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# Unit Specification

## iUHB337 – Facial massage services

Unit reference number: F/618/4191

**Level: 3**

**Guided Learning (GL) hours: 32**

### Overview

The aim of this unit is to develop learners' knowledge and understanding of facial massage techniques in order to perform facial massage services on clients.

The ability to consult with clients to identify skin types and conditions in order to select appropriate products and adapt facial massage techniques is required in this unit. Learners will need to maintain a high level of health, safety and hygiene throughout the unit.

Additionally, learners must reflect the barbering industry in their personal appearance and demonstrate effective communication skills.

### Learning outcomes

On completion of this unit, learners will:

LO1 Be able to provide facial massage services

LO2 Understand how health and safety policies and procedures affect facial massage services

LO3 Understand the factors that may influence facial massage services

LO4 Understand the science of the skin and face

LO5 Understand the tools, equipment, products and techniques used for facial massage services

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# Unit content

## LO1 Be able to provide facial massage services

### Prepare for facial massage services

#### Taught content to include

- Preparation of learners should include:
  - Personal image, ensuring industry standards of dress
  - Clean and hygienic appearance, e.g. avoidance of overpowering odours – tobacco, heavy aftershave/perfume
  - Good communication and listening skills
  - Correct posture with weight evenly balanced
  - Correct personal protective equipment worn
- Preparation of the working area to include:
  - Chair and work area to be clean before the client arrives
  - Chair positioned correctly including height
  - Adequate work area to allow safe use of electrical equipment
  - Products on display to be clean of dust and hair
  - Tools and equipment to be clean and sterilised
  - Electrical equipment to be visually checked before use, e.g. for centres within the United Kingdom portable appliance testing (PAT) may be required when using electrical equipment
  - All products, tools and equipment to be positioned for ease of use
- Preparation of the client to include:
  - Clean protective garments for the client
  - Visual checks to analyse the client's skin for potential contra-indications, selection of appropriate products and suitability of service
  - Removal of obstructive jewellery
  - Check client record card (where appropriate) for previous services and client history
  - Check all appropriate tests have been undertaken prior to the facial massage service

### **Consult with clients to confirm the facial massage service requirements**

#### Taught content to include

- Discussing client's needs, requirements, possible contra-indications, service objectives and potential benefits
- Undertaking appropriate tests and recording outcomes to include:
  - Skin sensitivity/product patch testing
- Assessing the skin for contra-indications and suitability for facial massage services to include:
  - Skin types
  - Skin characteristics/conditions/disorders
  - Contra-indications, for example cuts, sores and abrasions
- Consulting and confirming with the client before the massage commences
- Agreeing on products, processes and possible equipment to be used
- Checking throughout the service to meet the client's needs
- The importance of informing the client of the likely cost, duration and expected outcome of the service
- Providing clear recommendations to the client based on the outcome of the consultation and skin analysis

### **Carry out a skin analysis**

#### Taught content to include

- Overall skin type
- Skin condition
- Pigmentation and colour
- Skin texture
- Skin imperfections
- Skin tone
- Skin temperature
- Muscle tone
- Skin elasticity
- UV damage

### **Carry out a suitable questioning process with the client for the service**

#### Taught content to include

- Understanding the client's requirements and expectations of the facial massage service
- The costs related to the service
- To ensure the client understands the process
- To provide the client the opportunity to ask questions
- To ensure the client is comfortable
- To gain information on the client's current treatment regime
- To ensure and confirm that the client's expectations are met
- The legal significance of client questioning and the recording of client's responses to questioning
- The importance of confirming client's satisfaction

## Select suitable products, tools and equipment for the facial massage service

### Taught content to include

- The importance of selecting the correct products, tools and equipment based upon client consultation and skin analysis
- Products
  - Cleansing products, for example lotions, milks, creams, foams, oils and gels
  - Toning products, for example toners, fresheners and astringents
  - Exfoliation products, for example physical scrubs/grains, enzymatic peels
  - Moisturising products, for example, creams, lotions, milks, gels designed for skin type
  - Massage media
    - Pre-blended oils
    - Creams
- Tools/Equipment
  - Barbering chair
  - Towels
  - Disinfecting fluid
  - Hot towels/cabinet
  - Tissues
  - Cotton wool
  - Sponges
  - Gloves
  - Spatulas
  - Bowls
  - Personal Protective Equipment (PPE) as appropriate
  - Chemical immersion equipment
  - Waste disposal

## Carry out facial massage services

### Taught content to include

- Position of the client prior to, and during the facial massage to ensure client and own comfort and safety
- Select appropriate cleansing, exfoliation, toning and moisturising products
- Cleanse the skin to remove residual dirt and any previous product residue
- Exfoliate the skin to remove excess skin cells as appropriate in accordance with the outcome of the consultation and skin analysis
- Use of hot and cold towels as appropriate to the service
- Apply suitable massage medium/products, identified as a result of consultation with the client and outcome of skin analysis, to achieve adequate lubrication of the skin
- Demonstrate appropriate use of massage techniques, varying pressure and techniques in accordance with client's needs, specific requirements and any influencing factors. Check pressure used is comfortable for client – verbal and non-verbal communication
  - Effleurage
  - Petrissage
  - Tapotement
- Adaption of massage techniques to take account of skin analysis and client's needs
- Identify and respond to any problems/contra-actions which may occur during and following treatment for example, skin irritation, excessive erythema
- The service should be performed efficiently and professionally ensuring the working area remains clean and tidy throughout
- Complete the facial massage service in a commercially viable time and in an appropriate manner to meet client needs
- Leave the skin clean, toned and suitably moisturised using products appropriate for client's skin type and needs, minimising waste
- Dispose of any waste materials following service
- Complete client's records card accurately and store in accordance with current data protection legislation

## Problems/contra-actions that may occur during facial massage services and ways in which they can be resolved

### Taught content to include

Problem	Possible solution/resolution
Adverse skin reaction	Removal of product/massage medium, apply a cool compress, notify first aider
Watery eyes	Removal of product/massage medium, apply a cool compress, notify first aider
Excessive erythema	Stop the service, remove product/massage medium, apply a cool compress. If symptoms persist notify the first aider, advise the client to seek medical advice
Skin irritation	Removal of product/massage medium, apply a cool compress, notify first aider
Itching	Immediate removal of product/massage medium, application of a cool compress

### **Apply safe and hygienic methods of working throughout services**

#### **Taught content to include**

- Ensuring there is sufficient stock, which is used appropriately to minimise the wastage of products
- Ensuring products, tools and equipment are correctly handled, stored, clean, readily available and all hygienic precautions are followed to minimise the risk of damage or cross-infection
- Cleansing/sterilising tools and equipment
- Working safely throughout the service to minimise risk, harm or injury to self or others
- Ensuring own good posture is maintained throughout the service
- Ensuring the client maintains the correct posture and comfort throughout the service to avoid a hazard or a risk
- Ensuring any spillages of massage media/service products are immediately cleaned up
- Ensuring massage techniques are performed correctly and on areas appropriate for the technique
- Minimising the risk of harm or injury to themselves and others when using electrical equipment
- Ensuring hygienic working practices throughout the service including own personal hygiene, e.g. eliminating offensive body odour or strong smell of tobacco
- Making effective use of working time, e.g. allowing sufficient time for an effective facial massage service
- Use of appropriate personal protective equipment (PPE) as applicable
- Disposing of waste hygienically and appropriately into the correct receptacle

### **Provide clients with advice and recommendations on the service(s) provided and the products available**

#### **Taught content to include**

- Discuss immediate aftercare and the avoidance of activities that may cause contra-actions
- Provide aftercare advice regarding the service including potential costs of further massage services or facial skincare products for home use
- Advise clients how to follow and maintain home care regime e.g. the use of specific home care products to maintain or improve skin condition
- To provide longevity of the massage service and help the client achieve the required result at home
- Discuss client's needs, requirements and current lifestyle to provide further advice and guidance on use of home care products
- Discuss client's needs and requirements for future services. As an example, the need to have further massage services to help alleviate a facial skin problem
- The importance of ensuring the client feels valued and that the service was specifically tailored to their individual needs
- Other services, offers or promotions, for example discount incentives tailored to the service when using a barbershop loyalty card
- Product recommendation
- Reputation and walking advertisement for the barbershop

## LO2 Understand how health and safety policies and procedures affect facial massage services

### The responsibilities for health and safety in own role

#### Taught content to include

- Relevant legislation specific to country of study for facial massage, client care, confidentiality and consumer/retail, for the country in which the qualification is taken, which includes: General Data Protection Regulation (GDPR), consumer rights, health and safety, equality. Health and safety regulations for the country in which the qualification is taken, examples within the United Kingdom would include:
  - The Health and Safety at Work Act
  - The Management of Health and Safety at Work Regulations
  - Provision and Use of Work Equipment Regulations
  - Personal Protective Equipment at Work Regulations
  - Electricity at Work Regulations
  - Reporting Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
  - Consumer Protection from Unfair Trading Regulations
  - Consumer Rights Act
  - The Consumer Protection Act
  - The Trade Descriptions Act
  - Equality Act
  - Control of Substances Hazardous to Health Regulations (COSHH)
  - Barbershop insurance requirements, employers liability, public liability, professional indemnity
- Responsibilities for health and safety to include:
  - The reasons why all staff working in the barbershop have a responsibility for the health and safety of themselves and others
  - The barbershop safety regulations to ensure their actions do not put others at risk, which includes all staff, clients and visitors
- Additional factors will include:
  - The reasons why it is important to describe accurately the features and benefits of products and services
  - The reasons and importance for gaining client consent
  - The maintenance of the barbershop environment including:
    - The comfort of the barbershop
    - Cleanliness of the barbershop to prevent cross-infection via direct or indirect contact
    - Provisions and use of workplace equipment – using only products, tools and equipment that are fit for purpose
    - Reasons for personal protective equipment (PPE), e.g. using protective barbering capes for clients when completing facial massage services

- Making visual checks on all electrical equipment and reporting faults/isolating power
- Ensuring manufacturers' instructions are always followed when using products, tools and equipment that are associated with the facial massage service
- Responsibilities of reporting certain work-related incidents or accidents, diseases and dangerous occurrences to a senior staff member
- Ensuring the public are protected from unsafe goods or misleading price indications
- Prevent a false trade description of any goods that are supplied or offering to supply any goods to which a false trade description has been applied or making a false statement about the provision of any service
- Ensure that all personal client data records remain safe and confidential
- Update client records following services
- Hazards and risks associated with facial massage services
- Safety when using products, tools and equipment associated with facial massage services
- Reasons to undertake appropriate tests on the client's skin
- Recognising contra-indications to facial massage services
- Disposing of waste and products correctly

### **The potential hazards and possible risks that may occur in the workplace and affect services**

#### **Taught content to include**

- The importance of ensuring that products that might be used for facial massage services are stored, handled and used in accordance to barbershop policy, local bylaws and manufacturers' instructions
- Hazards – anything that has the potential to cause harm, e.g. spillage of massage oils on the floor
- Risks – a chance, high or low, that harm caused by the hazard may occur, e.g. potential for self, client or others to slip on the spillage
- Working safely throughout the service, an example may include ensuring there is adequate room around the client and no obstruction to the safe completion of the massage
- Risk of electric shock when using electrical equipment to enhance the service, to include potential hazards of trailing wires
- Ensuring use and maintenance of any equipment is monitored, for example, checking the temperature settings on electrical equipment to ensure the right temperature setting is selected for the hot towel cabinet
- Ensuring the client is comfortable and free from harm throughout the service, for example, removing piercing jewellery that may obstruct the performance of the massage
- Disposing of waste appropriately to minimise the risk of cross-infection and ensure there is no unnecessary risk to the environment, for example, ensure clean protective garments are freshly laundered for every client



- The importance of ensuring a thorough visual check of the client's skin is performed prior to the service to prevent cross-infection, for example, ensuring there are no cuts, sores or abrasions on the face
- Fire – the barbershop's policy in the outcome of a fire and where the assembly point is
- Control of Substances Hazardous to Health (COSHH), including handling and storage of products, e.g. keeping some products away from direct sunlight

### **The safe and hygienic working methods and practices that must be followed throughout the services**

#### Taught content to include

- Use of clean towels, barbering capes and protective garments for all clients
- The importance of providing personal protective equipment (PPE) for both client and Barber, e.g. prevention of massage product staining client's clothes
- Use of clean and sterile tools and equipment for all clients
- Organisation of working area, e.g. positioning the client at the correct height
- Avoid trailing wires and spillages from products on the floor, e.g. hot towel cabinet lead, massage oil on the floor may cause slippage

### **Contact dermatitis and how it can be prevented**

#### Taught content to include

- Recognising contact dermatitis symptoms
  - Contact dermatitis – is a rash caused by the skin reacting to a substance it has come into contact with, e.g. chemicals. Symptoms can be varied and include:
    - Skin redness
    - Extreme itching
    - Oozing or blisters, may make skin swell
    - Skin that appears darkened or hard/leathery to touch that may become dry or flaky
    - Sensitive to products and sunlight
- How to avoid contracting and preventative measures, which may include:
  - Wearing gloves when performing facial massage services
  - Rinsing and drying hands thoroughly
  - Use of moisturisers or barrier creams
- Following Control of Substances Hazardous to Health (COSHH) regulations
- Following and adhering to manufacturers' instructions when using products to perform facial massage services

## **Explain the importance of questioning clients prior to and during services**

### **Taught content to include**

- To ensure the client's expectations are met by understanding the client requirements and their expectations of the facial massage
- To ensure that the client feels valued, for example if references are made regarding their comfort and head positioning
- To ensure the pressure of the massage is agreed whilst performing the facial massage
- To provide the opportunity for the client to ask questions
- To check that the client is comfortable
- To ensure the client understands the facial massage process
- To gain information on how they maintain their skin, lifestyle and commitment to the effects from the facial massage service
- The legal significance of client questioning and the recording of client's responses to questioning

## **The importance of the correct completion, storage and security of client records**

### **Taught content to include**

- To avoid legal action
- The reasons why client records play a vital role in providing information about the history of the client's barbering services, examples may include:
  - To provide an accurate record of the client's service details
  - To ensure the correct products or services are followed
- The importance of completing a client record card, examples may include:
  - To ensure others can undertake subsequent services when the barber is unavailable,
  - To ensure all test results are accurate and fully recorded with dates
- To ensure products and timings of services are followed where necessary The importance of adhering to legislative requirements regarding safety, confidentiality and security of records of the country therein
  - Data protection in the UK includes:
    - All information must be stored securely, e.g. password protected computer files or authorised access to paper records
    - Information recorded should be accurate and necessary to the service or treatment being performed
    - Individual client records must be available for clients to view upon request
- The importance of gaining client agreement and consent

## The methods of sterilisation and disinfecting methods used in barbershops

Taught content to include

- Tools, equipment and work surfaces must be kept clean, well maintained and sterilised or disinfected
- Sterilisation and disinfecting will prevent cross-infection/contamination
  - Sterilisation – the killing of organisms such as bacteria, fungi and parasites
  - Disinfecting – the elimination of the most harmful micro-organisms (not including their spores) from surfaces or objects
- The methods of cleaning and sterilisation:

Cleaning/sterilisation	Tools	Use/instructions
Autoclave	Metal tools for hair, e.g. scissors	Steam is used at high temperatures to sterilise equipment. Tools/equipment usually take 20 minutes to sterilise; autoclaves are not suitable for wooden handled tools
Chemical sterilisers	Scissors, combs, brushes, sectioning clips	Mostly used in chemical jars, a solution is made following manufacturers' instructions. Tools are submerged for 20 minutes to be fully sterilised. Also available in a spray form to avoid rusting for metal cutting tools and equipment
Ultra-violet cabinet	All tools	Ultra-violet rays sterilise tools, turn tools after 20 minutes to ensure both sides are fully sterilised
Moist heat	Towels, barbering cape	Hot cycle on washing machine used to kill bacteria and clean effectively
Cleaning detergents	Work surfaces	Must be used at correct concentrations and is used mostly to decontaminate surfaces and air

## Explain the importance of preventing cross-infection and cross-infestation

Taught content to include

- How to avoid cross-contamination, cross-infection or infestation, for example, the use of correct sterilising and disinfecting methods for all tools and equipment
- Ensuring the client's face and hair are checked prior to the facial massage service
- Avoidance of cross-contamination, for example, using unclean tools or protective garments from one client could contaminate the next client's skin
- Ensuring the professional barbershop image is maintained, for example, reputation and possible legal challenges

## The importance of following current relevant legislation

### Taught content to include

- Knowing the reasons and importance of following the regulations and acts of the country in which this qualification is offered, regarding the impact these would have for both themselves, clients, visitors and other staff members. This will include:
  - Professional barbershop image
  - Prevent legal action
  - Prevent accidents and dangerous occurrences from happening
- The Data Protection/GDPR legislation controls how personal information is used by organisations, businesses or the government of the country therein
- The responsibilities for those using data has to follow strict rules relating to their country of origin. Data protection rules examples will include:
  - Used fairly and lawfully
  - Used for limited, specifically stated purposes
  - Used in a way that is adequate, relevant and not excessive
  - Accurate
  - Kept for no longer than is absolutely necessary
  - Handled according to people's data protection rights

## LO3 Understand the factors that may influence facial massage services

### Factors that may influence or affect facial massage services

Taught content to include

- Skin types/conditions/disorders

Skin Types	Characteristics
Oily	<ul style="list-style-type: none"> <li>• Overactive sebaceous glands</li> <li>• Skin appears shiny soon after cleansing</li> <li>• Appears oily</li> <li>• Pores are visible – open</li> <li>• May suffer from redness</li> <li>• Thick epidermis</li> <li>• Comedones and pustules may be present</li> </ul>
Dry	<ul style="list-style-type: none"> <li>• Underactive sebaceous glands</li> <li>• May look tight, rough and dull</li> <li>• May have thin epidermis</li> <li>• Fine lines may be apparent</li> <li>• May have broken capillaries</li> </ul>
Combination	<ul style="list-style-type: none"> <li>• Skin can fluctuate across the surface from dry to oily</li> <li>• Pores are visible in oily areas</li> <li>• May suffer occasional redness</li> <li>• Commonly seen as an oily T panel with drier areas on rest of face</li> </ul>

Skin Conditions	Characteristics
Sensitive	Skin reacts easily to treatments and becomes inflamed and irritated easily.
Dehydrated	Skin that has lost water from tissues, can have fine superficial lines, flaking and broken capillaries.
Young	Skin that is even in colour, a smooth, clear texture, supple with firm tissues.
Mature	Skin that may lack tone and elasticity, may be thin and fragile, may have irregular pigmentation.

Skin Disorders	Characteristics
Hyperpigmentation	Darkened areas of skin. Patches will vary in size and can develop anywhere on the body or face. Caused by over-production of melanin, possibly caused by certain medications or particular Chemotherapy drugs. Occasionally caused by Addison's Disease.
Hypopigmentation	Lightened areas of skin. Patches will vary in size and can develop anywhere on the body or face. Caused by under-production of melanin. Can be genetic or caused by injuries.
Dermatosis Papulosa Nigra	A skin condition that tends to affect people with darker skin. It consists of small, dark bumps that usually appear on the face and neck. Hereditary.

Comedones	Excess sebum and skin cells which block the hair follicle openings, exposure to oxygen turns the sebum black (blackheads). Seen in oily skin types/areas of the face.
Milia	Seen as small raised white or yellow bumps under the skin. Often found around the nose, cheeks, eyes, eyelids and forehead. Common in dry skin types.
Keloids	Injured, fibrous scar tissue forms over a wound to help repair and protect the damaged area. An overgrowth of scar tissue occurs; keloid scars are generally larger than the original wound, flesh coloured, pink, or red with a raised, ridged appearance.
In-growing hairs	Shaving too close causing the follicle to become blocked or damaged, also seen in dry skin. The growing hair is unable to penetrate the surface of the epidermis so it curls back into the follicle where it may become infected causing raised, red bumps which may be filled with pus. Can be itchy and cause discomfort.
Broken Capillaries	Tiny red visible capillaries near the surface of the skin that appear commonly on the face, legs or chest. Caused by irritation, inflammation, and repeated exposure to the sun, age, various medical conditions and genetics.
Pustules	Inflamed elevations of the skin filled with fluid/pus (white blood cells/bacteria) appearing as a whitehead which comes to a 'head'. Caused by Hormone imbalance resulting in oily skin, immune response to infection, follicles become blocked and infection occurs beneath the surface of the skin.
Papules	Small, solid inflammatory elevation of the skin, does not contain pus, seen as red lumps which do not come to a 'head'.
Open pores	Enlarged depressions in the skin due to reduced elasticity of the skin around the pores. Can be seen on any skin type.

- The outcome of consultation and skin analysis
- Skin type/condition/disorders
- Skin conditions/disorders which may prevent or restrict facial massage services
- Results of any relevant skin sensitivity/patch tests
- Adverse skin conditions/contraindications for example:
  - Bacterial
  - Viral
  - Fungal infections
- Unusual facial features
- Facial piercings – position of piercings may affect how the massage is performed
- Previous shaving services

## Dealing with influencing factors

Taught content to include:

- Skin types/conditions

Skin Types	Treatment
Oily	<ul style="list-style-type: none"> <li>• Cleanse and moisturise daily</li> <li>• Ensure pores remain unclogged</li> <li>• Avoid heavy facial products</li> <li>• Focus on lymphatic massage techniques</li> <li>• Light pressure in areas of redness</li> </ul>
Dry	<ul style="list-style-type: none"> <li>• Cleanse and moisturise daily</li> <li>• Avoid hot water, harsh soaps and detergents</li> <li>• Gently exfoliate to remove dry skin</li> <li>• Use hydrating products</li> <li>• Adapt massage pressure and techniques to suit client's requirements</li> </ul>
Combination	<ul style="list-style-type: none"> <li>• Cleanse and moisturise daily</li> <li>• Gently exfoliate to remove dry skin to balance appearance</li> <li>• Combine skin care products to ensure all skin is cared for</li> <li>• Light pressure in areas of redness</li> </ul>
Sensitive	<ul style="list-style-type: none"> <li>• Avoid fragrances, identify skin triggers and avoid</li> <li>• Light pressure</li> <li>• Superficial effleurage</li> <li>• Avoid tapotement</li> <li>• Light pressure and superficial movements to avoid excessive erythema</li> </ul>
Dehydrated	<ul style="list-style-type: none"> <li>• Cleanse and moisturise daily</li> <li>• Use hydrating products</li> <li>• Use of techniques to stimulate circulation</li> <li>• Light pressure in areas of diffuse redness</li> </ul>
Young	<ul style="list-style-type: none"> <li>• Cleanse and moisturise daily</li> <li>• Adapt massage pressure and techniques to suit client's requirements</li> </ul>
Mature	<ul style="list-style-type: none"> <li>• Cleanse and moisturise daily</li> <li>• Use of techniques to stimulate circulation</li> <li>• Light pressure and superficial movements if tissues are thin</li> <li>• May be more suited to the use of massage creams</li> </ul>

Skin Disorders	Treatment
Hyperpigmentation	<ul style="list-style-type: none"> <li>• Massage may be performed</li> <li>• Recommendation of a suitable SPF</li> </ul>
Hypopigmentation	<ul style="list-style-type: none"> <li>• Massage may be performed – erythema may be more evident on patches lacking pigmentation</li> <li>• Recommendation of a suitable SPF</li> </ul>
Dermatosis Papulosa Nigra	<ul style="list-style-type: none"> <li>• Massage may be performed</li> </ul>
Comedones	<ul style="list-style-type: none"> <li>• Exfoliation to prevent blockages, use of appropriate skin care to limit formation</li> <li>• Use of oil-free massage mediums</li> </ul>

Milia	<ul style="list-style-type: none"> <li>• Exfoliation and moisturisation may help prevent recurrence</li> <li>• Massage creams may be more suited to drier skin types experiencing milia</li> </ul>
Keloids	<ul style="list-style-type: none"> <li>• Massage with caution – check with client for sensitivity</li> </ul>
Ingrowing hairs	<ul style="list-style-type: none"> <li>• Use of physical or enzymatic exfoliators to prevent skin blockages where no infection present</li> </ul>
Broken Capillaries	<ul style="list-style-type: none"> <li>• Avoid excessive pressure/heat or stimulation</li> </ul>
Pustules	<ul style="list-style-type: none"> <li>• Sometimes resolve naturally, medical treatment when severe, regular use of appropriate skincare products. Avoid during massage</li> </ul>
Papules	<ul style="list-style-type: none"> <li>• Sometimes resolve naturally, medical treatment if severe. Avoid during massage</li> </ul>
Open pores	<ul style="list-style-type: none"> <li>• Regular use of skincare products/facial treatments</li> </ul>

- How these may influence the facial massage services to include:
  - Identification of skin type/condition/disorders
  - Identification of skin conditions/disorders/diseases which may contra-indicate, prevent or restrict facial massage services
  - Identification of any allergies for example, nut allergy
  - Preventing damage to the face/skin
  - Preventing the client taking legal action – ensure all tests and test results are recorded and results discussed
  - Preventing the reputation of the barbershop being damaged
  - Preventing damage to the client's personal confidence and maintaining confidence with both the barber and the barbershop
  - Informed consent – agreeing a course of action when factors are identified that may limit or affect services required
  - Unusual facial features – check contra-indications to service, may require service adaptation
  - Piercings – discuss with the client the possibility of removing any piercings or the result of leaving the piercing in place
  - Other services that may be offered where a facial massage cannot be offered



## Contra-indications and how they affect facial massage services

### Taught content to include

Contra-indications to facial massage services to include, parasitical, bacterial, viral or fungal infections. Contagious conditions to include:

- Infestations/parasites
  - Scabies
    - Cause: Itch mite burrows into the skin to lay its eggs. Punctures the skin to feed on blood
    - Symptoms: Rashes on the skin with 'tracking' marks. Extremely itchy (especially at night). Not found on the scalp, but can be found on the face
    - Treatment: Medical treatment is required
  - Head Lice Pediculosis capitis
    - Cause: Head lice attack the skin to feed on blood. Head lice lay eggs (nits) on the hair shaft close to the scalp
    - Symptoms: Intense itchiness of the scalp with reddening. Scratching may result in a secondary infection such as impetigo. Head lice are visible (usually in the nape region) and are about 3 mm long. The eggs are oval and white and are stuck to the hair
    - Treatment: Medical treatment is required
- Bacterial
  - Impetigo
    - Cause: Staphylococcal or streptococcal bacterial infection of the upper layers of the skin
    - Symptoms: Serum-filled blisters turning to gold coloured crusts around the mouth, nose, ears and face
    - Treatment: Medical treatment is required
  - Folliculitis
    - Cause: Bacterial infection resulting in inflammation of the hair follicles
    - Symptoms: Serum-filled blisters at the base of the hair
    - Treatment: Medical treatment is required
  - Conjunctivitis
    - Cause: Bacterial infection
    - Symptoms: Inflammation of the eye often with weeping from the eye
    - Treatment: Medical treatment
  - Sycosis Barbae (Barbers itch)/Pseudo folliculitis
    - Cause: Bacterial infection of the hairy parts of the face
    - Symptoms: Small, yellow spots around the follicle, causing irritation and inflammation
    - Treatment: Medical treatment is required
- Viral
  - Herpes simplex
    - Cause: Viral infection usually around the mouth
    - Symptoms: Irritation with swelling and inflammation, fluid-filled blisters usually on and around the lips
    - Treatment: Medical treatment is required
  - Warts – Papilloma
    - Cause: Viral infection of the epidermis, can be found on any part of the body, especially the hands

- Symptoms: Smooth or rough bumps
- Treatment: Medical treatment is required
- Herpes zoster – Shingles/Chickenpox
  - Cause: Reactivation of the chickenpox virus
  - Symptoms: Painful skin rash, possible blisters and tingling of the skin
  - Treatment: Medical treatment is required
- Fungal
  - Tinea capitis (ringworm of the scalp)
    - Cause: Fungal infection of the face and scalp
    - Symptoms: A red circular rash with a white centre and brittle short hair in the patches, highly contagious
    - Treatment: Medical treatment

Conditions which may be contra-indicated, and either prevent or restrict the facial massage service:

- Congenital
  - Eczema
    - Cause: Generally caused by genetic factors or stress
    - Symptoms: Red inflamed itchy skin which is sometimes split and weeping
    - Treatment: Medical advice from a GP or dermatologist if severe
  - Atopic dermatitis
    - Cause: Reaction to an irritant resulting in inflammation of the skin
    - Symptoms: Red, itchy patches of skin which may also blister
    - Treatment: Medical treatment is required if severe
  - Psoriasis
    - Cause: Over-production of cells in the epidermis
    - Symptoms: On the face and scalp there are red patches which are covered by silvery-white scales. This condition is hereditary but can be triggered by emotional stress
    - Treatment: Medical treatment required if severe. Can be treated when not active
- Other
  - Allergic reaction – Irritant contact dermatitis
    - Cause: Immune system initiates an allergic reaction against a substance (an allergen)
    - Symptoms: Red, itchy patches of skin which may also blister
    - Treatment: Urgent medical treatment is required
  - Acne
    - Cause: Generally unknown but adolescence could be a factor
    - Symptoms: Spots or bumps on the face and forehead, which can be sore and result in irritation and inflammation
    - Treatment: Medical treatment is required

The course of action to be taken if contra-indications are suspected to include:

- Not to offer diagnosis
- Which conditions need reporting and when
- Whom to report to and where to record the findings
- Referral for medical attention or advice

## LO4 Understand the science of the skin and face

The structure and function of the skin	
Taught content to include	
Structure	Description and function
Epidermis	The protective surface of the skin and has 5 layers.
Acid mantle	<p>The uppermost layer of the epidermis. The skin's defence mechanism. The acid mantle is a very fine, slightly acidic film on the surface of human skin acting as a barrier to bacteria, viruses and other potential contaminants that might penetrate the skin.</p> <p>Sebum is secreted by the sebaceous gland and when mixed with sweat forms the acid mantle. The pH of the skin is between 4.5 and 5.5 which is slightly acidic.</p>
Dermis	The thickest layer of the skin containing the hair follicle, blood supply, sweat gland, nerve endings and lymph vessels.
Subcutaneous layer	<p>This layer has special connecting tissue that attaches the dermis to the muscles and bones.</p> <p>The fatty layer provides insulation and energy for the body.</p>
Sensory nerve endings	Sensory organs for detecting heat, touch, cold and pain.
Lymph vessels	Filter and transport fluid away from tissues.
Blood supply	Provides oxygen and nutrients to the hair papilla to aid healthy hair growth.
Sebaceous gland	Produces sebum to protect the hair and skin. If overactive can cause excess oiliness on the skin and hair.
Dermal papilla	<p>The dermal papilla joins the hair bulb to the blood vessels to nourish all hair follicles, and bring nutrients and oxygen to the growing hair</p> <p>The growing area of the hair follicle.</p>
Sweat gland (apocrine and eccrine)	Apocrine found on the scalp, eccrine all over the body. Produces sweat to cool the skin.
Arrector pili muscle	The arrector pili muscle causes hairs to stand on end when the body is chilled. These are tiny muscles in the skin that connect hair follicles to skin tissue. The muscles contract due to information from autonomic nerves located within these muscles.
Hair follicle	<p>Tube-like structure from which the hair grows.</p> <p>Follicle shape will determine the texture, thickness and classification of the hair. If it is round the hair will be straight whereas the follicle of curly hair adopts an oval shape. The flatter the oval is, the curlier the hair will be.</p> <p>Follicles of straight hair tunnel vertically down from the skin's surface into the dermis. If the follicle angles into the dermis then the hair will curve as it grows causing it to wave or curl.</p>
Hair shaft	<p>The keratinised portion of a hair that extends from the hair follicle beyond the surface of the epidermis.</p> <p>The hair provides protection to the scalp from the sun.</p>

Hair bulb	Hair is made of a tough protein called keratin. A hair follicle anchors each hair into the skin. The hair bulb forms the base of the hair follicle containing the dermal papilla. In the hair bulb, living cells divide and grow to build the hair shaft.
Functions of the skin	Secretion, heat regulation, absorption, protection, excretion/elimination, sensation, formation of Vitamin D

### The use of hot and cold towels and their effects

#### Taught content to include

- Use of hot and cold towels at appropriate times during the service
- Physiological effects
  - Hot towels
    - Vasodilation
    - Relaxes muscles
    - Opens the pores
    - Softens the skin
    - Calms nerves
    - Increases circulatory/lymphatic flow
    - May increase sensitivity to products
  - Cold towels
    - Vasoconstriction
    - Closes the pores
    - Tightens the skin
    - Stimulates nerves
- Psychological effects
  - Stress and tension relief
  - Improved general wellbeing
  - Calming and relaxing

## Explain how ageing and environmental factors affect facial skin and muscle tone

Taught content to include

- Ageing
  - Intrinsic ageing
    - Physiological factors – chronological/biological ageing
    - Decay of dermal and epidermal components
  - Extrinsic ageing
    - Environmental factors
    - Temperature changes
    - UV light
    - Pollution
    - Diet including gut health
    - Smoking
    - Medication
    - Alcohol
    - Lifestyle
    - Occupation
    - Stress
    - Relaxation
    - Illness
  - Current skincare regime

## Describe the position and action of the muscles of the head and neck

Taught content to include

Muscle Structure Head/face	Description and function
Orbicularis oculi	The Orbicularis oculi muscle is found around the eye. It is used to close the eyelids.
Orbicularis oris	The Orbicularis oris muscle is the main muscle of the lips and is composed of four independent quadrants which interlink giving the appearance of a circle. Purse the lips, closes the mouth.
Masseter	The Masseter muscle is used to chew (masticate) food. It is found at the back of the jaw and raises the lower jaw bone.
Buccinator	The Buccinator muscle is found on the cheek between the maxilla and mandible bones. It is used when food is chewed, or to pull back the angle of the mouth flattening the cheek.
Risorius	The Risorius muscle is found on either end of the lips and is used as part of forming facial expression, drawing the mouth outwards.
Levator anguli oris	The Levator anguli oris muscle forms part of the mouth. It elevates the mouth as part of facial expressions.

Levator labii superioris	The Levator labii superioris muscle forms part of the face between the upper lip and the side of the nose. It is used in facial expressions by elevating the upper lip.
Depressor anguli oris	The Depressor anguli oris (triangularis) muscle can be found as part of the lip/mouth and pulls down the corners of the mouth.
Depressor labii inferioris	The Depressor labii inferioris muscle is found on both sides of the lower lip. The muscle depresses the lower lip.
Mentalis	The Mentalis muscle is situated on the tip of the chin. It is used to move the position of the middle of the lower lip. It provides stability to the lower lip during the pouting expression.
Zygomaticus	There are two types Zygomaticus muscles, a major and a minor. These are found either side of the mouth and are used to create a smile.
Temporalis	The Temporalis muscle found on each side of the head. It is located from the back of the top jaw bone up to the temple and around to the back of the ear. It is used to chew food.
Nasalis	The Nasalis muscle is situated at the base of the nose and is used to flare the nostrils.
Procerus	The Procerus muscle sits on the brow of the nose, between the corrugator muscles. The muscle draws down the eyebrows and wrinkles the bridge of the nose.
Corrugator	The Corrugator supercilii muscle is a small, narrow, pyramid shaped muscle near to each of the eyes (paired muscle). It draws the eyebrow downward, producing the vertical wrinkles of the forehead to create frowns.
Frontalis	The Frontalis muscle is the main muscle of the forehead, some medical references state that it is part of the occipitofrontalis muscle. This muscle raises the eyebrows & wrinkles the forehead as it draws the scalp back.
Pterygoids	The Pterygoids muscle is found in the jaw and is used for chewing food.
Platysma	The Platysma is found at the sides of the neck and draws the corners of the mouth downwards and backwards.
Sternocleidomastoid	Sternocleidomastoid runs up either side of the neck at an angle and flexes the neck and rotates the head.

## Describe the position of the bones of the face

Taught content to include

Bones of the face	Description and function
Nasal	The Nasal bone is found at the top of the nose, and makes up the upper third of the nose. There are actually two bones side by side and these are joined at the midline to form the internasal structure (bridge of the nose).
Zygomatic	The Zygomatic bone forms the prominence of the cheek and the part of the eye socket.
Maxilla	The Maxilla bone (Maxillae plural) form the upper jaw bone and holds the teeth and forms hard palate in the upper mouth.
Lacrima	The Lacrima bone is a very small bone (around the size of the little finger nail). It forms part of the eye socket, just behind the nose.
Turbinate	The Turbinate bone is a long narrow bone, which forms a shelf that protrudes into the breathing passage on the nose. It divides the airway into four passages creating the largest possible surface area for the air to pass over, to help warm the air as it moves into body.
Palatine	The Palatine bone(s) there are two of these bones situated at the back of the nasal passage. These join onto the Maxilla to form the palate on the roof of the mouth.
Mandible	The Mandible bone is the lower jaw bone and holds the teeth.
Vomer	The Vomer bone is found in the front of the nose and helps form the shape of nose and nasal passages.

## Describe the functions of blood and lymph and their roles in improving skin and muscle tone

Taught content to include

- Blood
  - Transportation, e.g. transportation of nutrients (such as amino acids and electrolytes), oxygen, carbon dioxide, hormones throughout the body in a circular system
  - Protection, e.g. blood clotting of wounds, helps in fighting diseases
  - Regulation, e.g. regulates body temperature
- Lymph
  - Immune response, e.g. protects the skin, prevents diseases
  - Protection, e.g. lymphocytes and leucocytes (white blood cells)
  - Transportation, e.g. removal of waste from body tissues
- How they improve skin and muscle tone
  - Increased nourishment to skin and muscle cells
  - Increased waste removal from body tissues

## Describe the lymphatic circulation of the head and neck

### Taught content to include

- Part of the vascular system and an important part of the immune system, comprising a large network of lymphatic vessels that carry a clear fluid called lymph
- The content and function of lymph
  - Lymph
  - Leucocytes
  - Lymphocytes
  - Antibodies
  - Antitoxins
  - Waste products
  - Transportation
  - Detoxification
  - Immune system
  - Secondary circulation
- Lymphatic circulation
  - Lymphocytes
  - Lymphatic capillary
  - Lymphatic vessel
  - Lymph node
  - Lymphatic duct
  - Main lymph nodes of the head and neck
    - Superficial and deep cervical
    - Submandibular
    - Anterior and posterior auricular
    - Occipital
    - Buccal
    - Sub-mental



## LO5 Understand the tools, equipment, products and techniques used for facial massage services

### Identify the tools, equipment, and products available and the effects they achieve

#### Taught content to include

- Products
  - Cleansing products – used to remove dirt, surface debris and product residue to prepare skin for further treatment
    - Cleansing milk – dry/sensitive/normal/combination skin
    - Cleansing cream – ultra-dry skin, deep cleansing
    - Cleansing lotion – oily/congested/combination skin
    - Facial wash/cleansing gel – oily skin types
  - Toning products – used to remove excess cleanser and to rebalance the pH of the skin
    - Toner (freshener) – dry/sensitive/mature skin
    - Toner (astringent) – oily/problem skin
    - Toner – normal skin
  - Exfoliating products – used to soften and remove dead, dry skin cells from the epidermis to prepare skin for further treatment
    - Mechanical – facial brush/brush cleanse machine – all skin types except sensitive, thin, fragile
    - Scrub/grains – uses natural products (e.g. nuts) or cereals (e.g. oatmeal) – young, oily skins
    - Enzymatic exfoliators – uses naturally occurring enzymes, e.g. papain or bromelain or Alpha Hydroxy Acids – mature skins
  - Moisturising products – used to prevent moisture loss, hydrate the skin, protect from environmental damage
    - Moisturising cream – ultra-dry/dry/dehydrated skin
    - Moisturising lotion – dry/sensitive/normal/combination skin
    - Moisturising liquids/gel – oily/congested/combination skin
- Massage media/products for example massage mediums, creams, pre-blended oils
- The massage media/product should be light, non-sticky, lubricate the skin to provide slip during the application of the massage movements to prevent dragging the tissues, be odourless or lightly scented
- N.B. All known allergies should be checked against the safety data for massage media/products prior to treatment
  - **Massage oil** – traditionally vegetable, seed or nut oil. Provides lubrication/slip for extended periods of time. Penetrate easily. For example:
    - Sweet almond oil – protective and nourishing, good for dry types
    - Grapeseed oil – inexpensive, good for oily skin types
    - Sunflower oil – inexpensive, light, good for all skin types
    - Jojoba oil – good for all skin types, nourishing
    - Pre-blended aromatherapy massage oil – a blend of essential oils and vegetable/nut/seed oils which have already been mixed by the manufacturer

- Essential oils – tiny aromatic molecules readily absorbed via the skin, mixed to perform a specific objective, for example to invigorate, relax or detoxify
- Massage cream available for differing skin types for example:
  - Dry/mature skins – rich massage creams to nourish the skin
  - Sensitive skins – light creams formulated to minimise irritation/sensitisation
  - Young skin – light cream
  - Oily skin – light formulation containing more water than oil
  - Provide longer-lasting slip
  - Good for clients who are oil phobic/do not like the feel of oil on their skin
  - Easier to remove than oil
  - Leaves a non-greasy feel
- Tools/Equipment
  - Barbering Chair
  - Magnifying lamp
  - Towels
  - Disinfecting fluid
  - Hot towels/cabinet
  - Tissues
  - Cotton wool
  - Sponges
  - Gloves
  - Spatulas
  - Bowls
  - Personal Protective Equipment (PPE) as appropriate
  - Chemical immersion equipment
  - Waste disposal

### **The importance of providing clients with advice and recommendations on the service(s) provided and products available**

#### **Taught content to include**

- To ensure the client feels valued and that the consultation was specifically tailored to their individual needs
- To help clients maintain and achieve the required result at home
- The reasons for using specific products at home
- Reputation and walking advertisement for the barbershop
- To provide advice and guidance on other products and services

## Describe massage techniques and their effects and benefits

### Taught content to include

- Effleurage:- smooth stroking movements to relax the client and their muscles, distribute the massage medium and increase blood supply and the circulation of blood and lymph. Suitable for use on face and neck
  - Increases the venous and lymphatic flow
  - Relaxes contracted tense muscle fibres
  - Improves skin texture
  - Increases desquamation
  - Induces relaxation
- Petrissage:- compression movements; pinching, rolling and kneading movements to stimulate blood supply and sebaceous glands, increase muscle tone and circulation of the lymph
  - Compresses and relaxes the muscle tissue increasing circulation and the removal of waste products
  - Aids desquamation
  - Improves skin texture
  - Stimulate sebaceous glands
- Tapotement:- percussive movements; gentle tapping movements to stimulate nerves, increase circulation, bring blood to the skin surface
  - Not performed on bony prominences for example: eye socket, cheek bones, nose, lips, chin, jaw, Adam's apple
  - Normally used at the end of a service before the final effleurage strokes, to 'wake up' and invigorate the tissues
    - Increases blood supply
    - Improves muscle tone
    - Stimulates nerve endings
    - Reduces tension
- Benefits of massage movements/techniques
  - Effects on the skin
    - Increased production of sweat from the sweat glands helping to excrete urea and waste products through the skin
    - Increased sebum production helping to improve the skin's suppleness and resistance to infection
    - Improved skin colour and elasticity of the skin
    - Improved circulation to the skin, increased nutrition and cell regeneration
  - Effects on the muscular system
    - Increased flexibility in the muscles, relieving muscular tightness, stiffness, and spasms
  - Effects on the blood
    - Improved circulation and enhanced blood flow
    - Delivery of fresh oxygen and nutrients to the tissues improving the removal of waste products, toxins and carbon dioxide
    - Temporarily decreased blood pressure, due to dilation of capillaries
    - Decreased heart rate due to relaxation
  - Effects on the lymphatic system
    - Reduced oedema
    - Strengthened immune system due to increase in white blood cells
- The possible psychological effects of massage
  - Reduction in both stress and anxiety by relaxing both mind and body
  - Creates a feeling of well-being and enhanced self-esteem
  - Promotes positive body awareness and an improved body image through relaxation

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# Assessment requirements

Learners must complete all assessment requirements related to this unit:

1. Service portfolio
2. Theory examination
3. Synoptic practical assessment

## 1. Service portfolio

Learners must produce a service portfolio which is required to be completed under the supervision of a lecturer who must monitor the quality of the services performed throughout the learners' training.

The performance of learning outcome 1 must be demonstrated as part of all technical observations and will be recorded on **at least 2 occasions**. The facial massage services should be conducted on a range of new and existing clients.

The learner is required to complete a service portfolio. This service portfolio must be presented in a hard copy format (not digital) and must include evidence of facial massage being completed by the learner on a variety of clients.

The service portfolio must be completed and marked prior to the learner completing the synoptic practical examination.

## 2. Theory examination

Learners must complete a theory examination for this unit. This will consist of a multiple choice question paper.

The theory examination will test knowledge and understanding from across learning outcomes 2, 3, 4 and 5. Learners should use the unit content sections of this unit to aid revision.

## 3. Synoptic practical examination

This unit forms part of the synoptic practical examination which will be externally set by the awarding organisation and examined and marked by an external examiner. The synoptic practical examination will take place at the end of the period of learning.

## Document History

Version	Issue Date	Changes	Role
V1.0	10/05/2022	First published	Product and Regulation Coordinator
V2.0	07/06/2022	Added theory exam	Qualifications Administrator