
Candidate logbook

Level 1 NVQ Certificate/SVQ 1 at SCQF level 4 in:

Beauty Therapy



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Beauty Therapy

Name:

City & Guilds enrolment number:

Date registered with City & Guilds:

Date enrolled with centre:

Centre name:

Centre number:

Centre address:

Centre contact:

Assessor name:

Internal Quality Assurer name:

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A few words from the beauty experts

Lorraine Nordmann

Beauty therapy is never boring! It's very diverse and allows you to constantly expand your knowledge. I've worked as a beauty therapist for 27 years and every day has offered me a new challenge. I now enjoy the reward of educating beauty therapists at all levels to achieve their potential. You too will soon be able to make a positive difference to others!

It is always a pleasure to see the achievements of students, and watch their success over the years in taking the industry forward and continuing to raise its profile. Many still share and enrich my knowledge today.

I wish you every success in starting your career in beauty therapy. Make sure you explore all the different career routes available to you, to find the place where you can become excellent!



Occupation:
Author and beauty
therapy tutor

Janice Brown

I am writing this on a business flight back from a beauty exhibition in Hong Kong, reflecting on all the great things about a career in beauty therapy. I can only tell you that I have travelled the world and worked with wonderful people, in a relaxed, inspiring and innovative environment. Along the way I am proud to say that I have been able to change people's lives by correcting skin, body and hair growth issues, and inspire and encourage fellow therapists through my training.

My career journey has taken me from working in and then managing groups of salons to teaching, training and finally running my own company, House of Famuir Beauty. Each and every role has been a pleasure, if not without their different challenges! Of course this kind of successful career does not just happen: the key is passion, lifelong learning, hard work and determination.

Our industry has grown significantly over recent years, with the introduction of new technology and at last more recognition of specialist areas, which provides you with a much wider choice for career development.

Beauty therapy is not just a nice glamorous job: it's a life choice, and a very good one in my experience. So get learning, work hard, and good luck!



Occupation:
Director of House
of Famuir

Meet the contributors

City & Guilds would like to thank all the contributors. These are some of the top names in the industry, and they want **you** to benefit from their experience!



Lorraine Nordmann has worked in the beauty therapy industry for 27 years. She's heavily involved in education and training, and currently teaches at Hugh Baird College, Liverpool. Lorraine has been a City & Guilds External Quality Assurer for 17 years, and is an active member of the Habia Beauty Therapy Standards Committee. She is also the author of your Level 1/4 *Candidate Logbook*.



Sarah Farrell studied beauty therapy at the London College of Fashion over 25 years ago, and has worked in several salons in London and the South coast since then. She is now heavily involved in education. She joined City & Guilds many years ago, originally as an examiner. Now Sarah is an External Quality Assurer, consultant, Smartscreen author and technical advisor for your Level 1/4 *Candidate Logbook*.



Anita Crosland has been in the hair and beauty industry for 27 years, working in spas, salons and health farms. She taught for 17 years and was an External Quality Assurer examiner and consultant before she came to City & Guilds as Beauty Therapy Product Manager in 2007.



Eve Lom is one of the world's most respected beauty professionals. Eve studied anatomy, nutrition and massage techniques, and opened her first salon in 1984. Today, Eve's range of skincare products and the famous Eve Lom facial are available around the world.



Jo Shirley is a master artist educator for EzFlow. Having gained an NVQ Level 2 in Beauty Therapy, Jo became a freelance nail technician, before opening the Red10 nail bar. She has since turned her enthusiasm and passion for nails to training her team, and raising standards in the nail industry.



Bharti Vyas revolutionised the industry 25 years ago by combining holistic and beauty therapies. In 1997, Bharti developed her Ultimate Therapy System, which was soon adopted by many companies. She recently appeared on *The Salon* and *The Clothes Show*.



Georgie Smedley has quickly risen from nail novice to international master artist educator for EzFlow, which involves teaching excellence in nail technology. Following her work on film sets, Georgie was Brittany Murphy's personal nail technician.



Janice Brown has 25 years' experience in the beauty industry, covering a wide range of roles, including sales representative, FE lecturer and company trainer. She is the co-author of the *Encyclopedia of Hair Removal* and is the director of the House of Famuir Ltd.



Sally Penford has worked in spas and ran her own skin therapy business before moving into teaching. She is the Education Manager for The International Dermal Institute and Dermalogica and manages a team of over 60 dedicated professionals.

Introduction and useful words



Welcome to your City & Guilds Candidate Logbook. It is designed to help you work towards your beauty therapy qualification, by:

showing you what you need to achieve

helping you to record your achievements and evidence.

In this logbook, you will find the forms that you and your assessor will use for your qualification. You'll also find helpful pictures, hints, tips and more from leading people in beauty therapy – all designed to make the qualification simple to understand and more fun to do!

We're sure that you will have lots of questions about your qualification, and this introduction should answer some of them. Of course, your assessor should also be on hand to explain things and be your guide, but here are the answers to the main questions you may have at this early stage.

What qualification am I doing?

The Level 1 NVQ Certificate in Beauty Therapy. NVQ stands for National Vocational Qualification. 'Vocational' means that the work you do for this qualification is mainly about practical beauty therapy skills and real work activities. 'Certificate' refers to the size of the qualification that you are doing (see 'What do I need to achieve', below). If you are in Scotland you may be doing the SVQ (Scottish Vocational Qualification).

What do I need to achieve?

Your NVQ/SVQ is divided into 'units'. Each unit covers a different area of your work as a beauty therapist. You must complete **all three** mandatory units, and you must achieve **eight** credits from the optional unit group. You can find the complete list of units on page 16.

What's in a unit?

There are three main parts:

What you must do

What you must cover

What you must know

You need to achieve all three of these parts to complete the unit. The 'What you must do' part has a number of 'outcomes'. These cover different aspects of practical work you'll do for the unit. They are linked, so you can usually work towards all of the outcomes at once.

Who decides what I need to achieve?

There are two organisations involved in creating your NVQ/SVQ.

1 Habia (Hairdressing and Beauty Therapy Industry Authority)

Habia works with a group of experts in the beauty therapy industry to decide the skills and knowledge you need at Level 1/4. Habia then writes 'standards' to describe all the different things that you must be able to do, and these are what your qualification is based on.

2 City & Guilds

Habia passes the standards it has written to City & Guilds and City & Guilds decides how the standards will be assessed. City & Guilds is an 'awarding organisation', which means that it checks that you are assessed correctly and fairly and provides you with your certificate once you've achieved your NVQ/SVQ.

Who will decide whether I have achieved the standards?

In an NVQ/SVQ you are either 'competent' or 'not yet competent'. This means that if you have not quite got everything right when you do something, you will have a chance to do it again after more practice – remember, practice makes perfect! There are a number of people who will help to decide when you are competent:

1 Your assessor

A person who is very experienced in the area of work that you are training in. This will probably be your tutor, or it may be a supervisor or manager in your salon. Your assessor will be overseeing your work towards the qualification on a day-to-day basis.

2 Internal Quality Assurer

A person within your centre who checks that all the assessments made by the assessors are carried out to the correct standards.

3 External Quality Assurer

Someone from City & Guilds who visits your centre to check that all the assessments are correct and to the same standard as those made in other centres. This ensures that you're not working to a higher or lower level than candidates in other centres. External Quality Assurers also check that your centre is operating the qualification properly and fairly and has all the systems and equipment in place for your NVQ/SVQ.



Introduction and useful words

(Continued)



What steps will I need to take to complete my qualification?

There are four main steps:

Step 1 Planning

Your assessor will tell you about the units that you're going to be doing and will talk about how to approach them. Your assessor will want to find out if you have any experience of working in beauty therapy, because it may count towards your award. At the end of this discussion, you should have an 'assessment plan', which sets out how you will go about achieving the award.

Step 2 Producing evidence

You will produce your 'evidence'. You will find out much more about this later, but 'evidence' for an NVQ/SVQ consists of:

- being observed by your assessor
 - being asked questions by your assessor
 - keeping documents, eg work logs or client records
 - for some units, doing a written or online test.
-

You will keep all this evidence in a portfolio.

Step 3 Feedback

You will regularly be given feedback by your assessor and you will receive further training if you need it. If your assessor tells you that you are competent after an assessment, it will be recorded on the forms in your logbook. You will need to keep track of how much you have achieved and what you have still to achieve, but don't worry as you will discuss your progress with your assessor on a regular basis. You can also use the 'Tracking your progress' form on page 15 to help you.

Step 4 Achievement

When you have completed your units and your assessor is sure that you have all the evidence that you need, your centre will apply to an awarding organisation such as City & Guilds for your certificate. You will receive the full qualification certificate only if you have completed all the required units, with the required number of credits. Otherwise, you will receive a certificate listing the units you have achieved. Your centre will give you your certificate as soon as it is received from the awarding organisation.

How long will it take?

There is no time limit set by City & Guilds for you to complete your NVQ/SVQ but your centre may have some requirements that they will explain to you. Many candidates complete the Level 1/4 qualification within 17–35 weeks.

Where do I go if I need more information about my assessments and qualification?

The most important sources of information you are likely to need are listed below.

Your tutor/assessor is the most important source of information about your qualification.

Your centre's student handbook or prospectus.

On very rare occasions if you disagree with an assessor's decision, you should use your centre's appeals procedure. Ask an assessor or your Internal Quality Assurer (IQA) to help you if you are unsure of how to do this. Your centre will refer any unresolved problems to City & Guilds.

Your centre's website. Make a note of the address here:

The City & Guilds website (www.cityandguilds.com) or City & Guilds Customer Relations (01924 930800)

The Habia website (www.habia.org.uk)



Introduction and useful words

(Continued)

What do these words mean?

Here are some words that you may hear over the course of doing your NVQ/SVQ. You may want to refer back to this page if you hear a word and can't remember what it means.

Assessment plan An action plan set by you and your assessor at the beginning of your course and then updated as you progress through your assessments. It shows the order in which you are going to work towards all the units. It has key dates for collecting evidence for the units and for reviewing your progress and explains who will assess you, what type of assessment will be used and when and where the assessments will take place.

Assessor A person qualified and experienced in beauty therapy who will help you plan your work and assessments and organise your evidence. Your assessor will be responsible for judging if you are competent and will give you feedback.

Awarding organisation An approved organisation that issues certificates that are recognised by places of education and employers. For Beauty Therapy Level 1/4, your awarding organisation is City & Guilds.

Candidate A person working towards a qualification, ie yourself.

Candidate appeals procedure A system within a centre designed to help you have your evidence checked again if you disagree with the outcome of an assessment. Your centre will explain this procedure to you when you start. You may also find out at any time by asking your assessor or Internal Quality Assurer.

Centre A place where training and/or assessment towards qualifications is carried out, which may be a college, training centre or work place. Only 'approved centres' that meet strict standards can offer City & Guilds qualifications.

City & Guilds An awarding organisation for beauty therapy and many other qualifications. City & Guilds checks and approves centres, sets and monitors assessment and issues certificates to candidates who complete its qualifications. City & Guilds is the UK's leading vocational awarding organisation and has over 8500 centres in 100 countries offering awards in over 500 areas of work. In 2008 it awarded almost 2000 Level 1 Beauty Therapy certificates in the UK. See www.cityandguilds.com for more information.

Competent This means being able to do your work well. You are competent in an NVQ/SVQ when you show that you can work consistently to the required standards in a real work situation and that you know and understand the correct way to do your job.

Evidence Generally speaking, this is something that builds towards proof of your competence. In an NVQ/SVQ, such as beauty therapy, you need to collect evidence to show you are competent at your work. There are different kinds of evidence, ranging from your assessor observing your work to a written test. Each unit spells out the kinds of evidence you need to collect.

External Quality Assurer (EQA) An expert from City & Guilds who visits centres to check that all assessment is carried out correctly and to the same standard. They also check that your centre is operating the qualification properly and fairly and has all the systems and equipment in place for your NVQ/SVQ.

Habia (Hairdressing & Beauty Therapy Industry Authority) The government-approved standards setting body for hairdressing, beauty therapy and related areas. The standards for your Level 1/4 Beauty Therapy qualification (the lists of 'What you must do', 'What you must cover' and 'What you must know') were created by the experts at Habia.

Internal Quality Assurer (IQA) Someone in your centre who ensures that assessment is carried out correctly and that accurate records are kept.

Modification Any way it is necessary to adapt a service according to the client's treatment requirements identified at consultation. Your assessor will need to witness this action.

NVQ/SVQ National Vocational Qualifications and Scottish Vocational Qualifications. These awards are based on real work activities. To gain an NVQ (or in Scotland an SVQ) you need to show that you have the skills and knowledge to do your job effectively by meeting the National Occupational Standards, such as those created by Habia for beauty therapy.

Observation To watch or pay attention to something in great detail. For this award, it is one of the main types of evidence. Your assessor will watch you work, and judge whether you consistently meet the national standards. They will then give you feedback and an updated assessment plan.

Outcome A specific practical work activity that you need to achieve. Each unit is made up of two, three or four outcomes.

Portfolio The place where you keep all the evidence you collect to show that you are competent. Usually this is a binder where you can put the hole-punched sheets of this logbook. Your portfolio needs to be clearly organised and all your evidence referenced to the units.

Range This term is sometimes used for the things listed in the 'What you must cover' part of the unit. You can tick these areas in your logbook following guidance from your assessor to record the work you cover when being assessed.

Simulation A copy of events, rather than the actual events. Evidence for most Level 1/4 units must come from real work, and not simulation.

Standards (National Occupational Standards) These describe the things that an employee, or a potential employee, must be able to do consistently in a work situation as well as the things that they must know and understand to do their job role competently. Habia sets the standards for beauty therapy.

Unit The main building blocks of your award; each unit describes one aspect of your work. In this qualification there are five units; you need to achieve all of these.

Vocational An NVQ/SVQ is a vocational award because it's based on skills and knowledge that you need in order to work and build a career in beauty therapy.

What you must do Sometimes referred to as 'performance criteria'. Your assessor will complete the 'What you must do' areas of your logbook when your work is competent.

Witness statement A witness is someone who testifies that something happened and comments on it. For some units in this award, a witness statement can be used as evidence. A witness may be a client, a colleague, a manager other than your assessor, or someone else qualified to testify about your work. Your assessor will tell you when a witness statement may be used and will explain how it should be written.

Summary of unit achievement

By signing this summary of unit achievement we are confirming that all the performance criteria, ranges and essential knowledge and understanding requirements for these units have been completed and that the evidence is authentic and has been obtained under specified conditions for which certification is now requested.

Candidate name: _____

City & Guilds enrolment number: _____

Centre name: _____

Centre number: _____

Qualification outcomes

	Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
Mandatory units (all must be completed)				
Unit G20 (001) Ensure responsibility for actions to reduce risks to health and safety				
Unit G3 (002) Contribute to the development of effective working relationships				
Unit B1 (061) Prepare and maintain salon treatment work areas				
Optional units (You need to achieve eight credits)				
Unit G2 (005) Assist with salon reception duties				
Unit B2 (062) Assist with facial skin care treatments				
Unit B3 (063) Assist with day make-up				
Unit N1 (064) Assist with nail services				

Note: City & Guilds unit numbers are shown in brackets. These numbers are to be used for results entry purposes, confirming achievement of units for which certification is requested.

IQA signature _____

Date _____

Tracking your progress

G20 Ensure responsibility for actions to reduce risks to health and safety

Observations 1 2
Outcomes achieved 1 2
All 'What you must cover' achieved
All Knowledge and understanding achieved

Sign _____ Date _____

G3 Contribute to the development of effective working relationships

Observations 1 2 3
Outcomes achieved 1 2 3
All 'What you must cover' achieved
All Knowledge and understanding achieved

Sign _____ Date _____

B1 Prepare and maintain salon treatment work areas

Observations 1 2 3
Outcomes achieved 1 2
All 'What you must cover' achieved
All Knowledge and understanding achieved

Sign _____ Date _____

G2 Assist with salon reception duties

Observations 1 2 3
Outcomes achieved 1 2 3
All 'What you must cover' achieved
All Knowledge and understanding achieved

Sign _____ Date _____

B2 Assist with facial skin care treatments

Observations 1 2 3
Outcomes achieved 1 2 3 4
All 'What you must cover' achieved
All Knowledge and understanding achieved

Sign _____ Date _____

B3 Assist with day make-up

Observations 1 2 3
Outcomes achieved 1 2 3 4
All 'What you must cover' achieved
All Knowledge and understanding achieved

Sign _____ Date _____

N1 Assist with nail services

Observations 1 2 3
Outcomes achieved 1 2 3 4
All 'What you must cover' achieved
All Knowledge and understanding achieved

Sign _____ Date _____

You may find it useful to keep track of how you're progressing through the units.

On this page, you can tick off when you have achieved:

each observation

each outcome

all of 'What you must cover'

all of 'What you must know'

Once you have ticked this off, you will know you've achieved the unit and your assessor can check and sign. You can refer back to this page at any time and will know which units you have achieved and which still need to be achieved.

Complete list of units

Mandatory units

Credits

All must be completed

Unit G20 (001) Ensure responsibility for actions to reduce risks to health and safety	4
Unit G3 (002) Contribute to the development of effective working relationships	4
Unit B1 (061) Prepare and maintain salon treatment work areas	3

Optional units

Credits

You must achieve eight credits

Unit G2 (005) Assist with salon reception duties	4
Unit B2 (062) Assist with facial skin care treatments	4
Unit B3 (063) Assist with day make-up	4
Unit N1 (064) Assist with nail services	4

Credit values

Each unit has a 'credit' value, where one credit is equal to 10 hours of notional learning time. So, every time you successfully complete a unit, you are awarded the credit (see list above). This means that if you ever wanted to build on your current qualification or change to a different qualification, your credits may count towards this. If you want to know more about what credits mean, ask your assessor.



Career planner



Basic facials

Cleansing, toning, mask application, removal and moisturising



Basic nail services (hands and feet)

Polish removal, filing to shape the nails, basic massage and nail finish application



Basic day make-up

Cleansing, toning, application of a day make-up to suit your client's skin type and age



Assistant duties

Preparing and maintaining the beauty therapy work area and reception, and assisting others in their work roles

Meet a fellow student

Martha Ritchie



Martha Ritchie is a 15-year-old Beauty Therapy Level 1 student at Forth Valley College. Here's what she has to say.

'I can't remember exactly when I started wanting to make a career out of beauty therapy, as it's something I've always been intrigued by. I love learning about many different aspects of the subject, including assisting with manicures, but my real interest lies in make-up. Eventually my ambition is to become a make-up artist. My passion is creating innovative looks and I especially enjoy experimenting with colour – on myself as well as on other people!



I was so excited to hear that I had won the City & Guilds make-up competition at Level 1/4. This gave me the chance to produce the make-up for a professional model on the Level 1/4 front cover. I felt ecstatic, but really surprised as well! I didn't expect to win as I was one of the youngest candidates that entered. This is the first competition I have won so it really stood out for me. I had a fantastic time and I had such great support from everybody, including my lecturers and the Product team at City & Guilds. I learned so much!



On the back of the competition I will be doing the make-up for a photo shoot at my college and one at a local school's fashion show. I would love to broaden my knowledge by taking part in more events like this. The local newspapers also ran a story about me, so it's all been really exciting.

I chose a day time look for my model, with light green eye make-up and glossy lips to emphasise her features.'

G20 health & safety



There are many hazards in the workplace – dangers that could harm you, your clients or your colleagues. It is vital that you can easily recognise a hazard, deal with it within your responsibility, and prevent it becoming a risk. This unit

covers health and safety laws and rules affecting the workplace, and your role in implementing them. You will learn the importance of a high standard of personal presentation and hygiene, and of working safely in the salon work environment.



Unit G20 (City & Guilds Unit 001)

Ensure responsibility for actions to reduce risks to health and safety

Mandatory

20

Level 1 NVQ/SVQ Beauty

This unit has two outcomes. As they are linked, you can be observed by your assessor for both outcomes at the same time.

Outcome 1

Identify the hazards and evaluate the risks in your workplace

Outcome 2

Reduce the risks to health and safety in your workplace

Evidence requirements

All evidence must be derived from performance in the workplace with no exceptions. Therefore **no simulated working conditions** have been specified in this Assessment Strategy as the outcomes can be demonstrated by a combination of other assessment methods drawn from:

direct observation of the candidate in the workplace

witness testimony by colleagues and line managers of the candidate's successful performance of activities in the workplace

documentary and other product-based evidence

a personal report by the candidate endorsed by colleagues

questions

discussion

professional discussion.

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for ensuring your own actions reduce risks to health and safety. The standards cover things that you must do (performance criteria) and things that you must know.

Before starting the unit, it's very important that you understand the terms 'hazard', 'risk' and 'control'.

'A **hazard** is something with potential to cause harm.'

'A **risk** is the likelihood of a hazard's potential being realised.'

'**Control** is the means by which risks identified are eliminated or reduced to acceptable levels.' There's more information on these key terms under 'Useful words' on the opposite page, and also on page 126 in the 'More information' section.

What you must do

Your assessor will observe your real working practices. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

All the observations must be with real clients in a salon setting – simulation is **not** allowed for any performance evidence within this unit.

“

Health and safety is something that you need to be constantly aware of throughout your training.

Anita Crosland

”

What you must cover

There is no 'What you must cover' for this unit.

What you must know

You will be assessed on your knowledge of the following:

Health and safety legislation and workplace policies

Risks to health and safety

This will be completed through written and oral questioning by your assessor, by written assignments, or by an online test. For details of what you must know, see pages 25–26. To be sure that you understand the meanings of 'hazard', 'risk' and 'control', and the key points regarding health and safety legislation, it's important that you take time to read the 'More information' section at the back of the logbook (page 119).



The therapist's hands and tools must be clean, to prevent contaminating the client's skin.

Hints and tips

Make sure you know who the qualified first aider is in your workplace, and where the accident book is kept.



Useful words

Some terms that you will come across in this unit are explained below.

Accident form A report to be recorded following any accident in the workplace.

Control The elimination or reduction of the risk to acceptable levels.

Control of Substances Hazardous to Health (COSHH) Health and safety regulations require employers to identify hazardous substances used in the workplace and state how they should be stored and handled.

Disinfecting hands Washing the hands to an antiseptic level to limit the presence of bacteria.

Disinfection This limits the growth of disease causing micro-organisms using chemical agents.

Environmental conditions The work area must be safe and comfortable for employees and clients. Consider heating, lighting and ventilation.

Environmental factors The things around you in the salon. A wet floor is hazardous because it may cause someone to slip over on it.

Hazard Something that may cause risk of an accident occurring, eg a cable trailing on the floor.

Hazardous substance A product that could harm anyone who comes into contact with it, eg chemicals or cleaning products.

Health and safety legislation Laws that outline your responsibilities in protecting the health and safety of your colleagues and clients.

Incineration A waste treatment technology that involves the combustion of organic materials.

Personal appearance Professional work related presentation requirements.

Risk Something that may happen if you don't deal with a hazard correctly.

Safe working methods Working without creating risk of a colleague or client being injured.

Sterilisation The total destruction of all micro-organisms.

Workplace policies Workplace health and safety rules, eg what to do if there is a fire.



Observation sign-off sheet

Unit G20 Ensure responsibility for actions to reduce risks to health and safety

What you must do

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **two** separate occasions.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.



Outcome 1

Identify the hazards and evaluate the risks in your workplace

- 1 Identify which workplace instructions are relevant to your job
- 2 Identify those working practices in your job which could harm you or others
- 3 Identify those aspects of your workplace which could harm you or others
- 4 Check which of the potentially harmful working practices and aspects of your workplace present the highest risks to you or to others
- 5 Deal with hazards in accordance with workplace instructions and legal requirements *
- 6 Correctly name and locate the people responsible for health and safety in your workplace
- 7 Report to the people responsible for health and safety in your workplace those hazards which present the highest risk **

Image courtesy of Ellisons

Observation	1	2		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

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- * Covered by observation Date
- Covered by oral questioning Date
- ** Covered by observation Date
- Covered by oral questioning Date

Outcome 2

Reduce the risks to health and safety in your workplace

- 8 Carry out your work in accordance with your level of competence, workplace instructions, suppliers' or manufacturers' instructions and legal requirements
- 9 Control those health and safety risks within your capability and job responsibilities
- 10 Pass on suggestions for reducing risks to health and safety to the responsible people
- 11 Make sure your behaviour does not endanger the health and safety of you or others in your workplace
- 12 Follow the workplace instructions and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- 13 Report any differences between workplace instructions and suppliers' or manufacturers' instructions *
- 14 Make sure that your personal presentation and behaviour at work:
 - protects the health and safety of you and others
 - meets any legal responsibilities
 - is in accordance with workplace instructions
- 15 Make sure you follow environmentally friendly working practices



Hints and tips

Waste should be disposed of in an enclosed, lined waste bin. Certain waste is termed as contaminated, including blood and tissue fluids such as wax waste. These should be disposed of separately (usually through incineration).

Observation	1	2		
Achieved	○	○	○	○
Date				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

- * Covered by observation ○ Date
- Covered by oral questioning ○ Date



Comment form

Unit G20

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comment	Date
1	
2	



“

Always replace lids on liquid dispensers immediately after use, to prevent contamination and maintain the quality of the product.

Janice Brown

”

Knowledge sign-off sheet

Unit G20 Ensure responsibility for actions to reduce risks to health and safety

What you must know



You need to understand:	Evidence type
Health and safety legislation and workplace policies	
1 what 'hazards' and 'risks' are	E3
2 your responsibilities and legal duties for health and safety in the workplace	E3
3 your responsibilities for health and safety as required by the law covering your job role	E3
4 the hazards which exist in your workplace and the safe working practices which you must follow	E3
5 the particular health and safety hazards which may be present in your own job and the precautions you must take	E3

Continues on next page

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor, either by asking you questions within a conversation, or with a written test (evidence type E3). This could be an online test. Your assessor will let you know how s/he intends to assess you.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.





Knowledge sign-off sheet

Unit G20 Ensure responsibility for actions to reduce risks to health and safety

What you must know (continued)

Hints and tips

Habia has developed codes of practice with specific guidance on best health and safety practice for different services such as nails and waxing. See www.habia.org.

You need to understand:		Evidence type
6	the importance of remaining alert to the presence of hazards in the whole workplace	E3
7	the importance of dealing with, or promptly reporting, risks	E3
8	the responsibilities for health and safety in your job description	E3
9	the safe working practices for your own job	E3
10	the responsible people you should report health and safety matters to	E3
11	where and when to get additional health and safety assistance	E3
12	your scope and responsibility for controlling risks	E3
13	workplace instructions for managing risks which you are unable to deal with	E3
14	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	E3
15	the importance of personal presentation in maintaining health and safety in your workplace	E3
16	the importance of personal behaviour in maintaining the health and safety of you and others	E3
17	the risks to the environment which may be present in your workplace and/or in your own job	E3
Tick if E3 was an online test		<input type="radio"/> Date
Tick if E3 was an oral/written test		<input type="radio"/> Date



G3

Working relationships



Good working relationships are an essential part of working in any effective team, and communication skills are a vital part of the beauty therapy industry. These skills ensure that services are completed correctly and that clients are happy with their experience at your salon.

Good communication skills will help you develop friendships and trust with others, which will have a positive effect on the business. In this unit you will help and support others, build relationships with clients and colleagues, and focus on your career development.



Unit G3 (City & Guilds Unit 002)

Contribute to the development of effective working relationships

Mandatory

This unit has three outcomes. As they are linked, you can be observed by your assessor for all three outcomes at the same time.

Outcome 1

Develop effective working relationships with clients

Outcome 2

Develop effective working relationships with colleagues

Outcome 3

Develop yourself within the job role



It's easier to deal with problems together rather than on your own.

Evidence requirements

To achieve this unit you must practically demonstrate in your work situation that you have met the standards for contributing to effective working relationships.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Although a large part of the evidence of your performance will be gathered from the observations made by your assessor, you will need to produce other evidence to support your performance as described below:

- To support observations, you should provide supplementary evidence to support consistency of your performance with colleagues and clients.
- For Outcome 3, you should collect documentary evidence to show you have participated in self development activities over a period of time.

Your assessor will observe your performance on at least **three** occasions, **two** of which will cover your interaction with clients and **one** of which will cover your interaction with colleagues.

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Participated in all of the following types of learning opportunities:

Active participation in training and development activities

Active participation in salon activities

Watching technical activities

What you must know

You will be assessed on your knowledge of the following:

Salon and legal requirements

Communication

Procedures and targets

Improving your performance

Working with others

This will be completed through written and oral questioning by your assessor, by written assignments, or by an online test. For details of what you must know, see pages 37–38.

“

Stay professional with clients: they are not interested in your personal life. They want to know about the benefits they can gain from your treatment.

Bharti Vyas

”



Useful words

Some terms that you will come across in this unit are explained below.

Feedback When someone more senior tells you how you are performing at work. This is an essential part of measuring your progress.

Goodwill and trust All solid relationships are based on this – it means that there is a mutual liking and understanding between you and the other person. To gain the goodwill and trust of your clients and colleagues, you need to show that you are friendly, helpful and dependable.

Legislation Laws affecting the business and its operation, treatments, the working environment, employees and systems of work.

Salon standards for appearance and behaviour Your manager will show you how he/she expects you to dress and behave. There may be a dress code/uniform and a code of conduct, which states how you should look and behave.

Strengths and weaknesses Identify these in order to set targets. What are you good at? What do you feel that you need help with?

Target setting You and your manager will spend some time discussing your training needs, which will be split into specific, measurable, achievable sections. Your achievement of these targets will be used to measure your progress.



Observation sign-off sheet

Unit G3 Contribute to the development of effective working relationships

What you must do

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **three** separate occasions. **Two** of these must demonstrate your interaction with clients; the other **one** must demonstrate your interaction with colleagues.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Develop effective working relationships with clients

- a Communicate with clients in a manner which promotes goodwill, trust and maintains confidentiality
- b Handle client belongings with care and return them when required
- c Promptly refer any client concerns to the relevant person *
- d Maintain client comfort and care to the satisfaction of the client
- e Meet your salon's standards for appearance and behaviour

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

- * Covered by observation Date
- Covered by oral questioning Date

Continues on next page

Outcome 2

Develop effective working relationships with colleagues

- a Be friendly, helpful and respectful to colleagues
- b Politely ask for help and information from your colleagues, when necessary
- c Willingly and courteously respond to all requests for assistance
- d Make sure the timing of your assistance to colleagues ensures the smooth running of the salon
- e Give the type of assistance to your colleagues which meets your job responsibilities
- f Pass up tools and materials in a way to ensure the smooth delivery of the service *
- g Accurately report any problems likely to affect salon services to the relevant person



Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

- * Covered by observation Date
- Covered by oral questioning Date

Continues on next page

“
Senior staff have the right to make requests of you – always respond positively when they do.
 Lorraine Nordmann

”



Be polite and friendly to everyone you work with, whatever job they do.



Observation sign-off sheet

Unit G3 Contribute to the development of effective working relationships

What you must do (continued)

Outcome 3

Develop yourself within the job role

- a Identify your own strengths and weaknesses within the job role and ensure that these are agreed with the relevant person
- b Find out more information from relevant people to perform a task when the instructions you have are unclear *
- c Ask for feedback from relevant people on how well you are progressing and how you can improve your performance
- d Ask your colleagues to help you learn if you find tasks difficult **
- e Take **opportunities to learn** when they are available ***
- f Agree realistic self development targets with the relevant person
- g Regularly review your progress towards achieving your agreed targets
- h Use the results of your reviews to develop your future personal development plan



Progressing and developing yourself at work can reap many rewards – you could even win an award!

Image courtesy of UK Skills

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
*** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

Hints and tips

You may have written evidence for Outcome 3; ask your tutor for advice.

Observation sign-off sheet

Unit G3 Contribute to the development of effective working relationships

What you must cover



Before ticking the circles below, you must make sure that you have achieved what you must cover in **all the outcomes in which it occurs.**

Opportunities to learn

Tick the learning opportunities participated in for each observation. You must participate in **all** types of learning opportunity.

	1	2	3		
Active participation in training and development activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active participation in salon activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Watching technical activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Your supervisor will always be happy to help, so ask them any questions you might have.

“

Always work within your area of responsibility. Seek assistance and guidance where necessary.

Lorraine Nordmann

”

Hints and tips

Focus on your goal by seeking regular feedback from your supervisor.



Comment form

Unit G3

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comment	Date
1	
2	
3	

“

Use your time effectively in the workplace - observe colleagues and ask questions. Make opportunities to improve your skills!
Lorraine Nordmann

”



When assisting with treatments, listen carefully to the expert advice you receive.

Knowledge sign-off sheet

Unit G3 Contribute to the development of effective working relationships

What you must know



You need to understand:	Evidence type
Salon and legal requirements	
1 your job role and responsibilities and how this relates to the role of other team members	E3
2 when you need to seek agreement with or permission from others	E3
3 why it is important to work within your job responsibilities and what might happen if you do not do so	E3
4 the standards of behaviour that are expected of you when working in the salon, including attendance and punctuality	E3
5 your salon's standards for personal appearance	E3
6 your salon's guidelines for client care and why they should be followed	E3
Communication	
7 how to communicate in a clear, polite, confident way and why this is important	E3
8 the questioning and listening skills you need in order to find out information	E3
9 the rules and procedures regarding the methods of communication you use	E3
10 how to recognise when a client is angry and when a client is confused	E3
Procedures and targets	
11 how to get information about your job, your work responsibilities and the standards expected of you	E3
12 your salon's appeal and grievance procedures	E3

Continues on next page

You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either by asking you questions within a conversation, or with a written test (evidence type E3). This could be an online test. Your assessor will let you know how s/he intends to assess you.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

Hints and tips

Make sure you are always polite, even when busy and under pressure.



Knowledge sign-off sheet

Unit G3 Contribute to the development of effective working relationships

What you must know (continued)

You need to understand:	Evidence type
13 your personal development targets and timescales	E3
14 the importance of meeting your work targets	E3
Improving your performance	
15 how to identify your own strengths and weaknesses	E3
16 the importance of continuous professional development	E3
17 who can help you identify and obtain opportunities for your development and/or training	E3
18 how using the National Occupational Standards can help you identify your development needs	E3
19 how to access information on National Occupational Standards and qualifications, relevant to your job	E3
20 the importance of continually using and updating your own personal development plan	E3
Working with others	
21 why good working relationships are important	E3
22 how to react positively to reviews and feedback and why this is important	E3
23 how to manage your time effectively	E3
24 who to report to when you have difficulties in working with others	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date

Hints and tips

When you are asked to do something, respond in a way that shows respect and a willingness to work.



Image courtesy of Walsall College; Photography by Andrew Buckle

BI salon work areas



As a Level 1/4 beauty therapist, you will perform an important role in preparing the beauty therapy work area for all sorts of Level 2/5 treatments including waxing, eye services, make-up, nail services and facials. You will work closely with the senior beauty therapists and reception staff to ensure the smooth delivery of each treatment.

Following each treatment, you'll need to check that everything is hygienic and ready in advance of the next client. Be sure to look at the appointment book regularly throughout the working day so that you can keep on top of preparing materials and equipment. This unit will lay down important foundations on your road to becoming a fully fledged beauty therapist!



Image courtesy of Dave Lockwood

Unit B1 (City & Guilds Unit 061)

Prepare and maintain salon treatment work areas

Mandatory

Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for preparing and maintaining the beauty therapy work area.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **three** occasions.



Salon work areas

43

This unit has **two outcomes.**

Outcome 1
Prepare the treatment work areas

Outcome 2
Maintain the treatment work areas

Hints and tips

Correct preparation of the work area creates a good first impression and ensures a professional treatment delivery.



Take pride in your appearance at the salon.

“

You will be judged on your presentation before anything else! Make sure your uniform is clean and tidy and that long hair is tied back properly.

Lorraine Nordmann

”



Unit B1 (City & Guilds Unit 061)

Prepare and maintain salon treatment work areas

Mandatory (continued)

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Prepared and maintained work areas for six out of the following eight treatments*:

Waxing

Eye treatments

Make-up

Facial

Manicure

Pedicure

Nail art

Nail enhancements

Prepared all of the following types of environmental conditions:

Lighting

Heating

Ventilation

General comfort

* However, you must prove to your assessor that you are able to deal with the other **two**.

Hints and tips

Prevent the spread of germs and possible cross-infection by correct sterilisation and disinfection methods.

“

To perform a successful treatment, you have to be ready!

Anita Crosland

”



What you must know

You will be assessed on your knowledge of the following:

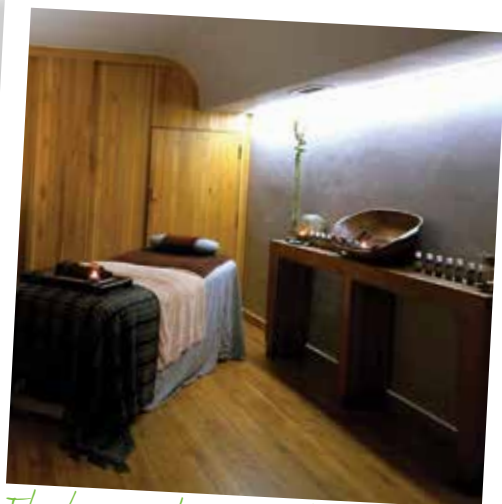
Organisational and legal requirements

Preparing and maintaining treatment work areas

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 50–51.



Treatments should be relaxing for the client – make sure the area is prepared before they arrive.



The beauty therapy work area should always be clean, uncluttered and ready for the client.

Image courtesy of Capital Hair & Beauty (top) Image courtesy of Gina Conway Aveda Salons (bottom)



Salon work areas

45

Useful words

Some terms that you will come across in this unit are explained below.

Disinfection This limits the growth of disease causing micro-organisms using chemical agents.

Environmental conditions The work area must be safe, healthy and comfortable for both employees and clients. Consider heating, lighting and ventilation.

Eye treatments Beauty therapy treatments applied to the eye area to improve the appearance of the eyes.

Facial A treatment applied to the skin of the face to cleanse, tone and nourish.

Legislation Laws affecting the business and its operation, treatments, the working environment, people employed and systems of work.

Maintain To look after something well.

Make-up Cosmetics applied to the skin of the face to enhance or disguise the facial features.

Manicure Treatments applied to improve the appearance of the hands.

Nail art Decoration applied to the natural or artificial nail, eg nail polish, transfers, gem stones and glitter.

Nail enhancements Nail products applied to the natural nail to artificially improve its appearance, strength or nail length.

Pedicure Treatments applied to improve the appearance of the feet.

Record card Contains information about each client, including the date and details of each treatment received, and products purchased.

Resources The equipment, products and time required to perform a treatment.

Sterilisation The total destruction of all micro-organisms.

Waxing The use of wax to remove unwanted hairs temporarily, from the face or body.



Observation sign-off sheet

Unit B1 Prepare and maintain salon treatment work areas

What you must do

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **three** separate occasions.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.



Outcome 1

Prepare the treatment work areas

- a Use client records to select suitable materials and equipment for the client
- b Set up the materials and equipment for **treatments** following salon procedures and any given instructions
- c Ensure that all tools and equipment for **treatments** are prepared using the correct sterilisation and disinfection methods
- d Make sure that **environmental conditions** are suitable for the client and the **treatment**
- e Meet accepted industry and organisational requirements for your personal hygiene, protection and appearance
- f Hand over the correct client records to the relevant member of staff prior to the start of the **treatment**

Image courtesy of Carilton Group

Observation

Achieved

Date

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

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Image courtesy of OPI

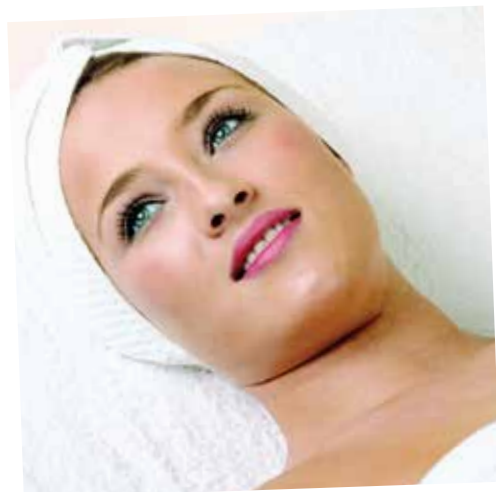
Outcome 2

Maintain the treatment work areas

- a Dispose of waste materials safely and correctly
- b Check and clean equipment according to manufacturers' instructions and salon procedures
- c Store records, materials and equipment following salon procedures
- d Leave the work area in a clean and hygienic condition suitable for further **treatments**



Observation	1	2	3		
Achieved	○	○	○	○	○
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					



A hygienic salon ensures a great treatment and a happy client!

“

Ensure waste is disposed of following the service, using the correct method.

Lorraine Nordmann

”



Observation sign-off sheet

Unit B1 Prepare and maintain salon treatment work areas

What you must cover

Before ticking the circles below, you must make sure that you have achieved what you must cover in **all the outcomes in which it occurs.**

Treatments

Tick the work areas prepared and maintained for the following treatments. You must prepare and maintain work areas for at least **six** of the treatments, but you must prove to your assessor that you are able to prepare and maintain the other **two**.

	1	2	3		
Waxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eye treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facial	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manicure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pedicure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nail art	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nail enhancements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Environmental conditions

Tick the environmental conditions prepared for each observation. You must prepare **all** types of environmental condition.

	1	2	3		
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ventilation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General comfort	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Comment form

Unit BI



Salon work areas

49

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comment

Date

1

2

3

Hints and tips

Poor preparation of the work area will delay the treatment, damaging client satisfaction – remember an unhappy client is usually a lost client!



The tools for nail treatments must always be readily available.

“

Keeping the work area clean and stocked will make sure the therapist is ready promptly for the client.

Anita Crosland

”



Knowledge sign-off sheet

Unit B1 Prepare and maintain salon treatment work areas

What you must know

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker green). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:	Evidence type
Organisational and legal requirements	
1 your responsibilities under relevant health & safety legislation	E4
2 your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements	E3
3 the importance and reasons for keeping records of treatments	E3
4 the importance of the correct storage of client records in relation to the Data Protection Act	E4
5 why it is important to maintain standards of general hygiene and the principles of avoiding cross-infection	E4
6 your salon's procedures for storing materials and equipment	E3
Preparing and maintaining treatment work areas	
7 the types of products, materials and equipment required for the treatments in the range	E3
8 how to set up materials and equipment for the treatments in the range	E3
9 the different types of sterilising equipment and products available	E4
10 how to sterilise tools and equipment for the treatments in the range	E3
11 the differences between sterilisation and disinfection	E4
12 the different types of chemicals used for disinfection	E4
13 the necessary environmental conditions for the treatments in the range (including heating, lighting, ventilation and comfort)	E3

Continues on next page

You need to understand:	Evidence type
14 how to dispose of waste materials and products from the treatments in the range	E4
15 how to check and clean equipment used for the treatments in the range	E3
16 the condition in which work areas should be left and why this is important	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



Hints and tips

Some beauty therapy products need to be heated in advance, such as wax. Always allow enough time to ensure it is the correct temperature and consistency.

“

Storing products as recommended by the manufacturer will maintain their quality for longer.

Lorraine Nordmann

”



G2 salon reception



The reception is the first contact the client has with the business, either over the telephone or face to face. It is very important that this first contact is positive, because first impressions count and are remembered! In this unit you will learn to assist with salon reception duties so that the reception is organised and runs smoothly. You must

always look smart and have a professional, friendly manner when looking after clients on their arrival and departure. You need to keep the reception area clean, tidy and well stocked at all times. You will have to be able to deal with client enquiries, book appointments and take messages – involving other staff when necessary.



Unit G2 (City & Guilds Unit 005)

Assist with salon reception duties

Optional

54

Level 1 NVQ/SVQ Beauty

This unit has three outcomes.

Outcome 1

Maintain the reception area

Outcome 2

Attend to clients and enquiries

Outcome 3

Help to make appointments for salon services

“

The salon reception is the first point of contact for a client.

Make sure it's a positive experience for them.

Anita Crosland

”

Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work situation that you have met the standards for fulfilling and assisting with salon reception duties.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **three** occasions, **two** of which will cover **making appointments**.



Keep the reception area tidy so that clients receive a positive impression of the workplace.

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Handled both of the following types of enquiry:

Face to face

Telephone

Made both of the following types of appointment:

Face to face

Telephone

Recorded all of the following appointment details:

Client's name and contact details

Service

Date

Time

Member of staff booked for service

What you must know

You will be assessed on your knowledge of the following:

Salon and legal requirements

Communication

Salon services, products and pricing

Making appointments

This will be completed through written and oral questioning by your assessor, or by an online online test. For details of what you must know, see pages 61–62.



Always make sure you have a fully stocked product display in the reception area.



Salon reception

Useful words

Some terms that you will come across in this unit are explained below.

Appointment A pre-arranged service booked for a scheduled day and time.

Appointment details Recorded information that relates to the appointment, eg date, time, service, expected service duration and name of the beauty therapist.

Communication The exchange of information between people. This can be verbal when you talk directly to another person, or non-verbal when you communicate using body language.

Confidential information This may include personal aspects of conversations with clients or colleagues, contents of client records and client and staff personal details, eg addresses and telephone numbers.

Confidentiality Keeping information/data private. It's important to keep clients' information confidential in order to ensure trust between yourself and your client.

Data Protection Act Legislation designed to keep clients' personal details private. You need to know how this affects your work, and what you must and must not do to comply with it.

Enquiries Questions that clients may ask to find out about the services offered by a salon.

Legislation Laws affecting the business and its operation, treatments, the working environment, people employed and systems of work.

Reception stationery Writing materials such as pencils, rubbers, message pads and appointment cards.

Sale and Supply of Goods Act Legislation stating that goods sold must be as described, of suitable quality and fit for their intended purpose.

Salon and legal requirements Beauty therapy work rules and laws, issued by the salon management and government. These rules affect the salon and its day-to-day operation.



Observation sign-off sheet

Unit G2 Assist with salon reception duties

What you must do

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **three** separate occasions, **two** of which will cover making appointments.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Maintain the reception area

- a Keep the reception area clean and tidy at all times
- b Keep product displays clean, neat and tidy at all times
- c Promptly report low levels of reception stationery and retail products on display to the relevant person *
- d Promptly remove any faulty products from display and report them to the relevant person **
- e Offer clients hospitality following your salon's client care policies

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

- * Covered by observation Date
- Covered by oral questioning Date
- ** Covered by observation Date
- Covered by oral questioning Date

Continues on next page

Hints and tips

Client information is private. Only pass information on if allowed to do so.

Outcome 2

Attend to clients and enquiries

- a Treat all people making **enquiries** in a positive and polite manner
- b Correctly identify the purpose of the **enquiry**
- c Confirm **appointments** and promptly inform the relevant member of staff
- d Promptly refer any **enquiries** you cannot deal with to the relevant person for action
- e Record messages correctly and pass them to the relevant person at the right time
- f Give all information clearly and accurately
- g Give confidential information only to authorised people



Salon reception

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Continues on next page

“

Always take the client's full name and contact number when booking appointments.

Jo Shirley

”



New clients can't see you when ringing up for the first time, so all they've got to go on is your voice!



Observation sign-off sheet

Unit G2 Assist with salon reception duties

What you must do (continued)



Always enter appointments into your salon's booking system.

Outcome 3

Help to make appointments for salon services

- a Politely and promptly deal with all requests for **appointments**
- b Accurately identify client requirements
- c Make **appointments** within the limits of your own authority to satisfy the client and salon requirements
- d Promptly pass requests for **appointments** outside your own authority to the relevant person for action
- e Confirm **appointment details** are correct and acceptable to the client
- f Ensure all **appointment details** are accurate, recorded in the right place and easy to read

Observation

Achieved

Date

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Hints and tips

When taking messages, make sure that you carefully record the date, time, name of the caller, who it is for, the message itself, and follow-up contact details.



Observation sign-off sheet

Unit G2 Assist with salon reception duties

What you must cover



Before ticking the circles below, you must make sure that you have achieved what you must cover in **all the outcomes in which it occurs.**

Enquiries

Tick the enquiries handled for each observation.

You must handle **both** types of enquiry.

	1	2	3		
Face to face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appointments

Tick the appointments made for each observation.

You must make **both** types of appointment.

	1	2	3		
Face to face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appointment details

Tick the appointment details recorded for each observation.

You must record **all** of the appointment details.

	1	2	3		
Client's name and contact details	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member of staff booked for service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3		
Observation Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					



Comment form

Unit G2

Hints and tips

It is important that you deal with messages correctly. If a client calls to say they will be late, pass this on to the therapist treating them straight away, as there may not be time available to treat them.

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comment	Date
1	
2	
3	



The reception area can sometimes get busy. Make sure clients are comfortable whilst waiting.



Deal with all enquiries promptly, making sure you refer clients to the right person if you can't deal with the request.

Knowledge sign-off sheet

Unit G2 Assist with salon reception duties

What you must know



Salon reception

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You need to understand:	Evidence type
Salon and legal requirements	
1 your salon's procedures for <ul style="list-style-type: none">– maintaining confidentiality– taking messages– making and recording appointments– client care at reception	E3
2 the limits of your authority when <ul style="list-style-type: none">– maintaining the reception area– attending to people and enquiries– making appointments	E3
3 the consequences of breaking confidentiality	E3
4 who to refer to with different types of enquiries	E3
5 the person in your salon to whom you should refer reception problems	E3
6 the confidentiality requirements within the Data Protection Act (general awareness only required at this level)	E3
Communication	
7 the importance of taking messages and passing them on to the right person at the right time	E3
8 the importance to the salon's business of effective communication	E3
9 how and when to ask questions	E3
10 how to say things that suit the purpose of your discussion	E3
11 how to speak clearly in a way that suits the situation	E3
12 how to show you are listening closely to what people are saying to you	E3
13 how to adapt what you say to suit different situations (ie the amount you say, your manner and tone of voice)	E3
14 how to show positive body language	E3

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor, either by asking you questions within a conversation, or with a written test (evidence type E3). This could be an online test. Your assessor will let you know how s/he intends to assess you.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

Continues on next page



Knowledge sign-off sheet

Unit G2 Assist with salon reception duties

What you must know

Hints and tips

Keep testers and products clean at all times and replace immediately as required. The retail area should be eye-catching.

You need to understand:	Evidence type
Salon services, products and pricing	
15 the services available and their duration	E3
16 the products available for sale and their cost	E3
17 what to look for to identify any faults in products as they are being prepared for sale (eg damage, loose packaging, cracks, leaks, etc)	E3
18 what and how much reception stationery should be kept at your reception area	E3
Making appointments	
19 the importance of making appointments correctly	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date

“

Keep the salon reception tidy and orderly, so that clients have a positive impression of the workplace.

Lorraine Nordmann

”



You need to ask your client questions to get the necessary information, without seeming intrusive.



B2 facial skin care



Facials are popular beauty therapy treatments. A facial will improve the skin's appearance and condition, leaving the client feeling relaxed and refreshed. You'll discuss with the Senior Therapist which skin care product to use, making sure that application and removal match the needs of the client's skin.

You will learn how to set up and maintain the work area, perform a consultation and skin analysis, and prepare the client in line with the needs of the Senior Therapist. You'll perform basic facial treatments and provide appropriate supporting homecare advice.



pevonía
BOTANICA

Unit B2 (City & Guilds Unit 062)

Assist with facial skin care treatments

Optional



Facial skin care

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Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for assisting with facial treatments.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **three** occasions.

“
Too often people overload their skin with too many products – the key to a fresh, younger looking complexion is allowing the skin to breathe.
 ”

Eve Lom

”

This unit has four outcomes.

Outcome 1
 Maintain safe and effective methods of working when assisting with facial treatments

Outcome 2
 Consult, plan and prepare for treatments with clients

Outcome 3
 Carry out facial treatments

Outcome 4
 Provide aftercare advice





Unit B2 (City & Guilds Unit 062)

Assist with facial skin care treatments

Optional (continued)

Image courtesy of Guinot

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Used all of the following consultation techniques:

Questioning

Visual

Manual

Identified all of the following skin types:

Oily

Dry

Combination

Carried out all of the following types of preparation of the client:

Covering of the client

Removal of accessories

Protection of hair

Removal of appropriate clothing

Used all of the following types of facial product:

Cleanser

Toner

Eye make-up remover

Moisturiser

Mask

Given all of the following types of advice:

Suitable aftercare products and their use

Avoidance of activities which may cause contra-actions

Recommended time intervals in between facial treatments

Homecare routines

“

Moisturiser should be used in moderation, and only where needed.

Eve Lom

”



Image courtesy of Spa Find Skincare

What you must know

You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when assisting with facial treatments

Client consultation and treatment planning

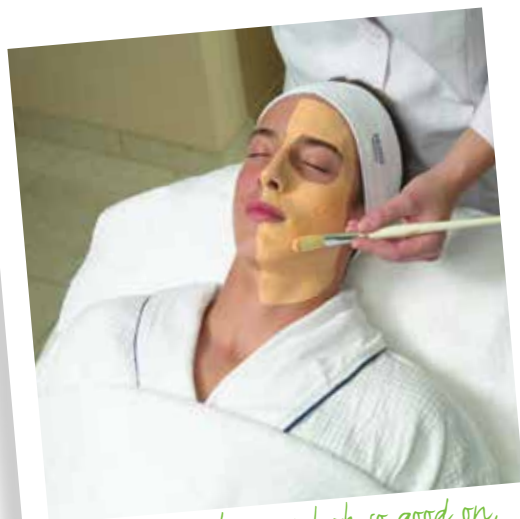
Structure of the skin

Facial treatments

Aftercare advice for clients

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 78–81.

Image courtesy of Pevonia



A mask might not look so good on, but it feels fab and the skin looks great afterwards.



Facial skin care

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Useful words

Some terms that you will come across in this unit are explained below.

Acid mantle The acid film on the skin which gives protection to the skin's surface.

Advice Knowledge given to the client after the treatment so that they can continue its benefits.

Cleanser A skin care preparation that removes dead skin cells, excess sweat, natural oil sebum, make-up and dirt from the skin's surface.

Closed questions Produce yes or no answers.

Consultation Assessing client's needs using different techniques, eg questioning and touch.

Contra-action An unwanted reaction occurring during or after treatment.

Contra-indication The presence of a condition that may prevent the treatment taking place.

Environmental conditions The work area must be safe and comfortable for employees and clients. Consider heating, lighting and ventilation.

Facial products Preparations applied to cleanse the skin and keep it soft, supple and healthy.

Mask A facial treatment product that can have a deep cleansing, toning or nourishing skin action.

Moisturiser A skin care preparation that helps retain natural moisture, and adds moisture.

Open questions Questions used to draw information from the client.

Preparation of the client Procedures before treatment to ensure the client is comfortable and that the service can be given without interruption.

Skin analysis The process of identifying the client's skin type and condition.

Skin types Either dry (lacking in oil), oily (excessive oil) or combination (a mixture of both).

Toner A skin care preparation that removes cleanser from the skin, cools and tightens.

Treatment plan Stages you'll follow in carrying out a treatment. Include areas to be treated, type of treatment, contra-indications, contra-actions, advice, client signature and client feedback.



Observation sign-off sheet

Unit B2 Assist with facial skin care treatments

What you must do

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **three** separate occasions.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Maintain safe and effective methods of working when assisting with facial treatments

- a Set up the work area to meet salon procedures and any given instructions
- b Make sure that environmental conditions are suitable for the client and the treatment
- c Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- d Ensure all tools and equipment are cleaned using the correct methods
- e Effectively disinfect your hands prior to facial treatments
- f Maintain accepted industry hygiene and safety practices throughout the treatment
- g Position equipment and materials for ease and safety of use
- h Ensure your own posture and position minimises fatigue and the risk of injury whilst working

“

A clean and safe work area gives a client confidence that you are a true professional.

Sally Penford

”

Continues on next page



Work carefully and you will achieve better results, and get happier clients.

- i Dispose of waste materials safely and correctly
- j Ensure that the treatment is cost effective and is carried out within a commercially viable time
- k Leave the work area in a condition suitable for further treatments
- l Ensure the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner



Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Outcome 2

Consult, plan and prepare for treatments with clients

- a Use **consultation techniques** in a polite and friendly manner to determine the client's treatment needs within the limits of your responsibility
- b Ensure signed, written, informed consent has been obtained from the client prior to any treatment
- c Ensure that informed and signed parent or guardian consent has been obtained for minors prior to any treatment *
- d Ensure that a parent or guardian is present throughout the treatment for minors under the age of 16 **
- e Encourage clients to ask questions to clarify any points
- f Ask your client appropriate questions to identify if they have any contra-indications to facial treatments
- g Accurately record your client's responses to questioning
- h Ensure client **advice** is given without reference to a specific medical condition and without causing undue alarm and concern



Image courtesy of Ahava UK

Continues on next page



Observation sign-off sheet

Unit B2 Assist with facial skin care treatments

What you must do (continued)

“

Make time for the consultation – it gives you all the information you need to design a great treatment.

Sally Penford

”

- i **Prepare the client** to meet the needs of the agreed treatment and follow any given instructions
- j Ensure the client is in a comfortable and relaxed position
- k Effectively remove the client's make-up to meet the needs of the treatment
- l Correctly perform a skin analysis on the client and accurately record the **skin type**
- m Refer clients with conditions that may affect the treatment to the relevant member of staff ***
- n Select suitable products for the client's **skin type** based on the results of the skin analysis and instructions from the Senior Therapist

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
*** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

Continues on next page

Outcome 3

Carry out facial treatments

- Use **facial products** correctly and follow manufacturers' and Senior Therapist's instructions
- Use suitable techniques to deep cleanse the client's skin
- Apply pre-prepared non-setting mask treatments evenly and neatly, ensuring that the area to be treated is covered
- Remove masks after the recommended time and without discomfort to the client
- Leave the skin clean, toned and suitably moisturised
- Ensure that the finished result is to the client's and Senior Therapist's satisfaction



Facial skin care

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Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Continues on next page

Hints and tips

The maximum commercially acceptable time for assisting with a level 1/4 facial treatment is 30 mins. This does not include consultation and preparation time.



Facials should be part of every client's skin care regime.



Observation sign-off sheet

Unit B2 Assist with facial skin care treatments

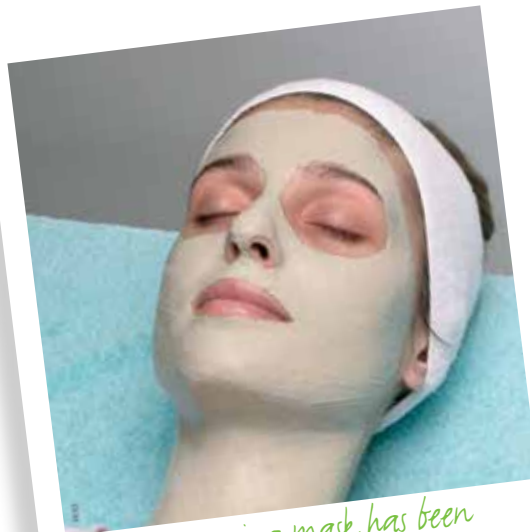
What you must do (continued)

Outcome 4

Provide aftercare advice

- a Give **advice** and recommendations accurately and constructively
- b Give your clients suitable **advice** on basic facial skin care

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					



This non-setting mask has been applied well, covering the whole area properly. It is how your own should look!

Observation sign-off sheet

Unit B2 Assist with facial skin care treatments

What you must cover



Before ticking the circles below, you must make sure that you have achieved what you must cover in **all the outcomes in which it occurs.**

Consultation techniques

Tick the consultation techniques used for each observation.
You must use **all** consultation techniques.

	1	2	3		
Questioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Skin types

Tick the skin type identified for each observation.
You must identify **all** of the skin types.

	1	2	3		
Oily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Combination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Client preparation

Tick the types of client preparation carried out for each observation.
You must carry out **all** types of client preparation.

	1	2	3		
Covering of the client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Removal of accessories	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protection of hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Removal of appropriate clothing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

Hints and tips

To gain client confidence, communicate in a clear, polite and friendly way.



Observation sign-off sheet

Unit B2 Assist with facial skin care treatments

What you must cover (continued)

Facial products

Tick the facial products used for each observation.
You must use **all** types of facial product.

	1	2	3		
Cleanser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eye make-up remover	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moisturiser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mask	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice

Tick the types of advice given for each observation.
You must give **all** types of advice.

	1	2	3		
Suitable aftercare products and their use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Avoidance of activities which may cause contra-actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recommended time intervals in between facial treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homecare routines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3		
Observation					
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Comment form

Unit B2



This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comment	Date
1	
2	
3	

“

Always use a magnifying lamp for skin analysis, to see beyond what the naked eye can.

Sally Penford

”





Knowledge sign-off sheet

Unit B2 Assist with facial skin care treatments

What you must know

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker green). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:		Evidence type
Organisational and legal requirements		
1	your responsibilities under relevant health & safety legislation	E3
2	why minors should not be given treatments without informed and signed parental or guardian consent	E3
3	why it is important, when treating minors under 16 years of age, to have a parent or guardian present	E3
4	the age at which an individual is classed as a minor and how this differs nationally	E3
5	your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements	E3
6	how to complete the client records used in your salon and the importance of, and reasons for, keeping records of treatments and gaining client signatures	E3
7	the importance of the correct storage of client records in relation to the Data Protection Act	E3
8	the importance of following a Senior Therapist's instructions and the consequences of not doing so	E3
9	the condition in which the work area should be left and why this is important	E3
10	your salon's service times for completing facial treatments and the importance of completing treatments in a commercially viable time	E3
How to work safely and effectively when assisting with facial treatments		
11	the different types of sterilising and disinfecting equipment and chemicals available	E3

Continues on next page

You need to understand:	Evidence type
12 how to disinfect tools and equipment for facial treatments	E3
13 the differences between sterilising and disinfecting	E3
14 how to prepare yourself for carrying out facial treatments	E3
15 the importance of, and reasons for, disinfecting hands and how to do this effectively	E3
16 how to set up the work area for facial treatment	E3
17 the necessary environmental conditions for facial treatments (including lighting, heating, ventilation and general comfort) and why these are important	E3
18 how to check equipment used for facial treatments	E3
19 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	E3
20 how to effectively and safely position equipment and materials for facial treatments	E3
21 how to prepare and position the client for facials	E3
22 the possible risks to yourself of ineffective positioning of clients	E3
23 how to minimise and dispose of waste from treatments	E3
24 the condition in which the work area should be left and why this is important	E3
Client consultation and treatment planning	
25 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
26 the questioning and listening skills you need in order to find out information	E3
27 how to give effective advice and recommendations to clients	E3
28 the importance of questioning clients to establish any contra-indications to facial treatments	E3
29 why it is important to record client responses to questioning	E3



Hints and tips

Prevent the spread of germs and possible cross-infection by using clean tools for each client. Use disposable items wherever possible, and throw them away after use.

Continues on next page



Knowledge sign-off sheet

Unit B2 Assist with facial skin care treatments

What you must know (continued)

You need to understand:	Evidence type
30 the legal significance of client questioning and of recording the client's responses	E3
31 how to interpret negative and positive body language and why this is important	E3
32 how to use the consultation techniques in the range to establish clients' needs	E3
33 the materials and equipment required for the treatment and how, when and why to use them	E3
34 the types of facial products in the range and how to use them	E4
35 how to carry out a skin analysis	E3
36 the types of conditions and disorders that may restrict the treatment, why and how to recognise them (eg cold sores, conjunctivitis, eczema, psoriasis, cuts, abrasions, redness, swelling, skin irritation)	E4
Structure of the skin	
37 the basic structure of the skin (epidermis, dermis)	E4
38 the basic function of the skin (protection, temperature control and sensitivity)	E4
39 the skin characteristics and skin types of different ethnic client groups	E4
40 how to recognise the different skin types within the range	E4
41 how to recognise the following basic skin conditions; sensitive, comedone, milia, dehydrated, broken capillaries, pustules, papules, open pores	E3

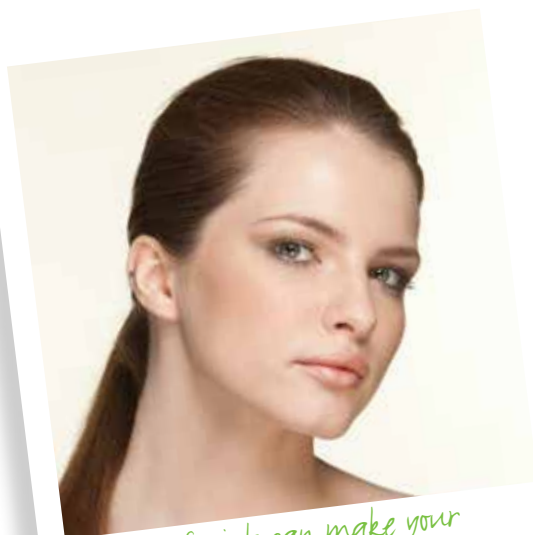
Continues on next page

You need to understand:	Evidence type
Facial treatments	
42 the different cleansing techniques used within facial treatments and how to carry them out	E3
43 the reasons for cleansing, toning, mask application and moisturising	E4
44 the benefits of cleansing, toning, mask application and moisturising	E4
45 the contra-actions that could occur during facial treatments and what action to take	E4
Aftercare advice for clients	
46 why it is important to provide a basic homecare routine	E3
47 products for home use that will benefit the client and those to avoid and why	E3
48 the contra-actions that could occur after facial treatments and what advice to give to clients	E3
49 the recommended time intervals for facial treatments	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



Hints and tips

Choose facial products to suit the client's skin type, whether dry, normal or combination. An incorrect choice could cause an unwanted skin reaction, called a contra-action.



Regular facials can make your client's skin glow!

B3 day make-up



Make-up is applied to improve the appearance of a client's skin and facial features. Products are selected and applied to suit the client's skin colour, skin type and age. Client preference is an important consideration in ensuring that the end result meets the client's requirements.

The occasion the make-up is to be worn (in this instance, during the day) influences make-up product choice and application. When you have finished your make-up application you will need to check its suitability with the Senior Therapist.



Make-up by Martha Ritchie; Photography by Andrew Buckle

Unit B3 (City & Guilds Unit 063)

Assist with day make-up

Optional

Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for providing day make-up.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **three** occasions, **each involving a different client**.



This unit has four outcomes.

Outcome 1

Maintain safe and effective methods of working when providing day make-up

Outcome 2

Consult and prepare for make-up

Outcome 3

Apply day make-up

Outcome 4

Provide aftercare advice

“

A natural looking day make-up can make your client feel special.

Anita Crosland

”



Unit B3 (City & Guilds Unit 063)

Assist with day make-up

Optional (continued)

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Used all of the following consultation techniques:

Questioning

Visual

Reference to client records

Identified all of the following skin types:

Oily

Dry

Combination

Carried out all of the following forms of preparation of the client:

Protection of clothing

Removal of accessories

Protection of hair

Used all of the following types of make-up products:

Foundation

Concealers

Powder

Eye products

Cheek products

Lip products

Provided all of the following types of advice:

Suitable make-up products and their use

Possible contra-actions and how to deal with them

Suitable make-up re-application techniques

Suitable make-up removal techniques



You can offer your client a wide range of looks if you have different types of make-up.

What you must know

You will be assessed on your knowledge of the following:

Organisational and legal requirements

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

Client consultation and treatment planning

Anatomy and physiology

Contra-indications and contra-actions

Make-up application

Aftercare advice for clients

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 95–99.



Consider where your client will be wearing their make-up.

Photography by Andrew Buckle

“

Having a range of make-up products available to use on your client helps to adapt the make-up to their individual needs.

Anita Crosland

”



Day make-up

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Useful words

Some terms that you will come across in this unit are explained below.

Advice Knowledge given to the client after the treatment so that they can continue its benefits.

Consultation Assessment of client's needs using different techniques including questioning, observation, touch and reference to client records.

Contra-action An unwanted reaction occurring during or after treatment.

Contra-indication The presence of a condition that may prevent the treatment taking place

Environmental conditions The work area must be safe and comfortable for employees and clients. Consider heating, lighting and ventilation.

Highlighter A make-up product that emphasises or draws attention to a certain area.

Legislation Laws affecting the business and its operation, treatments, the working environment, employees and systems of work.

Make-up occasions Make-up applied to suit certain events, eg days, evenings or weddings.

Make-up products Cosmetics applied to the face to add colour, definition and enhance the client's overall appearance. They should be selected to compliment the client's age, skin colour and facial features.

Preparation of the client Procedures before treatment to ensure that the client is comfortable, ready and that the service can be provided without unnecessary interruptions.

Shader A make-up product that has the effect of reducing or making things appear smaller.

Skin types Either dry (lacking in oil), oily (excessive oil) or combination (a mixture of both).

Treatment plan Stages you'll follow in carrying out a treatment. Include areas to be treated, type of treatment, contra-indications, contra-actions, advice, client signature and client feedback.



Observation sign-off sheet

Unit B3 Assist with day make-up

What you must do

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **three** separate occasions, **each** involving a **different** client.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Maintain safe and effective methods of working when providing day make-up

- a Set up the work area to meet salon procedures and any given instructions
- b Make sure that environmental conditions are suitable for the client and the treatment
- c Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- d Ensure all tools and equipment are cleaned using the correct methods
- e Effectively disinfect your hands prior to applying make-up
- f Maintain accepted industry hygiene and safety practices throughout the treatment
- g Position equipment and materials for ease and safety of use
- h Ensure your own posture and position minimises fatigue and the risk of injury whilst working
- i Dispose of waste materials safely and correctly
- j Ensure that the treatment is cost effective and is carried out within a commercially viable time
- k Leave the work area in a condition suitable for further treatments
- l Ensure the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner



Image courtesy of Jelly Pong Pong

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Continues on next page

Outcome 2

Consult and prepare for make-up

- a Use **consultation techniques** in a polite and friendly manner to determine the client's preferences within the limits of your responsibility
- b Ensure that informed and signed parent or guardian consent is obtained for minors prior to any treatment *
- c Ensure that a parent or guardian is present throughout the treatment for minors **
- d Obtain signed, written informed consent from the client prior to carrying out the service
- e Ask your client appropriate questions to identify if they have any contra-indications to day make-up
- f Accurately record your client's responses to questioning
- g Encourage clients to ask questions to clarify any points
- h Ensure client **advice** is given without reference to a specific medical condition and without causing undue alarm and concern
- i Ensure the client is in a comfortable and relaxed position
- j **Prepare the client** to meet the needs of the agreed make-up plan following Senior Therapist's instruction
- k Ensure the skin is clean, toned and suitably moisturised prior to the application of make-up
- l Accurately recognise and record the client's **skin type**

Continues on next page



Day make-up

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Hints and tips

To ensure the correct make-up effect, ask detailed questions during the consultation. Always check with the Senior Therapist to confirm your choice. For health and safety purposes, include checking for any known allergies to cosmetics.



Helen Mirren's make-up is appropriate for her age and always gives her a healthy glow.



Observation sign-off sheet

Unit B3 Assist with day make-up

What you must do (continued)

m Refer clients with conditions that may affect the treatment to the Senior Therapist ***

n Select suitable **make-up products** to suit the client's **skin type** and their preferences following Senior Therapist's instructions

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
*** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

Continues on next page

Hints and tips

Ensure that you select and apply products to complement the age and skin type of your client. Any skin imperfections must be disguised.



The final day look should be natural but distinctive, like Pixie Lott's.

Outcome 3

Apply day make-up

- a Use **make-up products** correctly and follow Senior Therapist and manufacturers' instructions
- b Apply any necessary foundation and concealer to create an even skin tone
- c Apply a suitable powder to achieve the desired finish
- d Apply eye products to enhance the eye area, eyebrows and eyelashes
- e Apply cheek products to enhance the client's natural colouring
- f Apply lip products to enhance the client's lips
- g Ensure that the finished result and look is to the client's and Senior Therapist's satisfaction



Day make-up

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Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Outcome 4

Provide aftercare advice

- a Give **advice** and recommendations accurately and constructively
- b Give your client suitable **advice** on the use and maintenance of day make-up

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					



Observation sign-off sheet

Unit B3 Assist with day make-up

What you must cover

Before ticking the circles below, you must make sure that you have achieved what you must cover in **all the outcomes in which it occurs.**

Consultation techniques

Tick the consultation techniques used for each observation.
You must use **all** consultation techniques.

	1	2	3		
Questioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference to client records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Skin types

Tick the skin types identified for each observation.
You must identify **all** of the skin types.

	1	2	3		
Oily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Combination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Client preparation

Tick the forms of client preparation carried out for each observation.
You must carry out **all** forms of client preparation.

	1	2	3		
Protection of clothing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Removal of accessories	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protection of hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

“

Working with a Senior Therapist can help to build your confidence when applying make-up to a client.

Anita Crosland

”



Make-up products

Tick the make-up products used for each observation.
You must use **all** types of make-up product.

	1	2	3		
Foundation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concealers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Powder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eye products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cheek products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lip products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice

Tick the advice provided for each observation.
You must provide **all** types of advice.

	1	2	3		
Suitable make-up products and their use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible contra-actions and how to deal with them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suitable make-up re-application techniques	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suitable make-up removal techniques	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					



Comment form

Unit B3

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comment

Date

1

2

3



Always tailor the make-up to suit the client's skin, hair and eye colour.

Knowledge sign-off sheet

Unit B3 Assist with day make-up

What you must know



You need to understand:	Evidence type
Organisational and legal requirements	
1 your responsibilities under relevant health & safety legislation	E3
2 the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
3 why minors should not be given treatments without informed and signed parental or guardian consent	E3
4 why it is important when treating minors under 16 years of age to have a parent or guardian present	E3
5 your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements	E3
6 how to complete the client records used in your salon and the importance of, and reasons for, keeping records of treatments and gaining clients' signatures	E3
7 the importance of the correct storage of client records in relation to the Data Protection Act	E3
8 your salon's service times for completing day make-up and the importance of completing the application in a commercially viable time	E3
9 the salon pricing structures	E3

Continues on next page

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker green). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.



Knowledge sign-off sheet

Unit B3 Assist with day make-up

What you must know (continued)

You need to understand:	Evidence type
How to work safely and effectively when providing day make-up	
10 how to effectively set up the work area and safely position equipment and materials for day make-up application	E3
11 the necessary environmental conditions for day make-up application (including lighting, heating, ventilation and general comfort) and why these are important	E3
12 the different types of sterilising and disinfecting equipment and chemicals available	E3
13 how to disinfect tools and equipment for day make-up application	E3
14 the differences between sterilising and disinfecting	E3
15 how to prepare yourself for carrying out day make-up application	E3
16 the importance of, and reasons for, disinfecting hands and how to do this effectively	E3
17 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	E3
18 how to prepare and position the client for day make-up application	E3
19 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients	E3
20 how to minimise and dispose of waste from treatments	E3
21 the condition in which the work area should be left and why this is important	E3

Timing tip

The maximum service time for a day make-up treatment at level 1/4 is 30 mins. This does not include consultation and preparation time.

Continues on next page

You need to understand:	Evidence type
Client consultation and treatment planning	
22 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
23 the questioning and listening skills you need in order to find out information	E3
24 how to give effective advice and recommendations to clients	E3
25 how to interpret negative and positive body language and why this is important	E3
26 the importance of questioning clients to establish any contra-indications to day make-up	E3
27 why it is important to record client responses to questioning	E3
28 why it is important to encourage and allow time for clients to ask questions	E3
29 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
30 the legal significance of client questioning and of recording the client's responses	E3
31 how to use the consultation techniques in the range to establish clients' needs	E3
Anatomy and physiology	
32 the basic structure of the skin (ie epidermis, dermis)	E4
33 the basic function of the skin (ie protection, temperature control, sensitivity)	E4
34 how to recognise the skin types listed in the range	E4
35 the skin characteristics and skin types of different ethnic and age client groups	E4
36 how to recognise the following basic skin conditions: sensitive, comedone, milia, dehydrated, broken capillaries, pustules, papules, open pores, dark circles	E4



Continues on next page



Knowledge sign-off sheet

Unit B3 Assist with day make-up

What you must know (continued)

Hints and tips

Advice should be given to the client on how to maintain their make-up for the period it is to be worn. This also provides a great opportunity to discuss retail products with the client.

You need to understand:	Evidence type
Contra-indications and contra-actions	
37 the types of conditions and disorders that may contra-indicate the treatment and why (eg cold sores, conjunctivitis, open cuts and abrasions, swelling, skin irritation) and how to recognise them	E4
38 the types of conditions and disorders that may restrict the treatment and why (eg healed eczema and psoriasis, redness, bruising, skin irritation) and how to recognise them	E4
39 possible contra-actions which may occur during the make-up treatment and how to deal with them (eg excessive perspiration, adverse skin reactions, watery eyes, excessive erythema)	E4
Make-up application	
40 how to cleanse, tone and moisturise the skin	E3
41 the different types of powders, foundation, eye products, cheek products and lip products available and how to use and apply them	E3
42 how to match and apply make-up products to different skin types and conditions	E3
43 the reasons why make-up should be applied in a suitable sequence	E3
44 the possible consequences of applying unsuitable make-up products to certain skin types and conditions	E3
45 how to disguise minor skin imperfections using make-up	E3

Continues on next page

You need to understand:	Evidence type
Aftercare advice for clients	
46 make-up products for home use that will benefit the client and those to avoid and why	E3
47 the contra-actions that could occur after make-up application and how to deal with them	E3
48 re-application techniques suitable for the client	E3
49 make-up removal techniques suitable for the client	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



Hints and tips

Your make-up brushes are your tools of the trade – it's important to care for them! Clean them effectively after each make-up treatment. This will prevent cross-infection and will keep them in good condition, extending their life.

NAIL manic services



A manicure or pedicure immediately improves the appearance of the nails and surrounding skin. In this unit you will learn how to assist the Senior Therapist with the manicure and pedicure service, setting up their work area and completing a consultation to assess the client's treatment needs. You will also perform a basic nail treatment, developing the tricky skills of filing, buffing, nail polish

application and hand/foot moisturising. You'll give your clients extra value with basic advice on how to look after their nails and skin at home. When you have finished your nail service you will need to have it checked by the Senior Therapist. Your work area should be tidy and ready for further nail treatments.



Unit N1 (City & Guilds Unit 064)

Assist with nail services

Optional



Nail services

103

Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for assisting with nail services on the hands and feet.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **three** occasions, **one** of which must be on the **feet**.

“

*Confidence comes
through practice!*
Georgie Smedley

”

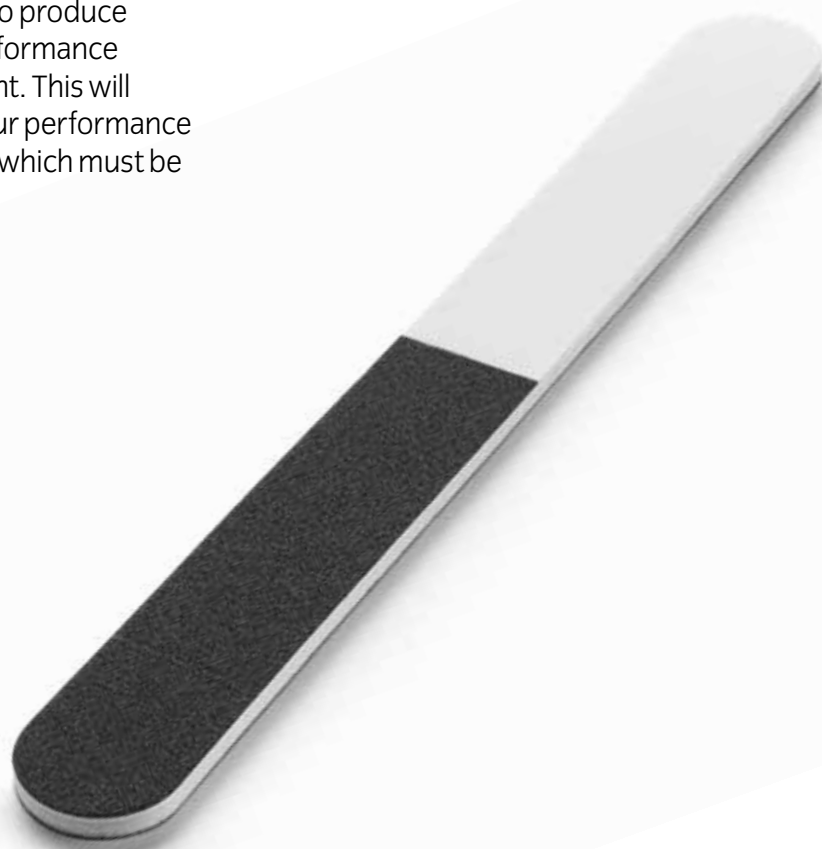
This unit has
four outcomes.

Outcome 1
Maintain safe and
effective methods
of working when
assisting with nail
services

Outcome 2
Consult, plan and
prepare for nail
services with clients

Outcome 3
Carry out nail
services

Outcome 4
Provide aftercare
advice





Unit N1 (City & Guilds Unit 064)

Assist with nail services

Optional (continued)

Image courtesy of United Beauty

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Used all of the following consultation techniques:

Questioning

Visual

Manual

Applied at least three of the following four nail finishes*:

Buffed

Clear polish

Nail strengthener

Light colour

* However, you must prove to your assessor that you are able to deal with the other **one**.

Provided all of the following types of advice:

Suitable aftercare products and their use

Avoidance of activities which may cause contra-actions

Recommended time intervals in between nail services

Homecare routines



It's all about beautiful nails!

Image courtesy of iStockphoto.com/xploresoft, LLC

“

Discuss and agree the nail finish with your client, taking into account their wishes.

Anita Crosland

”

What you must know

You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when providing nail services

Contra-indications and contra-actions

Client consultation and service planning

Anatomy and physiology

Nail treatments

Aftercare advice for clients

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 114–117.

Hints and tips

Always replace product tops after use to maintain quality and to prevent accidents.



Image courtesy of Professionals



Nail services

105

Useful words

Some terms that you will come across in this unit are explained below.

Advice Knowledge given to the client after the treatment so that they can continue its benefits.

Consultation Assessment of client needs using different techniques, including questioning, observation and reference to client records.

Contra-action An unwanted reaction occurring during or after treatment.

Contra-indication The presence of a condition that may prevent the treatment taking place.

Cuticle The overlapping skin at the base of the nail plate, which should be flexible and not overgrown.

Free edge The white part of the nail that grows beyond the finger tip.

Legislation Laws affecting the business and its operation, treatments, the working environment, people employed and systems of work.

Nail and skin treatment tools These are used during a manicure and include nail files, orange sticks, hoof sticks or cuticle pushers, nail buffers and nail scissors.

Nail finish The finished result, which will either be buff, clear, nail strengthener or light coloured polish.

Nail plate The part of the nail that covers the nail bed – usually pink in colour.

Nail shape The shape of the client's natural nail plate. Nail shapes include square, round, pointed, fan and oval.



Observation sign-off sheet

Unit NI Assist with nail services

What you must do

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **three** separate occasions, **one** of which must be on the **feet**.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Maintain safe and effective methods of working when assisting with nail services

- a Set up the work area in accordance with instructions
- b Make sure that environmental conditions are suitable for the client and the service
- c Ensure your personal hygiene and appearance meets accepted industry Code of Practice for Nail Services and organisational requirements
- d Wear suitable personal protective equipment for the work that conforms to the industry Code of Practice for Nail Services
- e Ensure all tools and equipment are cleaned using the correct methods
- f Effectively disinfect your hands prior to nail service
- g Maintain accepted industry hygiene and safety practices throughout the service
- h Position equipment and materials for ease and safety of use
- i Ensure your own posture and position minimises fatigue and the risk of injury whilst working



Continues on next page

- j Dispose of waste materials safely and correctly
- k Ensure that the service is cost effective and is carried out within a commercially viable time
- l Leave the work area in a condition suitable for further services
- m Ensure the client's records are up-to-date, accurate, easy to read and signed by the client and technician



Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Outcome 2

Consult, plan and prepare for nail services with clients

- a Use **consultation techniques** in a polite and friendly manner to determine the client's service needs within the limits of your responsibility
- b Obtain signed, written informed consent from the client prior to carrying out the service
- c Ensure that informed and signed parental or guardian consent is obtained for minors prior to any service *
- d Ensure that a parent or guardian is present throughout the service for minors under the age of 16 **
- e Ask your client appropriate questions to identify if they have any contra-indications to nail services
- f Encourage clients to ask questions to clarify any points
- g Ensure client **advice** is given without reference to a specific medical condition and without causing undue alarm and concern
- h Accurately record your client's responses to questioning

Image courtesy of Dermalogica



Continues on next page



Observation sign-off sheet

Unit NI Assist with nail services

What you must do (continued)



Check with a senior Therapist that the finished look is satisfactory.

- i Prepare the client to meet the needs of the agreed service and follow any given instructions from a senior member of staff
- j Ensure the client is in a comfortable and relaxed position
- k Effectively disinfect the client's hands or feet and remove any existing nail enamel to restore the nails to a natural condition
- l Correctly perform a nail and skin analysis on the client and accurately record the results
- m Refer any conditions that may affect the service to a senior member of staff ***
- n Prepare suitable products for the nail service based on the results of the nail and skin analysis
- o Confirm the client's choice of **nail finish** before starting
- p Ensure that the preparation for the nail service meets with the agreement of the senior member of staff

Image courtesy of iStockphoto.com/Yuri Arcurs

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
*** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

Continues on next page

Outcome 3

Carry out nail services

- a Use suitable equipment and materials correctly and follow manufacturers' and senior member of staff's instructions
- b File the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length
- c Confirm the desired length and shape with the client during the service and make any necessary alterations
- d Buff using the correct techniques to create a smooth, even surface to the nail plate, if required
- e Effectively moisturise the skin using a suitable product
- f Leave the natural nail free from excess moisture prior to applying the required finish
- g Use a suitable **nail finish** to meet the agreed service plan, leaving the cuticle free from product and debris
- h Ensure that the finished result is to the client's and a senior member of staff's satisfaction



Nail services

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Timing tip

The maximum commercially acceptable time for a nail treatment is 30 mins. This does not include consultation and preparation time.

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Continues on next page





Observation sign-off sheet

Unit NI Assist with nail services

What you must do (continued)

Outcome 4

Provide aftercare advice

- a Give **advice** and recommendations accurately and constructively
- b Give your clients suitable **advice** on basic nail care

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					



Observation sign-off sheet

Unit NI Assist with nail services

What you must cover



Before ticking the circles below, you must make sure that you have achieved what you must cover in **all the outcomes in which it occurs.**

Consultation techniques

Tick the consultation techniques used for each observation.
You must use **all** consultation techniques.

	1	2	3		
Questioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Nail finishes

Tick the nail finishes applied for each observation.
You must apply at least **three** of the nail finishes, but you must prove to your assessor that you are able to apply the other **one**.

	1	2	3		
Buffed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear polish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nail strengthener	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Light colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





Observation sign-off sheet

Unit NI Assist with nail services

What you must cover (continued)

Advice

Tick the types of advice provided for each observation.
You must provide **all** types of advice.

- Suitable aftercare products and their use
- Avoidance of activities which may cause contra-actions
- Recommended time intervals in between nail services
- Homecare routines

1	2	3		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Observation
- Achieved
- Date
- Candidate signature
- Assessor signature
- IQA signature (if sampled)
- EQA signature (if sampled)

1	2	3		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Tell your clients about homecare routines they can do, to allow them to maintain their manicure at home.

Comment form

Unit NI



Nail services

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This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comment

Date

1

2

3

Your work area should be left tidy at the end of a treatment, ready for your next client. A tidy work area shows your professionalism.

Image courtesy of Mavala



“

Encourage clients to choose colours they really like, rather than what you feel confident using.
Anita Crosland

”



Knowledge sign-off sheet

Unit NI Assist with nail services

What you must know

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker green). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:		Evidence type
Organisational and legal requirements		
1	your responsibilities under relevant health & safety legislation and the industry Code of Practice for Nail Services	E3
2	the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
3	why minors should not be given treatments without informed and signed parental or guardian consent	E3
4	why it is important when treating minors under 16 years of age to have a parent or guardian present	E3
5	your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements	E3
6	how to complete the client records used in your organisation and the importance and reasons for keeping records of services	E3
7	the importance of the correct storage of client records in relation to the Data Protection Act	E3
8	the importance of following a senior member of staff's instructions and the consequences of not doing so	E3
9	the condition in which the work area should be left and why this is important	E3
10	your organisation's service times for completing nail services and the importance of completing services in a commercially viable time	E3

Continues on next page

You need to understand:	Evidence type
How to work safely and effectively when providing nail services	
11 the different types of chemicals used for disinfecting and sterilising tools and equipment	E3
12 how to sterilise or disinfect tools and equipment for nail services	E3
13 the differences between sterilising and disinfecting	E3
14 how to prepare and position yourself and the client for nail services	E3
15 the importance of, and reasons for, disinfecting hands and how to do this effectively	E3
16 how to effectively and safely set up the work area for nail services	E3
17 the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important	E3
18 how to check equipment used for nail services is in good working order	E3
19 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	E3
20 the possible risks to yourself of ineffective positioning of clients	E3
21 how to minimise and dispose of waste from services	E3
Contra-indications and contra-actions	
22 the types of conditions and disorders that may contra-indicate the service and why (eg fungal, viral, bacterial and parasitic infections to the skin and nails, severe dermatitis, eczema and psoriasis, unknown swelling or redness) and how to recognise them	E4
23 the types of conditions and disorders that may restrict the service and why (eg cuts, abrasions, bruising) and how to recognise them	E4
24 the contra-actions that could occur after nail services and what advice to give to clients	E4



Hints and tips

Recommend salon retail products to the client to allow them to maintain their nails and increase your salon's profits.

Continues on next page



Knowledge sign-off sheet

Unit NI Assist with nail services

What you must know (continued)

You need to understand:	Evidence type
Client consultation and service planning	
25 how to communicate in a clear, polite, confident way and why this is important when working with clients from different cultural and religious backgrounds, age, disabilities and gender for this service	E3
26 the questioning and listening skills you need in order to find out information	E3
27 how to give effective advice and recommendations to clients	E3
28 how to interpret negative and positive body language and why this is important	E3
29 why it is important to encourage and allow time for clients to ask questions	E3
30 how to use the consultation techniques in the range to establish clients' needs	E3
31 the importance of questioning clients to establish any contra-indications to nail services	E3
32 why it is important to record client responses to questioning	E3
33 the legal significance of client questioning and of recording the client's responses	E3
34 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
Anatomy and physiology	
35 the structure of the nail unit (including matrix, nail plate, nail bed, cuticle, free edge)	E4
36 the basic structure of the skin (including epidermis and dermis)	E4

Hints and tips

Buffing, used with a gritty cream paste, helps to smooth and shine the nail surface. This is a popular service with clients who choose not to wear nail polish.

Continues on next page

You need to understand:	Evidence type
Nail treatments	
37 the materials and tools required for the service and how, when and why to use them	E3
38 the different types of nail and skin products	E4
39 the uses of different types of products for nails and skin	E4
40 the effects on the nails of incorrect use of nail service tools	E4
41 how to create different types of nail shapes in accordance with the client's requirements	E3
42 the correct method(s) of applying a buffed finish, a clear nail polish, a light nail polish or a nail strengthener	E3
43 correct method of removing nail polish	E3
Aftercare advice for clients	
44 why it is important to provide a basic homecare routine	E3
45 how to correctly use tools and products at home	E3
46 the recommended time intervals for nail services	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



*more
information*

Maximum service times for Level 1/4 beauty therapy services

For B2, B3 and N1, you will have to complete services within a 'commercially viable time'. You will find these timings within the units, but they are listed below for your reference. They do not include consultation and preparation times.

Service	Mins (maximum)
Assist with facial treatment	30
Assist with nail treatment	30
Assist with day make-up	30



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Image courtesy of Dave Lockwood

Further information on health and safety legislation

(Unit G20)

Unit overview

Fundamental to this unit is an understanding of the terms 'hazard', 'risk' and 'control'. They have been defined overleaf and it is **very important** that they are understood before undertaking the unit.

The main outcomes of this unit are:

Identify the hazards and evaluate the risks in your workplace

Reduce the risks to health and safety in your workplace

This unit is for everyone at work (whether paid, unpaid, full or part-time). The scope of the Health & Safety at Work Act 1974 covers 'all persons' whether employers, employees, self-employed, contractors, etc. Amongst other things the Act seeks to secure the health, safety and welfare of people whilst they work and protect other people against risks to health or safety arising from the activity of people at work. This unit does not require you to undertake a full risk assessment; it is about being aware of the main risks in the workplace and knowing how to identify and deal with them.

This unit is about the health and safety responsibilities of everyone in the workplace. It describes what you must do to make sure that:

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

This is what you need to show. In **Outcome 1** you need to show that you understand the health and safety requirements and policies in the workplace, and that you check your own working practices and work area for any risk of you or others being harmed. You should be able to identify the risk arising from any hazards you have identified and know which you can deal with safely yourself, and those which you must report to the 'responsible person' for attention.

Outcome 2 requires you to show you have taken steps to reduce those health and safety risks with which you might come into contact during the course of your work. It covers carrying out tasks safely and in accordance with instructions and workplace requirements.



Further information on health and safety legislation

(Unit G20) (continued)

The Health & Safety Executive (HSE) is the body appointed to support and enforce health and safety law. It has defined three important concepts, as follows:

Hazard 'a hazard is something with potential to cause harm'

Risk 'a risk is the likelihood of the hazard's potential being realised'

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

Almost anything may be a hazard, but may or may not become a risk. For example:

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



A safe beauty therapist is a happy one!

Key points regarding health and safety legislation and regulations

Health & Safety at Work Act 1974

The Health & Safety at Work Act 1974 is the main piece of legislation under which nearly all the other regulations are made. It is for this reason that only this piece of legislation is specifically referred to in this unit.

Employers have a legal duty under this Act to ensure, so far as is reasonably practicable, the health, safety and welfare at work of the people for whom they are responsible and the people who may be affected by the work they do.

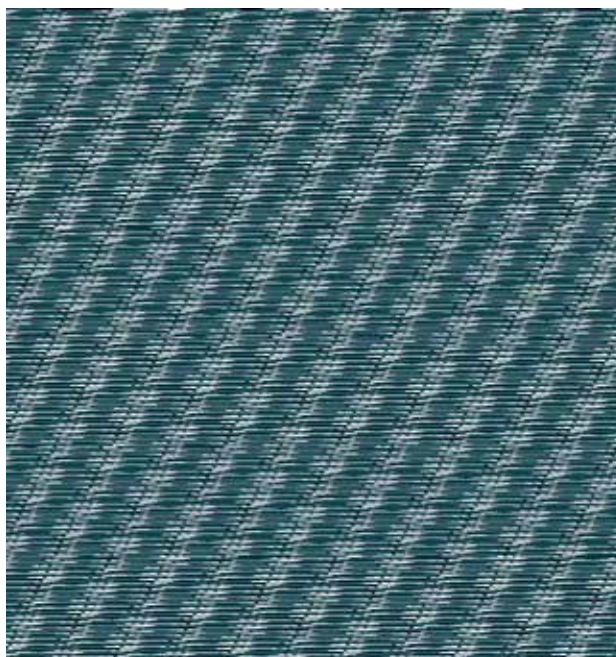
Under this Act it is also important to be aware that all people at work, not just employers, have a duty to take reasonable care to avoid harming themselves or others through the work they do.

Risks should be reduced 'so far as is reasonably practicable'. This term means the duty holder (in most instances the employer) can balance the cost against the degree of risk although obviously any Health & Safety Inspectors would expect that relevant good practice is followed.

According to the Act:

Employers must safeguard so far as is reasonably practicable, the health, safety and welfare at work of all the people who work for them and 'other persons'. This applies in particular to the provision and maintenance of safe plant and systems of work and covers all machinery, equipment and substances used.

People at work also have a duty under the Act to take reasonable care to avoid harm to themselves or to others by their working practices and to co-operate with employers and others in meeting statutory requirements. The Act also requires employees not to interfere with or misuse anything provided to protect their health, safety or welfare in compliance with the Act.



Further information on health and safety legislation

(Unit G20) (continued)

Other legislation

There is an array of health and safety regulations and codes of practice which affect people at work. There are regulations for those who, for example, work with electricity, or work on construction projects, as well as regulations covering noise at work, manual handling, working with VDUs, or dealing with substances hazardous to health, etc. The specific requirements for all or any of these can be obtained from HSE local offices.

As many of the regulations are only relevant to certain workplaces or working practices no specific reference has been made in the Knowledge Requirements to any of these regulations. The phrase 'your responsibilities for health and safety as required by the law covering your job role' is intended to relate to those specific pieces of legislation important to your workplace and/or working practices which you should be able to find out about.

General guidance on health and safety legislation applicable to beauty therapy

Health and safety is the responsibility of all persons at work. Employers and supervisors in particular have a greater responsibility for health and safety than, say, the trainee stylist or stylist, but all have a responsibility to work in a healthy and safe manner.

Section 7 of the Health & Safety at Work Act of 1974 states:

- 'It shall be the duty of every employee while at work
- a to take reasonable care for the health & safety of himself and of other persons who may be affected by his acts or omissions at work; and
 - b as regard any duty or requirement imposed on the employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirements to be performed or complied with'

There are many individual items of health and safety legislation which apply to the working of a beauty salon. Some, like 'The Management of Health & Safety at Work Regulations 1992' (which require management to carry out a Risk Assessment of their salons, to identify hazards and to improve working conditions and practices) obviously apply mainly to your employer. Other items of legislation apply to employers and all those working within the salon.

The following are the principle items of legislation which apply to general salon operations and, therefore, to employers and employees/trainees etc alike:



1 The Health & Safety at Work etc Act 1974

Is the great 'enabling' Act from which most of the subsequent legislation has sprung.

2 The Workplace (Health, Safety & Welfare) Regulations 1992

Have taken the place of most of the Office, Shops and Railway Premises Act 1963, and require all at work to help maintain a safe and healthy working environment. They apply very much to salons.

3 The Manual Handling Operations Regulations 1992

Places upon all at work the duty to minimise the risks from lifting and handling objects.

4 The Provision and Use of Work Equipment Regulations 1992

Impose upon the employee the duty to select equipment for use at work which is properly constructed, suitable for the purpose and kept in good repair. Employers must also ensure that all who use the equipment have been adequately trained. The requirement for competence to use salon tools and equipment is embodied within the beauty therapy standards.

5 The Personal Protective Equipment at Work Regulations 1992

Confirm the requirement for employers to provide suitable and sufficient protective clothing/equipment, and for all employees to use it when required. The use of personal protective equipment (PPE) is a requirement of the beauty therapy standards.

6 The Control of Substances Hazardous to Health Regulations 1992 (often referred to as COSHH) to include subsequent amendments

Are particularly important as the storage, use and sale of a wide range of chemicals forms an important part of salon services, especially as such substances are applied on and sold to non-employees, ie clients.



Further information on health and safety legislation

(Unit G20) (continued)

7 The Electricity at Work Regulations 1989

Under this law, your salon is required to maintain electrical equipment in a safe condition. It is your responsibility to report any faulty electrical equipment which you come across in your workplace.

8 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (often referred to as RIDDOR)

Under this regulation, your salon is required to report injuries, disease and dangerous occurrences. It is your responsibility to report to the relevant person any injuries and dangerous occurrences which happen at work. Your salon may also require you to report any potentially infectious conditions of which you become aware.

9 Cosmetic Products (Safety) Regulations 1989

This law lays down rules for recommended volumes and strengths of different hydroxide based products. The strength of a product will vary depending on whether it has been prepared for professional or non-professional general use. It is important that when using these products, you check its strength from the manufacturer's guidance notes and check current legislation. (Copies of the Regulations can be bought from Her Majesty's Stationery Office (HMSO) bookshops. Guidance can also be obtained from individual manufacturers and the Hairdressing and Beauty Suppliers Association.)



What do these words mean?

This section contains explanations of how commonly used words and phrases have been used in the Habia Level 1/4 Beauty Therapy standards.

Aseptic The opposite of sepsis, a situation trying to eliminate bacteria. All treatment procedures must be aseptic ie wearing PPE, hand washing, disposal of waste, etc (from British Standards glossary of terms relating to Disinfectants).

Confidential information May include personal aspects of conversations with clients, personal aspects of conversations with colleagues, contents of client records, client and staff personal details (eg addresses and telephone numbers, etc) financial aspects of the business, gossip.

Cross-infection This is the transfer of micro-organisms through poor hygiene practices by direct contact with another person or indirect contact by infected tools and equipment.

Disinfectant A substance capable of removing or reducing micro-organisms.

Disinfecting hands This refers to cleansing or washing the hands to an antiseptic level so as to inhibit bacteria.

Disinfection Inhibits the growth of disease causing micro-organisms (except spores) using chemical agents.

Environmental conditions These include heating, lighting, ventilation and general comfort.

Hygiene requirements The standard expected, as laid down in law, industry codes of practice, or written procedures specified by the organisation.

Legislation Laws affecting the conduct of business, treatments, the premises or working environment, people employed and systems of work.

Organisational requirements Beauty therapy procedures or work rules issued by the salon management.

Personal appearance Hair is secured away from the face or of an appropriate length and style so as not to interfere with the treatment. Nails are clean, free of varnish and of a suitable length so as not to interfere with the treatment. The only permitted jewellery is wedding bands and small, unobtrusive earrings. Shoes should be clean, low heeled and fit securely around the foot. Uniforms should be freshly laundered.

Relevant person An individual deemed responsible for supervising you during a given task or service, or the person to whom you normally report.

Resources The equipment, products and time required to perform a treatment.

Sterilisation The total destruction of all micro-organisms.

Treatment plan The stages or plan you intend to follow in carrying out a particular treatment. The basic contents of the treatment plan include: areas to be treated, type of treatment, known contra-indications, contra-actions, treatment advice, client signature, client feedback.

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Make-up by Afshan Islam; Photography by Andrew Buckle

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to move forward
in a career which is
statistically one of
the happiest.*

*We wish you every
success for the future.*

* According to the City & Guilds Career Happiness Index survey, conducted in 2012



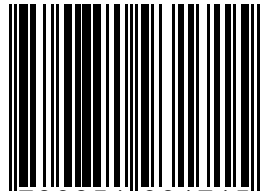
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