



3

Beauty

LEVEL 3 NVQ DIPLOMA IN BEAUTY



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 3 NVQ Diploma in Beauty Therapy – General is to enable Candidates to gain the necessary practical and theoretical skills in order to provide Beauty Therapy Services

It also aims:

- to provide skills at Level 3 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 3 qualification
- to qualify Learners as Beauty Therapists at Level 3 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 3
- 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 NVQs

Grading of the Qualification

- a) Practical assessments/observations 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 3 NVQ Diploma in Beauty Therapy - General (see assessment table above)

Opportunities for Progression

Once Candidates have achieved the ITEC Level 3 NVQ Diploma in Beauty Therapy - General they may progress on to other ITEC or equivalent at Level 3 and 4, for example:

- Level 3 NVQ Diploma in Beauty Therapy – Massage
- Level 3 NVQ Diploma in Beauty Therapy – Make-up
- Level 3 Diploma in Spa Treatments
- Level 3 Diploma in Nail Services
- Level 4 Diploma in Advanced Skin Care
- Level 4 Diploma in Spa and Salon Management

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 3

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 Body electrical treatments – ITEC Unit number 724 (NOS B13)

What this unit is about

This unit is about improving body and skin condition using galvanic, electro muscle stimulator (EMS), micro-current, lymphatic drainage and micro-dermabrasion equipment. It covers the skills involved in providing a thorough consultation with the client to formulate a specific course of treatment tailored to individual client needs. The ability to provide relevant aftercare advice is also required.

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 body electrical treatments
2. Consult, plan and prepare for treatments with clients
3. Carry out body electrical treatments
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 body electrical treatments.
3. Your assessor will observe your performance on **at least 5 separate occasions, which must involve at least 3 different clients.**
4. From the range, you must practically demonstrate that you have:
 - used all the types of equipment
 - used all the consultation techniques
 - treated all the body types
 - treated all the body conditions
 - treated all the skin conditions
 - have carried out at least **1 of the 3** necessary actions*
 - met all the treatment objectives
 - 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 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 providing body electrical treatments by:**
 - a) setting up and monitoring the treatment area to meet organisation procedures and manufacturers' instructions
 - b) wearing suitable personal protective equipment, when necessary
 - c) making sure that environmental conditions are suitable for the client and the treatment
 - d) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - e) effectively disinfecting your hands prior to treatment
 - f) ensuring your own posture and position minimises fatigue and risk of injury whilst working
 - g) ensuring all tools and equipment are cleaned using the correct methods
 - h) positioning **equipment** and products for ease and safety of use
 - i) ensuring the client is in a comfortable and relaxed position suitable for the treatment
 - j) maintaining accepted industry hygiene and safety practices throughout the treatment
 - k) adopting a positive, polite and reassuring manner towards the client throughout the treatment
 - l) maintaining the client's modesty, privacy and comfort at all times

- m) checking the client’s wellbeing at regular intervals according to organisational policy
- n) disposing of waste materials safely and correctly
- o) ensuring the treatment is cost effective and is carried out within a commercially viable time
- p) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- q) leaving the treatment area and **equipment** in a condition suitable for future treatments.

2. Consult, plan and prepare for treatments with clients by

- a) using **consultation techniques** in a polite and friendly manner to determine the client’s treatment 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 body electrical treatment for minors under the age of 16
- d) obtaining signed, written informed consent from the client prior to carrying out the treatment
- e) clearly explaining to the client what the treatment entails in a way they can understand
- f) encouraging clients to ask questions to clarify any points
- g) asking your client appropriate questions to identify their medical history, **body type, body condition** and life style pattern
- h) asking your client appropriate questions to identify if they have any contra-indications to body electrical treatments
- i) accurately recording your client’s responses to questioning
- j) taking the **necessary action** in response to any identified contra-indications
- k) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- l) correctly carrying out thermal and tactile tests to accurately determine the client’s skin response to heat and pressure stimuli
- m) accurately carrying out a test patch, if necessary, to determine skin sensitivity and to avoid adverse reactions
- n) recommending alternative treatments which are suitable for the client’s condition and needs if contra-indicated for body electrical treatments
- o) clearly explaining and agreeing the projected cost, likely duration, frequency and types of treatment needed
- p) agreeing in writing the client’s needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- q) ensuring that the client’s skin is clean and prepared to suit the type of equipment to be used
- r) selecting suitable **equipment** and related products to suit the **treatment objectives**.

3. Carry out body electrical treatments by:

- a) clearly explaining the sensation created by the equipment being used
- b) explaining the treatment procedure to the client in a clear and simple way at each stage in the process
- c) safely using the correct treatment settings, applicator and accessories on the body throughout the treatment in accordance with manufacturers’ instructions
- d) adjusting the intensity and duration of the treatment to suit the client’s **body type** and **condition** and the areas of the body being treated
- e) taking prompt remedial action if the client experiences discomfort or contra-actions
- f) applying a suitable post-treatment product to the treated area, if required
- g) ensuring the finished result is to the client’s satisfaction and meets the agreed **treatment objectives**.

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:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 5

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 6

Date:

Assessors Signature: _____

What you must cover (Range)

| | Page ref. | | Page ref. |
|--|----------------------|---|----------------------|
| Your performance must cover | | | |
| 1. Equipment is: | | c) uneven skin texture. | <input type="text"/> |
| a) galvanic unit | <input type="text"/> | | |
| b) electro muscle stimulator (EMS) | <input type="text"/> | 5. Necessary action should be: | |
| c) micro-current unit | <input type="text"/> | a) encouraging the client to seek medical advice | <input type="text"/> |
| d) lymphatic drainage equipment | <input type="text"/> | b) explaining why the treatment cannot be carried out | <input type="text"/> |
| e) micro-dermabrasion unit | <input type="text"/> | c) modification of treatment | <input type="text"/> |
| 2. Consultation techniques are: | | 6. Treatment objectives are: | |
| a) questioning | <input type="text"/> | a) improved skin and body condition | <input type="text"/> |
| b) visual | <input type="text"/> | b) improved contour and muscle condition | <input type="text"/> |
| c) manual | <input type="text"/> | | |
| d) reference to client records | <input type="text"/> | 7. Advice covers: | |
| 3. Body types are: | | a) avoidance of activities which may cause contra-actions | <input type="text"/> |
| a) endomorph | <input type="text"/> | b) future treatment needs | <input type="text"/> |
| b) mesomorph | <input type="text"/> | c) modifications to lifestyle patterns | <input type="text"/> |
| c) ectomorph | <input type="text"/> | d) healthy eating and exercise advice | <input type="text"/> |
| 4. Body conditions are: | | e) suitable home care products and their use. | |
| a) cellulite | <input type="text"/> | | |
| b) sluggish circulation | <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 current health and safety legislation, standards and guidance, eg the Health & Safety at Work Act (and any other relevant legislation)
2. the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)
3. the age at which an individual is classed as a minor and this differs nationally
4. why it is important, when treating minors under 16 years of age, to have a parent or guardian present
5. why minors should not be given treatments without informed and signed parental or guardian consent
6. the legal significance of gaining signed, informed client consent to treatment
7. manufacturers' and organisational requirements for waste disposal
8. the importance of the correct storage of client records in relation to the Data Protection Act
9. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
10. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
11. the organisation's requirements for client preparation
12. your organisation's service times for body electrical treatments
13. your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes

How to work safely and effectively when providing body electrical treatments

14. how to set up the work area for body electrical treatments
15. the necessary environmental conditions for body electrical treatments (including lighting, heating, ventilation and general comfort) and why these are important
16. the type of personal protective equipment that should be worn for micro-dermabrasion treatments and why (eg powder-

free nitrile or powder-free vinyl gloves)

17. the importance and reasons for disinfecting hands and how to do this effectively
18. how to position yourself and the client for body electrical treatments
19. reasons for maintaining client modesty, privacy and comfort during the treatment
20. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
21. why it is important to check the client's wellbeing at regular intervals

Client consultation

22. why it is important to encourage and allow time for clients to ask questions
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 questioning clients to establish any contra-indications to body electrical treatments
25. why it is important to record client responses to questioning
26. the legal significance of client questioning and recording the client's responses.
27. how to give effective advice and recommendations to clients
28. how to work out body mass index (BMI)
29. how to visually assess muscle tone
30. how to assess body fat and fluid retention
31. how to assess posture
32. how to assess skin type
33. the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice
34. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
35. why it is important to maintain clients' modesty and privacy.
36. the characteristics of different body types and body conditions (eg endomorph, ectomorph and mesomorph, cellulite, poor muscle tone, uneven skin tone and sluggish circulation)
37. the importance of using electrical treatments in conjunction with other treatments, healthy eating and exercise to maximise results
38. the types of treatments that could be given in conjunction with, or after, body electrical treatments
39. the types of alternative treatments which could be recommended in the event of contra-indications to electrical treatments

Anatomy and physiology

40. structure and function of the skeleton
41. the structure and function of muscles, including the types of muscles (ie voluntary and involuntary)
42. the effect of exercise on muscle tone and how it can vary
43. the positions and actions of the main muscle groups in the part of the body specified in the range (ie deltoid, biceps, triceps, brachialis, radialis trapezius, latissimus dorsi, erector spinae, pectorals, intercostals, diaphragm, rectus abdominis, obliques, gluteals, hamstrings, quadriceps extensor, abductors, adductors of upper leg, gastrocnemius, soleus, tibialis anterior)
44. the definition of 'origin' and 'insertion' of a muscle
45. the causes of muscle fatigue and how to recognise it
46. the basic structure and function of skin (ie the layers of the epidermis, subcutaneous layer, the dermis, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)
47. the skin characteristics and skin types of different ethnic client groups
48. the structure, location and the body's utilisation of adipose tissue
49. the function of the endocrine system and its relationship to weight gain and loss
50. the function of the digestive system
51. the basic principles of healthy eating
52. how ageing affects the body and skin
53. how age limits the effectiveness of the treatment
54. the function of blood and the principles of circulation, blood pressure and pulse
55. the structure and function of the heart and arteries, veins and capillaries
56. how to identify erythema and its causes
57. the structure and function of the lymphatic system, including lymphatic vessels, nodes and lymph of the body
58. the principles of lymph circulation and the interaction of lymph and blood within the circulatory system

MANDATORY UNIT | ITEC LEVEL 3 NVQ DIPLOMA IN BEAUTY

59. the basic principles of the central nervous system, motor points and autonomic system
60. the effect of electrical treatment on the muscles, skin, circulatory, skeletal, lymphatic, endocrine, digestive and nervous systems

Contra-indications and contra-actions

61. those contra-indications which prevent body electrical treatment and why (eg contagious skin diseases, dysfunction of the nervous system, heart disease/disorder, undergoing medical treatment, pacemaker, any cancer related treatments, recent scar tissue, undiagnosed lumps, inflammations and swellings, medication causing a thinning or inflammation of the skin, (eg steroids, accutane, retinols), diagnosed sclerodema)
62. those contra-indications which restrict treatment and why (eg diabetes, epilepsy, high/low blood pressure, history of thrombosis or embolism, metal pins or plates, medication, pregnancy, piercings, anxiety, varicose veins, cuts, abrasions, bruises, recent dermabrasion or chemical peels, IPL or laser and epilation)
63. possible contra-actions which may occur during the treatment and how to deal with them (eg galvanic burn, bruising, irritation, allergic reaction, excessive erythema, muscle fatigue, hyper-pigmentation etc)

Equipment and products

64. how to prepare and use the equipment and products for body electrical treatments
65. use and limitations of products used for body electrical treatments
66. methods of disinfecting, sterilising and maintaining equipment
67. the benefits and effects of electro-therapy machines which combine different currents and their effects
68. the benefits of products available for electrical treatments and their effects
69. the type of currents produced by galvanic units, EMS units, micro-current units and lymphatic drainage equipment

Treatment specific knowledge

70. how to select, use and adapt the use of body electrical equipment to suit different body types, body conditions and treatment objectives and why
71. the importance of cleansing the skin prior to treatment
72. how to carry out and interpret thermal, tactile and skin sensitivity tests
73. the dangers associated with body electrical treatments in the range
74. the physical effects created by the use of the equipment in the range
75. why some body treatments should be conducted in a certain direction
76. the types of post-treatment products available and why they are necessary
77. how to evaluate the effectiveness of body treatments
78. the benefits of a course of treatment
79. why it is important to give aftercare advice.

Aftercare advice for clients

80. the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
81. post-treatment restrictions and future treatment needs
82. products for home use that will benefit and protect the client and those to avoid and why
83. how current eating and exercise habits can affect the effectiveness of treatment
84. how healthy eating and exercise can improve the effectiveness of the treatment.

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

Assessors Signature: _____

Learners Signature: _____

Provide facial electrical treatments – ITEC Unit number 725 (NOS B14)

What this unit is about

This unit is about improving face and skin condition using direct high frequency, galvanic, EMS, micro-current, lymphatic drainage and micro-dermabrasion equipment. It covers the skills involved in providing a thorough consultation with the client to formulate a specific course of treatment tailored to individual client needs. The ability to provide relevant aftercare advice is also required.

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 facial electrical treatments
2. Consult, plan and prepare for treatments with clients
3. Carry out facial electrical treatments
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 facial electrical treatments.
3. Your assessor will observe your performance on **at least 5 separate occasions, which must involve at least 3 different clients.**
4. From the range, you must practically demonstrate that you have:
 - used all the types of equipment
 - used all the consultation techniques
 - treated all the skin types
 - treated all the skin conditions
 - have carried out **at least 1 of the 3** necessary actions*
 - met all the treatment objectives
 - 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 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 providing facial electrical treatments by:**
 - a) setting up and monitoring the treatment area to meet organisation procedures and manufacturers' instructions
 - b) wearing suitable personal protective equipment, when necessary
 - c) making sure that environmental conditions are suitable for the client and the treatment
 - d) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - e) effectively disinfecting your hands prior to treatment
 - f) ensuring your own posture and position minimises fatigue and risk of injury whilst working
 - g) ensuring all **tools and equipment** are cleaned using the correct methods
 - h) positioning **tools and equipment** and products for ease and safety of use
 - i) ensuring the client is in a comfortable and relaxed position suitable for the treatment
 - j) maintaining accepted industry hygiene and safety practices throughout the treatment
 - k) adopting a positive, polite and reassuring manner towards the client throughout the treatment
 - l) maintaining the client's modesty, privacy and comfort at all times

- m) checking the client’s wellbeing at regular intervals according to organisational policy
- n) disposing of waste materials safely and correctly
- o) ensuring the treatment is cost effective and is carried out within a commercially viable time
- p) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- q) leaving the treatment area, **tools and equipment** in a condition suitable for future treatments.

2. Consult, plan and prepare for treatments with clients by

- a) using **consultation techniques** 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 facial electrical treatment for minors under the age of 16
- d) obtaining signed, written informed consent from the client prior to carrying out the treatment
- e) clearly explaining to the client what the treatment entails in a way they can understand
- f) encouraging clients to ask questions to clarify any points
- g) asking your client appropriate questions to identify their medical history, **skin type, skin condition** and lifestyle pattern
- h) asking your client appropriate questions to identify if they have any contra-indications to facial electrical treatments
- i) accurately recording your client’s responses to questioning
- j) taking the **necessary action** in response to any identified contra-indications
- k) accurately carrying out a test patch to accurately determine the client’s skin response to heat and pressure stimuli
- l) recommending alternative treatments which are suitable for the client’s condition and needs if contra-indicated for facial electrical treatments
- m) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- n) clearly explaining and agreeing the projected cost, likely duration, frequency and types of treatment needed
- o) agreeing in writing the client’s needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- p) ensuring that the client’s skin is clean and prepared to suit the type of equipment to be used
- q) selecting suitable **tools and equipment** and related products for the facial treatment and client’s skin type and condition.

3. Carry out facial electrical treatments by:

- a) clearly explaining the sensation created by the equipment being used
- b) explaining the treatment procedure to the client in a clear and simple way at each stage in the process
- c) safely using the correct treatment settings, applicator and accessories on the face throughout the treatment in accordance with manufacturers’ instructions
- d) adjusting the intensity and duration of the treatment to suit the client’s facial **skin type and condition**
- e) carrying out necessary comedone and milia extraction, when required, minimising discomfort to the client and minimal damage to the skin
- f) taking prompt remedial action if the client experiences discomfort or contra-actions
- g) applying a suitable post-treatment product to the treated area
- h) ensuring the finished result is to the client’s satisfaction and meets the agreed **treatment objectives**.

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:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 5

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 6

Date:

Assessors Signature: _____

What you must cover (Range)

| | Page ref. | | Page ref. |
|--|----------------------|--|----------------------|
| Your performance must cover | | | |
| 1. Tools and equipment are: | | c) dehydrated | <input type="text"/> |
| a) direct high frequency unit | <input type="text"/> | d) congested | <input type="text"/> |
| b) galvanic unit | <input type="text"/> | | |
| c) electro muscle stimulator | <input type="text"/> | 5. Necessary action should be: | |
| d) micro-current unit | <input type="text"/> | a) encouraging the client to seek | <input type="text"/> |
| e) lymphatic drainage equipment | <input type="text"/> | medical advice | |
| f) micro-dermabrasion unit | <input type="text"/> | b) explaining why the treatment cannot | <input type="text"/> |
| g) micro-lance | <input type="text"/> | be carried out | |
| 2. Consultation techniques are: | | c) modification of treatment | <input type="text"/> |
| a) questioning | <input type="text"/> | | |
| b) visual | <input type="text"/> | 6. Treatment objectives are: | |
| c) manual | <input type="text"/> | a) improved skin condition | <input type="text"/> |
| d) reference to client records. | <input type="text"/> | b) improved contour and muscle condition | <input type="text"/> |
| 3. Skin types are: | | c) improved skin texture | <input type="text"/> |
| a) oily | <input type="text"/> | | |
| b) dry | <input type="text"/> | 7. Advice covers: | |
| c) combination | <input type="text"/> | a) avoidance of activities which may | <input type="text"/> |
| | | cause contra-actions | |
| 4. Skin conditions are: | | b) future treatment needs | <input type="text"/> |
| a) sensitive | <input type="text"/> | c) modifications to lifestyle patterns | <input type="text"/> |
| b) mature | <input type="text"/> | d) 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 current health and safety legislation, standards and guidance, eg the Health & Safety at Work Act (and any other relevant legislation)
2. the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)
3. the age at which an individual is classed as a minor and how this differs nationally
4. why minors should not be given treatments 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 legal significance of gaining signed, informed client consent to treatment
7. local authority and organisational requirements for sharps and hazardous waste disposal
8. the importance of the correct storage of client records in relation to the Data Protection Act
9. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
10. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
11. the organisation's requirements for client preparation
12. your organisation's service times for facial electrical treatments
13. your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes

How to work safely and effectively when providing facial electrical treatments

14. how to set up the work area for facial electrical treatments
15. the necessary environmental conditions for facial electrical treatments (including lighting, heating, ventilation and general comfort) and why these are important

16. the type of personal protective equipment that should be worn for micro-dermabrasion treatments and why (eg powder-free nitrile or powder-free vinyl gloves)
17. the importance and reasons for disinfecting hands and how to do this effectively
18. how to position yourself and the client for facial electrical treatments
19. reasons for maintaining client modesty, privacy and comfort during the treatment
20. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
21. why it is important to check the client's wellbeing at regular intervals

Client consultation

22. why it is important to encourage and allow time for clients to ask questions from different cultural and religious backgrounds, age, disabilities and gender for this treatment
23. the importance of questioning clients to establish any contra-indications to facial electrical treatments
24. why it is important to record client responses to questioning
25. the legal significance of client questioning and recording the client's responses
26. how to give effective advice and recommendations to clients
27. how to visually assess facial muscle tone
28. how to assess facial skin type and condition
29. the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice
30. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
31. the characteristics of different skin types and conditions
32. the importance of using electrical treatments in conjunction with other treatments to maximise results
33. the types of treatments that could be given in conjunction with, or after, facial electrical treatments
34. the types of alternative treatments which could be recommended in the event of contra-indications to electrical treatments

Anatomy and physiology

35. the position of the primary bones of the skull and shoulder girdle and the functions of the skull
36. the positions and actions of the facial muscles (eg frontalis, sterno mastoid, platysma, orbicularis oris, masseter, orbicularis oculi, buccinator, zygomatic, digastric, corrugator, risorius)
37. the definition of 'origin' and 'insertion' of a muscle
38. the basic structure and function of skin (ie the layers of the epidermis, subcutaneous layer, the dermis, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)
39. the skin characteristics and skin types of different ethnic client groups
40. how ageing affects the skin and limits the effectiveness of treatment
41. how the endocrine system affects the skin
42. the function of blood and the principles of circulation, blood pressure and pulse
43. the structure and function of the arteries, veins and capillaries in the face
44. the structure and function of the lymphatic system, including lymphatic vessels, nodes and lymph in the face and neck
45. how to identify erythema and its causes
46. the principles of lymph circulation and the interaction of lymph and blood within the circulatory system
47. the basic principles of the central nervous system, motor points and autonomic system
48. the effect of electrical treatment on the facial muscles, skin, circulatory, lymphatic and nervous systems

Contra-indications and contra-actions

49. those contra-indications which prevent facial electrical treatment and why (eg contagious skin diseases, dysfunction of the nervous system, heart disease/disorder, undergoing medical treatment, pacemaker, recent scar tissue, undiagnosed lumps and swellings, medication causing a thinning or inflammation of the skin (eg steroids, accutane, retinols), recent dermabrasion)
50. those contra-indications restricting treatment and why (eg diabetes, epilepsy, high/low blood pressure, micro-pigmentation, history of thrombosis or embolism, botox, dermal fillers, metal pins or plates, medication, pregnancy, piercings, anxiety, cuts, abrasions, bruises, chemical peels, IPL or laser and epilation)
51. possible contra-actions which may occur during the treatment and how to deal with them (eg galvanic burn, bruising, irritation, allergic reaction, excessive erythema, muscle fatigue, hyper/hypo-pigmentation)

Tools, equipment and products

52. how to prepare and use tools, equipment and products for facial electrical treatments, including a micro-lance

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- 53. use and limitations of products used for facial electrical treatments
- 54. methods of disinfecting, sterilising and maintaining equipment
- 55. the benefits and effects of electro-therapy machines which combine different currents and their effects
- 56. the benefits of products available for facial electrical treatments and their effects
- 57. the type of currents produced by direct high frequency units, galvanic units, EMS units, micro-current units and lymphatic drainage equipment

Treatment specific knowledge

- 58. how to select, use and adapt the use of facial electrical equipment to suit different skin types, skin conditions and treatment objectives and why
- 59. how to use a micro-lance to safely remove milia
- 60. the importance of cleansing and preparing the skin prior to treatment
- 61. how to carry out and interpret thermal, tactile and skin sensitivity tests
- 62. the dangers associated with the facial electrical treatments in the range
- 63. the physical effects created by the use of the equipment in the range
- 64. why some facial treatments should be conducted in a certain direction
- 65. the types of post-treatment products available and why they are necessary
- 66. how to evaluate the effectiveness of facial treatments
- 67. the benefits of a course of treatment
- 68. why it is important to give aftercare advice

Knowledge covered by:**MCQ**Date:

Assessors Signature: _____

AssignmentDate: **Oral questions**Date:

Learners Signature: _____

Provide body massage treatments – ITEC Unit number 726 (NOS B20)

What this unit is about

This unit is about the skills involved in providing head and body massage treatments. It covers manual massage of the head and body, as well as mechanical body massage techniques. The ability to adapt massage techniques to suit individual client needs is a crucial requirement.

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 body massage treatments
2. Consult, plan and prepare for treatments with clients
3. Perform manual massage treatments
4. Perform mechanical massage treatments
5. 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 body massage treatments.
 3. Your assessor will observe your performance on at least **4 separate occasions**, each on 4 different clients, which **must include 2 full body massage treatments, incorporating the face. One of the full body massages must incorporate the use of mechanical massage and infra-red treatment.**
 4. From the range, you must practically demonstrate that you have:
 - used all types of equipment on suitable treatment areas
 - used all of the massage mediums
 - used all consultation techniques
 - dealt with all the client's physical characteristics
 - dealt with **at least one** of the necessary actions*
 - met all treatment objectives
 - used all massage techniques
 - covered all treatment areas
 - given 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 body massage treatments 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 treatment
- c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- d) ensuring that your nails are short, clean, well manicured and free of polish
- e) effectively disinfecting your hands prior to and after treatment
- f) ensuring your own posture and position minimises fatigue and risk of injury whilst working
- g) ensuring all tools and equipment are cleaned using the correct methods
- h) positioning equipment and massage mediums for ease and safety of use
- i) ensuring the client is in a comfortable and relaxed position suitable for the treatment
- j) maintaining accepted industry hygiene and safety practices throughout the treatment
- k) adopting a positive, polite and reassuring manner towards the client throughout the treatment
- l) maintaining the client's modesty, privacy and comfort at all times
- m) disposing of waste materials safely and correctly
- n) ensuring the treatment 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 and equipment in a condition suitable for future treatments.

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

- a) using consultation techniques in a polite, sensitive and friendly manner to determine the client's treatment needs
- 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 massage treatment
- d) ensuring that a parent or guardian is present throughout the massage treatment for minors under the age of 16
- e) clearly explaining to the client what the treatment entails in a way they can understand
- f) using suitable **consultation techniques** to identify your client's medical history, **physical characteristics** and lifestyle pattern
- g) asking your client appropriate questions to identify if they have any contra-indications to massage treatments
- h) accurately recording your client's responses to questioning
- i) actively encouraging clients to ask questions and clarify any points
- j) taking the **necessary action** in response to any identified contra-indications
- k) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- l) clearly explaining and agreeing the projected cost, likely duration, frequency and types of treatment needed
- m) agreeing in writing the client's needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- n) ensuring that the client's skin is clean and prepared to suit the type of massage to be used
- o) ensuring that clothing, hair and accessories are effectively protected or removed
- p) selecting suitable **equipment** and **massage mediums** to meet the **treatment objectives**.

3. Perform manual massage treatments by:

- a) providing suitable support and cushioning to specific areas of the body during the treatment if necessary
- b) adapting your **massage techniques**, sequence and **massage mediums** to meet the client's **physical characteristics** and **treatment area(s)**
- c) **effectively varying the depth, rhythm and pressure of massage movements to meet** treatment objectives, treatment area(s) **and client's physical characteristics and preferences**
- d) ensuring the application and use of massage medium minimises waste
- e) taking appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- f) allowing the client sufficient post-treatment recovery time
- g) ensuring the finished result is to the client's satisfaction and meets the agreed **treatment objectives**.

4. Perform mechanical massage treatments by:

- a) clearly explaining the sensation created by the **equipment** being used

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- b) explaining the treatment procedure to the client in a clear and simple way at each stage in the process
- c) providing suitable support and cushioning to specific areas of the body during the treatment if necessary
- d) safely using the correct treatment settings, application and applicator heads on the body throughout the treatment to meet manufacturers' instructions
- e) adjusting the intensity and duration of the treatment to suit the client's **physical characteristics** and the **treatment area(s)**
- f) effectively varying the sequence, depth and pressure of massage movements to meet **treatment objectives** and **treatment area(s)**
- g) checking the client's wellbeing throughout the mechanical massage treatment
- h) taking appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- i) allowing the client sufficient post-treatment recovery time
- j) ensuring the finished result is to the client's satisfaction and meets the agreed **treatment objectives**.

5. Provide aftercare advice

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

Performance 1

Date:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 5

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 6

Date:

Assessors Signature: _____

What you must cover (Range)

| | Page ref. | | Page ref. |
|---|----------------------|--|----------------------|
| Your performance must cover | | | |
| 1. Equipment includes: | | 6. Treatment objectives are: | |
| a) gyratory massager | <input type="text"/> | a) relaxation | <input type="text"/> |
| b) audio sonic | <input type="text"/> | b) sense of wellbeing | <input type="text"/> |
| c) infrared | <input type="text"/> | c) uplifting | <input type="text"/> |
| | | d) anti-cellulite | <input type="text"/> |
| | | e) stimulating | <input type="text"/> |
| 2. Massage mediums are: | | 7. Massage techniques are: | |
| a) oil | <input type="text"/> | a) effleurage | <input type="text"/> |
| b) cream | <input type="text"/> | b) petrissage | <input type="text"/> |
| c) powder | <input type="text"/> | c) tapotement | <input type="text"/> |
| | | d) vibration | <input type="text"/> |
| | | e) friction | <input type="text"/> |
| 3. Consultation techniques are: | | 8. Treatment areas are: | |
| a) questioning | <input type="text"/> | a) face | <input type="text"/> |
| b) visual | <input type="text"/> | b) head | <input type="text"/> |
| c) manual | <input type="text"/> | c) chest and shoulders | <input type="text"/> |
| d) reference to client records | <input type="text"/> | d) arms and hands | <input type="text"/> |
| | | e) abdomen | <input type="text"/> |
| 4. Physical characteristics are: | | f) back | <input type="text"/> |
| a) weight | <input type="text"/> | g) gluteals | <input type="text"/> |
| b) height | <input type="text"/> | h) legs and feet | <input type="text"/> |
| c) posture | <input type="text"/> | | |
| d) muscle tone | <input type="text"/> | 9. Advice covers: | |
| e) age | <input type="text"/> | a) avoidance of activities which may cause | <input type="text"/> |
| f) health | <input type="text"/> | contra-actions | <input type="text"/> |
| g) skin condition | <input type="text"/> | b) future treatment needs | <input type="text"/> |
| 5. Necessary action should be: | | c) modifications to lifestyle patterns | <input type="text"/> |
| a) encouraging the client to seek | <input type="text"/> | d) healthy eating and exercise advice | <input type="text"/> |
| medical advice | <input type="text"/> | e) suitable home care products and their use | <input type="text"/> |
| b) explaining why the treatment | <input type="text"/> | | |
| cannot be carried out | <input type="text"/> | | |
| c) modification of treatment | <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 current health and safety legislation, standards and guidance, eg the Health & Safety at Work Act (and any other relevant legislation)
2. your responsibilities under local authority licensing regulations for yourself and your premises
3. the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)
4. the age at which an individual is classed as a minor and how this differs nationally
5. why minors should not be given treatments without informed and signed parental or guardian consent
6. why it is important, when treating minors under the age of 16, to have a parent or guardian present
7. the legal significance of gaining signed, informed client consent to treatment
8. manufacturers' and organisational requirements for waste disposal
9. the importance of the correct storage of client records in relation to the Data Protection Act
10. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
11. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to

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accepted industry and organisation requirements

12. your responsibilities and reasons for keeping your nails short, clean, well manicured and free of polish for massage treatments
13. the organisation's requirements for client preparation
14. your organisation's service times for body massage treatments and the importance of completing the service in a commercially viable time
15. your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes

How to work safely and effectively when providing body massage treatments

16. how to set up the work area for body massage treatments
17. the necessary environmental conditions for body massage treatments (including lighting, heating, ventilation and general comfort) and why these are important
18. the importance and reasons for disinfecting hands and how to do this effectively
19. how to position yourself and the client for body massage treatments taking into account individual physical characteristics
20. what is repetitive strain injury (RSI), how it is caused and to avoid developing it when delivering massage treatments
21. the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment
22. reasons for maintaining client modesty, privacy and comfort during the treatment
23. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
24. how to minimise and dispose of waste from treatments
25. why it is important to check the client's wellbeing at regular intervals during mechanical massage

Client consultation

26. why it is important to encourage and allow time for clients to ask questions
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 contra-indications to head and body massage treatments
29. why it is important to record client responses to questioning
30. the legal significance of client questioning and recording the client's responses.
31. how to give effective advice and recommendations to clients
32. how to visually assess the physical characteristics in the range
33. how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routine
34. how to recognise different skin types and conditions
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. why it is important to maintain clients' modesty, privacy and comfort
38. relationship between lifestyle patterns and effectiveness of treatment
39. the beneficial effects which can result from changes to the client's lifestyle pattern (eg healthy eating and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation)

Preparation for treatment

40. the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment
41. why it is important to reassure clients during the preparation process whilst also maintaining the clients' modesty and privacy
42. how to select the appropriate massage medium suitable for skin type and condition
43. the different types, use and benefits of pre-massage heat treatments
44. how to cleanse different areas of the body in preparation for treatment, eg face and feet.

Anatomy and physiology

43. the structure and function of cells and tissues
44. the structure and function of muscles, including the types of muscles (ie voluntary and involuntary)
45. the positions and actions of the main muscle groups within the treatment areas of the body specified in the range
46. the position and function of the primary bones and joints of the skeleton
47. how to recognise postural faults and conditions (eg lordosis, kyphosis, scoliosis)
48. the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse
49. the interaction of lymph and blood within the circulatory system
50. the structure and function of the lymphatic system
51. the basic principles of the central nervous system and autonomic system

52. the basic principles of the endocrine, respiratory, digestive and excretory systems
53. *the structure and function of skin (ie the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)*
54. the skin characteristics and skin types of different ethnic client groups
55. the structure and location of the adipose tissue
56. the effects of massage on the individual systems of the body
57. the physical and psychological effects of body massage

Contra-indications and contra-actions

58. those contra-indications that prevent treatment and why (eg deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin diseases, etc.)
59. those contra-indications which may restrict treatment or where caution should be taken, in specific areas and why (eg diabetes, epilepsy, varicose veins, high and low blood pressure, product allergies, etc.)
60. possible contra-actions which may occur during and post treatment, why and how to deal with them (eg bruising, inflammation)

Equipment and massage mediums

61. the preparation and application of the massage equipment in the range
62. the benefits of using the massage equipment in the range
63. the different types and uses of massage mediums (eg oils, creams, powder, emulsion, gel)
64. the types and benefits of pre-heat treatments which can be used prior to massage (eg infrared, hot towels, sauna, steam)

Treatment specific knowledge

65. how to recognise erythema and hyperemia and its causes
66. why it is important to maintain correct posture during massage and complete your own stretching exercises to prevent repetitive strain injury
67. the correct use and application of massage techniques to meet a variety of treatment objectives, including those in the range
68. how to adapt the massage sequence, depth and pressure to suit different client physical characteristics, areas of the body and client preferences for manual massage
69. how to adapt the massage sequence, depth and pressure to suit different client physical characteristics and areas of the body for mechanical massage
70. how to adapt massage treatments for male and female clients
71. the areas of the body and body characteristics needing particular care when undertaking mechanical treatments
72. the advantages of mechanical and manual massage
73. the advantages of combining mechanical and manual massage
74. how to select and utilise massage equipment, media and techniques to achieve maximum benefits to the client
75. how and why support and cushioning would be used during the treatment
76. the importance of evaluating the effectiveness of body massage treatments

Aftercare advice for clients

77. the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
78. post-treatment restrictions and future treatment needs
79. products for home use that will benefit and protect the client and those to avoid and why
80. how current eating and exercise habits can affect the effectiveness of treatment
81. how healthy eating and exercise can improve the effectiveness of the treatment.

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

Assessors Signature: _____

Learners Signature: _____

Provide electrical epilation treatments – ITEC Unit number 727 (NOS B29)

What this unit is about

This unit is about the skills involved in assessing, preparing for and carrying out electrical needle epilation treatments to remove hair, using alternating current and blend techniques. You will also need to show you can competently advise clients on the care needed after electrical epilation.

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 electrical epilation treatments
2. Consult, plan and prepare for treatments with clients
3. Carry out electrical epilation
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 electrical epilation treatments.
3. Your assessor will observe your performance on **at least 6 separate occasions**, on at least 4 different clients. These must **include 2 observations each for the upper lip, chin and bikini line**.
4. From the range, you must practically demonstrate that you have:
 - used all consultation techniques
 - dealt with at **least one** of the necessary actions*
 - covered all the areas to be treated
 - used all types of needle
 - dealt with all of the hair types
 - dealt with all the skin types and conditions
 - carried out all of the epilation treatments
 - 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 electrical epilation treatments 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, the treatment and meet legal and safety requirements
 - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - d) effectively disinfecting your hands throughout the treatment as required
 - e) wearing the recommended personal protective equipment to avoid cross-infection and exposure to hazardous waste
 - f) ensuring your own posture and position minimises fatigue and risk of injury whilst working
 - g) ensuring all reusable tools and equipment are disinfected or sterilised using the correct methods
 - h) positioning equipment and products for ease and safety of use
 - i) ensuring the client is in a comfortable and relaxed position suitable for the treatment

- j) maintaining accepted industry hygiene and safety practices throughout the treatment
- k) maintaining the client's modesty, privacy and comfort at all times
- l) checking the client's wellbeing at regular intervals according to organisational policy
- m) disposing of single use items, hazardous waste and waste materials safely and correctly
- n) ensuring the treatment is cost effective and is carried out within a commercially viable time
- o) ensuring client records are up-to-date, accurate, complete, legible and signed by the client and practitioner
- p) leaving the treatment area and equipment in a condition suitable for future treatments.

2. Consult, plan and prepare for treatments with clients by

- a) using **consultation techniques** in a polite, sensitive and supportive manner to determine the client's treatment needs
- 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 electrical epilation treatments
- d) ensuring that a parent or guardian is present throughout the electrical epilation treatment for minors
- e) clearly explaining to the client what the treatment entails in a way they can understand
- f) using suitable visual aids effectively to aid client understanding
- g) using **consultation techniques** which accurately identify the client's medical history, hair type, causes of hair growth, skin type and condition and emotional state
- h) establishing and recording the client's past and present hair management techniques and the implication for treatments
- i) asking your client appropriate questions to identify if they have any contra-indications to electrical epilation treatments
- j) accurately recording your client's responses to questioning
- k) taking the **necessary action** in response to any identified contra-indications
- l) actively encouraging the client to ask questions and clarify any points of which they are unsure
- m) encouraging clients with suspected contra-indications to seek medical advice without reference to specific conditions and without causing undue alarm or concern
- n) taking consistent, clear high quality pre-treatment photographs of the area(s) to be treated with the consent of the client as and when required
- o) clearly explaining the physical sensation created by the treatment
- p) correctly preparing the area to be treated and carrying out a test patch to establish suitability for treatment
- q) ensuring written aftercare procedures are given to the client following the test patch
- r) recommending alternative treatments or products which are suitable for the client if contra-indicated for electrical epilation treatment
- s) clearly explaining and agreeing the projected cost, likely duration, frequency, types of treatment and client commitment needed
- t) clearly identifying and agreeing in writing the area(s) to be treated, client expectations and treatment objectives, ensuring they are realistic and achievable
- u) selecting and preparing equipment to meet legal and safety requirements and treatment objectives.

3. Carry out electrical epilation by:

- a) leaving the area to be treated clean, oil free and dry prior to treatment
- b) using the size and **type of needle** which is appropriate for treating the client's follicle size, **hair type** and **skin type** and the type of **electrical epilation treatment**
- c) loading and using needles avoiding damage and contamination throughout the treatment
- d) illuminating and magnifying the treatment area to ensure maximum visibility during treatment
- e) stretching and manipulating the skin in a way suitable for the area to be treated
- f) ensuring the needleholder and needle is used at the correct angle, direction and needle depth for the hair follicle and the area to be treated
- g) adjusting the intensity and duration of current flow to ensure effective hair release to suit client tolerance, sensitivity and safety
- h) smoothly removing the hair from the treated follicle without traction
- i) working systematically to remove hair within the **area(s) to be treated** and the skin's tolerance
- j) discontinuing treatment where contra-actions occur in accordance with manufacturer's instructions
- k) soothing the treated area using suitable techniques and products

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- l) taking treatment progress photographs of the area(s) treated with consent of the client as and when required
- m) 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:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 5

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 6

Date:

Assessors Signature: _____

What you must cover (Range)

| | Page ref. | | Page ref. |
|---|----------------------|---|----------------------|
| Your performance must cover | | | |
| 1. Consultation techniques are: | | 5. Hair types are: | |
| a) questioning | <input type="text"/> | a) fine | <input type="text"/> |
| b) visual | <input type="text"/> | b) coarse | <input type="text"/> |
| c) reference to client records | <input type="text"/> | c) curly | <input type="text"/> |
| 2. Necessary action should be: | | 6. Skin types and conditions are: | |
| a) encouraging the client to seek medical advice | <input type="text"/> | a) dry | <input type="text"/> |
| b) explaining why the treatment cannot be carried out | <input type="text"/> | b) oily | <input type="text"/> |
| c) modification of treatment | <input type="text"/> | c) sensitive | <input type="text"/> |
| | | d) dehydrated | <input type="text"/> |
| | | e) mature | <input type="text"/> |
| 3. Areas to be treated are: | | 7. Electrical epilation treatments are: | |
| a) upper lip | <input type="text"/> | a) alternating current | <input type="text"/> |
| b) chin | <input type="text"/> | b) blend | <input type="text"/> |
| c) bikini line | <input type="text"/> | | |
| d) eyebrows | <input type="text"/> | 8. Advice covers: | |
| e) underarms | <input type="text"/> | a) avoidance of activities which may cause contra-actions | <input type="text"/> |
| f) neck | <input type="text"/> | b) future treatment needs | <input type="text"/> |
| g) breast | <input type="text"/> | c) home care | <input type="text"/> |
| 4. Types of needle includes: | | d) dealing with regrowth between treatments. | <input type="text"/> |
| a) one piece | <input type="text"/> | | |
| b) two piece | <input type="text"/> | | |
| c) insulated | <input type="text"/> | | |
| d) gold | <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 current health and safety legislation, standards and guidance, eg the Health & Safety at Work Act (and any other relevant legislation)
2. your responsibilities under local authority licensing regulations for yourself and your premises
3. the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)
4. the age at which an individual is classed as a minor and how this differs nationally
5. the importance of checking current insurance guidelines for the delivery of electrical epilation treatment
6. the importance of following the current guidance relating any age restrictions for electrical epilation treatments
7. why minors should only be treated with informed and signed parental or guardian consent
8. why it is important when treating minors to have a parent or guardian present
9. the legal significance of gaining signed, informed client consent to treatment
10. local authority and organisational requirements for waste disposal
11. the importance of the correct storage of client records in relation to the Data Protection Act
12. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client and practitioner signatures
13. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
14. the organisation's requirements for client preparation
15. your organisation's service times for electrical epilation treatments
16. your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes

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How to work safely and effectively when providing electrical epilation treatments

17. how to set up the work area for electrical epilation treatments
18. the necessary environmental conditions for electrical epilation treatments (including lighting, heating, ventilation and general comfort) and why these are important
19. the type of personal protective equipment that should be worn for electrical epilation treatments and why (eg powder-free, nitrile or vinyl gloves, disposable masks)
20. what is contact dermatitis and how to avoid developing whilst carrying out electrical epilation treatments
21. what is repetitive strain injury (RSI), how it is caused and to avoid developing it when delivering electrical epilation treatments
22. the causes and hazards of accidental exposure to clinical waste
23. the importance and reasons for disinfecting hands and how to do this effectively
24. how to position yourself and the client for electrical epilation treatments
25. reasons for maintaining client modesty, privacy and comfort during the treatment
26. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
27. why it is important to check the client's wellbeing at regular intervals

Client consultation

28. how to use effective consultation techniques when communicating with people from different cultural and religious backgrounds, age, disabilities and gender for this treatment
29. the importance of effective communication and discussion
30. why it is important to encourage and allow time for clients to ask questions
31. the importance of questioning clients to establish any contra-indications to electrical epilation treatments
32. why it is important to record client responses to questioning
33. the legal significance of client questioning and recording the clients' responses
34. how to give effective advice and recommendations to clients
35. the importance of explaining the commitment required to maintain optimum results
36. why it is advisable to take photographs of the treatment area pre and post-treatment and how they should be taken to maintain client confidentiality
37. how to recognise skin types, conditions and their response to treatment
38. the importance of and how to carry out a test patch to identify allergies to needle type and products used, to establish pigmentation issues, degree of skin reaction and healing response
39. why it is important to maintain clients' confidentiality
40. the types of alternative treatments which could be recommended in the event of contra-indications to electrical epilation treatments
41. the importance of giving relevant and accurate information to assist the client's understanding of hair growth cycle, causes, hair management techniques and the implications of these for the treatment
42. the constraints surrounding electrical epilation treatments (eg cost, time, number of treatments, healing rate)
43. how to describe the physical sensation of the treatment and how pain threshold and sensitivity varies from differing treatment areas, treatment method, clients and appointments
44. how skin sensitivity is affected by other skincare treatments which may inhibit electrical epilation, ie glycolic peel, micro-dermabrasion, laser
45. the importance of consulting with previous record cards
46. the importance of giving clients written aftercare instructions immediately after the test patch and reinforcing this on all subsequent visits

Anatomy and physiology

47. the structure and function of the skin (ie epidermis, dermis, appendages, subcutaneous layer and nerve endings)
48. the skin characteristics and skin types of different ethnic client groups
49. the principles of skin healing
50. the structure of the hair and its follicle (the pilosebaceous unit)
51. the growth pattern of the hair and how this influences present and future treatments
52. the hair growth cycle, ie anagen, catagen, telogen
53. the causes of hair growth, ie topical, congenital, systemic
54. the definition of hair growth, ie superfluous, hirsutism, hypertrichosis
55. the structure and function of the endocrine system
56. the effects of malfunctions of the endocrine system on hair growth
57. the principles of the blood and lymphatic system
58. how the hormones are circulated via the blood stream

Contra-indications and contra-actions

59. the contra-indications that prevent treatment and why (eg infectious and contagious diseases, pace-makers and haemophilia)
60. the conditions that require medical approval and why (eg heart problems and hair growth from moles)
61. the conditions that restrict treatment and why (eg psoriasis, eczema, acne, epilepsy and diabetes)
62. the potential consequences of carrying out electrical epilation on a contra-indicated client
63. possible contra-actions which may occur during the treatment and how to deal with them (eg erythema, oedema, blanching, bleeding)
64. the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice
65. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice

Equipment and materials

66. how to prepare and use the equipment and materials for electrical epilation treatments
67. how to recognise equipment, products and materials which are unsuitable for use
68. the different types of equipment available for electrical epilation and the importance of following manufacturers' instructions
69. the range and uses of materials and products available for electrical epilation
70. the available types and sizes of needles for electrical epilation

Treatment specific knowledge

71. the importance of magnifying and lighting the treatment area
72. the importance of reassuring the client during the treatment
73. how to work systematically and methodically with dense and scattered hair growth
74. the principles, uses and benefits of the galvanic current
75. the principles, uses and benefits of the alternating current (eg short wave, radio frequency and high frequency)
76. the principles, uses and benefits of blending the galvanic and alternating current
77. how to select the type and size of needle to suit the hair type, skin type and area(s) to be treated
78. why and how you stretch and manipulate the skin
79. how to correctly insert the needle into the hair follicle with regard to depth and angle and the consequences of inaccurate needle insertion
80. the causes of skin sensitivity
81. how to adapt electrical epilation methods to suit skin condition, hair type and area(s) to be treated
82. how to adapt electrical epilation methods to suit fine, fragile, mature skin lacking in elasticity
83. how to adapt electrical epilation methods to client's emotional state and physical condition
84. how to remove hairs from different types of follicle (ie single, compound and distorted)
85. the importance of recognising and treating unusual hair growth (eg compound hair growth, ingrowing hair)
86. the benefits and effects of post-treatment cataphoresis
87. how to identify erythema and oedema, its causes and the limits of acceptability during treatment
88. the importance of knowing how to treat the follicles of red and non-pigmented hair
89. why moisture affects the electrical epilation treatment
90. the importance of giving precise, accurate and complete aftercare advice to clients relating to product use, hygiene and hair management in-between treatments

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

Assessors Signature: _____

Learners Signature: _____

Monitor procedures to safely control work operations – ITEC Unit number 537 (NOS G22)

What this unit is about

Monitoring the operation of workplace health and safety procedures is the legal responsibility of all senior staff in a salon, not just that of the manager or proprietor. These responsibilities extend beyond salon staff to all people entering the business e.g. clients, suppliers, contract cleaners, etc. Therefore, in the context of this unit, ‘other people’ includes not only other employees, but all those who have a reason to be on salon premises at any time.

This unit is about making sure that statutory and workplace instructions are being carried out. It describes the competences required to make sure that:

- healthy and safe practices are being followed within work areas
- appropriate action is undertaken to control workplace hazards

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
Monitoring the operation of workplace health and safety procedures is the legal responsibility of all senior staff in a salon, not just that of the manager or proprietor. These responsibilities extend beyond salon staff to all people entering the business e.g. clients, suppliers, contract cleaners, etc. Therefore, in the context of this unit, ‘other people’ includes not only other employees, but all those who have a reason to be on salon premises at any time.

Evidence for outcomes relating to ‘other people’, therefore, may be drawn from a wide base of possibilities e.g. politely instructing clients to hang coats in the place provided and stow their bags at reception to comply with workplace procedures to avoid obstructions and accidents in salon work areas; briefing a new starter on some aspect of workplace health & safety procedures. (Outcome 1e)

4. All evidence must be derived from performance in the workplace or approved Realistic Working Environment conforming to current Habia criteria.

Simulation is not allowed for any performance evidence within this unit as the outcomes can be demonstrated by a combination of 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
5. This is not an exhaustive list and the Common Evidence Requirements are owned by the Awarding Bodies which will develop their own guidance documentation on evidence requirements. *However, given the nature of the outcomes required, it is likely various types of documentary evidence, questioning and discussion will form the main assessment methods for the hair and beauty industries.*

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. Check that health and safety instructions are followed

- a) keep up-to-date with health and safety regulations and workplace instructions, making sure that information is from reliable sources
- b) conduct your monitoring of workplaces at agreed intervals and in accordance with workplace instructions
- c) confirm that worker health and safety competence is up-to-date
- d) confirm that the health and safety training needs of other people have been identified and met
- e) effectively communicate workplace instructions to other people and obtain feedback from them
- f) respond promptly to any breaches of health and safety instructions in a way which meets workplace and legal requirements
- g) make recommendations for changes to workplace instructions to the responsible people
- h) maintain records relating to health and safety matters that
 - comply with legal and workplace requirements, and
 - are accessible to those who are authorised to use them

2. Make sure that risks are controlled safely and effectively

- a) keep accurate and legible records of workplace risks identified or reported to you
- b) report the existence of hazards in accordance with workplace health and safety instructions
- c) confirm that appropriate precautions to control these risks have been agreed with the people responsible for health and safety
- d) confirm that the precautions are in accordance with legal and workplace health and safety instructions
- e) check that other people are aware of the risks and know the actions to be taken to minimise them
- f) review the operational controls to make sure that workplace hazards are eliminated or controlled
- g) report promptly and accurately any conflicts which still exist between workplace and legal requirements to the people responsible for health and safety

Performance 1

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

What you must cover (Range)

No range has been defined for this unit.

What you must know

To perform this unit successfully, you must know and understand:

1. the employers' and employees' main legal responsibilities for health and safety in the workplace
2. your responsibilities for health and safety as defined by any specific legislation covering your job role
3. the scope of your job, your competency and capabilities
4. the work areas and the people for whom you have responsibility
5. the difference between a hazard and a risk
6. the particular health and safety risks which may be present in your own job role and the precautions to take
7. why you should remain alert to the presence of hazards in the workplace
8. why you should promptly deal with or report hazards and risks in the workplace
9. the specific health and safety arrangements covering your job role
10. the health and safety instructions at your workplace
11. how to keep health and safety records
12. effective communication methods
13. effective methods of monitoring other people's activities and communicating results
14. agreed intervals for monitoring health and safety compliance
15. hazard notices and alerts relevant to your work
16. reliable sources of health and safety information

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

Assessors Signature: _____

Learners Signature: _____

Contribute to the planning and implementation of promotional activities – ITEC Unit number 549 (NOS H32)

What this unit is about

This unit is about working with others to plan, implement and evaluate promotional activities. The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect of this unit.

The main outcomes of this unit are:

1. Contribute to the planning and preparation of promotional activities
2. Implement promotional activities
3. Participate in the evaluation of promotional activities

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 contributing to the planning and implementation of promotional activities.**
3. Your Assessor will make **1 observation** of your performance when planning and implementing promotional activities. In addition, you will need to collect further documentary evidence to show you have met all the requirements of the standard.
4. From the range, you must show that you have:
 - developed both types of objectives
 - undertaken all the types of promotional activities listed
5. Although some evidence of your performance will be gathered from the observations made by your assessor, it is likely you will need to assemble relevant documentary evidence in your portfolio to meet the requirements of the standard and qualification.

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Contribute to the planning and preparation of promotional activities by**
 - a) making recommendations to the relevant person for suitable **promotional activities** and identifying the potential benefits for the business
 - b) identifying and agreeing specific, measurable, achievable, realistic and time bound **objectives** and target groups for the activity with the relevant person(s)
 - c) agreeing requirements for the activity with all relevant persons in sufficient detail to allow the work to be planned
 - d) producing an agreed plan showing the
 - type of promotional activity
 - **objectives** of the activity
 - roles and responsibilities of others involved
 - resource requirements
 - preparation and implementation activities
 - timescales
 - the budget
 - methods of evaluation
 - e) agreeing a plan that takes into account any legal requirements, when necessary
 - f) ensuring resources are available to meet the planned timescale.
2. **Implement promotional activities by**
 - a) implementing **promotional activities** to meet the agreed plan
 - b) effectively adapting **promotional activities**, when necessary, in response to changed circumstances and/or problems
 - c) using resources effectively throughout the **promotional activities**
 - d) clearly and accurately communicating the essential features and benefits of products and services to the target group

- e) using methods of communication that are suitable for the type of promotional activity being undertaken
 - f) presenting information in logical steps
 - g) encouraging the target group to ask questions about the services and products being promoted
 - h) responding to questions and queries in a way which promotes goodwill and enhances the salon image
 - i) actively encouraging the target group to take advantage of the services and products being promoted
 - j) clearing away products and equipment at the end of the **promotional activity**, when necessary, to meet the requirements of the venue.
- 3. Participate in the evaluation of promotional activities by**
- a) using the methods agreed in your promotional activity plan to gain feedback from the relevant sources
 - b) collating and recording the information gained from the feedback using a clear and concise format and method of presentation
 - c) drawing accurate and clear conclusions on the effectiveness of the promotional activity in meeting the agreed **objectives**
 - d) participating in discussions giving a clear and well structured summary of the results of the evaluation
 - e) making recommendations for improvements to any future **promotional activities** based upon the outcomes of your evaluation.

Performance 1

Date:

Assessors Signature: _____

What you must cover (Range)

| | Page ref. | | Page ref. |
|--------------------------------------|----------------------|--------------------------------|----------------------|
| 1. Promotional activities are | | 2. Objectives are | |
| a) demonstrations | <input type="text"/> | a) to enhance salon image | <input type="text"/> |
| b) displays | <input type="text"/> | b) to increase salon business. | <input type="text"/> |
| c) advertising campaigns. | <input type="text"/> | | |

What you must know

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

Venue and legal requirements

1. the practical requirements and restrictions of any venue
2. the contract requirements, local bye-laws and legislation which could restrict your promotional activity in any venue used
3. the importance of considering health and safety and other legal requirements
4. the health and safety procedures applicable to any venue you use
5. the potential hazards you must consider when working at any venue
6. the steps that should be taken to minimise risks when working at an external venue

Promotional event planning and preparation

7. the purpose and value of detailed and accurate planning
8. the type of resourcing requirements necessary for promotional activities (eg individuals, tools and equipment, materials, time, venue)
9. how the nature of the target group can influence the choice of promotional activity
10. how to match types of promotional activities to objectives
11. how to present a plan for promotional activities
12. why it is important to consider methods of evaluation at the planning stage
13. how to write objectives that are Specific, Measurable, Achievable, Realistic and Time Bound (ie, SMART objectives)
14. the importance of working to a budget
15. where and how to obtain resources
16. the importance of clearly defining the roles and responsibilities of those involved in promotional activities
17. the importance of allocating roles and responsibilities to match an individual's competence levels
18. the importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity
19. the types of foreseeable problems that occur and ways of resolving them

Services and products

20. the features and benefits of the products and/or services being promoted

Selling Skills

21. how to recognise buying signals and to close sales
22. the difference between the features of a product or service and the benefits of a product or service
23. how to tailor your presentation of the benefits of products and/or services to meet individual needs and interests

Communication techniques

24. how and when to participate in discussions
25. how to give a short presentation (eg timing, pace, use of voice, use of graphics, etc.)
26. methods of presenting information (eg pictorially, graphically, verbally)
27. methods of creating a visual impact
28. how and when to make openings to encourage others to ask questions
29. how to answer questions and manage queries in a way likely to maintain goodwill

Evaluation techniques

30. the purpose of evaluation activities
31. the areas of the promotional activity which should be evaluated
32. the most suitable methods of gaining feedback for the promotional activities in the range
33. how to collate, analyse and summarise evaluation feedback in a clear and concise way
34. suitable ways of formatting and producing an evaluation report.

Plan and provide air-brush make-up – ITEC Unit number 728 (NOS B12)

What This Unit Is About

This unit is about providing airbrush make-up for the face and body. You will need to show that you can carry out a variety of airbrush make-up designs and techniques. The ability to use a range of airbrushing products and additional items is also required.

The accurate use and maintenance of equipment is an essential aspect of this unit.

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 clients.

The main outcomes of the unit are:

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

Evidence Requirement

1. Simulation is not allowed for any performance evidence within this unit
2. You must practically demonstrate that you have met the standard for planning and providing airbrush make-up
3. Your assessor will observe your performance **on at least 4 separate occasions, which must include a full, straight face airbrush make-up**
4. From the range, you must show that you have:
 - used all types of airbrush make-up
 - used all the consultation techniques
 - created all the types of airbrush designs
 - covered all areas of application
 - dealt with **at least 1** of the necessary actions*
 - used all the types of resources
 - used all the airbrushing techniques
 - given 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 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 Airbrush Make-Up by

- a) setting up the work area to meet legal, hygiene and service requirements
- b) making sure that environmental conditions are suitable for the person on whom you are working and the service
- c) ensuring the work area is well ventilated to avoid accumulation of over spray
- d) wearing suitable personal protective equipment throughout the service
- e) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- f) ensuring all airbrush tools and equipment are effectively cleaned and reassembled using the correct methods
- g) effectively disinfecting your hands prior to airbrushing
- h) maintaining effective industry hygiene and safety practices throughout the service to minimise the risk of cross-infection
- i) positioning equipment and materials for ease and safety of use
- j) using **airbrush make-up** in a safe manner without risk of overexposure to yourself and the person on whom you are working
- k) ensuring the person on whom you are working is in a comfortable and suitable position that allows ease of airbrush make-up application
- l) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
- m) respecting a person's modesty, privacy and any sensitivities regarding their appearance
- n) disposing of waste materials safely and correctly
- o) ensuring that the service is cost effective and is carried out within a commercially viable time
- p) leaving the work area in a condition suitable for further services
- q) ensuring make-up notes are up-to-date, accurate, easy to read and signed by the client and practitioner

2. Consult, Plan and Prepare for Airbrush Make-Up

- a) using **consultation techniques** in a polite and friendly manner to determine the **airbrush design** and **areas of application**
- b) using suitable sources of information to research ideas on themes for the design plan
- c) ensuring the plan accurately reflects the airbrush design
- d) ensuring that informed and signed parent or guardian consent is obtained for minors prior to any service
- e) ensuring that a parent or guardian is present throughout the treatment for minors under the age of 16
- f) obtaining signed, written informed consent from the client prior to carrying out the service
- g) asking the person you are about to work on appropriate questions to identify if they have any contraindications to airbrush make-up
- h) encouraging clients to ask questions to clarify any points
- i) taking the **necessary action** in response to any identified contraindications
- j) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- k) ensuring that clothing, hair and accessories are effectively protected or removed
- l) ensuring the skin is clean prior to the application of airbrush make-up
- m) selecting suitable **airbrush make-up** to suit the skin type and skin condition of the person you are working on and the agreed **airbrush design**

3. Apply Airbrush Make-Up by:

- a) using equipment, **airbrush make-up** and **resources** suitable for the agreed design plan and following manufacturers' instructions
- b) correctly testing the pressure and operation of the spray gun prior to use
- c) using **airbrushing techniques** in a controlled way and at the correct distance from the body to achieve the desired effect
- d) applying **airbrush make-up** in the correct sequence to achieve the required effect
- e) using techniques that minimise the risk of products being spread outside the treatment area and surrounding environment
- f) effectively adjusting the air pressure to suit the **areas of application**
- g) effectively finish the application using conventional make-up, when required
- h) ensuring all elements of the make-up combine to complement each other to achieve the desired look and agreed design plan
- i) effectively sealing the finished make-up design, if required

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j) ensuring the finished result meets the design plan

4. Provide Aftercare Advice by

- a) giving **advice** and recommendations accurately and constructively
- b) giving the person on whom you are working suitable **advice** specific to their individual needs

Performance 1

Date:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 5

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 6

Date:

Assessors Signature: _____

What You Must Cover (Range)

| | Page ref. | | Page ref. |
|--|----------------------|---|----------------------|
| Your performance must cover | | 5. Necessary Actions include: | |
| 1. Airbrush Make-up is: | | a) encouraging the client to seek medical advice | <input type="text"/> |
| a) silicone based | <input type="text"/> | b) explaining why the service cannot be carried out | <input type="text"/> |
| b) water based | <input type="text"/> | c) modification of the service | <input type="text"/> |
| c) alcohol based | <input type="text"/> | | |
| 2. Consultation Techniques are: | | 6. Resources are: | |
| a) questioning | <input type="text"/> | a) masking tape | <input type="text"/> |
| b) visual | <input type="text"/> | b) stencils | <input type="text"/> |
| c) manual | <input type="text"/> | c) brushes | <input type="text"/> |
| 3. Airbrush Designs are: | | 7. Airbrushing Techniques are: | |
| a) contouring | <input type="text"/> | a) colour fading | <input type="text"/> |
| b) tattooing | <input type="text"/> | b) blending | <input type="text"/> |
| c) 3D | <input type="text"/> | c) highlighting and shading | <input type="text"/> |
| d) high fashion | <input type="text"/> | d) stencilling | <input type="text"/> |
| e) fantasy | <input type="text"/> | e) masking | <input type="text"/> |
| f) full straight make-up | <input type="text"/> | f) freehand | <input type="text"/> |
| 4. Areas of Application are: | | g) pulsing | <input type="text"/> |
| a) face | <input type="text"/> | h) back bubbling | <input type="text"/> |
| b) hair | <input type="text"/> | i) even colour washing | <input type="text"/> |
| c) body | <input type="text"/> | 8. Advice includes: | |
| | | a) suitable make-up removal techniques | <input type="text"/> |
| | | b) expected longevity of make-up | <input type="text"/> |
| | | c) those activities to avoid | <input type="text"/> |

What You Must Know

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

Organisational and Legal Requirements

- your responsibilities under relevant health and safety legislation
- the importance of not discriminating against clients with illnesses or disabilities and why (e.g. Disability Discrimination Act)
- why minors should not be given services without informed and signed parental or guardian consent
- why it is important when treating minors under 16 years of age to have a parent or guardian present
- the legal significance of gaining signed, informed client consent to treatment
- your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements
- how to complete any records about people on whom you have worked and the importance and reasons for keeping records of services and gaining signatures
- the importance of the correct storage of records in relation to the Data Protection Act
- the importance of completing the application in a commercially viable time
- pricing structures for airbrush make-up services

How to Work Safely and Effectively When Providing Make-Up Services

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

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13. why effective ventilation is particularly important during the airbrushing process
14. how to dismantle, clean, disinfect and reassemble tools and equipment for airbrush make-up application
15. the importance of and reasons for disinfecting hands and how to do this effectively
16. the range of protective clothing that should be available for those on whom you are working
17. the type of personal protective equipment that should be available and used by yourself
18. why it is important to use personal protective equipment
19. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
20. how to prepare and correctly position the client for effective airbrush make-up application and the importance of using seating at the correct height
21. how to effectively and safely position airbrush make-up equipment
22. how to avoid potential discomfort and injury to yourself and the risks of poor positioning of those on whom you are working
23. how to minimise and dispose of waste from services
24. the condition in which the work area should be left and why this is important

Consultation, Planning and Preparation

25. the importance of detailed and accurate planning and how to create a make-up design plan
26. the importance of specifying necessary resources accurately
27. the importance of creating a design portfolio to promote airbrush make-up
28. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
29. how to give effective advice and recommendations to those on whom you are working in relation to suitable products for the desired outcome
30. why it is important to encourage and allow time for clients to ask questions
31. the reasons why it is important to encourage people with contraindications to seek medical advice
32. the importance of and reasons for not naming specific contraindications when encouraging clients to seek medical advice
33. why it is important to respect a person's modesty, privacy and any sensitivities they may have relating to their physical appearance

Contraindications and Contra-actions

34. the importance of recognising contraindications and restrictions to airbrush make-up, e.g. respiratory problems
35. possible contra-actions which may occur during the airbrushing and how to deal with them

Airbrushing Equipment and Products

36. how to dismantle, clean, maintain and reassemble airbrush equipment and associated accessories
37. the types of problems that can occur with airbrush equipment and how to correct them
38. the meaning of psi and the potential risks associated with the use of pressurised airbrush equipment
39. the importance of using equipment with a pressure gauge
40. the types of products available for airbrushing and their features and how and when to use them
41. the types of equipment available for airbrushing and how and when to use them
42. the differences between cup feed and gravity feed airbrushes and when to use them
43. the advantages and disadvantages of differing airbrush products
44. the types of resources available for airbrushing and how and when to use them

Airbrush Make-up Application

45. how to match and apply airbrush make-up to different skin types, skin tones and conditions
46. how to select and use airbrush products to enhance face and body shapes
47. the skin characteristics and skin types of the different client groups and how to choose correct products and tones to suit them (e.g. white, black, Asian, mixed, Oriental)
48. the basic principles of complementary colour theory
49. how to select, blend and mix products and colours
50. how lighting affects the perception of colour and its influence on the effect of make-up
51. the reasons for matching lighting with the occasion for which the make-up will be worn (e.g. bridal make-up rehearsal in daylight)

52. how to correct excessive redness when using airbrush make-up
53. how to disguise minor skin imperfections using airbrush make-up
54. the limitations of airbrush make-up
55. how to carry out the airbrushing techniques in the range, when to use them and the effects that can be created
56. the effects that can be created by the use of additional items (e.g. net, lace, feathers, gems, gold leaf, silk flowers, etc.) and how to apply them
57. when, how and why to vary the psi according to the effect to be created and the part of the body being airbrushed
58. how distance of the airbrush from the body and pressure can affect the coverage and density of colour
59. the occasions on which it would be preferable to use conventional make-up techniques
60. the importance of omitting certain areas of the face when applying airbrushing techniques, e.g. under eyes, eyelashes, ears, nostrils
61. the sequence in which airbrush and conventional make-up products should be applied
62. the type of problems that can happen during airbrush make-up application and how to correct them

Aftercare Advice

63. make-up removal techniques suitable for the person on whom you have worked
64. how long airbrush make-up can be expected to last
65. the activities to avoid and why

Knowledge covered by:

MCQ

Date:

Assessors Signature: _____

Assignment

Date:

Oral questions

Date:

Learners Signature: _____

Provide female intimate waxing services – ITEC Unit number 729 (NOS B26)

What this unit is about

This unit is about removing hair from intimate areas using various waxing techniques.

You will need to be able to consult with the client, prepare for the waxing service and produce a treatment plan. You will also need to provide treatment advice to the client, particularly around the avoidance of certain activities and home care advice.

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

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing female intimate waxing services
2. Consult, plan and prepare for waxing 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 providing female intimate waxing services.
3. Your assessor will observe your performance on 4 occasions, each involving a different waxing service and on different clients.
4. From the range statement, you must practically demonstrate that you:
 - have used all consultation techniques
 - have carried out all the waxing services listed
 - have dealt with **at least 1** of the necessary actions*
 - have carried out all types of preparation of the client
 - used **2 out of the 3*** products in the range
 - used **1 out of the 2*** pre-wax
 - application products in the range
 - have used all the work techniques
 - have given 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.

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain safe and effective methods of working when waxing by**
 - a) preparing the work environment to meet legal, hygiene and industry Code of Practice for Waxing requirements
 - b) ensuring your personal appearance meets accepted industry Code of Practice for Waxing and organisational requirements
 - c) wearing suitable personal protective equipment for the work that conforms to the industry Code of Practice for Waxing
 - d) preparing the client and providing suitable personal protective equipment to conform to the industry Code of Practice for Waxing
 - e) making sure that environmental conditions are suitable for the client and the treatment
 - f) ensuring all tools and equipments are cleaned using the correct methods
 - g) effectively disinfecting your hands prior to waxing services
 - h) maintaining accepted industry hygiene and safety practices throughout the treatment
 - i) selecting and correctly positioning suitable equipment, materials, applicators and **products** for the **waxing service**
 - j) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - k) maintaining the client's modesty and privacy at all times
 - l) minimising wastage of product during application
 - m) disposing of hazardous waste correctly to meet local authority requirements

- n) ensuring that the treatment is cost effective and is carried out within a commercially viable time
 - o) ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner
 - p) leaving the work area and equipment in a condition suitable for further **waxing services**.
- 2. Consult, prepare and plan for waxing services with clients**
- a) using suitable **consultation techniques** in a polite and professional manner to determine the client's treatment
 - b) ensuring that informed and signed parent or guardian consent is obtained for minors prior to any intimate waxing service
 - c) ensuring that a parent or guardian is present throughout the intimate waxing service
 - 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 **waxing service**
 - f) encouraging clients to ask questions to clarify any points
 - g) accurately recording your client's responses to questions
 - h) conducting a test patch correctly on a suitable area of skin in the groin following the current industry Code of Practice for Waxing
 - i) informing the client in a tactful way if there is an adverse reaction to the test patch and treatment cannot be carried out.
 - j) taking the **necessary action** in response to any identified contra-indications and the client's suitability for **waxing service**
 - k) clearly explaining the possible contra-actions to the client prior to agreeing to the **waxing service**
 - l) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
 - m) agreeing the **waxing service** and outcomes that are acceptable to the client and meets their needs
 - n) making sure the **preparation of the client** meets the agreed treatment plan and the industry Code of Practice for Waxing.
- 3. Remove unwanted hair by:**
- a) using the correct **pre-wax application products** prior to waxing following manufacturers' instructions
 - b) ensuring the wax is the correct temperature for the client and the area to be treated immediately prior to the intended **waxing service**
 - c) establishing the hair growth pattern prior to the application of the product
 - d) using methods of application correctly and following manufacturer's instructions
 - e) applying and removing the product in the treatment area according to the requirements of the hair removal method and hair growth pattern
 - f) conducting yourself in a professional manner throughout the **waxing service** in line with the industry Code of Practice for Waxing
 - g) correctly removing hazardous waste from your work area throughout the **waxing service**
 - h) providing clear instructions to the client on how and when to support their skin during the waxing service
 - i) ensuring your work techniques minimise discomfort to the client
 - j) checking the client's wellbeing throughout the waxing service and giving the necessary reassurance
 - k) discontinuing the **waxing service** and providing advice and recommendations for any other relevant treatment where contra-actions occur
 - l) ensuring the client's treatment area is left free of product and hair and treated with a suitable soothing product
 - m) 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:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 5

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 6

Date:

Assessors Signature: _____

What you must cover (Range)

| | Page ref. | | Page ref. |
|--|----------------------|--|----------------------|
| Your performance must cover | | d) trimming of overlong hair for the treatment. | <input type="text"/> |
| 1. Consultation techniques are: | | 5. Products are: | |
| a) questioning | <input type="text"/> | a) hot wax | <input type="text"/> |
| b) visual | <input type="text"/> | b) warm wax | <input type="text"/> |
| c) manual | <input type="text"/> | c) sugar paste | <input type="text"/> |
| d) reference to client records | <input type="text"/> | | |
| 2. Waxing services are: | | 6. Pre-wax application products are: | |
| a) Hollywood | <input type="text"/> | a) oils | <input type="text"/> |
| b) Brazilian | <input type="text"/> | b) powders | <input type="text"/> |
| c) Shaping | <input type="text"/> | | |
| d) Playboy | <input type="text"/> | 7. Work techniques cover: | |
| 3. Necessary action should be: | | a) stretching and manipulating the skin during application and removal | <input type="text"/> |
| a) encouraging the client to seek medical advice | <input type="text"/> | b) speed of product removal | <input type="text"/> |
| b) explaining why the waxing service cannot be carried out | <input type="text"/> | c) direction and angle of removal | <input type="text"/> |
| c) modification of the waxing service | | d) on-going product temperature checks | <input type="text"/> |
| d) refusing an unsuitable client. | | 8. Advice covers: | |
| 4. Preparation of the client covers: | | a) avoidance of activities which may cause contra-actions | <input type="text"/> |
| a) removal of accessories and clothing necessary for the treatment | <input type="text"/> | b) future treatment needs | <input type="text"/> |
| b) protection of clothing | <input type="text"/> | c) home care | <input type="text"/> |
| c) client's own cleansing of the area to be treated | <input type="text"/> | d) personal hygiene | <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 (eg 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 intimate waxing service
5. the importance of following the current guidance relating to any age restrictions for the intimate waxing service
6. why minors should only be treated with informed and signed parental or guardian consent
7. why it is important when treating minors to have a parent or guardian present
8. the legal significance of gaining signed, informed client consent to treatment
9. the content of the current Code of Practice for Waxing Services and the importance of following its provisions
10. local authority and organisational requirements for waste disposal
11. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
12. the importance of the correct storage of client records in relation to the Data Protection Act
13. your organisation's service times for waxing treatments and the importance of completing services in a commercially viable time
14. the organisation's pricing structures for intimate waxing services
15. your organisation's requirements for client preparation

16. the importance of and reasons for keeping records of treatments and gaining client and practitioner signatures
17. how to complete the client records used in your organisation

How to work safely and effectively when providing waxing treatments

18. the type of personal protective equipment that should be available and used by yourself (eg powder free, nitrile or vinyl gloves)
19. why it is important to use personal protective equipment
20. the importance of providing suitable personal protective equipment for the client
21. what is contact dermatitis and how to avoid developing it when carrying out waxing treatments
22. the importance of questioning clients to establish any contra-indications to waxing treatments
23. why it is important to record client responses to questioning
24. the legal significance of client questioning and recording clients' responses
25. how to prepare and use the equipment and materials for the work
26. methods of disinfecting and sterilising equipment
27. how to maintain equipment and materials in a clean and hygienic condition.
28. how to prepare yourself for carrying out waxing treatments
29. the importance of and reasons for disinfecting hands and how to do this effectively
30. how to set up the work area for waxing treatments
31. the necessary environmental conditions for waxing treatments (including lighting, heating, ventilation and general comfort) and why these are important
32. how to check equipment used for waxing treatments
33. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
34. how to minimise and dispose of general and hazardous waste from treatments
35. how to effectively and safely position equipment and materials for waxing treatments
36. how to avoid potential discomfort and injury to yourself and your client and the risks of poor positioning of clients
37. the condition in which the work area should be left and why this is important

Consult, plan and prepare for the treatment with clients

38. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
39. the importance of effective communication and discussion
40. how to give effective advice and recommendations to clients
41. the questioning and listening skills you need in order to find out information
42. encouraging clients to seek medical advice
43. why it is important to encourage and allow time for clients to ask questions
44. why it is important to explain possible contra-actions to the client
45. why it is important to explain to the client possible skin sensitivity during menstruation
46. why it is important to maintain clients' modesty and privacy
47. how to conduct the relevant test patches for intimate waxing services and why
48. how to prepare yourself for carrying out the treatment
49. how to prepare the client for the treatment
50. how to conduct visual examinations of the skin and hair growth in the area to be treated
51. how to prepare the area for treatment including the use of pre-wax products and hair trimming
52. why it is important for the client to personally cleanse the area to be treated immediately prior to the waxing service
53. why it is necessary to conduct yourself in a professional manner in order to avoid any possible misinterpretation of behaviour
54. how to prepare treatment plans

Anatomy and physiology

55. the structure of the skin (ie 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) and differences in the structure of the skin for the different client groups
56. the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production)
57. the skin characteristics and skin types of different ethnic client groups

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- 58. the structure of the hair
- 59. the basic principles of hair growth (ie anagen, catagen, telogen)
- 60. the types of hair growth (including terminal and vellus)
- 61. the correct medical terminology for female genitalia
- 62. the structure of the female genitalia.

Contra-indications and contra-actions

- 63. the contra-indications that prevent treatment and why but will not require medical referral (eg thin and or fragile skin, scar tissue under six months old, heat rash, sunburn, known allergies to products and ingredients such as rosin found in sticking plasters and wax)
- 64. the contra-indications that require medical approval and why (eg urinary infections, sexually transmitted infections, pubic lice, contagious skin disease, oedema)
- 65. the conditions which restrict treatment and why (eg moles, infected ingrowing hairs, skin tags, external haemorrhoids, medication, diabetes)
- 66. the potential consequences of carrying out intimate waxing on a contra-indicated client
- 67. the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice
- 68. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
- 69. how to recognise and deal with the contra-actions that can occur as a result of intimate waxing treatments (eg bruising, blood spots, abrasions, broken hair, histamine (allergic) reaction, excessive erythema, excessive and diminished re-growth)

Equipment and materials

- 70. the types of equipment and products used for intimate waxing
- 71. how to match the pre-application product to the type of wax being used
- 72. the ingredients and composition of waxing products including warm wax, sugar paste and hot wax
- 73. how to prepare waxing products for use
- 74. the types of product suitable for soothing skin irritation in intimate areas

Treatment specific knowledge

- 75. how to carry out the intimate waxing services in the range
- 76. the terminology and procedures associated with other intimate waxing services, eg Bollywood, Las Vegas, Californian and adornments
- 77. the types of shaping templates that are available for intimate waxing and how to use and apply them
- 78. the various techniques associated with and working temperatures for the different types of hot wax, warm wax and sugar paste
- 79. the suitability of specific products for certain hair types
- 80. how to apply and remove waxing products
- 81. product application requirements in relation to the direction of hair growth
- 82. the precautions which need to be taken when removing hair around conditions which restrict the treatment
- 83. the expected skin reaction to waxing
- 84. other methods of temporary hair removal (eg tweezing, shaving, depilatory creams, electrical depilatory, threading, abrasive mitts) and the effect of these methods on the waxing process
- 85. other advanced methods of permanent hair removal eg epilation or light based hair reduction
- 86. how you and the client should support the skin during the intimate waxing service avoiding inappropriate contact
- 87. why it is important to restrict your conversation to instructions during the intimate waxing service
- 88. how to manipulate the client's personal protective equipment during the service to prevent product contact with mucus membranes
- 89. how to deal with circumstances in which the client's behaviour breaches the professional status of the treatment
- 90. why it is important to give aftercare treatment advice both verbally and in writing and what may happen if treatment advice was not given or is not followed
- 91. why it is necessary to give clients clear and specific guidance on the importance of personal toilet hygiene and the avoidance of heat and friction

Aftercare advice for clients

- 92. aftercare and maintenance requirements for intimate waxing treatments and why these are important (including avoidance of heat and friction, use of perfumed and chemical based products, wearing of restrictive clothing, avoidance of touching the treated area and for how long this should be avoided, the avoidance of swimming and other exercise and for how long this should be avoided, personal toilet hygiene)
- 93. recommended intervals between treatments
- 94. suitable home care products and how to apply them eg post wax lotions.

Knowledge covered by:

MCQ

Date:

Assessors Signature: _____

Assignment

Date:

Oral questions

Date:

Learners Signature: _____

Provide male intimate waxing services – ITEC Unit number 730 (NOS B27)

What this unit is about

This unit is about removing hair from intimate areas using various waxing techniques.

You will need to be able to consult with the client, prepare for the waxing service and produce a treatment plan. You will also need to provide treatment advice to the client, particularly around the avoidance of certain activities and home care advice.

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

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing male intimate waxing services
2. Consult, plan and prepare for waxing 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 providing male intimate waxing services.
3. Your assessor will observe your performance **on at least 4 occasions, each involving a different waxing service and on different clients.**
4. From the range statement, you must practically demonstrate that you:
 - have used all consultation techniques
 - have carried out **4 out of the 5*** waxing services listed
 - have dealt with **at least 1** of the necessary actions*
 - have carried out all types of preparation of the client
 - used **2 out of the 3*** products in the range
 - used **1 out of the 2*** pre-wax application products in the range
 - have used all the work techniques
 - have given 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 waxing by

- a) preparing the work environment to meet legal, hygiene and industry Code of Practice for Waxing requirements
- b) ensuring your personal appearance meets accepted industry Code of Practice for Waxing and organisational requirements
- c) wearing suitable personal protective equipment for the work that conforms to the industry Code of Practice for Waxing
- d) preparing the client and providing suitable personal protective equipment to conform to the industry Code of Practice for Waxing.
- e) making sure that environmental conditions are suitable for the client and the treatment
- f) ensuring all tools and equipments are cleaned using the correct methods
- g) effectively disinfecting your hands prior to waxing services
- h) maintaining accepted industry hygiene and safety practices throughout the treatment
- i) selecting and correctly positioning suitable equipment, materials, applicators and **products** for the **waxing service**
- j) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
- k) maintaining the client's modesty and privacy at all times
- l) minimising wastage of product during application
- m) disposing of hazardous waste correctly to meet local authority requirements
- n) ensuring that the treatment is cost effective and is carried out within a commercially viable time
- o) ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner
- p) leaving the work area and equipment in a condition suitable for further **waxing** services.

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

- a) using suitable **consultation techniques** in a polite and professional manner to determine the client's treatment
- b) ensuring that informed and signed parent or guardian consent is obtained for minors prior to any intimate waxing service
- c) ensuring that a parent or guardian is present throughout the intimate waxing service for minors
- 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 **waxing service**
- f) encouraging clients to ask questions to clarify any points
- g) accurately recording your client's responses to questions
- h) conducting a test patch correctly on a suitable area of skin in the groin following the current industry Code of Practice for Waxing
- i) informing the client in a tactful way if there is an adverse reaction to the test patch and treatment cannot be carried out
- j) taking the **necessary action** in response to any identified contra-indications and the client's suitability for **waxing service**
- k) clearly explaining the possible contra-actions to the client prior to agreeing to the **waxing service**
- l) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- m) agreeing the **waxing services** and outcomes that are acceptable to the client and meets their needs
- n) making sure the **preparation of the client** meets the agreed treatment plan and the industry Code of Practice for Waxing.

4. Remove unwanted hair by:

- a) using the correct **pre-wax application products** prior to waxing following manufacturers' instructions
- b) ensuring the wax is the correct temperature for the client and the area to be treated immediately prior to the intended **waxing service**
- c) establishing the hair growth pattern prior to the application of the product
- d) using methods of application correctly and following manufacturer's instructions
- e) applying and removing the product in the treatment area according to the requirements of the hair removal method and hair growth pattern
- f) conducting yourself in a professional manner throughout the **waxing service** in line with the industry Code of Practice for Waxing
- g) correctly removing hazardous waste from your work area throughout the **waxing service**
- h) providing clear instructions to the client on how and when to support their skin during the **waxing service**
- i) ensuring your **work techniques** minimise discomfort to the client
- j) checking the client's wellbeing throughout the waxing service and giving the necessary reassurance

OPTIONAL UNIT | ITEC LEVEL 3 NVQ DIPLOMA IN BEAUTY

- k) discontinuing the **waxing service** and providing advice and recommendations for any other relevant treatment where contra-actions occur
- l) ensuring the client's treatment area is left free of product and hair and treated with a suitable soothing product
- m) ensuring that the finished result is to the client's satisfaction and meets the agreed treatment plan.

5. 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:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 5

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 6

Date:

Assessors Signature: _____

What you must cover (Range)

| | Page ref. | | Page ref. |
|---|----------------------|---|----------------------|
| Your performance must cover | | | |
| 1. Consultation techniques are: | | c) client's own cleansing of the | <input type="text"/> |
| a) questioning | <input type="text"/> | area to be treated | |
| b) visual | <input type="text"/> | d) trimming of overlong hair for | <input type="text"/> |
| c) manual | <input type="text"/> | the treatment | |
| d) reference to client records | <input type="text"/> | | |
| 2. Waxing services are: | | 5. Products are: | |
| a) lower back | <input type="text"/> | a) hot wax | <input type="text"/> |
| b) buttocks | <input type="text"/> | b) warm wax | <input type="text"/> |
| c) anal area | <input type="text"/> | c) sugar paste | <input type="text"/> |
| d) scrotum | <input type="text"/> | | |
| e) penis | <input type="text"/> | 6. Pre-wax application products are: | |
| | | a) oils | <input type="text"/> |
| 3. Necessary action should be: | | b) powders | <input type="text"/> |
| a) encouraging the client to seek | <input type="text"/> | | |
| medical advice | | 7. Work techniques cover: | |
| b) explaining why the waxing service | <input type="text"/> | a) stretching and manipulating the skin | <input type="text"/> |
| cannot be carried out | | during application and removal | |
| c) modification of the waxing service | <input type="text"/> | b) speed of product removal | <input type="text"/> |
| d) refusing an unsuitable client | <input type="text"/> | c) direction and angle of removal | <input type="text"/> |
| | | d) on-going product temperature checks | <input type="text"/> |
| 4. Preparation of the client covers: | | 8. Advice covers: | |
| a) removal of accessories and clothing | <input type="text"/> | a) avoidance of activities which may | <input type="text"/> |
| necessary for the treatment | | cause contra-actions | |
| b) protection of clothing | <input type="text"/> | b) future treatment needs | <input type="text"/> |
| | | c) home care | <input type="text"/> |
| | | d) personal hygiene | <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 (eg 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 intimate waxing service
5. the importance of following the current guidance relating to any age restrictions for the intimate waxing service
6. why minors should only be treated with informed and signed parental or guardian consent
7. why it is important when treating minors to have a parent or guardian present
8. the content of the current Code of Practice for Waxing Services and the importance of following its provisions
9. local authority and organisational requirements for waste disposal
10. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
11. the importance of the correct storage of client records in relation to the Data Protection Act
12. your organisation's service times for waxing treatments and the importance of completing services in a commercially viable time
13. the organisation's pricing structures for intimate waxing services
14. your organisation's requirements for client preparation
15. the importance of and reasons for keeping records of treatments and gaining client and practitioner signatures
16. how to complete the client records used in your organisation

How to work safely and effectively when providing waxing treatments

17. the type of personal protective equipment that should be available and used by yourself (eg powder free, nitrile or vinyl gloves)

OPTIONAL UNIT | ITEC LEVEL 3 NVQ DIPLOMA IN BEAUTY

18. why it is important to use personal protective equipment
19. the importance of providing suitable personal protective equipment for the client
20. what is contact dermatitis and how to avoid developing it when carrying out waxing treatments
21. the importance of questioning clients to establish any contra-indications to waxing treatments
22. why it is important to record client responses to questioning
23. the legal significance of client questioning and recording clients' responses
24. how to prepare and use the equipment and materials for the work
25. methods of disinfecting and sterilising equipment
26. how to maintain equipment and materials in a clean and hygienic condition
27. how to prepare yourself for carrying out waxing treatments
28. the importance of and reasons for disinfecting hands and how to do this effectively
29. how to set up the work area for waxing treatments
30. the necessary environmental conditions for waxing treatments (including lighting, heating, ventilation and general comfort) and why these are important
31. how to check equipment used for waxing treatments
32. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
33. how to minimise and dispose of general and hazardous waste from treatments
34. how to effectively and safely position equipment and materials for waxing treatments
35. how to avoid potential discomfort and injury to yourself and your client and the risks of poor positioning of clients
36. the condition in which the work area should be left and why this is important

Consult, plan and prepare for the treatment with clients

37. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
38. the importance of effective communication and discussion
39. how to give effective advice and recommendations to clients
40. the questioning and listening skills you need in order to find out information
41. the reasons why it is important to refer clients with contra-indications to seek medical advice
42. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
43. why it is important to encourage and allow time for clients to ask questions
44. why it is important to explain possible contra-actions to the client
45. why it is important to maintain clients' modesty and privacy
46. how to conduct the relevant test patches for intimate waxing services and why
47. how to prepare yourself for carrying out the treatment
48. how to prepare the client for the treatment
49. how to conduct visual examinations of the skin and hair growth in the area to be treated
50. how to prepare the area for treatment including the use of pre-wax products and hair trimming
51. why it is important for the client to personally cleanse the area to be treated immediately prior to the waxing service
52. why it is necessary to conduct yourself in a professional manner in order to avoid any possible misinterpretation of behaviour
53. how to prepare treatment plans

Anatomy and physiology

54. the structure of the skin (ie 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) and differences in the structure of the skin for the different client groups
55. the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production)
56. the skin characteristics and skin types of different ethnic client groups
57. the structure of the hair
58. the basic principles of hair growth (ie anagen, catagen, telogen)
59. the types of hair growth (including terminal and vellus)
60. the correct medical terminology for male genitalia
61. the structure of the male genitalia

Contra-indications and contra-actions

62. the contra-indications that prevent treatment and why but will not require medical referral (eg thin and/or fragile skin, scar tissue under six months old, heat rash, sunburn, known allergies to products and ingredients such as rosin found in sticking plasters and wax)

- 63. the contra-indications that require medical approval and why (eg urinary infections, sexually transmitted infections, pubic lice, contagious skin disease, oedema)
- 64. the conditions which restrict treatment and why (eg moles, infected ingrowing hairs, skin tags, external haemorrhoids, medication, diabetes)
- 65. the potential consequences of carrying out intimate waxing on a contra-indicated client
- 66. the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice
- 67. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
- 68. how to recognise and deal with the contra-actions that can occur as a result of intimate waxing treatments (eg bruising, blood spots, abrasions, broken hair, histamine (allergic) reaction, excessive erythema, excessive and diminished regrowth)

Equipment and materials

- 69. the types of equipment and products used for intimate waxing
- 70. how to match the pre-application product to the type of wax being used
- 71. the ingredients and composition of waxing products including warm wax, sugar paste and hot wax
- 72. how to prepare waxing products for use
- 73. the types of product suitable for soothing skin irritation in intimate areas
- 74. the reasons why talc-free powders should be used in intimate areas

Treatment specific knowledge

- 75. how to carry out the intimate waxing services in the range
- 76. the various techniques associated with and working temperatures for the different types of hot wax, warm wax and sugar paste
- 77. the suitability of specific products for certain hair types
- 78. how to apply and remove waxing products
- 79. product application requirements in relation to the direction of hair growth
- 80. the precautions which need to be taken when removing hair around conditions which restrict the treatment
- 81. the expected skin reaction to waxing
- 82. other methods of temporary hair removal (eg tweezing, shaving, depilatory creams, electrical depilatory, threading, abrasive mitts) and the effect of these methods on the waxing process
- 83. other advanced methods of permanent hair removal, eg epilation or light based hair reduction
- 84. how you and the client should support the skin during the intimate waxing service avoiding inappropriate contact
- 85. why it is important to restrict your conversation to instructions during the intimate waxing service
- 86. how to deal with circumstances in which the client’s behaviour breaches the professional status of the treatment.
- 87. why it is important to give aftercare treatment advice both verbally and in writing and what may happen if treatment advice was not given or is not followed
- 88. why it is necessary to give clients clear and specific guidance on the importance of personal toilet hygiene and the avoidance of heat and friction

Aftercare advice for clients

- 89. aftercare and maintenance requirements for intimate waxing treatments and why these are important (including avoidance of heat and friction, use of perfumed and chemical based products, wearing of restrictive clothing, avoidance of touching the treated area and for how long this should be avoided, the avoidance of swimming and other exercise and for how long this should be avoided, personal toilet hygiene)
- 90. recommended intervals between treatments
- 91. suitable home care products and how to apply them, eg post wax lotions.

Knowledge covered by:

MCQ

Date:

Assignment

Date:

Oral questions

Date:

Assessors Signature: _____

Learners Signature: _____

Provide single eyelash extension treatments – ITEC Unit number 731 (NOS B15)

What this unit is about

This unit is about providing eyelash extension treatments involving the use of single eyelashes. It covers the use of a variety of consultation techniques to establish the client's potential for treatment and to agree feasible outcomes acceptable to the client. The ability to attach, maintain and remove single lash systems is required as is the ability to give suitable aftercare advice to clients.

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 single eyelash extension treatments
2. Consult, plan and prepare for the treatment with clients
3. Attach single lash systems
4. Maintain and remove single lash systems
5. 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 single eyelash extension treatments.
3. Your assessor will observe your performance **on at least 3 occasions, each involving a different client, which must include:**
 - a full set of single lash extensions
 - a partial set of single lash extensions
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
 - 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 single eyelash extension treatments 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 equipments are cleaned using the correct methods
 - e) effectively disinfecting your hands prior to extending eyelashes
 - 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
- b) obtaining signed, written informed consent from the client prior to carrying out the treatment
- 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 known 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) carefully examining the eye area to identify any **factors** that may affect the service
- j) correctly performing a skin sensitivity test on the client according to manufacturers' instructions and organisational requirements and recording the results
- 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 skin sensitivity test and they cannot be treated
- m) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- n) basing your recommendations on an accurate evaluation of your client's eyelashes and the potential to achieve the required look
- o) agreeing the treatment and realistic outcomes that are acceptable to your client and which meet their needs
- p) selecting and using single lash systems which are:
 - of a suitable colour
 - of a suitable curvature
 - custom blended
 - of a suitable length
 - of a suitable thickness
- q) preparing the single lash extensions to avoid wastage, tangling and to meet the manufacturer's instructions
- r) ensuring your client's clothing is effectively protected and all hair away from the face prior to treatment
- s) ensuring any lashes not to be treated are effectively secured and protected
- t) leaving the client's eye area free of all make-up and oil prior to treatment.

3. Attach single lash systems by

- a) effectively isolating single lashes to meet the requirements of the system to be used
- b) placing and securing the single lash systems in a way that will allow them to lie in the direction required
- c) effectively securing lash extensions into your client's lashes with an even application of adhesive
- d) leaving a gap between the eyelash extension and the eyelid to meet manufacturer's instructions
- e) adding and attaching single lash systems in a way that takes into account the factors influencing the treatment
- f) effectively releasing lashes and eye pads at regular intervals throughout the treatment to avoid unwanted adhesion
- g) effectively removing any excess adhesive and debris throughout the attachment process, minimising any discomfort to the client
- h) checking the comfort of your client at regular intervals throughout the treatment
- i) giving suitable reassurance to the client, if necessary
- j) identifying and resolving any problems occurring during the service
- k) effectively sealing the eyelashes following manufacturer's instructions
- l) ensuring, on completion, that the single lash systems give a balanced and well proportioned finish suitable for the intended look and your client's naturaleyelashes.

4. Maintain and remove single lash systems by

- a) maintaining and removing single lash systems following manufacturer's instructions
- b) using the correct tools effectively and minimising damage to the client's natural eyelashes and injury to the eye area
- c) using the correct products to remove single lash systems avoiding damage to the client's natural eyelashes and injury to the eye area
- d) leaving the client's natural eyelashes free of product build up and debris
- e) leaving the client's natural eyelashes clean, even and tangle free.

OPTIONAL UNIT | ITEC LEVEL 3 NVQ DIPLOMA IN BEAUTY

5. 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"/> Assessors Signature: _____</p> | <p>Performance 4 Date: <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/> Assessors Signature: _____</p> |
| <p>Performance 2 Date: <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/> Assessors Signature: _____</p> | <p>Performance 5 Date: <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/> Assessors Signature: _____</p> |
| <p>Performance 3 Date: <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/> Assessors Signature: _____</p> | <p>Performance 6 Date: <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/> Assessors Signature: _____</p> |

What you must cover (Range)

| | Page ref. | | Page ref. |
|---|----------------------|---|----------------------|
| Your performance must cover | | | |
| 1. Consultation techniques are: | | d) colour of the natural lash | <input type="text"/> |
| a) questioning | <input type="text"/> | e) curvature of the natural lash | <input type="text"/> |
| b) visual | <input type="text"/> | f) eye shape | <input type="text"/> |
| c) manual | <input type="text"/> | g) previous eyelash perming | <input type="text"/> |
| d) reference to client records. | <input type="text"/> | h) density of eyelashes | <input type="text"/> |
| | | i) evident eyelash damage | <input type="text"/> |
| | | j) lifestyle | <input type="text"/> |
| 2. Necessary action should be: | <input type="text"/> | 4. Advice covers: | |
| a) encouraging the client to seek medical advice | | a) avoidance of activities which may cause contra-actions | <input type="text"/> |
| b) explaining why the treatment cannot be carried out | <input type="text"/> | b) longevity of single lash system treatments | <input type="text"/> |
| c) modification of treatment | <input type="text"/> | c) suitable home care products and their use | <input type="text"/> |
| 3. Factors are: | | d) home care maintenance routines | <input type="text"/> |
| a) thickness of natural lash | <input type="text"/> | e) the importance of professional removal | <input type="text"/> |
| b) length of the natural lash | <input type="text"/> | | |
| c) direction of growth | <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. the importance of not discriminating against clients with illnesses and disabilities and why (eg 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. issues surrounding the delivery of 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 treatments and the importance of completing the application in a commercially viable time
12. the salon pricing structure
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 single lash system treatments

14. how to set up the work area, prepare and use the equipment and materials for single lash system treatments
15. methods of disinfecting and sterilising equipment
16. how to maintain equipment and materials in a clean and hygienic condition.
17. how to prepare yourself for carrying out single lash system treatments
18. the importance of and reasons for disinfecting hands and how to do this effectively
19. the necessary environmental conditions for single lash system treatments (including lighting, heating, ventilation and general comfort) and why these are important
20. the safety considerations which must be taken into account when using single lash systems (eg possible reaction to

OPTIONAL UNIT | ITEC LEVEL 3 NVQ DIPLOMA IN BEAUTY

adhesives and removal solutions, alopecia, etc)

21. how to check equipment used for single lash system treatments
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 single lash system treatments
24. how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients
25. how to minimise and dispose of waste from treatments
26. the condition in which the work area should be left and why this is important.

Client consultation, treatment planning and preparation

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 questioning and listening skills you need in order to find out information
29. the importance of assessing the client for any pre-treatment requirements (eg eyelash perming, eyelash tinting etc)
30. how to give effective advice and recommendations to clients
31. how to interpret negative and positive body language
32. the importance of questioning the client about known contra-indications
33. why it is important to record client responses to questions about contra-indications
34. why it is important to encourage and allow time for clients to ask questions
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. the reasons why it is important to encourage clients with contra-indications to seek medical advice
37. the importance of and reasons for not naming specific contra-indications when encouraging clients 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 conduct an examination of natural eyelashes and the eye area to identify factors that will affect the treatment
42. how to estimate the length of time the single lash systems in the range are likely to take
43. how to carry out a skin sensitivity test and why it should be conducted
44. how to interpret the results of a skin sensitivity test
45. how to cleanse the area to be treated

Contra-indications and contra-actions

46. those contra-indications requiring medical referral and why (eg infectious skin diseases and eye infections)
47. those contra-indications which prevent treatment and why (eg conjunctivitis, chemotherapy, trichotillomania, recent eye surgery, blepharitis, eye infections)
48. those contra-indications which restrict treatment and why (eg psoriasis, styes, dry eye syndrome, glaucoma, contact lenses, thyroid disturbance)
49. how to identify erythema and its causes
50. the possible contra-actions resulting from single lash system treatments and how to deal with them (eg eye irritations)

Anatomy and Physiology

51. the structure and cycle of hair growth
52. basic structure and function of the eye
53. the physical effect of the eyelash extension process on the eye (eg thickening of the cornea, overstimulation of the meibomian gland)

Equipment, materials and products

54. the types of single lash systems available and their respective advantages and disadvantages
55. the principles of blending single eyelashes
56. how to prepare single lash systems ready for use following manufacturers' instructions
57. how the client's natural eyelashes should be prepared for each of the single lash systems in the range
58. the range of specialist equipment necessary for single lash system treatments and how these are used
59. the types of products that can be used when applying, maintaining and removing single lash systems and how to use them (eg feathers, diamantes, glitter etc)
60. the limitations of single lash systems

Attaching, maintaining and removing single lash systems

- 61. how to judge the quantity of eyelashes to be added to achieve a balanced and well proportioned look
- 62. the working methods for single lash systems and how these affect the way they are added
- 63. the advantages and disadvantages of different methods of working
- 64. the generally accepted sequences of working for the single lash systems in the range
- 65. how to maintain and remove the single lash systems
- 66. why it is important to remove product build up and debris throughout the application and removal processes

Aftercare advice for clients

- 67. the contra-actions that may occur after single lash system treatments and what advice to give to clients
- 68. the expected longevity of single lash system treatments
- 69. products for home use that will benefit the client and those to avoid and why
- 70. how to comb lashes
- 71. how to maintain and protect eyelash bonds and the importance of professional removal.

Knowledge covered by:

MCQ

Date:

Assessors Signature: _____

Assignment

Date:

Oral questions

Date:

Learners Signature: _____

Provide UV tanning services – ITEC Unit number 732 (NOS B21)

What this unit is about

This unit is about providing and monitoring UV tanning treatments. The ability to provide tanning advice relevant to the client's skin type and ensure usage to current industry guidelines is a critical element of this unit.

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 UV tanning treatments
2. Consult, plan and prepare for treatments with clients
3. Monitor UV tanning treatments
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 UV tanning services.
3. Your assessor will observe your performance **on at least 3 separate occasions, each on a different client.**
4. From the range, you must practically demonstrate that you have:
 - used all the consultation techniques
 - dealt with at least one of the necessary actions*
 - 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 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 providing UV tanning treatments by:**
 - a) setting up the treatment area to meet organisation procedures, manufacturers' instructions and the current Sunbed Code of Practice
 - b) wearing suitable personal protective equipment, when necessary
 - c) ensuring the client is provided with the personal protective equipment recommended by the current Sunbed Code of Practice
 - d) making sure that environmental conditions are suitable for the client and the treatment
 - e) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - f) providing suitable skin preparation products for client use prior to UV tanning sessions
 - g) positioning equipment cleaning products for safety and ease of use by the client
 - h) ensuring equipment is cleaned and maintained using the correct methods and at time intervals required by the local authority
 - i) maintaining the client's modesty, privacy and comfort at all times
 - j) disposing of waste materials safely and correctly
 - k) ensuring the treatment is completed within a commercially viable time
 - l) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
 - m) ensuring the treatment area and equipment is left clean and in a condition suitable for future sessions.
- 2. Consult, plan and prepare for treatments with clients by:**
 - a) using **consultation techniques** in a polite and friendly manner to determine the client's treatment needs
 - 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, where relevant
 - d) refusing treatment to minors under 16 years of age
 - e) clearly explaining to the client what the treatment entails, its potential benefits and any restrictions to use in a way they can understand
 - f) asking your client appropriate questions to identify if they have any contra-indications to UV tanning treatments
 - g) accurately recording your client's responses to questioning
 - h) encouraging clients to ask questions to clarify any points
 - i) accurately establishing, agreeing and recording the client's skin type and colouring following current Sunbed Code of Practice classifications
 - j) taking the **necessary action** in response to any identified contra-indications
 - k) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
 - l) recommending alternative tanning treatments which are suitable for the client's skin type and needs if contra-indicated for UV tanning treatment
 - m) clearly explaining and agreeing the projected cost, duration and frequency of sessions needed
 - n) agreeing in writing the client's needs, expectations and session outcomes, ensuring they are realistic and achievable
 - o) giving your client clear and accurate advice on how to clean and prepare their skin prior to UV tanning treatments
 - p) clearly explaining to the client how to use the equipment correctly and confirming their understanding of this and the current Sunbed Code of Practice for safe tanning.
- 3. Monitor UV tanning treatments by:**
- a) carrying out and recording UV tanning equipment safety and function tests at the specified intervals
 - b) ensuring that portable appliance testing and tube replacement is carried out at the manufacturer's specified intervals and correctly recorded on the maintenance log
 - c) promptly reporting any equipment problems to the relevant person(s)
 - d) ensuring that the timing of the session is suitable for the client's skin type and colouring
 - e) ensuring that repeat sessions are carried out following current Sunbed Code of Practice guidelines for the client's skin type
 - f) ensuring that clients do not exceed the total number of annual sessions recommended by the current Sunbed Code of Practice or any local authority restriction
 - g) adjusting session times following manufacturer's instructions as a result of tube replacement
 - h) discontinuing the session where contra-actions occur and taking the appropriate remedial action
 - i) checking the wellbeing and satisfaction of your client at the end of each session.
- 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:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 5

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 6

Date:

Assessors Signature: _____

What you must cover (Range)

| | Page ref. | | Page ref. |
|---|----------------------|--|----------------------|
| Your performance must cover | | c) modification of treatment | <input type="text"/> |
| 1. Consultation techniques are: | | d) refuse treatment | <input type="text"/> |
| a) questioning | <input type="text"/> | | |
| b) visual | <input type="text"/> | 3. Advice covers: | |
| c) reference to client records | <input type="text"/> | a) suitable aftercare products and their use | <input type="text"/> |
| 2. Necessary action should be: | | b) the contra-actions which may occur post-treatment and how to deal with them | <input type="text"/> |
| a) encouraging the client to seek medical advice | <input type="text"/> | c) post-treatment restrictions | <input type="text"/> |
| b) explaining why the treatment cannot be carried out | <input type="text"/> | d) recommended further follow on treatments | <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 current health and safety legislation, standards and guidance, eg the Health & Safety at Work Act (and any other relevant legislation, eg PAT testing) relevant to UV tanning treatments
2. any local authority requirements relating to UV tanning treatments in your area
3. the Sunbed Code of Practice requirements and why it is important that these are followed
4. the legal significance of gaining signed, informed client consent to treatment
5. the importance of not discriminating against clients with illnesses and disabilities (eg Disability Discrimination Act)
6. the age at which an individual is classed as a minor and how this differs nationally
7. the current legal requirements and guidance relating to age restrictions for this treatment
8. organisational requirements for waste disposal
9. the importance of the correct storage of client records in relation to the Data Protection Act
10. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
11. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
12. the Sunbed Code of Practice and your organisation's requirements for client preparation and protection
13. your organisation's pricing structure for UV tanning services
14. your organisation's and manufacturers' requirements for treatment area
15. UV tanning equipment maintenance requirements and how these should be recorded

How to work safely and effectively when providing UV tanning services

16. how to set up the work area and equipment for UV tanning services
17. the necessary environmental conditions for UV tanning services (including lighting, heating, ventilation and general comfort) and why these are important
18. the type of personal protective equipment that should be worn for UV tanning services and why
19. why UV tanning services should not be carried out on minors under 16 years of age
20. how to prepare and position the client for UV tanning services
21. reasons for maintaining client modesty, privacy and comfort during the treatment
22. how to minimise and dispose of waste from treatments
23. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
24. why it is important to check the client's wellbeing and their level of satisfaction at the end of a UV tanning session

Client consultation

25. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment

26. the importance of questioning clients to establish any contra-indications to UV tanning services
27. why it is important to record client responses to questioning
28. the legal significance of client questioning and recording the client's responses
29. why it is important to encourage and allow time for clients to ask questions
30. how to give effective advice and recommendations to clients
31. how to assess skin type against the Sunbed Code of Practice classifications
32. the reasons why it is important to encourage clients with contra-indications to seek medical advice
33. the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice
34. why it is important to check your client's understanding of UV tanning guidance and the operation of UV equipment, particularly the emergency stop button
35. the types of alternative tanning services which could be recommended in the event of contra-indications to UV tanning

Contra-indications and contra-actions

36. those contra-indications that prevent UV tanning and why (eg history of skin cancer, excessive number of moles and/or freckles, moles that have changed colour, itch and/or bleed, history of sunburn, under the age of 16, skin that does not tan in sunlight, medication causing skin sensitivity etc)
37. those conditions which restrict treatment and why (eg diabetes, sunburn, previous heat treatments, use of perfumed products, laser and IPL treatments, micro-dermabrasion, recent chemical peels, use of steroids, certain anti-ageing products, high and or low blood pressure etc)
38. those contra-actions that can occur as a result of UV tanning and why (eg burning, blistering, uneven pigmentation, feeling faint, nausea, claustrophobia etc)

Equipment and materials

39. types of UV tanning equipment and products available
40. how to prepare and use UV tanning equipment safely and hygienically
41. methods of disinfecting UV tanning equipment
42. equipment manufacturer's and Sunbed Code of Practice requirements for the monitoring, maintenance, tube replacement and cleaning of the UV equipment in your organisation
43. the importance of regularly cleaning equipment between each session and why specific cleansers should be used

Anatomy and Physiology

44. the structure and function of the skin, including vitamin D and melanin production
45. the skin characteristics and skin types of different ethnic client groups
46. the effect and changes that UVA, UVB and UVC rays can have on the skin
47. how to recognise visible adverse reactions (eg damage to the eyes, premature ageing of the skin, an immunosuppressive response and increased risk of developing non melanoma skin cancers¹)
48. how to recognise beneficial changes in the skin (eg improved healing capability, suppression of seborrhoea and psoriasis)
49. how to use the Fitzpatrick Classification Scale to determine skin tone
50. how melanin production affects tanning capability

Tanning treatments

51. how to relate the length of session to skin tone and type and calculate session times and safe dosage
52. why it is important to protect the hair and eyes during these treatments
53. the importance of removing perfumed products and cosmetics prior to treatments (pre-sensitisation)
54. the importance of showering before and after the UV session
55. how to recognise the effects of overexposure and the four degrees of erythema
56. the principles of the electromagnetic spectrum
57. why some pressure point areas do not tan
58. the importance of post-treatment advice

Aftercare advice for clients

59. products for home use that will benefit the client and those to avoid and why
60. the contra-actions that could occur after UV tanning and what advice to give to clients

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- 61. the post-treatment restrictions applicable to UV tanning
- 62. suitable types of follow-on treatments, their benefits and costs.

¹ Refer to the British Medical Association (BMA) guidance on the health risks associated with UV tanning treatments.

Knowledge covered by:

MCQ

Date:

Assessors Signature: _____

Assignment

Date:

Oral questions

Date:

Learners Signature: _____

Provide Indian head massage – ITEC Unit number 733 (NOS B23)

What this unit is about

This unit is about the skills involved in providing Indian Head Massage treatment. The ability to adapt massage techniques to suit individual client needs and the environment in which the massage takes place is a crucial requirement. The ability to perform Indian Head Massages with and without the use of oils is also required.

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, hygiene and good communication with the client.

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing Indian Head massage treatment
2. Consult, plan and prepare for treatments with clients
3. Perform Indian Head Massage
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 Indian Head massage treatment.
3. Your assessor will observe your performance on **at least 3 separate occasions, each on 3 different clients, 1 massage must include the use of massage oil and 1 massage which must exclude the use of oil.**
4. From the range, you must practically demonstrate that you have:
 - used all consultation techniques
 - dealt with all the client's physical characteristics
 - dealt with **at least one** of the necessary actions*
 - met all treatment objectives
 - used all massage techniques
 - covered all treatment areas
 - given 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 Indian Head Massage 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 treatment
 - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - d) ensuring that your nails are short, clean, well manicured and free of polish
 - e) effectively disinfecting your hands prior to and after treatment
 - f) ensuring your own posture and position minimises fatigue and risk of injury whilst working
 - g) ensuring all tools and equipment are cleaned using the correct methods
 - h) positioning equipment and massage medium for ease and safety of use
 - i) ensuring the client is in a comfortable and relaxed position suitable for the treatment
 - j) maintaining accepted industry hygiene and safety practices throughout the treatment
 - k) adopting a positive, polite and reassuring manner towards the client throughout the treatment
 - l) maintaining the client's modesty, privacy and comfort at all times

- m) disposing of waste materials safely and correctly
- n) ensuring the treatment 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 treatments with clients by:

- a) using **consultation techniques** in a polite, sensitive 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 massage treatment
- c) ensuring that a parent or guardian is present throughout the massage treatment for minors under the age of 16
- d) clearly explaining to the client what the treatment entails in a way they can understand
- e) using suitable **consultation techniques** to identify your client’s medical history, **physical characteristics** and life style patternasking your client appropriate questions to identify if they have any contra-indications to massage treatments
- f) accurately recording your client’s responses to questioning
- g) actively encouraging clients to ask questions and clarify any points
- h) taking the **necessary action** in response to any identified contra-indications
- i) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- j) clearly explaining and agreeing the projected cost, likely duration and frequency treatment needed
- k) agreeing in writing the client’s needs, expectations and treatment objectives, ensuring they are realistic and achievable
- l) adapting client preparation procedures to suit the environment in which the massage is to be undertaken
- m) ensuring that clothing, hair and accessories are effectively protected or removed
- n) selecting suitable resources and massage medium, if required, to meet the **treatment objectives**.

3. Perform Indian Head Massage by:

- a) providing suitable support and cushioning to specific areas of the body during the treatment if necessary
- b) adapting your massage techniques, sequence and use of massage medium to meet the client’s **physical characteristics** and **treatment area(s)**
- c) effectively varying the depth, rhythm and pressure of massage movements to meet **treatment objectives, treatment area(s)** and client’s **physical characteristics** and preferences
- d) ensuring that correct breathing techniques are co-ordinated with that of the client
- e) ensuring the application and use of massage medium minimises waste, when used
- f) taking appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- g) allowing the client sufficient post-treatment recovery time
- h) ensuring the finished result is to the client’s satisfaction and meets the agreed **treatment objectives**.

4. Provide aftercare advice

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

Performance 1

Date:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 5

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 6

Date:

Assessors Signature: _____

What you must cover (Range)

| | Page ref. | | Page ref. |
|---|----------------------|---|----------------------|
| Your performance must cover | | | |
| 1. Consultation techniques are: | | c) uplifting | <input type="text"/> |
| a) questioning | <input type="text"/> | d) improvement of hair and scalp condition. | <input type="text"/> |
| b) visual | <input type="text"/> | | |
| c) manual | <input type="text"/> | 5. Massage techniques are: | |
| d) reference to client records. | <input type="text"/> | a) effleurage | <input type="text"/> |
| | | b) petrissage | <input type="text"/> |
| 2. Physical characteristics are: | | c) tapotement | <input type="text"/> |
| a) posture | <input type="text"/> | d) friction | <input type="text"/> |
| b) muscle tone | <input type="text"/> | e) marma (pressure) points. | <input type="text"/> |
| c) age | <input type="text"/> | | |
| d) health | <input type="text"/> | 6. Treatment areas are: | |
| e) skin condition | <input type="text"/> | a) face | <input type="text"/> |
| f) hair condition | <input type="text"/> | b) head | <input type="text"/> |
| g) scalp condition. | <input type="text"/> | c) chest and shoulders | <input type="text"/> |
| | | d) arms and hands | <input type="text"/> |
| 3. Necessary action should be: | | e) back | <input type="text"/> |
| a) encouraging the client to seek medical advice | <input type="text"/> | f) chakras. | <input type="text"/> |
| b) explaining why the treatment cannot be carried out | <input type="text"/> | | |
| c) modification of treatment. | <input type="text"/> | 7. Advice covers: | |
| | | a) avoidance of activities which may cause contra-actions | <input type="text"/> |
| 4. Treatment objectives are: | | b) future treatment needs | <input type="text"/> |
| a) relaxation | <input type="text"/> | c) modifications to lifestyle patterns | <input type="text"/> |
| b) sense of wellbeing | <input type="text"/> | d) 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 current health and safety legislation, standards and guidance, eg the Care Standards Act, the Health & Safety at Work Act (and any other relevant legislation)
2. your responsibilities under local authority licensing regulations for yourself and your premises
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 minors should not be given treatments without informed and signed parental or guardian consent
6. why it is important, when treating minors under the age of 16, to have a parent present
7. the legal significance of gaining signed, informed client consent to treatment
8. manufacturer's and organisational requirements for waste disposal
9. the importance of the correct storage of client records in relation to the Data Protection Act
10. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
11. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
12. the organisation's requirements for client preparation
13. your organisation's service times for Indian Head Massage and the importance of completing the service in a commercially viable time

14. your organisation's requirements for treatment area maintenance

How to work safely and effectively when providing Indian Head Massage

15. how to set up the work area for Indian Head Massage
16. the necessary environmental conditions for Indian Head Massage (including lighting, heating, ventilation and general comfort) and why these are important
17. the importance and reasons for disinfecting hands and how to do this effectively
18. how to position yourself and the client for Indian Head Massage taking into account individual physical characteristics
19. what is repetitive strain injury (RSI), how it is caused and to avoid developing it when delivering massage treatments
20. the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment
21. reasons for maintaining client modesty, privacy and comfort during the treatment
22. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
23. how to minimise and dispose of waste from treatments

Client consultation

24. why it is important to encourage and allow time for clients to ask questions
25. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
26. the importance of questioning clients to establish any contra-indications to Indian Head Massage
27. why it is important to record client responses to questioning
28. the legal significance of client questioning and recording the client's responses
29. how to give effective advice and recommendations to clients
30. how to visually assess the physical characteristics in the range
31. how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routine
32. how to recognise different skin types and conditions
33. how to recognise different scalp conditions and hair types
34. the reasons why it is important to encourage clients with contra-indications to seek medical advice
35. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
36. why it is important to maintain client's modesty, privacy and comfort
37. relationship between lifestyle patterns and effectiveness of treatment
38. the beneficial effects which can result from changes to the client's lifestyle pattern (eg dietary and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation)

Preparation for treatment

39. the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment
40. why it is important to reassure clients during the preparation process whilst also maintaining the client's modesty and privacy
41. how to select the appropriate massage oil suitable for skin, scalp and hair type and condition
42. how and when to adapt client preparation when working in different environments (eg cleansing the face, suitable positioning of the client etc)
43. how to practically and mentally prepare yourself for carrying out the treatment

Anatomy and physiology

44. the structure and function of muscles, including the types of muscles (ie voluntary and involuntary) within the treatment areas
45. the positions and actions of the main muscle groups within the treatment areas
46. the position and function of the primary bones and joints of the skeletal system within the treatment areas
47. how to recognise postural faults and conditions within the treatment areas (eg kyphosis, scoliosis)
48. the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse within the treatment areas
49. the interaction of lymph and blood within the circulatory system
50. the structure and function of the lymphatic system
51. the position and function of the sinuses

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52. the basic principles of the central nervous system and autonomic system
53. the basic principles of the endocrine and respiratory systems
54. the structure and function of skin (ie the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)
55. the skin characteristics and skin types of different ethnic client groups
56. the effects of Indian Head Massage on the individual systems of the body
57. the physical and psychological effects of Indian Head Massage

Contra-indications and contra-actions

58. those contra-indications that prevent treatment and why (eg during chemotherapy and radiotherapy, skin diseases and disorders, hair and scalp disorders etc)
59. those contra-indications which may restrict treatment or where caution should be taken, in specific areas and why (eg diabetes, epilepsy, high and low blood pressure, product allergies, sebaceous cysts, eczema, acne, any medical condition with specialist or general practitioner approval etc)
60. possible contra-actions which may occur during and post treatment and how to deal with them (eg light-headedness, headache)

Indian Head Massage mediums

61. how to store and maintain Indian Head Massage mediums in a safe and hygienic manner (eg in date and away from light and heat) and why this is important
62. how to use Indian Head Massage mediums safely and effectively
63. the types of Indian Head Massage oils available and their beneficial properties (eg mustard, coconut, olive and sesame)

Treatment specific knowledge

64. key aspects of the origins and traditions of Indian Head Massage
65. the basic principles of Ayurveda
66. principles of body, mind and spiritual well-ness
67. the principles and practices of marma (pressure) points application (of which 37 are in the treatment area) and their purpose
68. the principles and practices of the 7 primary chakras and their importance in relation to the Indian Head Massage treatment
69. the importance of getting the client to remove their shoes before treatment
70. why it is important to maintain correct posture during Indian Head Massage and complete your own stretching exercises to prevent repetitive strain injury
71. the correct use and application of Indian Head Massage techniques to meet a variety of treatment objectives, including those in the range
72. how to adapt the Indian Head Massage sequence, depth and pressure to suit different client physical characteristics, areas of the body and preferences
73. why effective client breathing is necessary prior to starting the treatment
74. how your own breathing techniques can enhance the effectiveness of the treatment process (eg to maintain stamina and concentration)
75. the advantages of Indian Head Massage
76. how and why support and cushioning would be used during the treatment
77. the importance of evaluating the effectiveness of Indian Head Massage treatments
78. why it is important to give post-treatment advice
79. the benefits of a course of treatment

Aftercare advice for clients

80. the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
81. post-treatment restrictions and future treatment needs
82. products for home use that will benefit the client and those to avoid and why.

Knowledge covered by:

MCQ

Date:

Assessors Signature: _____

Assignment

Date:

Oral questions

Date:

Learners Signature: _____

Carry out massage using pre-blended aromatherapy oils – ITEC Unit number 734 (NOS B24)

What this unit is about

This unit is about the skills involved in preparing clients for and delivering massage using pre-blended aromatherapy oils. The ability to adapt the use of pre-blended oils and massage techniques to suit individual client needs is a crucial requirement.

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 massage using pre-blended aromatherapy oils
2. Consult, plan and prepare for treatments with clients
3. Massage the body using pre-blended aromatherapy oils
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 massage using pre-blended aromatherapy oils.
3. Your assessor will observe your performance on **at least 4 separate occasions, each on 4 different clients, which must include 2 full body massage treatments, incorporating the face.**
4. From the range, you must practically demonstrate that you have:
 - used all consultation techniques
 - dealt with all the clients' physical characteristics
 - dealt with at **least one** of the necessary actions*
 - met all treatment objectives
 - used all massage techniques
 - covered all treatment areas
 - given 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 carrying out massage using pre-blended aromatherapy oils 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 treatment
 - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - d) effectively disinfecting your hands prior to and after treatment
 - e) ensuring your own posture and position minimises fatigue and risk of injury whilst working
 - f) ensuring all equipment is cleaned using the correct methods
 - g) positioning equipment and pre-blended oils for ease and safety of use
 - h) ensuring the client is in a comfortable and relaxed position suitable for the treatment
 - i) maintaining accepted industry hygiene and safety practices throughout the treatment
 - j) adopting a positive, polite and reassuring manner towards the client throughout the treatment
 - k) maintaining the client's modesty, privacy and comfort at all times
 - l) disposing of waste materials safely and correctly

- m) ensuring the treatment is cost effective and is carried out within a commercially viable time
- n) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- o) leaving the treatment area and equipment in a condition suitable for future treatments.

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

- a) using **consultation techniques** in a polite, sensitive and friendly manner to determine the client’s treatment needs
- 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 service
- d) ensuring that a parent or guardian is present throughout the massage treatment for minors under the age of 16
- e) clearly explaining to the client what the treatment entails in a way they can understand
- f) using suitable **consultation techniques** to identify your client’s medical history, **physical characteristics** and lifestyle pattern
- g) asking your client appropriate questions to identify if they have any contra-indications to massage treatments
- h) accurately recording your clients’ responses to questioning
- i) encouraging clients to ask questions to clarify any points
- j) effectively carrying out a sensitivity test to establish response and suitability for treatment
- k) taking the **necessary action** in response to any identified contra-indications
- l) ensuring any referral is given without reference to a specific medical condition and without causing undue alarm and concern
- m) actively encouraging clients to ask questions and clarify any points
- n) clearly explaining and agreeing the projected cost, likely duration, frequency and types of treatment needed
- o) agreeing in writing the client’s needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- p) ensuring that the client’s **treatment area(s)** are clean and suitably prepared
- q) ensuring that clothing, hair and accessories are effectively protected or removed
- r) selecting suitable pre-blended aromatherapy oils which meet the **treatment objectives** which are fit for purpose.

3. Massage the body using pre-blended aromatherapy oils by:

- a) providing suitable support and cushioning to specific areas of the body during the treatment if necessary
- b) adapting your **massage techniques**, sequence and use of pre-blended oil to meet the client’s **physical characteristics** and **treatment area(s)**
- c) effectively varying the depth, rhythm and pressure of massage movements to meet **treatment objectives, treatment area(s)** and client’s **physical characteristics** and preferences
- d) ensuring the application and use of pre-blended oil minimises waste
- e) taking appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- f) allowing the client sufficient post-treatment recovery time
- g) ensuring the finished result is to the client’s satisfaction and meets the agreed **treatment objectives**.

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:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 5

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 6

Date:

Assessors Signature: _____

What you must cover (Range)

| | Page ref. | | Page ref. |
|---|----------------------|---|----------------------|
| Your performance must cover | | | |
| 1. Consultation techniques are: | | d) anti-cellulite | <input type="text"/> |
| a) questioning | <input type="text"/> | e) stimulating. | <input type="text"/> |
| b) visual | <input type="text"/> | 5. Massage techniques are: | |
| c) manual | <input type="text"/> | a) effleurage | <input type="text"/> |
| d) reference to client records. | <input type="text"/> | b) petrissage | <input type="text"/> |
| 2. Physical characteristics are: | | c) tapotement | <input type="text"/> |
| a) weight | <input type="text"/> | d) pressure point. | <input type="text"/> |
| b) height | <input type="text"/> | 6. Treatment areas are: | |
| c) posture | <input type="text"/> | a) face | <input type="text"/> |
| d) muscle tone | <input type="text"/> | b) head | <input type="text"/> |
| e) age | <input type="text"/> | c) chest and shoulders | <input type="text"/> |
| f) health | <input type="text"/> | d) arms and hands | <input type="text"/> |
| g) skin condition. | <input type="text"/> | e) abdomen | <input type="text"/> |
| 3. Necessary action should be: | | f) back | <input type="text"/> |
| a) encouraging the client to seek medical advice | <input type="text"/> | g) gluteals | <input type="text"/> |
| b) explaining why the treatment cannot be carried out | <input type="text"/> | h) legs and feet. | <input type="text"/> |
| c) modification of treatment. | <input type="text"/> | 7. Advice covers: | |
| 4. Treatment objectives are: | | a) avoidance of activities which may cause contra-actions | <input type="text"/> |
| a) relaxation | <input type="text"/> | b) future treatment needs | <input type="text"/> |
| b) sense of wellbeing | <input type="text"/> | c) modifications to lifestyle patterns | <input type="text"/> |
| c) uplifting | <input type="text"/> | d) healthy eating and exercise advice | <input type="text"/> |
| | | e) 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 current health and safety legislation, standards and guidance, eg the Care Standards Act, the Health & Safety at Work Act (and any other relevant legislation)
2. your responsibilities under local authority licensing regulations for yourself and your premises
3. the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)
4. the age at which an individual is classed as a minor and how this differs nationally
5. why minors should not be given treatments without informed and signed parental or guardian consent
6. why it is important, when treating minors under the age of 16, to have a parent present
7. the legal significance of gaining signed, informed client consent to treatment
8. manufacturers' and organisational requirements for waste disposal
9. the importance of the correct storage of client records in relation to the Data Protection Act
10. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
11. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
12. the organisation's requirements for client preparation
13. your organisation's service times for massage treatments and the importance of completing the service in a commercially viable time
14. your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes

How to work safely and effectively when carrying out massage using pre-blended aromatherapy oils

15. how to set up the work area for massage treatments
16. the necessary environmental conditions for massage treatments (including lighting, heating, ventilation and general comfort) and why these are important
17. the importance and reasons for disinfecting hands and how to do this effectively
18. how to position yourself and the client for massage treatments taking into account individual physical characteristics
19. what is repetitive strain injury (RSI), how it is caused and to avoid developing it when delivering massage treatments
20. the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment
21. reasons for maintaining client modesty, privacy and comfort during the treatment
22. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
23. how to minimise and dispose of waste from treatments

Client consultation

24. why it is important to encourage and allow time for clients to ask questions
25. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
26. the importance of questioning clients to establish any contra-indications to massage using pre-blended aromatherapy oils
27. why it is important to record client responses to questioning
28. the legal significance of client questioning and recording the client's responses.
29. how to give effective advice and recommendations to clients
30. how to visually assess the physical characteristics in the range
31. how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routine
32. how to recognise different skin types and conditions
33. how to effectively carry out a skin sensitivity test for and allergies to pre-blended aromatherapy oils
34. the types of reactions that can occur as a result of using pre-blended aromatherapy oils and how to recognise them
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. why it is important to maintain clients' modesty, privacy and comfort
38. relationship between lifestyle patterns and effectiveness of treatment
39. the beneficial effects which can result from changes to the client's lifestyle pattern (eg food and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation)

Preparation for treatment

40. the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment
41. why it is important to reassure clients during the preparation process whilst also maintaining the client's modesty and privacy
42. how to select the appropriate pre-blended aromatherapy oil suitable for skin type, condition and treatment objectives
43. how to cleanse different areas of the body in preparation for treatment, eg face and feet

Anatomy and physiology

44. the structure and function of cells and tissues
45. the structure and function of muscles, including the types of muscles (ie voluntary and involuntary)
46. the positions and actions of the main muscle groups within the treatment areas of the body specified in the range
47. the position and function of the primary bones and joints of the skeleton
48. how to recognise postural faults and conditions (eg lordosis, kyphosis, scoliosis)
49. the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse
50. the interaction of lymph and blood within the circulatory system
51. the structure and function of the lymphatic system
52. the basic principles of the central nervous system and autonomic system
53. the basic principles of the endocrine, respiratory including sinuses, olfactory, digestive and excretory systems
54. the structure and function of skin (ie the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)
55. the skin characteristics and skin types of different ethnic client groups

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- 56. the structure and location of the adipose tissue
- 57. the effects of massage using pre-blended aromatherapy oils on the individual systems of the body
- 58. the physical and psychological effects of massage using pre-blended aromatherapy oils

Contra-indications and contra-actions

- 59. those contra-indications that prevent treatment and why (eg deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin diseases, etc)
- 60. those contra-indications which may restrict treatment or where caution should be taken, in specific areas and why (eg diabetes, epilepsy, varicose veins, high and low blood pressure, product allergies, any medical condition with specialist or general practitioner approval etc)
- 61. possible contra-actions which may occur during and post-treatment and how to deal with them (eg light-headedness, headache, nausea etc)

Pre-blended aromatherapy oils

- 62. how to store and maintain pre-blended aromatherapy oils in a safe and hygienic manner (eg in date and away from light and heat) and why this is important
- 63. how to use pre-blended aromatherapy oils safely and effectively, including the effects of volatility
- 64. the types of pre-blended aromatherapy massage oils available, their purpose (eg relaxation, uplifting, sense of wellbeing etc) and their beneficial properties
- 65. how to adapt your choice of pre-blended aromatherapy oils to meet specific clients' physical and emotional needs

Treatment specific knowledge

- 66. how to recognise erythema and its causes
- 67. why it is important to maintain correct posture during massage and complete your own stretching exercises to prevent repetitive strain injury
- 68. the correct use and application of massage techniques to meet a variety of treatment objectives, including those in the range
- 69. how to adapt the massage sequence, depth and pressure to suit different client physical characteristics, areas of the body and preferences
- 70. how to adapt massage treatments for male and female clients
- 71. the areas of the body and body characteristics needing particular care when undertaking massage using pre-blended aromatherapy oils
- 72. the advantages of massage using pre-blended aromatherapy oils
- 73. how and why support and cushioning would be used during the treatment
- 74. the limitations of using pre-blended aromatherapy oils and when and why to refer clients onto a clinical aromatherapist
- 75. the importance of evaluating the effectiveness of massage using pre-blended aromatherapy oils

Aftercare advice for clients

- 76. the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
- 77. post-treatment restrictions and future treatment needs
- 78. products for home use that will benefit and protect the client and those to avoid and why
- 79. how current eating and exercise habits can affect the effectiveness of treatment
- 80. how healthy eating and exercise can improve the effectiveness of the treatment.

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

Assessors Signature: _____

Learners Signature: _____

Provide self-tanning services – ITEC Unit number 735 (NOS B25)

What this unit is about

This unit is about the application of a variety of self tanning products.

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 self tanning treatments
2. Consult, plan and prepare for treatments with clients
3. Apply self tan 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 self tanning treatments.
3. Your assessor will observe your performance **on at least 3 separate occasions, each on a different client**. Observations must include a spray tan and a manually applied self tan.
4. From the range, you must practically demonstrate that you have:
 - used all the types of equipment
 - used **at least four out of the six** products*
 - used all the consultation techniques
 - dealt with **at least one** of the necessary actions*
 - 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 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 providing self tanning treatments by:**
 - a) setting up the treatment and equipment area to meet organisation procedures and manufacturers' instructions
 - b) wearing suitable personal protective equipment
 - c) ensuring the client is provided with suitable personal protective equipment
 - d) making sure that environmental conditions are suitable for the client and the treatment
 - e) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - f) effectively disinfecting your hands prior to treatment
 - g) ensuring all tools and **equipment** are cleaned using the correct methods
 - h) positioning **equipment** and **products** for safety and ease of use
 - i) maintaining accepted industry hygiene and safety practices throughout the treatment
 - j) maintaining the client's modesty, privacy and comfort at all times
 - k) checking the client's wellbeing at regular intervals throughout the treatment
 - l) disposing of waste materials safely and correctly
 - m) ensuring the treatment is cost effective and is carried out within a commercially viable time
 - n) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
 - o) leaving the treatment area and **equipment** clean and in a condition suitable for future treatments.

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

- a) using **consultation techniques** 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 self tanning treatment for minors under the age of 16
- d) clearly explaining to the client what the treatment entails, its potential benefits and any restrictions to use in a way they can understand
- e) accurately carrying out a skin sensitivity test to determine skin sensitivity and colour preference, when necessary
- f) asking your client appropriate questions to identify if they have any contra-indications to self tanning treatments
- g) accurately recording your client's responses to questioning
- h) taking the **necessary action** in response to any identified contra-indications
- i) recommending alternative tanning treatments which are suitable for the client's skin type and needs, when necessary
- j) clearly explaining and agreeing the projected cost, duration and frequency of treatment needed
- k) agreeing in writing the client's needs, expectations and treatment outcomes, ensuring they are realistic and achievable
- l) ensuring that the client's skin is clean and prepared to suit the type of **product** to be used
- m) selecting suitable **equipment** and **products** for the treatment.

3. Apply self tan products by:

- a) ensuring that exfoliation is carried out prior to the treatment according to manufacturer's instructions
- b) ensuring that exfoliation leaves the skin smooth and free from dry, flaky skin
- c) effectively applying moisturisers and barrier creams following manufacturers' instructions to prevent over-development of tanning products
- d) correctly testing the pressure and operation of the spray gun prior to use
- e) using **equipment** and **products** to meet client requirements and following manufacturers' instructions
- f) using spray tanning techniques in a controlled way and at a correct distance from the body to achieve the desired effect
- g) applying **products** evenly in the correct sequence to achieve the desired effect
- h) using techniques that minimise the risk of **products** being spread outside the treatment area and surrounding environment
- i) effectively correcting any problems occurring during the application process
- j) 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** specific to their individual needs.

Performance 1

Date:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 5

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 6

Date:

Assessors Signature: _____

What you must cover (Range)

| | Page ref. | | Page ref. |
|--|----------------------|--|----------------------|
| Your performance must cover | | | |
| 1. Equipment covers: | | b) visual | <input type="text"/> |
| a) spray gun | <input type="text"/> | c) reference to client records. | <input type="text"/> |
| b) compressor | <input type="text"/> | | |
| c) buffing mitt. | <input type="text"/> | 4. Necessary action should be: | |
| | | a) encouraging the client to seek medical advice | <input type="text"/> |
| 2. Products are: | | b) explaining why the treatment cannot be carried out | |
| a) tanning creams | <input type="text"/> | c) modification of treatment. | |
| b) tanning gels | <input type="text"/> | | |
| c) spray tan liquid | <input type="text"/> | 5. Advice covers: | |
| d) barrier cream | <input type="text"/> | a) suitable aftercare products and their use | <input type="text"/> |
| e) exfoliators | <input type="text"/> | contra-actions that may occur post-treatment and how to deal with them | |
| f) moisturisers. | <input type="text"/> | b) post-treatment restrictions | <input type="text"/> |
| 3. Consultation techniques are: | | c) recommended further follow-on treatments. | <input type="text"/> |
| a) questioning | <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 current health and safety legislation, standards and guidance, eg the Health & Safety at Work Act (and any other relevant legislation)
2. the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)
3. the age at which an individual is classed as a minor and how this differs nationally
4. why it is important, when treating minors under 16 years of age, to have a parent or guardian present
5. why minors should not be given treatments without informed and signed parental or guardian consent
6. the legal significance of gaining signed, informed client consent to treatment
7. manufacturers' and organisational requirements for waste disposal
8. the importance of the correct storage of client records in relation to the Data Protection Act
9. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
10. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
11. your organisation's service time charges for self tanning treatments and why it is important to complete the service in the given time
12. your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes

How to work safely and effectively when providing self tanning treatments

13. how to set up the work area and equipment for self tanning treatments
14. the necessary environmental conditions for self tanning treatments (including lighting, heating, ventilation, extraction and general comfort) and why these are important
15. the type of personal protective equipment that should be worn by the therapist and the client for self tanning treatments and why (eg powder-free nitrile gloves or powder-free vinyl gloves)
16. the importance and reasons for disinfecting hands and how to do this effectively
17. methods of disinfecting and sterilising equipment
18. how to prepare and position the client for self tanning treatments
19. how to avoid potential discomfort and injury to yourself during this work
20. reasons for maintaining client modesty, privacy and comfort during the treatment
21. how to minimise and dispose of waste from treatments, including hazardous waste
22. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
23. why it is important to check the client's wellbeing at regular intervals

Client consultation

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 importance of questioning clients to establish any contra-indications to self tanning treatments
26. why it is important to record client responses to questioning
27. the legal significance of client questioning and recording the client's responses
28. how to give effective advice and recommendations to clients
29. why it is important to encourage and allow time for clients to ask questions
30. the reasons why it is important to encourage clients with contra-indications to seek medical advice
31. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
32. why it is important to maintain clients' modesty and privacy
33. the types of alternative tanning treatments which could be recommended in the event of contra-indications

Contra-indications and contra-actions

34. those contra-indications which will prevent treatment and why (eg severe asthma for spray tanning, contagious skin conditions etc)
35. those contra-indications which restrict treatment and why (eg insulin dependent diabetes, pigmentation disorders, sunburn, psoriasis, eczema, cuts and abrasions etc)
36. the contra-actions that can occur during or as a result of self tanning and why (eg skin irritation, swelling, burning, itching, watery eyes, coughing, fainting etc)

Equipment and products

37. the types of self tanning products available and their advantages and disadvantages
38. how to match product selection and use to skin type and client preference
39. how to clean, maintain and reassemble spray tanning equipment and associated accessories
40. the types of problems that can occur with spray tanning equipment and how to correct them
41. the meaning of psi (ie pounds per square inch)
42. the potential risks associated with the use of pressurised spray tanning equipment
43. the importance of using equipment with a pressure gauge
44. the types of products available for spray tanning and their features and how and when to use them

Tanning treatments

45. the structure of the skin
46. why it is important to protect the hair and eyes during these treatments
47. the importance of pre and post treatment advice
48. the ingredients of tanning products, exfoliators and moisturisers
49. the importance of carrying out a skin sensitivity test prior to self tanning
50. the effects of self tanning products on the skin
51. pigmentation disorders and how they may affect the self tan (hypo and hyper pigmentation)
52. the use and effects of tanning enhancers
53. how and when to use tanning correctors

Aftercare advice for clients

54. products for home use that will benefit the client and those to avoid and why
55. the contra-actions that could occur after self tanning and what advice to give to clients
56. the post treatment restrictions applicable to self tanning
57. suitable types of follow-on treatments, their benefits and costs.

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

Assessors Signature: _____

Learners Signature: _____

Provide stone therapy treatments – ITEC Unit number 736 (NOS B28)

What this unit is about

This unit is about the skills involved in providing hot and cold stone therapy treatments. It covers both massage and the placing of stones on the head, face and body. The ability to adapt stone therapy treatments to suit individual client needs is a crucial requirement.

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 stone therapy treatments
2. Consult, plan and prepare for treatments with clients
3. Perform stone therapy treatments
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 stone therapy treatments.
3. Your assessor will observe your performance on at **least 4 separate occasions, each on 4 different clients, which must include 2 full body stone therapy treatments, incorporating the face.**
4. From the range, you must practically demonstrate that you have:
 - used all types of equipment
 - used all consultation techniques
 - dealt with all the client's physical characteristics
 - dealt with **at least one** of the necessary actions*
 - met all treatment objectives
 - used **3 out of the 4** types of stones*
 - used all the stone therapy techniques
 - covered all treatment areas
 - given 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 stone therapy treatments 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 treatment
 - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - d) ensuring that your nails are short, clean, well manicured and free of polish
 - e) effectively disinfecting your hands prior to and after treatment
 - f) ensuring your own posture and position minimises fatigue and risk of injury whilst working
 - g) removing and handling stones in a way which avoids injury to yourself and the client

- h) ensuring all tools and **equipment** are cleaned using the correct methods
- i) effectively disinfecting stones after each treatment
- j) leaving stones dry overnight and stored in a way which effectively energises them
- k) positioning **equipment** and treatment products for ease and safety of use
- l) ensuring the stones are heated and cooled following heater manufacturer's instructions prior to use
- m) ensuring the client is in a comfortable and relaxed position suitable for the treatment
- n) using suitable materials to protect the client's skin against extremes of temperature during stone placement
- o) maintaining accepted industry hygiene and safety practices throughout the treatment
- p) adopting a positive, polite and reassuring manner towards the client throughout the treatment
- q) maintaining the client's modesty, privacy and comfort at all times
- r) using treatment products effectively to minimise waste
- s) disposing of waste materials safely and correctly
- t) ensuring the treatment is cost effective and is carried out within a commercially viable time
- u) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- v) leaving the treatment area and **equipment** in a condition suitable for future treatments.

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

- a) using **consultation techniques** in a polite, sensitive and friendly manner to determine the client's treatment needs
- 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 stone therapy treatment
- d) ensuring that a parent or guardian is present throughout the stone therapy treatment for minors under the age of 16
- e) clearly explaining to the client what the treatment entails in a way they can understand
- f) using suitable **consultation techniques** to identify your client's medical history, physical characteristics and lifestyle pattern
- g) asking your client appropriate questions to identify if they have any contra-indications to stone therapy treatments
- h) accurately recording your client's responses to questioning
- i) actively encouraging clients to ask questions and clarify any points
- j) correctly carrying out a test patch to accurately determine the client's skin response to hot and cold temperatures
- k) taking the **necessary action** in response to any identified contra-indications
- l) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- m) clearly explaining and agreeing the projected cost, likely duration, frequency and types of treatment needed
- n) agreeing in writing the client's needs, expectations and treatment objectives, ensuring they are realistic and achievable
- o) ensuring that the client's skin is clean and prepared to suit the areas to be treated
- p) ensuring that clothing, hair and accessories are effectively protected or removed
- q) selecting types of stone suitable to meet the treatment objectives.

3. Perform stone therapy treatments by:

- a) clearly explaining the sensation created by the stones
- b) explaining the treatment procedure to the client in a clear and simple way at each stage in the process
- c) providing suitable support and cushioning to specific areas of the body during the treatment if necessary
- d) using suitable material to protect the client's skin against extremes of temperature during front and back placement
- e) correctly placing suitable **types of stone** on the chakra points, when required, to meet the agreed **treatment objectives**
- f) correctly placing suitable **types of stone** under the body, when required, ensuring client comfort
- g) ensuring the skin is sufficiently lubricated to allow the smooth, continuous movement of the stones over the skin to avoid the risk of overheating
- h) effectively introducing and using **stone therapy techniques** in a way which avoids alarm to the client, is suitable for their **physical characteristics**, the **treatment area(s)** and **treatment objectives**
- i) adapting your **treatment techniques** and sequence to meet the client's **physical characteristics** and **treatment area(s)**
- j) effectively varying the depth, rhythm and pressure of **treatment techniques** to meet **treatment objectives**, **treatment area(s)** and client's **physical characteristics** and preferences
- k) checking the client's wellbeing throughout the stone therapy treatment
- l) handling stones to avoid excessive noise and disturbance to the client throughout the treatment
- m) assisting to reposition the client in a controlled manner to minimise disturbance of the treatment process
- n) taking appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- o) allowing the client sufficient post-treatment recovery time

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p) ensuring the finished result is to the client's satisfaction and meets the agreed treatment objectives.

4. Provide aftercare advice

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

Performance 1

Date:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 5

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 6

Date:

Assessors Signature: _____

What you must cover (Range)

| | Page ref. | | Page ref. |
|---|----------------------|---|----------------------|
| Your performance must cover | | | |
| 1. Equipment includes: | | 6. Types of stones are: | |
| a) professional stone heater | <input type="text"/> | a) basalt | <input type="text"/> |
| b) stones | <input type="text"/> | b) marine | <input type="text"/> |
| c) accessories | <input type="text"/> | c) marble | <input type="text"/> |
| d) cooling systems. | <input type="text"/> | d) semi-precious stones. | <input type="text"/> |
| 2. Consultation techniques are: | | 7. Stone therapy techniques are: | |
| a) questioning | <input type="text"/> | a) rotation of stones | <input type="text"/> |
| b) visual | <input type="text"/> | b) alternation of hot and cold stones | <input type="text"/> |
| c) manual | <input type="text"/> | c) use of hot stones only | <input type="text"/> |
| d) reference to client records. | <input type="text"/> | d) use of cold stones only | <input type="text"/> |
| 3. Physical characteristics are: | | e) combination of stone types and sizes | <input type="text"/> |
| a) weight | <input type="text"/> | f) temperature management. | <input type="text"/> |
| b) height | <input type="text"/> | 8. Treatment areas are: | |
| c) posture | <input type="text"/> | a) face | <input type="text"/> |
| d) muscle tone | <input type="text"/> | b) head | <input type="text"/> |
| e) age | <input type="text"/> | c) neck, chest and shoulders | <input type="text"/> |
| f) health | <input type="text"/> | d) arms and hands | <input type="text"/> |
| g) skin condition. | <input type="text"/> | e) abdomen | <input type="text"/> |
| 4. Necessary action should be: | | f) back | <input type="text"/> |
| a) encouraging the client to seek medical advice | <input type="text"/> | g) legs and feet. | <input type="text"/> |
| b) explaining why the treatment cannot be carried out | <input type="text"/> | 9. Treatment techniques are: | |
| c) modification of treatment. | | a) effleurage | <input type="text"/> |
| 5. Treatment objectives are: | | b) petrissage | <input type="text"/> |
| a) relaxing | <input type="text"/> | c) friction | <input type="text"/> |
| b) balancing | <input type="text"/> | d) tapping | <input type="text"/> |
| c) uplifting | <input type="text"/> | e) tucking | <input type="text"/> |
| d) sense of wellbeing | <input type="text"/> | f) placement | <input type="text"/> |
| e) local decongestion | <input type="text"/> | g) trigger point. | <input type="text"/> |
| f) relief from muscular tension. | <input type="text"/> | 10. Advice covers: | |
| | | a) avoidance of activities which may cause contra-actions | <input type="text"/> |
| | | b) future treatment needs | <input type="text"/> |
| | | c) modifications to lifestyle patterns | <input type="text"/> |
| | | d) 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

- your responsibilities under current health and safety legislation, standards and guidance, eg the Health & Safety at Work Act (and any other relevant legislation)
- your responsibilities under local authority licensing regulations for yourself and your premises
- the importance of checking current insurance guidelines for the delivery of stone therapy treatment
- the importance of not discriminating against clients with illnesses and disabilities and why (eg the Disability Discrimination Act)
- the age at which an individual is classed as a minor and how this differs nationally
- the legal significance of gaining signed, informed client consent to treatment

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7. why minors under the age of 16 should not be given treatments without informed and signed parental or guardian consent
8. why it is important, when treating minors, to have a parent present
9. manufacturers' and organisational requirements for waste disposal
10. the importance of the correct storage of client records in relation to the Data Protection Act
11. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
12. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
13. your responsibilities and reasons for keeping your nails short, clean, well manicured and free of polish for stone therapy treatments
14. the organisation's requirements for client preparation
15. your organisation's service times for stone therapy treatments and the importance of completing the service in a commercially viable time
16. your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes

How to work safely and effectively when providing stone therapy treatments

17. how to set up the work area for stone therapy treatments
18. the necessary environmental conditions for stone therapy treatments (including lighting, heating, ventilation and general comfort) and why these are important
19. what is contact dermatitis and how to avoid developing it whilst carrying out stone therapy treatments
20. the importance and reasons for disinfecting hands and how to do this effectively
21. the importance of disinfecting stones after each treatment and how to do this effectively
22. how to position yourself and the client for stone therapy treatments taking into account individual physical characteristics
23. what is repetitive strain injury (RSI), how it is caused and to avoid developing it when delivering stone therapy treatments
24. the advantages to the therapist of using stone therapy as a means of avoiding RSI
25. the importance of using the correct sized stones for the therapist's own hands and the client's physical characteristics
26. the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment
27. reasons for maintaining client modesty, privacy and comfort during the treatment
28. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
29. how to minimise and dispose of waste from treatments
30. why it is important to check the client's wellbeing at regular intervals during stone therapy treatments
31. Client consultation

why it is important to encourage and allow time for clients to ask questions

32. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
33. the importance of questioning clients to establish any contra-indications to stone therapy treatments
34. why it is important to record client responses to questioning
35. the legal significance of client questioning and recording the client's responses
36. how to give effective advice and recommendations to clients
37. how to visually assess the physical characteristics in the range
38. how to carry out and interpret thermal tests
39. how to assess posture and skeletal conditions that may be present and how to adapt and change the stone therapy treatment routine
40. how to recognise different skin types and conditions
41. the reasons why it is important to encourage clients with contra-indications to seek medical advice
42. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
43. why it is important to maintain clients' modesty, privacy and comfort
44. relationship between lifestyle patterns and effectiveness of treatment
45. the beneficial effects which can result from changes to the client's lifestyle pattern (eg healthy eating and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation)

Preparation for treatment

46. the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment
47. why it is important to reassure clients during the preparation process whilst also maintaining the clients' modesty and privacy
48. how to select the appropriate oil suitable for stone therapy treatment
49. how to cleanse different areas of the body in preparation for treatment (eg face and feet)

Anatomy and physiology

50. the structure and function of cells and tissues
51. the structure and function of muscles, including the types of muscle (ie voluntary, involuntary and cardiac)
52. the positions and actions of the main muscle groups within the treatment areas
53. the position and function of the primary bones and joints of the skeleton
54. the position and function of the sinuses
55. how to recognise postural faults and conditions (eg lordosis, kyphosis, scoliosis)
56. the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse
57. the interaction of lymph and blood within the circulatory system
58. the structure and function of lymphatic system
59. the basic principles of the central nervous system and autonomic system
60. the basic principles of the endocrine, respiratory, digestive and excretory systems
61. the structure and function of skin (ie the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)
62. the skin characteristics and skin types of different ethnic client groups
63. the structure and location of the adipose tissue
64. the effects of hot and cold stone therapy on the individual systems of the body
65. the physical effects of hot and cold stone therapy treatment
66. the psychological effects of hot and cold stone therapy treatment

Contra-indications and contra-actions

67. those contra-indications that prevent treatment and why (eg deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin diseases, loss of skin sensitivity, clinical obesity, etc)
68. those contra-indications which may restrict treatment or where caution should be taken, in specific areas and why (eg diabetes, epilepsy, varicose veins, areas of skin aggravated by heat, etc)
69. possible contra-actions which may occur during and post treatment and how to deal with them (eg reactions to extremes of temperature)

Stone therapy equipment

70. the types of safe, purpose-built stone heating equipment and how to use and position them safely
71. the insurance implications of using non-professional stone heating equipment
72. methods of cooling stones
73. the types of stone, their properties and uses
74. how to select the correct size and shape of stone for the client's physical characteristics and the area being treated
75. how to dry and store different types of stone in a way that will effectively energise them
76. the types of suitable material used to protect the client's skin against extremes of temperature during stone therapy treatment (eg linen, towelling)
77. the recommended operating temperatures for hot and cold stones
78. the types of oil suitable for stone therapy treatment and its purpose

Treatment specific knowledge

79. the historical and cultural background to stone therapy
80. the five elements of stone therapy (ie metal, wood, water, air and fire)
81. the basic principles and characteristics of the seven major chakras and their significance to the practice of stone therapy treatment
82. how to place stones on the seven major chakras to maximise client comfort and their benefits and purposes

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- 83. how to place stones underneath the body to maximise their benefits, purposes and client comfort
- 84. how to introduce stones to the client’s body during treatment and the importance of doing this in a careful, safe and considerate way
- 85. the importance of temperature and time management of the stones during treatment and how to carry this out
- 86. how to safely handle the stones to avoid excessive noise and disturbance during the treatment
- 87. how to recognise erythema and hyperaemia and their causes
- 88. why it is important to maintain correct posture during stone therapy treatment
- 89. the correct use and application of stone therapy techniques to meet a variety of treatment objectives, including those in the range
- 90. the benefits and effects of using hot and cold stones, either in isolation or combining the two temperatures during a treatment
- 91. how to adapt and combine stone therapy treatment techniques, depth and pressure to suit different client physical characteristics, areas of the body and preferences
- 92. how to adapt a stone therapy treatment for male and female clients
- 93. the areas of the body and body characteristics needing particular care when undertaking stone therapy treatments
- 94. the advantages of stone therapy treatments
- 95. how and why support and cushioning would be used during the treatment
- 96. how and when to safely reposition the client during treatment and the type of assistance which should be provided by the therapist
- 97. the importance of evaluating the effectiveness of stone therapy treatments
- 98. how stone therapy may be used to enhance other treatments (eg manicure, pedicure, facial)
- 99. the recommended recovery times for stone therapy treatments and why this is important
- 100. recommended timings for stone therapy treatments and how these should be adapted to meet the clients’ individual needs and physical characteristics

Aftercare advice for clients

- 101. the lifestyle factors and changes that may be required to improve the effectiveness of the treatment (eg healthy eating, fluid intake and regular exercise, etc)
- 102. activities which should be avoided post-treatment
- 103. products for home use that will benefit the client and those to avoid and why
- 104. recommended further treatments.

Knowledge covered by:

MCQ

Date:

Assessors Signature: _____

Assignment

Date:

Oral questions

Date:

Learners Signature: _____

Contribute to the financial effectiveness of the business – ITEC Unit number 750 (NOS GH11)

What this unit is about

This unit is about the monitoring and effective use of salon resources and meeting productivity and development targets to make a positive contribution to the effectiveness of the business. You are also required to ensure that individuals who may assist you to deliver services to clients work effectively too.

The main outcomes of this unit are:

1. Contribute to the effective use and monitoring of resources
2. Meet productivity and development targets

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 contributing to the financial effectiveness of the business.
3. Your Assessor will make **1 observation** of your contribution to the monitoring and effective use of resources. In addition, you will need to collect documentary evidence to show you have met all the requirements of the standard. It is unlikely that you will be able to collect sufficient documentary evidence in less than 3 months.
4. From the range, you must show that you have:
 - monitored and effectively used all the resources listed
 - set and achieved your productivity targets for technical services and retail sales
5. For this particular unit, it is most likely the evidence of your performance will be gathered from relevant documentary evidence you have assembled in your portfolio.

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Contribute to the effective use and monitoring of resources by**
 - a) correctly following your salon procedures for monitoring the use of **resources**
 - b) ensuring information relating to stock levels is obtained from colleagues in time to coincide with your salon ordering system
 - c) using **resources** in a way which complies with legal and salon requirements
 - d) checking all deliveries are accurate and complete against order documentation and promptly reporting any inaccuracies and/or damages
 - e) identifying and resolving any problems with **resources** within the limits of your authority
 - f) promptly reporting any **resource** problems you cannot resolve to the relevant person
 - g) making constructive recommendations to improve the use of **resources** to the relevant person
 - h) making recommendations which clearly show the benefits of implementing your suggestions
 - i) ensuring records for which you are responsible are accurate, legible and up-to-date.
2. **Meet productivity and development targets by**
 - a) setting, agreeing and recording your **productivity and development targets** with the relevant person to meet the needs of the business
 - b) actively seeking opportunities that will help you to meet your **productivity and development targets**
 - c) ensuring those who assist you with services to clients work effectively to enable you to meet your **productivity and development targets**
 - d) regularly reviewing and recording your progress towards the achievement of your **productivity and development targets**
 - e) adjusting your activities in a way that will help you to meet your productivity and development targets
 - f) meeting your set **productivity and development targets** consistently and within the agreed timescale.

Performance 1

Date:

Assessors Signature: _____

What you must cover (Range)

| | Page ref. | | Page ref. |
|-------------------------|----------------------|--|----------------------|
| 1. Resources are | | 2. Productivity and development targets are for | |
| a) human | <input type="text"/> | a) retail sales | <input type="text"/> |
| b) stock | <input type="text"/> | b) technical services | <input type="text"/> |
| c) tools and equipment | <input type="text"/> | c) personal learning | <input type="text"/> |
| d) time | <input type="text"/> | | |

What you must know

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

Salon procedures and legal requirements

1. your salon’s requirements relating to the use of the resources in the range
2. the critical aspects of current legal requirements relevant to hairdressing salons relating to the use of resources in the range (eg use of personal protective equipment, use of products, tools and equipment, disposal of waste and sharps, staff working times and break entitlements etc. linked to current Health & Safety At Work legislation, COSHH Regulations, Manual Handling Operations Regulations, Electricity at Work Regulations, RIDDOR, Workplace Regulations, Data Protection Act, Working Time Directives and Cosmetic Products Regulations)
- 3. current legal requirements relating to the sale of retail goods (eg Sale of Goods Act, Distance Selling Act, Trade Descriptions Act, Consumer Protection legislation)**
4. your own limits of authority in relation to the use of resources
5. to whom to report recommendations
6. your salon’s procedures for monitoring the use of resources

Resource use, monitoring and recording

7. how the effective use of resources contributes to the profitability of the business
8. principles of stock control
9. the stocking levels for your salon
10. how salon ordering systems work and how to interpret them
11. the importance of keeping accurate records for the use and monitoring of resources
12. the resource records for which you are responsible
13. the common problems associated with salon resources (eg staffing, stock control, tools and equipment breakdowns, time overruns, etc.) and how to resolve them

Communication

14. why it is important to communicate effectively
15. how to present the benefits of recommendations in a positive manner
16. how to negotiate and agree productivity and development targets
17. how to give clear, accurate and timely instructions to those who may be assisting you
18. how to encourage others to work effectively on your behalf
19. how to respond positively to negative feedback
- Work and time management**
20. general principles of time management applicable to the delivery of salon services
21. how to plan and reschedule your own work and that of those who may assist you in order to maximise any opportunities to meet your targets

Productivity and development targets

22. your agreed productivity and development targets and the associated timescales for their achievement
23. why it is important to meet your productivity and development targets
24. the consequences of failure to meet your productivity and development targets
25. the types of opportunities that can be used to achieve your productivity and development targets (eg add-on services and sales, promotion of new products and services, seasonal promotions, special offers, awareness of trends for new services, learning how to deliver new services)
26. why you should regularly review your targets
27. the importance of gaining feedback of your performance and development needs from others.

Knowledge covered by:

MCQ

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Assessors Signature: _____

Assignment

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Oral questions

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