
Unit Specification

UIP6 – Infection prevention (COVID-19) for beauty retail services

Unit reference number: J/618/3060

Level: 2

Guided Learning (GL) hours: 4

Overview

The aim of this unit is to develop the learner's knowledge and understanding of how to prevent the spread of COVID-19 and how to work safely. Learners will develop knowledge on the importance of social responsibility, the causes, transmission and effects of COVID-19, and the methods used to control transmission such as correct hand hygiene and the use of Personal Protective Equipment (PPE). They will also gain an understanding of the safe working practices required in the beauty retail environment to protect themselves and their customers and other respiratory infections.

Learning outcomes

On completion of this unit, learners will:

LO1 Understand the causes, transmission and effects of COVID-19

LO2 Understand social responsibility for the beauty retail sector in relation to COVID-19

LO3 Understand the controls necessary to prevent the spread of COVID-19

LO4 Understand the importance of Personal Protective Equipment (PPE), Hand Hygiene and Personal Hygiene in the prevention of COVID-19

LO5 Understand potential hazards and risks and the workplace procedures necessary to prevent the spread of COVID-19 in the beauty retail environment

LO6 Understand decontamination and waste management processes relevant to beauty retail services

Unit content

LO1 Understand the causes, transmission and effects of COVID-19

How infection can spread

Taught content

- Conditions required for the spread of infection
- Sources of infection, for example, body fluids, excretions, secretions
- Definition of 'cross-infection'
- Routes of transmission
 - Direct – person-to person transmission
 - Indirect – for example, airborne, fomites, blood-borne
- Routes of infection
 - Respiratory tract
 - Skin
 - Digestive tract
 - Urinary/reproductive tract
 - COVID-19 – respiratory tract, eyes, mouth and nose

Chain of infection

Taught content

- Definition of the chain of infection
- Definition of pathogen
- Infection occurs when pathogenic microorganisms enter the body, increase in number and damage body tissues
- Stages in the chain of infection
 - Infectious agent – the pathogen which causes the disease
 - 'Reservoir' – environment where the pathogen survives, for example, people, equipment, work surfaces, water, food, animals
 - Portal of exit – the way the pathogen leaves the reservoir for example, coughing, sneezing
 - Mode of transmission/transfer – how the pathogen is passed on, for example, direct contact, inhalation, sharps injuries
 - Portal of entry – the way the pathogen enters a new host for example, respiratory tract, mucous membranes
 - Suitable/susceptible host – individual at risk of infection
- Chain of infection in relation to beauty retail services

COVID-19

Taught content

- Definition of Coronaviruses (CoV)
 - SARS (Severe Acute Respiratory Syndrome)
 - MERS (Middle East Respiratory Syndrome)
 - Novel coronavirus (SARS-CoV-2) causes the disease Coronavirus Disease 2019 (COVID-19)
- Symptoms of COVID-19, for example:
 - Estimated incubation period 1-14 days
 - Symptoms
 - High temperature, fever or chills
 - New, continuous cough
 - Loss or change to sense of smell or taste
 - Shortness of breath
 - Feeling tired or exhausted
 - An aching body
 - Sore throat
 - Blocked or runny nose
 - Headache
 - Loss of appetite
 - Diarrhoea
 - Feeling or being sick
 - <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/main-symptoms/>
- Spread through respiratory droplets
 - Direct contact from infected person
 - Indirect contact via surfaces and objects
- Who can spread it
 - Anyone
 - Pre-symptomatic – those who have contracted the disease but who are not yet exhibiting any symptoms
 - Symptomatic – those exhibiting signs of the disease
 - Asymptomatic – those who have contracted the disease but who are showing no signs
- Who can catch it
 - General population
 - Higher risk population
 - People who are at highest risk of getting seriously ill from COVID-19:
 - Older people – those aged 60 or over
 - Those who are pregnant
 - Those who are unvaccinated

- People of any age with certain long-term conditions for example those who have Down's syndrome, certain types of cancer or have received treatment for certain types of cancer, sickle cell disease, certain conditions affecting the blood, chronic kidney disease (stage 4 or 5), severe liver disease, had an organ or bone marrow transplant, certain autoimmune or inflammatory conditions for example, rheumatoid arthritis or inflammatory bowel disease, HIV or AIDS and have a weakened immune system, a condition affecting the immune system, a rare condition affecting the brain or nerves (multiple sclerosis, motor neurone disease, Huntington's disease or myasthenia gravis)
- People of any age whose immune system means they are at higher risk of serious illness, for example those who had or have: a blood cancer (such as leukaemia or lymphoma), a weakened immune system due to treatment (such as steroid medicine, biological therapy (immunotherapy), chemotherapy or radiotherapy), an organ or bone marrow transplant, a condition which means they have a high risk of getting infections
- Children and young people who live with someone classed as high risk or if they have a condition that places them in the high risk category, for example severe or multiple learning disabilities, a severe problem with the brain or nerves, such as cerebral palsy, Down's syndrome, a condition which means they are more likely to get infections
- Other factors may also increase risk, such as those working in higher risk occupations/environments, for example healthcare
- <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/who-is-at-high-risk-from-coronavirus/>
- <https://www.gov.uk/government/publications/covid-19-guidance-for-people-whose-immune-system-means-they-are-at-higher-risk/covid-19-guidance-for-people-whose-immune-system-means-they-are-at-higher-risk>
- Infection can occur due to:
 - Close contact with an infected individual
 - Fomites – touching an object contaminated by respiratory droplets, for example from a cough or sneeze, then touching the eyes, nose or mouth
- COVID-19 can survive for:
 - Up to 72 hours on plastic or stainless steel
 - Less than 4 hours on copper
 - Less than 24 hours on cardboard

LO2 Understand social responsibility for the beauty retail sector in relation to COVID-19

Social responsibility and the provision of beauty retail services in relation to COVID-19
Taught content
<ul style="list-style-type: none"> • Definition of social responsibility <ul style="list-style-type: none"> - The practice of producing/supplying goods or services in a way that is not harmful to society or the environment • Key principles of social responsibility <ul style="list-style-type: none"> - Business behaviours/values <ul style="list-style-type: none"> ▪ Behave ethically, for example, establishing protocols/working practices to protect the health of staff and customers, staying up to date with changes in business regulations and practices ▪ Be accountable, for example, having a clear mission statement and COVID-19 infection control policies and procedures and risk assessment in respect of upholding high standards of hygiene to increase customer confidence and prevent the spread of infection, identification of business practices and values, duty of care, undertaking regular review of policies and procedures ▪ Be transparent, providing customers and suppliers with clear guidelines on retail premises operating procedures, for example signage ▪ Respect the interests of all stakeholders such as customers, staff, suppliers, the local community, for example considering the implications of changes to working practices such as trading hours ▪ Take into consideration local and society norms of behaviour, for example the use of face coverings ▪ Demonstrate respect for human rights, for example, considering all equally, being non-discriminatory, inclusive staffing ▪ Comply with legislation/law, for example, instructions from authorities in the event of new local restrictions ▪ Promote sustainable working practices, for example, low-energy equipment, recycling • The benefits of social responsibility in the beauty retail environment, for example: <ul style="list-style-type: none"> - Customer confidence - Positive impact on preventing the spread of COVID-19 and other respiratory infections - Protection of vulnerable members of society from the spread of COVID-19 and other respiratory infections - Increased employee loyalty - Local community confidence - Local/national economy • Staff social responsibility • Customer social responsibility • Community social responsibility

Social responsibility in own role

Taught content

- Awareness of local and national Government legislation relating to COVID-19 of the country therein, for example:
 - The Control of Substances Hazardous to Health (COSHH) 2002
 - The Health and Safety at Work Act 1974
 - Health and Safety (Offences) Act 2008
 - The Personal Protective Equipment at Work Regulations 1992
 - Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR) 2013
 - The Public Health (Control of Diseases) Act 1984
 - Equality Act 2010
- Responsibilities to include:
 - Awareness and understanding of beauty retail facilities' policies and procedures in relation to COVID-19 and other respiratory infections, for example, awareness and understanding of product sampling protocols
 - Ensuring contract/delivery staff are made aware of protocols
 - Management of shared areas for example, retail environment, staff room, office
 - Management of workflow in relation to available space and equipment
 - Cleanliness of the retail environment to prevent cross-infections via direct or indirect contact, for example, awareness and adherence to COVID-19 cleaning procedures for counters and product display areas
 - Frequent hand sanitising/hand washing
 - Use of workplace equipment – individual work areas/counters, products, tools and equipment in appropriate manner
 - Use of personal protective equipment (PPE) as appropriate, for example, using protective face coverings, single-use items, such as disposable gloves, and correct hand hygiene methods
 - Work area decontamination/preparation – allowing decontamination time between customers
 - Disposal of waste in the correct manner
 - Ensuring manufacturers' instructions are always followed when using products and equipment, for example cleaning agents, sterilising fluids
 - Reporting of hazards, work-related incidents or accidents, diseases and dangerous occurrences to the appointed health and safety representative/senior staff member
 - Follow protocols for emergencies, for example incidents or accidents requiring first-aid treatment
 - Updating and storing customer records following sales service in accordance with current data protection legislation of the country therein

Health and wellbeing of staff and customers

Taught content

- As appropriate to the guidance of the country therein:
- Staff
 - Identification of staff at higher risk of serious illness from COVID-19 and implications for work role, for example, possible role adaptation
 - Provide support around mental health and wellbeing
 - Advise staff who are ill to stay at home or to go home if they become ill whilst at work. Advise them to stay at home and avoid contact with other people, particularly those at higher risk of serious illness from COVID-19, for the recommended time and to return to work only when they are well and in accordance with guidelines of the country therein. Staff to follow sickness absence and return to work reporting regulations of the organisation and country therein. Advise staff to obtain a test, for example a lateral flow/rapid antigen or Polymerase Chain Reaction (PCR) test, if available – in accordance with guidelines of the country therein
 - Training for staff on COVID-19 health, safety and hygiene protocols within the retail environment, for example correct hand hygiene methods and use of PPE, the use of controlled testers, mental health and wellbeing
 - Ensure that staff training is updated should COVID-19 guidelines change
- Customers
 - Advise customers of information posters/signage in the beauty retail premises
 - Advise customers on protocols for safe product sampling – for example, the use of controlled testers

LO3 Understand the controls necessary to prevent the spread of COVID-19

Breaking the chain of infection

Taught content

- Stop spread of infection – break at least one link within chain
- Standard infection control precautions (SICPs)
 - Risk assessment
 - Regular hand washing
 - Use of hand sanitisers
 - Use of Personal Protective Equipment (PPE) – face coverings, disposable gloves, plastic aprons, visors as appropriate
 - Safe management of linen
 - Respiratory hygiene and cough etiquette
 - Safe management of products, tools and equipment, for example product displays not accessible to the public, use of controlled testers by trained staff
 - Safe management of service environment
 - Safe management of blood and body fluids
 - Safe disposal of waste
 - Occupational safety/managing the prevention of exposure
- Additional precautions (in accordance with local and national guidelines of the country therein)
 - Immunisation/vaccination
 - Improved ventilation
 - Use of face coverings/masks
 - Use of antivirals
 - Social distancing measures
 - Contact tracing
 - Temperature checking

Workplace standard infection control procedures

Taught content

- Risk assessment
 - Premises
 - Services
 - Staff
 - All work activities, for example, service protocols
- Infection prevention and control (IPC)
 - Health and safety protocols
 - Hygiene protocols
 - Roles and responsibilities – employer, employees, customers, visitors/suppliers
 - Protocol for managing those customers, staff or visitors with suspected COVID-19, for example, seek government health advice relevant to the country therein
- Provision of Personal Protective Equipment (PPE)
 - PPE as appropriate for beauty retail services for example, disposable gloves, face coverings
 - Clean, re-useable PPE, for example visors
- Hand hygiene
 - Hand washing facilities
 - Hand sanitisation points
- Promotion of safe work spacing
 - In accordance with the requirements of the country therein – mitigations, for example use of acrylic screens
- Provision of a clean environment
 - Frequent cleaning/decontamination, particularly of high-touch areas, for example, door handles, light switches, toilet facilities, taps, touch screens
 - Cleaning retail counter/product displays/work areas between every customer
- Waste management
 - Management, storage and disposal of waste
- Education
 - Training for staff, for example, COVID-19 and respiratory infection prevention, risk assessment, new retail service/product demonstration protocols
 - Updates on new service protocols for customers – for example, via customer loyalty service, email, text messages
 - Signage/visual aids in beauty retail premises for staff, customers and visitors/suppliers for example, risk assessment use of PPE, hand hygiene techniques, respiratory etiquette
 - Managing prevention of exposure of staff, customers and other visitors

The role of risk assessment in the prevention of COVID-19

Taught content

- Definition of risk assessment
- Legislation governing risk assessment of the country therein
- Identification of potential risks within the beauty retail environment in relation to COVID-19
- Importance of risk assessment in the beauty retail environment
- Risk assessment for
 - Staff
 - Customers
 - Workplace
 - Retail service protocols
- Processes involved in risk assessment
- Employer and employee collaboration on risk assessment process
- Methods of minimising risk in the beauty retail premises, for example establishing and documenting new workplace procedures/protocols, clear and defined roles and responsibility for managing infection prevention and control, single point of contact (SPOC)
- Risk assessment notification – beauty retail premises signage, publication on website
- Implications for insurance

Social distancing

Taught content

- Definition of social distancing
- Purpose of social distancing
- Methods and effects of social distancing
- Social distancing guidance relating to COVID-19 of the country therein

Respiratory hygiene and cough etiquette

Taught content

- Reduces spread of microorganisms
- Turn head – sneeze/cough away from others
- Cover mouth and nose with tissue when coughing, sneezing or blowing the nose
- Discard used tissues immediately in a lined, enclosed, foot-pedal controlled waste bin
- Cough/sneeze into inner elbow, not the hand, if no tissues available
- Ensure correct hand hygiene is performed immediately after coughing or sneezing
- Tissues, hand hygiene facilities and lined, enclosed, foot-pedal controlled waste bins must be available at appropriate points throughout the beauty retail premises for staff, customers and visitors
- Signage – posters on respiratory hygiene/cough etiquette displayed in beauty retail premises

LO4 Understand the importance of Personal Protective Equipment (PPE), Hand Hygiene and Personal Hygiene in the prevention of COVID-19

Personal protective equipment (PPE)
<p data-bbox="204 365 392 398">Taught content</p> <ul style="list-style-type: none"> • Definition of Personal Protective Equipment (PPE) • The role of PPE in infection prevention and control • Employer responsibilities in relation to the provision and use of PPE – risk assessment, Health and Safety at Work Act, Control of Substances Hazardous to Health (COSHH) • Employee responsibilities in relation to the use of PPE • Customer preferences in relation to the use of PPE • Types of PPE <ul style="list-style-type: none"> - Single use/disposable - Multiple use/re-useable – require decontamination between uses - Type of PPE – face coverings, disposable gloves, for example, latex-free; face shields/visors/goggles - Use in accordance with manufacturer’s instructions and local/national policies/procedures relating to the use of PPE of the country therein • PPE must be replaced if it becomes damaged, soiled, wet or compromised at any time during the retail service • Personal protective equipment for staff as appropriate to service, organisational requirements and guidance of the country therein for example: <ul style="list-style-type: none"> - Disposable/single-use gloves – new gloves must be used for each customer/product contact or after tasks such as waste disposal - Disposable/single-use face covering – changed for each customer. Ensure these are close fitting, cover both the nose and mouth, avoid touching face covering once in place, do not allow to dangle around the neck, dispose of once damp - Face shield/visor/goggles to be worn as appropriate when working in close proximity with customers – may be re-usable, cleaned and disinfected at beginning and end of each day, and after each retail service as appropriate - https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks • Personal protective equipment for the customer as appropriate to the service, organisational requirements and guidance of the country therein for example: <ul style="list-style-type: none"> - Disposable/single-use face covering – applied before entry to the retail premises and hygienically removed and disposed of by the client after exiting • Risks associated with incorrect use of PPE, for example, spread of infection

The use of personal protective equipment (PPE) – retail sales consultant

Taught content

- Putting on and removing PPE
 - Select appropriate size PPE to ensure correct fit, for example, face coverings should be close fitting, disposable gloves should be the correct size
 - Select appropriate PPE according to risk of the retail service
 - Sequence for putting on PPE
 - These guidelines are based upon updated evidence in relation to the wearing of PPE. However, the sequence of steps may differ between countries
 - Wash/sanitise hands
 - Check PPE is clean and undamaged
 - As appropriate:
 - Face covering – metal piece at top, mould to fit face, coloured side out, avoid touching once in place
 - Face shield/visor/goggles
 - Disposable gloves
- Sequence for removing PPE
 - PPE – remove carefully avoiding contact with potentially contaminated PPE and clothes, skin and face
 - Gloves – remove gloves using the glove to glove, skin to skin technique
 - With a gloved hand, peel off the other glove so that it turns inside out and any contamination is on the inside. Be careful not to touch the skin with the gloved hand. Gather the glove which has been removed into the gloved hand then slide the ungloved index finger into the wrist of the gloved hand. Working from the inside stretch the glove out and down towards the fingers, pull the glove down and over the previously removed glove, so that one is now inside the other and both external surfaces of the glove are on the inside of the second glove. Dispose of immediately in a lined, enclosed, foot-pedal controlled waste bin
 - Perform hand hygiene
 - Remove face shield/visor/goggles (if worn) by leaning forward and pulling away from face, at beginning and end of each day, and after each retail service as appropriate
 - Remove face covering (if worn) – use the elasticated straps or ties to remove and pull away from face. Do not touch any surface of the face covering during this process. Dispose of immediately in a lined, enclosed, foot-pedal controlled waste bin
 - Perform hand hygiene
- <https://www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-non-aerosol-generating-procedures>

Hand hygiene

Taught content

- Methods of hand hygiene – hand washing, hand sanitisers
- Techniques in accordance with local and national policies/procedures
- The role of hand hygiene in infection prevention and control
- Hand washing
 - Importance of following correct hand washing methods
 - Reduce surface contamination
 - Prevent the transmission of infection
 - Reduce the risk of contagion
 - Resources required for correct hand washing
 - Water
 - Liquid soap
 - Disposable/paper towels
 - Enclosed, lined foot-pedal controlled waste bin
 - Recommended procedure for washing hands
 - Duration of full procedure 40-60 seconds, hand washing for a minimum of 20 seconds
 - Remove jewellery
 - Remove wristwatch as required
 - If wearing rings, move them during the process to reach all microorganisms
 - Roll up sleeves if applicable
 - Turn on tap
 - Adjust water temperature and speed
 - Wet hands
 - Apply approximately 5ml soap
 - Lather up soap for approximately 10 seconds and ensure it covers all hand surfaces
 - Rub palms together
 - Rub the back of one hand with the palm of the other and vice versa with interlaced fingers
 - Rub palm to palm with fingers interlinked
 - Rub backs of fingers to opposing palm, with fingers interlocked
 - Wash thumbs of each hand separately
 - Rub fingertips over the palms, backward and forwards using circular motions
 - Rinse hands thoroughly with water. Remove all traces of soap
 - Turn off tap with elbow or paper towel
 - Pat hands dry with single use/disposable towel – do not use shared towels
 - Dispose of towel in a lined, enclosed, foot-pedal controlled waste bin
 - <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
 - Advantages/disadvantages of hand washing
 - Inexpensive
 - Easy to perform
 - Removes visible and invisible contamination/surface debris
 - Hand washing facilities not always available

- Excessive hand washing may lead to dermatitis/breakdown of skin integrity
 - Bar soap unsuitable for the beauty retail environment
- Hand sanitisers/rubs
 - Importance of following correct hand sanitising methods
 - If the hands are visibly soiled/contaminated, they must be washed before using hand sanitisers
 - Prevent the transmission of infection
 - Reduce the risk of contagion
 - Resources required for hand sanitising
 - Hand sanitising gel, foam, liquid, rubs – alcohol/non-alcohol
 - Dispensed via hand pump dispensers or sprays
 - Follow manufacturers' instructions for use
 - Must be used for intended purpose only for example, not for cleaning
 - Storage – (<1 litre) must be stored more than 1m from sources of ignition
 - Larger quantities must be stored in an appropriate location (flammables cupboard)
 - Dispose of used containers appropriately to reduce the risk of fire
 - Recommended procedure for sanitising hands
 - Duration of procedure: 20-30 seconds
 - Apply a plentiful amount of product to cover all surfaces
 - If wearing rings, move them during the process to reach all microorganisms
 - Rub palms together
 - Rub the back of one hand with the palm of the other and vice versa, interlacing fingers
 - Rub palm to palm with fingers interlinked
 - Rub backs of fingers to palms, with interlocked fingers
 - Rotationally rub thumbs
 - Rotationally rub palms backward and forwards with fingertips
 - Leave hands to air dry fully
 - Advantages/disadvantages of hand sanitising
 - Products easily accessible/transportable – point of use or on person
 - Can be used where no water is available
 - Quick and easy to apply/use
 - Can be used in addition to hand washing
 - Can protect skin integrity when the skin is sensitised due to excessive hand washing
 - Unsuitable for dirty hands
 - Do not remove visible contamination/surface debris
 - Can be ineffective – recommend formulations contain a minimum of 60% ethanol or 70% isopropyl alcohol and must fully cover all areas
 - Ineffective against spore forming pathogens
 - Some brands take a long time to dry/remains sticky

- When to wash/sanitise hands for example:
 - On entering or exiting the beauty retail premises
 - Before starting the retail service
 - After exposure to body fluids
 - During delivery of the retail service as required
 - After completing a retail service
 - After using the telephone, or dealing with product sales
 - After touching the working area
 - After cleaning the working area
 - Before and after removing PPE
 - Before eating food
 - Before, during and after food preparation
 - After using the toilet
 - After touching the face or nose, coughing or sneezing
 - After handing waste materials and bags
 - On removing clothes and/or shoes worn outside
- Assess hands regularly for cuts and abrasions – may harbour microorganisms
- Assess skin health regularly for dermatitis – may result from excessive hand washing/continual glove wearing
- Cover any cuts and abrasions with waterproof dressing and change as required
- Use suitable moisturiser to maintain skin health – avoid petroleum-based products which may degrade some disposable gloves
- Report any skin problems to the member of staff responsible for occupational health

Personal hygiene

Taught content

- Definition of personal hygiene
- Role of personal hygiene in infection prevention and control
- Workplace standards for personal hygiene, for example clean uniforms/work wear daily, showering, regular hand washing
- Personal hygiene requirements for staff
 - Tie hair back/up if necessary
 - Remove or wear minimal jewellery
 - Short, clean nails
 - Nail varnish or nail extensions, if worn should be short and unchipped – chips can harbour pathogens
 - No breath or body odour
- Risks associated with poor personal hygiene for example, spread of infection, loss of business/reputation

LO5 Understand potential hazards and risks and the workplace procedures necessary to prevent the spread of COVID-19 in the beauty retail environment

The potential hazards and possible risks in relation to COVID-19

Taught content

- Hazards – anything that has the potential to cause harm, for example inadequately maintained toilet facilities
- Risks – a chance, high or low, that harm caused by the hazard may occur, for example cross-infection from poor hygiene controls
- Hazards and risk, for example:
 - Inadequate or poor COVID-19 staff training – allow for appropriate training to ensure awareness of infection control and prevention protocols
 - Product testers – self-select testers removed – replaced by individual sample products or the use of controlled testers by trained staff, adaptation of demonstration techniques according to organisation policy and guidelines of the country therein
 - Hand hygiene – hand washing, hand sanitising, avoid touching the face
 - Working safely throughout the retail service, for example ensuring appropriate use of PPE if required
 - Ventilation – open windows/doors where possible to allow the flow of fresh air, keep retail area well ventilated for example, operating ventilation system when there are people on the premises
 - The need to ensure personal protective equipment (PPE) requirements are adhered to for staff and customers in accordance with the service, organisational requirements and the guidance of the country therein
 - Correct handling and storage of all products, tools and equipment as applicable to the country therein in order to minimise the risk of cross-infection
 - Correct decontamination processes appropriate to products, tools, equipment and retail counter/display/working areas and storage of clean and dirty tools and equipment
 - Disposing of waste appropriately to minimise risk of cross-infection and ensure there is no unnecessary risk to staff, customers or the environment
 - The handling of cash – encourage contactless payment methods where possible for example, cards, telephone apps

Safe and hygienic working practices to be followed throughout beauty retail services

Taught content

- Internal policies and procedures established by the retail business following risk assessment to prevent and control the spread of infection within the workplace, created in accordance with government guidelines. These should be regularly reviewed in accordance with national government/public health guidelines of the country therein
- Consider a 'click and collect' or online ordering system for product sales
- Maintain adequate ventilation for example, open windows, use of extractor fans
- As appropriate, in accordance with organisational requirements and guidance of the country therein:
 - Pre-sales
 - Provide information to notify of any COVID-19 health, safety and hygiene policies
 - Ensure individual samples/controlled testers are available in sufficient quantities
 - Use physical barrier/screen at payment area if required
 - Staff to wear PPE as appropriate
 - Fully prepare retail service areas in an infection control manner
 - The need to be organised and ready for each customer service interaction
 - Ensure all retail display/counter/working surfaces, products, tools and equipment have been cleaned and disinfected/sterilised as appropriate
 - Provision of hand hygiene facilities at retail facility entrance and exit points
 - Provision of hand sanitiser and tissues at each retail counter/workstation
 - Retail sales consultant to put on appropriate PPE as required in correct manner
 - Customer entry
 - Customers to use hand sanitiser or wash hands on entry
 - During beauty retail service
 - Retail sales consultant to wash/sanitise hands before, during (if appropriate) and after retail service in accordance with local and national guidelines of the country therein
 - Retail sales consultant to wear disposable gloves as appropriate to the retail service, organisational requirements and in accordance with the guidance of the country therein
 - Cover open cuts or abrasions
 - Customer consultation/assessment performed at mirror
 - Retail sales consultant to inform customer of safe product sampling procedures
 - The use of clean, sterile equipment and disposable tools for all customers – open packs in front of customer, for example disposable lip brushes, eye shadow applicators
 - Retail sales consultant to provide product samples via the use of appropriate palettes, tiles, disposable containers or controlled samples and advise the customer on disposable applicator/product use
 - Single use items should be disposed of in a lined, enclosed, foot-pedal controlled waste bin, for example perfume smelling strips, disposable applicators
 - Retail sales consultant to disinfect high-use areas after use
 - Place used/contaminated tools and equipment in designated area/labelled box

- Post beauty retail service
 - On completion of the retail service
 - Retail sales consultant must continue to wear own PPE during decontamination of retail counter/display/work area
 - Encourage contactless payments and refunds where possible
 - Customers should avoid contact with products they are not purchasing
- Decontamination of service area
 - Clean and disinfect retail counter/display/working area after each customer, including all surfaces used by the customer
 - Dispose of contaminated PPE after retail service in correct manner
 - Store used/contaminated tools and equipment in designated area in clearly marked box(es) with lids if unable to clean and sterilise immediately, for example re-usable tiles, palettes
 - Clean and sterilise tools and equipment between customers in appropriate manner in designated area whilst wearing suitable PPE
 - Store clean/sterilised tools and equipment in clearly labelled cabinets or boxes with lids
 - Prepare retail counter/display/working area for next customer, for example counter surface, tools and equipment cleaned and disinfected
- The safe working practices to include:
 - Adherence to hand hygiene guidelines – increased frequency of hand sanitising/hand washing
 - Adherence to retail premises requirements for use of PPE where required
 - Adherence to respiratory hygiene/etiquette guidelines
 - Prevention of cross-infection, for example, sterilisation of tools and equipment, designated area(s) for processing and storage of clean and contaminated tools and equipment, staff management and use of controlled testers
 - Regular cleaning of work areas, toilet facilities and high touch areas/surfaces such as door handles, light switches and sinks with detergent/disinfectant
 - Toilet facilities – signage on safe use, provision of hand sanitiser on entry, hand washing facilities with running water, soap, paper towels/hand drier, and lined, enclosed, foot-pedal controlled waste bin
 - Correct removal and disposal of PPE
 - Disposal of contaminated waste in lined, enclosed, foot-pedal controlled waste bins
 - Staff room/area
 - Avoid sharing cups, crockery and cutlery at break times
 - Use dishwasher to clean cups, crockery and cutlery or wash with hot water and detergent in designated area and dry with disposable towels immediately
 - Ensure refillable water bottles and cups do not touch tap spouts
 - Use personalised lockers/allocated areas for storage of own belongings if possible

Possible service adaptations /mitigations

General precautions	<ul style="list-style-type: none"> • Social distancing – unable to adhere to general recommendations of the country therein during the provision of services, mitigations required, for example retail sales consultant use of PPE, customer use of PPE, physical barriers/screens where appropriate • If skin to skin contact is performed (in accordance with the guidance of the country therein) – increased hand washing, the use of disposable gloves where possible • Increased risk of contact with saliva, respiratory droplets when treating the lips, working around the mouth and nose or services where the customer may not be able to wear a mask – customer to apply sample products to self under the instruction of the retail sales consultant • Products – decant all products into sanitisable/disposable containers where practicable • Decontamination of working area, tools and equipment following service • All services must be fully risk assessed. Service adaptations and requirements for appropriate PPE will be informed by risk assessment 	
Service (Guidance according to the country therein)	Possible service adaptations (Adhere to guidance of the country therein)	Hazard(s)
Consultation	For example, maintain social distancing with mitigation – for example, acrylic screen, and visor. Minimise discussions between retail sales consultant and customer, customer face covering.	Conversing with customer(s) whilst in close proximity
Beauty retail service	For example, customer to cleanse own skin with cleansing wipes, customer to test products on areas other than the face, keeping face covering in place, decant products onto re-useable tiles/disposable spatulas, instruct customer(s) in the application of products, use of disposable applicators.	Working in highest risk zone, no client face covering

LO6 Understand decontamination and waste management processes relevant to beauty retail services

Decontamination of the beauty retail area and counter
<p>Taught content</p> <ul style="list-style-type: none"> • Definition of contamination and decontamination • The importance of environmental decontamination and when to perform • The importance of safe working practices to minimise risk • The three stages of environmental decontamination in relation to the retail premises <ul style="list-style-type: none"> - Cleaning/sanitising - Disinfection - Sterilisation • The types of chemicals, equipment and processes necessary for the management of hygiene and infection prevention and control in the beauty retail environment for: <ul style="list-style-type: none"> - Products/stock - Tools - Equipment - Retail area - Retail premises floor/working areas - Rest rooms/toilet facilities - Staff room(s) - Office(s) - Entrance/exit/stairs/corridors - High-touch surfaces/areas • For example, chemical methods, bactericides, fungicides, viricides • Management of contaminated, clean and sterile items • Appropriate PPE for staff performing cleaning • Sanitisers and disinfectants to meet relevant national standards of country therein, for example, BS EN1276/BS EN 13697 • Cleaning and disinfection chemicals – contact times, dilution rates, safe preparation of solutions in a ventilated area • 2 step cleaning process • Clean all work surfaces, including seating with detergent, followed by appropriate disinfectant for example, 70% alcohol or chlorine-based prepared in accordance with manufacturers' instructions • Use of disposable cleaning equipment, for example, paper rolls, cloths • Reusable cleaning equipment, for example, buckets, must be decontaminated after use • Environmentally safe disposal of unused solutions in accordance with manufacturers' instructions • The reasons for working in accordance with regulations of the country therein, for example COSHH and following manufacturers' instructions in relation to chemicals and their use in decontamination, safety data sheets (SDS) • Beauty retail premises cleaning schedules – clearly visible

Waste management procedures

Taught content

- The importance of waste management
- Disposal of waste materials in accordance with local and national regulations and current guidance of the country therein
- Waste management procedures
 - Procedures for waste management clearly displayed for all staff
 - Types of waste, for example, non-hazardous, hazardous
 - Colour coding for waste in accordance with the country therein
 - Storage, removal and destruction of waste
- Disposal of contaminated/hazardous waste
 - In accordance with local and national regulations and current guidance of the country therein
 - Use of lined, enclosed, foot-pedal controlled waste bins
 - Double-bag as appropriate
 - Colour-coding/labelling
 - Professional removal/destruction as appropriate
- The risks associated with waste management, for example the spread of infection due to inadequate staff training on environmentally safe waste disposal

Guide to taught content

The content contained within the unit specification is not prescriptive or exhaustive but is intended to provide helpful guidance to teachers and learners with the key areas that will be covered within the unit and relating to the kinds of evidence that should be provided for each assessment objective specific to the unit learning outcomes. Unit content accurate at time of publication – see version history below. **Centres and learners must refer to current government guidelines of the country therein relating to COVID-19.**

Resources

For example:

- <https://www.gov.uk/coronavirus>
- <https://www.gov.uk/guidance/reducing-the-spread-of-respiratory-infections-including-covid-19-in-the-workplace>
- <https://www.gov.uk/guidance/people-with-symptoms-of-a-respiratory-infection-including-covid-19>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/safety-and-side-effects/>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- https://www.who.int/health-topics/coronavirus#tab=tab_1
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
- <https://www.who.int/news-room/commentaries/detail/modes-of-transmission-of-virus-causing-covid-19-implications-for-ipc-precaution-recommendations>
- <https://www.hse.gov.uk/coronavirus/index.htm>
- <https://www.england.nhs.uk/coronavirus/primary-care/infection-control/>
- <https://www.hse.gov.uk/coshh/basics/ppe.htm>
- <https://www.gov.uk/guidance/regulatory-status-of-equipment-being-used-to-help-prevent-coronavirus-covid-19>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/coronavirus-disease-covid-19-masks>
- <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
- <https://www.who.int/publications/i/item/cleaning-and-disinfection-of-environmental-surfaces-in-the-context-of-covid-19>

Assessment requirements

1. Theory examination

Learners must complete a theory examination for this unit. This will consist of a multiple choice question paper which is mapped to the relevant assessment criteria stated below.

The theory examination will test the knowledge and understanding from across learning outcomes 1, 2, 3, 4, 5 and 6. Learners should use the unit content sections of this unit to aid revision since exam questions will test the full breadth of content over time.

Learning Outcome	Assessment Criteria
LO1 Understand the causes, transmission and effects of COVID-19	1.1 Outline how infection can spread
	1.2 Explain the chain of infection
	1.3 Describe the symptoms, transmission and effects of COVID-19

Learning Outcome	Assessment Criteria
LO2 Understand social responsibility for the beauty retail sector in relation to COVID-19	2.1 Outline social responsibility for the beauty retail sector
	2.2 Outline own social responsibilities
	2.3 Outline how to maintain the health and wellbeing of staff and customers

Learning Outcome	Assessment Criteria
LO3 Understand the controls necessary to prevent the spread of COVID-19	3.1 Explain how to break the chain of infection
	3.2 Explain workplace standard infection control procedures
	3.3 Explain the role of risk assessment in the prevention of COVID-19
	3.4 Describe social distancing
	3.5 Outline respiratory hygiene and cough etiquette

Learning Outcome	Assessment Criteria
LO4 Understand the importance of Personal Protective Equipment (PPE), Hand Hygiene and Personal Hygiene in the prevention of COVID-19	4.1 Outline the types of PPE available in the workplace for the prevention of COVID-19
	4.2 Outline the correct methods of using items of PPE
	4.3 Explain the methods of hand hygiene recommended for the prevention of COVID-19
	4.4 Describe the role of personal hygiene in prevention of COVID-19

Learning Outcome	Assessment Criteria
LO5 Understand potential hazards and risks and the workplace procedures necessary to prevent the spread of COVID-19 in the beauty retail environment	5.1 Explain potential hazards and risks in relation to COVID-19
	5.2 Explain safe and hygienic working practices to be followed throughout beauty retail services

Learning Outcome	Assessment Criteria
LO6 Understand decontamination and waste management processes relevant to beauty retail services	6.1 Outline the decontamination processes relevant to the beauty retail area and counter
	6.2 Explain waste management procedures relevant to prevention of COVID-19 in the beauty retail environment

Document History

Version	Issue Date	Changes	Role
v1.0	31/07/2020	First published	Product and Regulation Manager
v2.0	25/09/2020	Republished indicative content following updates to government guidelines – 10/09/2020	Product and Regulation Manager
v3.0	01/08/2022	Republished indicative content following updates to government guidelines – April 2022	Qualifications Administrator