining signed, informed client consent for service
8. local authority and organisational requirements for waste disposal
9. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
10. the importance of meeting industry and organisational requirements in relation to personal hygiene, protection and appearance
11. the importance of the correct storage of client records in relation to the Data Protection Act
12. your organisation's service times for threading services and the importance of completing services in a commercially viable time
13. your organisation's requirements for client preparation
14. the importance of and reasons for keeping records of services and gaining client and practitioner signatures
15. how to complete the client records used in your organisation.

How to work safely and effectively when providing threading services

16. the type of personal protective equipment that should be worn for threading and why (e.g. powder-free, nitrile or vinyl disposable gloves)
17. why it is important to use Personal Protective Equipment (PPE)
18. the health and safety implications of using the different threading techniques
19. what is Repetitive Strain Injury (RSI), how it is caused and how to avoid developing it when delivering threading services
20. the importance of using a new piece of thread on each facial area
21. the importance of disposing of the thread after working on each treatment area
22. the implications of using the mouth threading technique when wearing braces, false teeth and crowns
23. the importance of being able to adapt and change threading techniques to maintain client and practitioner's comfort

24. the importance of questioning clients to establish any contraindications to threading services
25. why it is important to record client responses to questioning
26. the legal significance of client questioning and recording clients' responses
27. methods of disinfecting and sterilising tools and equipment
28. how to maintain equipment, tools and materials in a clean and hygienic condition
29. the importance of and reasons for disinfecting hands and how to do this effectively
30. the necessary environmental conditions for threading services (including lighting, heating, ventilation and general comfort) and why these are important
31. how to minimise and dispose of general waste from threading services
32. how to effectively, prepare and safely position equipment, tools and materials for threading services
33. how to avoid potential discomfort and injury to yourself and your client and the risks of poor positioning of clients
34. the condition in which the work area should be left and why this is important

Consult, plan and prepare for the threading service

35. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this service
36. the importance of clearly explaining the threading process and the assistance required by the client
37. the importance of effective communication and discussion
38. how to give effective advice and recommendations to clients
39. the questioning and listening skills you need in order to find out information
40. why it is important to encourage and allow time for clients to ask questions
41. why it is important to explain possible contra-actions to the client
42. the importance of conducting visual examinations to establish hair growth patterns and characteristics, contraindications e.t.c.
43. the importance of cleaning and preparing the area to be treated
44. why it is important to cut stray and long brow hairs prior to commencing an eyebrow shape
45. the importance of establishing and agreeing a service plan with the client.

Anatomy and Physiology

46. the structure and function of the skin and hair i.e. the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, blood and lymph vessels and sensory nerve endings
47. the basic principles of hair growth i.e. anagen, catagen, telogen
48. the importance of recognising different types of hair growth e.g. terminal, vellus and ingrown hairs
49. causes of hair growth i.e. topical, congenital, systemic.

Contraindications and contra-actions

50. the contraindications that would prevent the service and why, e.g. contact lenses, contagious skin conditions, recent scar tissue, sunburn, eye infections, skin allergies
51. the conditions which restrict the service and why, e.g. moles, skin tags
52. the potential consequences of carrying out threading on a contraindicated client
53. the reasons why it is important to encourage clients with suspected contraindications to seek medical advice
54. the importance of and reasons for not naming specific contraindications when encouraging clients to seek medical advice
55. how to recognise and deal with the contra-actions that can occur as a result of threading services e.g. blood spots, abrasions, allergic reaction, excessive erythema.

Threading tools, materials and equipment

56. the types of tools and materials used for threading e.g. scissors, disposable eye brow brush e.t.c.
57. the importance of using a thread that is specifically designed for threading
58. the types of products suitable for pre and post threading services
59. the importance of having the correct equipment for threading e.g. a couch or chair with suitable back, neck and leg support.

Treatment specific knowledge

60. the history of threading and different types of threading techniques
61. the advantages and disadvantages of threading
62. the shape and proportion of the eyebrows in relation to facial features and existing eyebrow shape

- 63. the importance of measuring the eyebrows for threading to ensure a complimentary and symmetrical shape
- 64. how to carry out the threading techniques in the range
- 65. the importance of performing safe, quick and effective threading techniques
- 66. the importance of maintaining and adapting the tension of the thread throughout the service
- 67. the importance of maintaining a comfortable distance when threading to avoid invading the client’s personal space
- 68. the importance of removing the hair against the direction of the hair growth
- 69. the advantages of practicing threading techniques on larger areas of the body e.g. legs and arms to develop speed and dexterity skills
- 70. the importance of adapting the threading techniques to suit male client requirements e.g removing external hair on ears and nose
- 71. other methods of hair removal (e.g. tweezing, shaving, depilatory creams, electrical depilatory, abrasive mitts, light based hair reduction, waxing, electrical epilation) and the effect of these methods on the threading service
- 72. the importance of the client supporting the skin throughout the threading service.

Aftercare advice for clients

- 73. aftercare requirements for threading services and why these are important e.g. avoidance of heat and friction, use of perfumed, chemical based and make-up products
- 74. the importance of recommending the client returns for threading services every 2 to 4 weeks.

<p>Performance 1 Date: <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/> Assessor’s Signature: _____</p>	<p>Performance 4 Date: <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/> Assessor’s Signature: _____</p>
<p>Performance 2 Date: <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/> Assessor’s Signature: _____</p>	<p>Performance 5 Date: <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/> Assessor’s Signature: _____</p>
<p>Performance 3 Date: <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/> Assessor’s Signature: _____</p>	<p>Performance 6 Date: <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/> Assessor’s Signature: _____</p>

Assist With Spa Operations

ITEC Unit number 714 (NOS S1)

What This Unit Is About

This unit is about setting up, checking and maintaining the general condition and appearance of a wide range of spa areas. Included are cleaning, replenishing consumables, setting up and shutting down work areas, water testing and maintaining client hospitality facilities.

To carry out this unit you will need to monitor and maintain safe and effective methods of working. You will need to maintain your personal appearance and good communication with clients, colleagues and managers.

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when assisting with spa operations
2. Clean and set up spa work areas
3. Check and maintain the spa work areas
4. Shut down work areas

Evidence Requirements

1. Simulation is not allowed for any performance evidence within this unit
2. You must practically demonstrate in your everyday work that you have met the standards for providing specialist spa treatments
3. Your assessor will observe your performance **on at least 4 separate occasions which must include wet areas and changing rooms**
4. From the range, you must practically demonstrate that you have assisted with spa operations in all work areas
5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present

What You Must Do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain Safe and Effective Methods of Working When Assisting With Spa Operations by:**
 - a) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - b) wearing the recommended personal protective equipment for the maintenance and cleaning of spa equipment
 - c) using working methods that:
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself or others
 - d) disposing of waste materials safely and correctly
 - e) ensuring your own posture and position minimises fatigue and risk of injury whilst working
 - f) maintaining accepted industry hygiene and safety practices
 - g) ensuring that any problems or difficulties are reported to the relevant person promptly in line with organisational procedures
2. **Clean and Set Up Spa Work Areas by:**
 - a) setting up **work areas** to meet organisation procedures and any given instructions
 - b) using the correct cleaning materials and equipment specific to **work areas** following recommendations and any given instructions
 - c) ensuring all tools and equipment for treatments are prepared using the correct sterilisation and disinfection methods
 - d) effectively carrying out cleaning operations for **work areas** at the required time intervals following manufacturers' recommendations and given instructions
 - e) making sure that environmental conditions are suitable for the client and the treatment
 - f) leaving equipment and **work areas** in a clean and hygienic condition suitable for use and to meet organisational requirements

3. Check and Maintain the Spa Work Areas by:

- a) ensuring written instructions are in good condition, complete and displayed in the required place
- b) checking equipment and the condition of **work areas** at the required intervals according to manufacturers’ instructions and organisational procedures
- c) taking and correctly conducting water and temperature tests at the required intervals
- d) reporting any chemical concentration problems and temperature fluctuations to the relevant person
- e) maintaining stocks of resources and consumables at the required levels throughout the working day
- f) promptly reporting any resources and consumables that need reordering to the relevant person
- g) checking the client’s wellbeing at regular intervals according to organisational policy
- h) recognising any contra-actions occurring during the treatment and informing the relevant person
- i) ensuring spa operational records for which you are responsible are up-to-date, accurate, complete and legible in line with organisational procedures

4. Shut Down Work Areas

- a) ensuring equipment and **work areas** are shut down according to legal, organisational and manufacturers’ requirements
- b) ensuring equipment and **work areas** are in a condition suitable for future treatments
- c) promptly notifying the relevant person of the completion of shutdown procedures
- d) ensuring shut down has been completed to the satisfaction of the relevant member of staff

Performance 1

Date:

Assessor’s Signature: _____

Performance 4

Date:

Assessor’s Signature: _____

Performance 2

Date:

Assessor’s Signature: _____

Performance 5

Date:

Assessor’s Signature: _____

Performance 3

Date:

Assessor’s Signature: _____

Performance 6

Date:

Assessor’s Signature: _____

What You Must Cover (Range)

Your performance must cover

1. Work Areas are:

- a) wet areas
- b) treatment areas
- c) changing rooms
- d) relaxation areas
- e) service areas

Page ref.

What You Must Know

To perform this unit successfully, you will need to know and understand:

Organisational and Legal Requirements

1. your responsibilities under relevant health and safety legislation
2. your responsibilities under any local bye-laws relating to spa treatment work areas
3. manufacturers', organisational and legal requirements for waste disposal
4. the importance of keeping maintenance records for audit purposes
5. your responsibilities under current Control of Substances Hazardous to Health (COSHH) Regulations for the correct use and storage of chemicals required for spa treatments
6. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements
7. your organisation's and manufacturers' requirements for the cleaning, maintenance, checking and shut down of spa treatment work areas
8. your organisation's requirements and preferences for setting the condition and ambience of the spa work areas
9. your organisation's requirement for the completion of operational records for which you are responsible
10. the person to whom you should report any problems

How to Work Safely and Effectively When Assisting With Spa Operations

11. the type of personal protective equipment that should be available and used by yourself
12. why it is important to use personal protective equipment
13. what is contact dermatitis and how to avoid developing it when carrying out the maintenance of spa work areas
14. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
15. why it is important to check the client's wellbeing at regular intervals
16. the importance of regular water intake during spa treatments for both staff and clients

Cleaning, Setting Up and Checking Equipment and Spa Work Areas

17. the necessary environmental conditions for spa work areas (including lighting, heating, ventilation, sound and general comfort) and why these are important
18. how to safely clean and set up equipment and spa work areas, including the requirements for resources and consumables
19. the types of cleaning materials and equipment which must be used for the different work areas in the range and why
20. the recommended operating temperatures and humidity levels for wet and treatment areas
21. where and why written instructions should be placed in spa work areas
22. the importance of following manufacturers' instructions for client capacity levels for wet areas
23. the possible dangers of chemical and equipment misuse
24. the maintenance and monitoring requirements for spa work areas
25. the recommended treatment times for wet areas and the potential risks of exceeding them
26. how to test and interpret results of water and chemical concentrations
27. the ideal operating temperatures for wet area equipment and how to accurately take temperature readings
28. the main types of air and water borne infections that can affect spa environments and clients
29. the cleaning regimes which must be used in spa work areas to avoid the spread of infection and the nature of air and water borne infection

Client Care

30. the importance of regularly checking client wellbeing
31. the possible contra-actions which can occur during water, temperature and spa treatment sessions (including feeling faint, feeling nauseous, skin irritation and headaches) and how to deal with them

Enhance Appearance Using Skin Camouflage

ITEC Unit number 715 (NOS B10)

What This Unit Is About

This unit is about providing simple skin camouflage applications. This unit covers the use of a variety of specialist camouflage products designed to restore the skin colouration to the surrounding skin tone.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing skin camouflage
2. Consult, plan and prepare for skin camouflage
3. Carry out skin camouflage
4. Provide aftercare advice

Evidence Requirements

1. Simulation is not allowed for any performance evidence within this unit
2. You must practically demonstrate in your everyday work that you have met the standard for enhancing appearance using cosmetic camouflage
3. Your assessor will observe your performance **on at least 4 occasions, each involving a different client**
4. From the range, you must practically demonstrate that you have:
 - used all the consultation techniques
 - worked on all the camouflage needs
 - dealt with one of the necessary actions*
 - used all application tools
 - used all camouflage products
 - carried out camouflage application on all areas
 - provided all types of advice

* However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present

What You Must Do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain Safe and Effective Methods of Working When Providing Skin Camouflage by:**
 - a) setting up and monitoring the treatment area to meet organisation procedures and manufacturers' instructions
 - b) making sure that environmental conditions are suitable for the client and the skin camouflage
 - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - d) effectively disinfecting your hands prior to treatment
 - e) ensuring your own posture and position minimises fatigue and risk of injury whilst working
 - f) ensuring all tools are cleaned using the correct methods
 - g) positioning skin **camouflage products** and **application tools** for ease and safety of use
 - h) ensuring the client is in a comfortable and relaxed position suitable for the skin camouflage
 - i) maintaining accepted industry hygiene and safety practices throughout the skin camouflage application
 - j) adopting a positive, polite and reassuring manner towards the client throughout the treatment
 - k) respecting the client's modesty, privacy and any sensitivities to their personal appearance
 - l) checking the client's wellbeing at regular intervals according to organisational policy
 - m) disposing of waste materials safely and correctly
 - n) ensuring the skin camouflage is cost effective and is carried out within a commercially viable time

- o) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- p) leaving the treatment area in a condition suitable for future treatments

2. Consult, Plan and Prepare for Skin Camouflage by:

- a) using **consultation methods** in a polite and friendly manner to determine the client's treatment needs
- b) ensuring that informed and signed parent or guardian consent is obtained for minors prior to any treatment
- c) ensuring that a parent or guardian is present throughout the treatment for minors under the age of 16
- d) obtaining signed, written informed consent from the client prior to carrying out the service
- e) clearly explaining to the client what the skin camouflage entails in a way they can understand
- f) asking your client appropriate questions to identify their skin **camouflage needs**
- g) encouraging clients to ask questions to clarify any points
- h) asking your client appropriate questions to identify if they have any contraindications to skin camouflage
- i) accurately recording your client's responses to questioning
- j) taking the **necessary action** in response to any identified contraindications
- k) clearly identifying and agreeing the client's skin **camouflage needs** and **the areas to be camouflaged**
- l) ensuring the client's expectations are realistic and achievable

3. Carry Out Skin Camouflage by:

- a) ensuring empathy and sensitivity to the nature of the client's condition is shown throughout
- b) applying compatible skin care products when required before the skin camouflage application
- c) using **application tools**, techniques and **camouflage products** which are best suited to the skin **camouflage needs**
- d) ensuring **camouflage products** are applied in accordance with manufacturers' instructions to achieve required density, colour and effect
- e) establishing an acceptable colour match on the **areas to be camouflaged** to restore the skin colouration to the surrounding skin tone
- f) establishing and applying an appropriate complementary colour prior to the application of the acceptable skin colour match if required
- g) applying compatible cosmetic and skin care products when required after the skin camouflage application
- h) ensuring that the finished result is to the client's satisfaction and meets the agreed treatment plan

4. Provide Aftercare Advice by:

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs

Performance 1

Date:

Assessor's Signature: _____

Performance 4

Date:

Assessor's Signature: _____

Performance 2

Date:

Assessor's Signature: _____

Performance 5

Date:

Assessor's Signature: _____

Performance 3

Date:

Assessor's Signature: _____

Performance 6

Date:

Assessor's Signature: _____

What You Should Cover (Range)

	Page ref.		Page ref.
Your Performance Must Cover			
1. Camouflage Products are:		5. Necessary action Should be:	
a) camouflage creams	<input type="text"/>	a) encouraging the client to seek medical advice	<input type="text"/>
b) camouflage powders	<input type="text"/>	b) explaining why the camouflage application cannot be carried out	<input type="text"/>
c) setting products	<input type="text"/>	c) modification of camouflage application	<input type="text"/>
2. Application Tools include:		6. Areas to be Camouflaged are:	
a) brushes	<input type="text"/>	a) head or neck	<input type="text"/>
b) fingers	<input type="text"/>	b) chest or shoulders	<input type="text"/>
c) sponges	<input type="text"/>	c) limbs	<input type="text"/>
d) velour puffs	<input type="text"/>	d) back	<input type="text"/>
3. Consultation Methods are:		7. Aftercare Advice includes:	
a) questioning	<input type="text"/>	a) other products which can be used in conjunction with skin camouflage	<input type="text"/>
b) visual	<input type="text"/>	b) products/substances/environments which should be avoided	<input type="text"/>
c) manual	<input type="text"/>	c) durability and removal of skin camouflage products	<input type="text"/>
d) reference to client records	<input type="text"/>		
4. Camouflage Needs include:			
a) tattoos	<input type="text"/>		
b) hyper-pigmentation	<input type="text"/>		
c) hypo-pigmentation	<input type="text"/>		
d) erythema	<input type="text"/>		

What You Must Know

To perform this unit successfully, you will need to know and understand:

Organisational and Legal Requirements

1. your responsibilities under relevant health and safety legislation
2. the importance of not discriminating against clients with illnesses and disabilities and why (e.g. Disability Discrimination Act)
3. why minors should not be given skin camouflage without informed and signed parental or guardian consent
4. why it is important when treating minors under 16 years of age to have a parent or guardian present
5. the legal significance of gaining signed, informed client consent to treatment
6. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements
7. how to complete the client records and the importance and reasons for keeping records and gaining client signatures
8. the importance of the correct storage of client records in relation to the Data Protection Act
9. services times for completing skin camouflage and the importance of completing the application in a commercially viable time
10. the pricing structures for skin camouflage
11. how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients

How to Work Safely and Effectively When Providing Skin Camouflage

12. how to effectively set up the work area and safely position equipment and materials for skin camouflage
13. the necessary environmental conditions for skin camouflage application (including natural or simulated daylight conditions, heating, ventilation and general comfort) and why these are important
14. the different types of disinfecting and chemical cleaners for skin camouflage tools
15. how to disinfect tools for skin camouflage application
16. how to prepare yourself for carrying out skin camouflage application

17. the importance of and reasons for disinfecting hands and how to do this effectively
18. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
19. how to prepare and correctly position the client for optimum skin camouflage application and the importance of using seating at the correct height
20. how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients
21. how to minimise and dispose of waste from services
22. the condition in which the work area should be left and why this is important

Client Consultation, Planning and Preparation

23. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
24. the importance of allowing the client to indicate the area requiring skin camouflage
25. why it is important never to assume the area to be camouflaged
26. the questioning and listening skills you need in order to find out information
27. the importance of avoiding intrusive questioning techniques
28. how to give effective advice and recommendations to clients
29. how to interpret negative and positive body language
30. why it is important to encourage and allow time for clients to ask questions
31. the importance of questioning the client about known contraindications
32. why it is important to record client responses to questions about contraindications
33. the legal significance of client questioning concerning contraindications and the recording of client responses to questioning
34. the reasons why it is important to encourage clients with contraindications to seek medical advice
35. the importance of and reasons for not naming specific contraindications when encouraging clients to seek medical advice
36. why it is important to respect the client's modesty, privacy and sensitivities relating to their own appearance

Anatomy and Physiology

37. the structure and function of the skin
38. the importance of recognising different skin types and characteristics
39. the photosensitivity of skin and how it differs in different skin groups (i.e. the Fitzpatrick Classification System)
40. the causes and appearance of skin conditions likely to need skin camouflage (e.g. hypo-pigmentation such as vitiligo, stretch marks; hyper-pigmentation such as melasma, age spots; and erythema such as rosacea and thread veins)

Contraindications and Contra-actions

41. how to recognise those contraindications requiring medical referral and why (e.g. structural changes in the area to be camouflaged, suspicious moles, infections)
42. how to recognise those contraindications which restrict camouflage application and why (i.e. conditions adjacent to the camouflage area which are sore or tender)
43. possible contra-actions which may occur during the camouflage application and how to deal with them (e.g. allergic reactions)

Skin Camouflage

44. principles of colour theory (e.g. complementary colours)
45. the importance of understanding when it may be necessary to apply a complementary colour prior to the skin match
46. the importance of testing for a skin colour match on a small area
47. the range and availability of skin camouflage products
48. how to select and apply the products stated in the range to meet the needs of individual conditions
49. attributes and limitations of products (e.g. appearance of applied products under different circumstances such as titanium dioxide and iron oxide in flash photography and on skin)
50. where and how to obtain skin camouflage resources
51. the importance of understanding the different properties in skin camouflage products
52. the compatibility and limitation of other cosmetic and skin care products used in conjunction with skin camouflage

Aftercare Advice for Clients

53. products for home use that will benefit the client and those to avoid and why

- 54. how to advise client on preservation and maintenance of skin camouflage
- 55. how to advise the client on removal of skin camouflage

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Carry Out Ear Piercing

ITEC Unit number 716 (NOS B7)

What This Unit Is About

This unit is about ear piercing and the skills and knowledge necessary to carry out such work. It covers ear piercing of the ear lobe area only. You will need to use a variety of equipment, materials and products safely and correctly for this work. You will also need to provide the client with aftercare advice concerning the use of aftercare products, moving and removal of the stud and possible contra-actions.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when piercing ears
2. Consult, plan and prepare for ear lobe piercing with clients
3. Pierce the ear lobes
4. Provide aftercare advice

Evidence Requirements

1. Simulation is not allowed for any performance evidence within this unit
2. You must practically demonstrate in your everyday work that you have met the standard for ear lobe piercing
3. Your assessor will observe your performance **on at least 2 occasions**. Your assessor will want to see preparation activities for **2 different clients**
4. From the range statement, you must practically demonstrate that you:
 - have used all the consultation techniques
 - have used all types of equipment, materials and products
 - have provided all types of treatment advice.
5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present

What You Must Do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain Safe and Effective Methods of Working When Piercing Ear Lobes by:**
 - a) setting up the work area to meet salon procedures and any current local bye-laws
 - b) making sure that environmental conditions are suitable for the client and the treatment
 - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - d) effectively disinfecting your hands prior to piercing ears
 - e) using the correct personal protective equipment for the work
 - f) ensuring all tools and equipment are sterilised using the correct methods
 - g) maintaining accepted industry hygiene and safety practices throughout the treatment
 - h) positioning equipment and materials for ease and safety of use
 - i) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - j) disposing of waste materials safely and correctly
 - k) ensuring that the treatment is cost effective and is carried out within a commercially viable time
 - l) leaving the work area in a condition suitable for further treatments
 - m) ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner.
2. **Consult, Plan and Prepare for Ear Lobe Piercing With Clients by:**
 - a) using **consultation techniques** in a polite and friendly manner to determine the client's treatment
 - b) obtaining signed, written informed consent from the client prior to carrying out the service
 - c) ensuring that informed and signed parental or guardian consent is obtained for minors prior to any treatment
 - d) ensuring that a parent or guardian is present throughout the treatment for minors under the age of 16

- e) asking your client appropriate questions to identify if they have any contraindications to ear piercing
- f) accurately recording your client’s responses
- g) encouraging clients to ask questions to clarify any points
- h) taking the **necessary action** in response to any identified contraindications
- i) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- j) ensuring that the positioning of the client allows suitable access to the ear lobe and minimises any risk of injury and discomfort to the client
- k) agreeing the treatment and outcomes that are acceptable to your client and meet their needs
- l) selecting **equipment, materials and products** that meet the needs of the treatment and relevant legislation
- m) disinfecting the area of the ear lobe to be treated
- n) safely and accurately marking the area of the ear lobe for piercing.

3. Pierce the Ear Lobes by:

- a) piercing the ear lobe accurately and safely in the marked position
- b) minimising discomfort to the client by ensuring a quick and effective treatment
- c) maintaining hygienic conditions and client safety throughout your work
- d) using **equipment, materials and products** according to manufacturers’ instructions
- e) ensuring that the finished result is to the client’s satisfaction

4. Provide Aftercare Advice by:

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** on the care of pierced ear lobes

<p>Performance 1 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Assessor’s Signature: _____</p>	<p>Performance 4 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Assessor’s Signature: _____</p>
<p>Performance 2 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Assessor’s Signature: _____</p>	<p>Performance 5 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Assessor’s Signature: _____</p>
<p>Performance 3 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Assessor’s Signature: _____</p>	<p>Performance 6 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Assessor’s Signature: _____</p>

What You Must Cover (Range)

	Page ref.		Page ref.
Your Performance Must Cover			
1. Consultation Techniques are:		3. Equipment, Materials and Products include:	
a) questioning	<input type="text"/>	a) ear piercing gun	<input type="text"/>
b) visual	<input type="text"/>	b) sterile skin marker pen	<input type="text"/>
c) manual	<input type="text"/>	c) sterile ear studs	<input type="text"/>
d) reference to client records	<input type="text"/>	d) mirror	<input type="text"/>
		e) consumables	<input type="text"/>
2. Necessary Action should be:		4. Aftercare Advice covers:	
a) encouraging the client to seek medical advice	<input type="text"/>	a) suitable homecare products and their use	<input type="text"/>
b) explaining why the treatment cannot be carried out	<input type="text"/>	b) regular movement of the studs	<input type="text"/>
c) modification of treatment	<input type="text"/>	c) possible contra-actions	<input type="text"/>
		d) removal of studs	<input type="text"/>

What You Must Know

To perform this unit successfully, you will need to know and understand:

Organisational and Legal Requirements

1. your responsibilities under relevant health and safety legislation and your local authority requirements
2. why minors should not be given treatments without informed and signed parental or guardian consent
3. the importance of not discriminating against clients with illnesses and disabilities and why (e.g. Disability Discrimination Act)
4. the age at which an individual is classed as a minor and how this differs nationally
5. why it is important, when treating minors under 16 years of age, to have a parent or guardian present
6. the legal significance of gaining signed, informed client consent to treatment
7. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements
8. how to complete the client records used in your salon and the importance of and reasons for keeping records of treatments and gaining client signatures
9. the importance of the correct storage of client records in relation to the Data Protection Act
10. your salon's service times for completing ear lobe piercing and the importance of completing the application in a commercially viable time
11. the salon pricing structures

How to Work Safely and Effectively when Piercing Ear Lobes

12. the type of personal protective equipment that should be available and used by yourself (e.g. powder free nitrile or powder free vinyl gloves)
13. why it is important to use personal protective equipment
14. the different types of chemicals used for disinfecting ear piercing tools and equipment
15. how to prepare yourself for carrying out piercing ear lobes
16. the importance of and reasons for disinfecting hands and how to do this effectively
17. why it is important to encourage and allow time for clients to ask questions
18. the importance of and reasons for not naming specific contraindications when encouraging clients to seek medical advice
19. how to set up the work area for piercing ear lobes
20. the necessary environmental conditions for piercing ear lobes (including lighting, heating, ventilation and general comfort) and why these are important
21. how to check equipment used for piercing ear lobes
22. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
23. how to effectively and safely position equipment and materials for piercing ear lobes
24. how to prepare and position the client for piercing ear lobes and the risks of poor positioning
25. how to minimise and dispose of general waste from ear lobe piercing
26. the condition in which the work area should be left and why this is important

Consult, Plan and Prepare for Ear Lobe Piercing

- 27. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
- 28. the importance of questioning clients to establish any contraindications to ear lobe piercing
- 29. why it is important to record client responses to questioning
- 30. the legal significance of client questioning and recording client’s responses
- 31. how to give effective advice and recommendations to clients
- 32. the questioning and listening skills you need in order to find out information
- 33. the reasons why it is important to encourage clients with contraindications to seek medical advice
- 34. the importance of and reasons for not naming specific contraindications when referring clients to a general practitioner

Anatomy and Physiology

- 35. the external structure of the ear including the pinna, lobe, cartilage and cartilagenous tissue
- 36. the dangers associated with piercing cartilage and other areas of the body

Contraindications

- 37. those contraindications that prevent treatment and require referral to a general practitioner and why (e.g. systemic medical conditions, serious localised skin infections, ear lobe infections e.t.c.)
- 38. those contraindications that restrict treatment and why (e.g. previous ear piercings, scar tissue)
- 39. the importance of and reasons for not naming specific contraindications when referring clients to a general practitioner

Equipment, Materials and Products

- 40. the types of equipment, materials and products that are used for ear lobe piercing and how to use them correctly
- 41. the action to take in the event of ear lobe piercing gun malfunction
- 42. the range and uses of aftercare products

Ear Lobe Piercing

- 43. how to carry out ear lobe piercing safely and correctly
- 44. how long the treatment should take
- 45. possible contra-actions which may occur after ear lobe piercing
- 46. the risks associated with ear lobe piercing if treatment advice is ignored
- 47. the reasons why one pair of studs should be fitted at a time
- 48. why ear studs have to be left in place for the recommended time and the effects of premature removal

Aftercare Advice for Clients

- 49. products for home use that will benefit the client and those to avoid and why
- 50. how and when to hygienically rotate the studs during the healing period
- 51. how to safely remove and replace studs after the healing period
- 52. the contra-actions that may occur after ear lobe piercing and what advice to give to clients

Knowledge covered by:

MCQ

Date:

Assignment

Date:

Oral questions

Date:

Assessor’s Signature: _____

Learner’s Signature: _____

Fulfill salon reception duties – ITEC Unit number 508 (NOS G4)

What this unit is about

This unit is about the important skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and generally maintaining the reception area. Dealing with people in a polite manner whilst questioning them to find out what they require forms an important part of this unit.

The main outcomes of this unit are:

1. Maintain the reception area
2. Attend to clients and enquiries
3. Make appointments for salon services
4. Handle payments from clients

Evidence requirements

1. Evidence from simulated activities may be used to produce performance evidence for the following **but only when naturally occurring performance evidence cannot be obtained for:**

Methods of Payment Range Variables - 'cash equivalents', 'cheque' and 'payment cards' and handling the types of payment discrepancies listed.

2. You must practically demonstrate in your work situation that you have met the standards for fulfilling salon reception duties.
3. Your Assessor will observe these aspects of your performance **on at least 3 occasions. These observations must cover all 4 main outcomes** of this unit.
4. From the range statement, you must show that you have:
 - handled **3 of the 4*** types of people
 - handled **2 of the 3*** types of enquiries
 - handled both types of appointment
 - obtained all the appointment details
 - handled all the methods of payment
 - dealt with all the types of discrepancy.

*** However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.**

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain the reception area by**
 - a) ensuring the reception area is clean and tidy at all times
 - b) maintaining the agreed levels of reception stationery
 - c) ensuring that product displays have the right levels of stock at all times
 - d) offering clients hospitality to meet your salon's client care policies.
2. **Attend to clients and enquiries by**
 - a) attending to **people** promptly and in a polite manner
 - b) correctly identifying the purpose of **enquiries**
 - c) confirming appointments and promptly informing the relevant person

- d) promptly referring **enquiries** which cannot be dealt with to the relevant person for action
 - e) **recording messages correctly and passing them to the relevant person at the right time**
 - f) giving accurate information clearly
 - g) giving confidential information only to authorised people
 - h) balancing the need to give attention to individuals whilst ensuring others are not left without attention.
- 3. Make appointments for salon services by**
- a) dealing with all requests for **appointments** politely and promptly
 - b) accurately identifying client requirements for the service requested
 - c) scheduling appointments in a way that satisfies the client, the stylist and ensures the most productive use of salon time
 - d) confirming that the **appointment details** are acceptable to the client
 - e) recording **appointment details** accurately, clearly and to meet your salon’s requirements.
- 4. Handle payments from clients by**
- a) accurately totalling charges to the client
 - b) informing clients of charges clearly and in a courteous manner
 - c) visually inspecting purchases for condition and quality as they are processed for payment
 - d) establishing the client’s **method of payment** and acknowledging receipt of payments
 - e) ensuring accepted payments are correct
 - f) recording information about the sale accurately, clearly and to meet your salon’s requirements
 - g) gaining authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept
 - h) tactfully informing clients when authorisation cannot be obtained for non-cash payments
 - i) identifying and resolving, where possible, any **discrepancies** in payments within the limits of your own authority
 - j) promptly referring payment **discrepancies** which you cannot resolve to the relevant person for action
 - k) giving the correct change and issuing receipts when required by clients
 - l) following cash point security procedures at all times
 - m) identifying and reporting low levels of change in time to avoid shortages.

Performance 1

Date:

Assessor’s Signature: _____

Performance 3

Date:

Assessor’s Signature: _____

Performance 2

Date:

Assessor’s Signature: _____

What you must cover (Range)

	Page ref.		Page ref.
1. People		c) service required	<input type="text"/>
a) who have different needs and expectations	<input type="text"/>	d) estimated price	<input type="text"/>
b) who appear angry	<input type="text"/>	e) date	<input type="text"/>
c) who may be confused	<input type="text"/>	f) time	<input type="text"/>
d) who have a complaint	<input type="text"/>	g) member(s) of staff booked for service	<input type="text"/>
2. Enquiries		5. Methods of payment are	
a) in person	<input type="text"/>	a) cash	<input type="text"/>
b) by telephone	<input type="text"/>	b) cash equivalents	<input type="text"/>
c) electronically	<input type="text"/>	c) cheque	<input type="text"/>
3. Appointments are made		d) payment cards	<input type="text"/>
a) in person	<input type="text"/>	6. Discrepancies are	
b) by telephone	<input type="text"/>	a) invalid currency	<input type="text"/>
4. Appointment details are		b) invalid card	<input type="text"/>
a) client's name	<input type="text"/>	c) incorrect completion of cheque	<input type="text"/>
b) client's contact details	<input type="text"/>	d) suspected fraudulent use of payment card	<input type="text"/>
		e) payment disputes.	<input type="text"/>

What you must know

To perform this unit successfully, you will need to know and understand:

Salon and legal requirements

1. your salon's procedures for
 - maintaining confidentiality
 - taking messages
 - making and recording appointments
 - dealing with suspected fraud
 - authorising non-cash payments when these are 'over limit'
 - client care at reception
 - personal safety
2. the limits of your authority when
 - maintaining the reception area
 - attending to people and enquiries
 - making appointments
 - dealing with payments and discrepancies
3. the consequences of breaking confidentiality
4. who to refer to with different types of enquiries
- 5. the person in your salon to whom you should refer reception problems**
6. relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act

Communication

7. the importance of taking messages and passing them on to the right person at the right time
8. the importance of effective communication to the salon's business
9. how and when to ask questions
10. how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods
11. how to say things that suit the purpose of your discussion

12. how to speak clearly in a way that suits the situation
13. how to show you are listening closely to what people are saying to you
14. how to adapt what you say to suit different situations (i.e. the amount you say, your manner and tone of voice)

Salon services, products and pricing

15. the services available, their duration and cost
16. the products available for sale and their cost
17. what to look for to identify any defects in products as they are being processed for sale (e.g. damage, loose packaging, cracked and/or leaking containers e.t.c.)
18. how to identify any current discounts and special offers (e.g. 2-for-1 offers, coupons, e.t.c.)
19. what and how much stationery should be kept at your reception area

Calculating and taking payments

20. common methods of calculating payments including point of sale technology and physical calculations
21. how to keep cash and other payments safe and secure
22. the types of payment that you are authorised to accept
23. how to gain electronic authorisation for payment cards
24. how to identify suspected counterfeit payments
25. how to identify suspected stolen cheques, credit cards and payment cards
26. how to deal with customers offering suspect tender or suspect non-cash payments
27. consequences of failure to handle payments correctly

Making appointments

28. the importance of making appointments correctly
29. the common systems available for making appointments within the hairdressing industry (e.g. manual and electronic).

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

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Oral questions

Date:

Learner's Signature: _____



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