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*Candidate logbook*  
Level 2 (NVQ) Diploma/Level 5 SVQ in:

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# Beauty Therapy





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Level 2 (NVQ) Diploma/Level 5 SVQ in:

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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

4 Level 2 NVQ/5 SVQ Beauty

## Ruby Hammer

Make-up has always been my biggest passion. I began working as an apprentice nearly 25 years ago, assisting another make-up artist. Since then, I have travelled the world, working on the catwalk collections of London, Paris, New York and Milan, and fashion and beauty shoots for magazines such as *Vogue*, *Harper's Bazaar* and *Elle*. I have done the make-up of numerous celebrities, including Sienna Miller and Liberty Ross, and have been involved with TV commercials and ad campaigns. I have also worked with companies such as Aveda, Estée Lauder and Clarins to advise and help with training and developing new make-up products. In 1998, with my good friend Millie Kendall, I created the Ruby & Millie make-up brand, and in 2007 Millie and I were presented with an MBE by the Queen for our long-standing contribution to the cosmetics industry.

I can honestly say that it has been determination, passion and the ability to work as a team player that has got me to where I am today. So, as you begin on your own journey, remember to work hard, listen carefully to others but most importantly, experiment with colour and put into practice what you learn. I hope it brings you all the joys and rewards I enjoy and I wish you every success in your future career.



**Occupation:**  
Make-up artist

## Marian Newman

I 'got into nails' by accident over 20 years ago. What a great accident! I discovered an industry and career that has given me immense pleasure and challenges.

I think I've experienced most areas of the industry, from behind the desk to teaching, demonstrating, writing textbooks, helping set standards and so on. I was the first technician in the UK to do session work and high profile fashion shows and that is how I earn my living now.

It's a long career (that's certainly not over yet!) but one that wouldn't have gone so far without learning, then learning some more! Education is central to a successful and professional career and thank goodness I recognised that from the beginning. Good education and the right attitude to continuing learning means you can make choices as to what career path you want to take. For me it was getting out from behind the desk as soon as possible and looking at other routes available or creating one that suited me.

Now the press ask me whose nails I **haven't** done as that is the shorter list! I have now launched my own brand to the world: Marian Newman Nails. None of this satisfying career would have been possible without good education from the beginning. So get learning and good luck with your career!



**Occupation:**  
Nail technician

## Sally Penford

Having suffered with eczema as a child and never getting answers from my GP on why or what to do about it, my interest in all things skin-related was sparked. I did some research, and found that my local skin therapist could provide me with more advice and more importantly, support, than anyone I had previously spoken to. I decided at that moment that my life was destined to help people to achieve better skin. I sought out a fantastic course and trained for two years in beauty therapy. It was during this time that I met an inspirational lady called Eve Taylor, a world-famous aromatherapist. She showed me that the skin care profession can be a respected career with great earning opportunities.

My career journey has taken me from working in spas to running my own skin therapy business, and then finally to teaching. As Education Manager for The International Dermal Institute and Dermalogica I now manage a team of over 60 dedicated professionals teaching to qualified therapists. Every day it is a joy to come to work. You are entering a thriving industry of people who are passionate about their work and highly respected. I hope your journey in skin care takes you to many exciting places and brings as much happiness as I have been lucky enough to experience.

**Occupation:**

Skin Therapy  
Education Manager

# 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!



**Adele O'Keefe**, author of your new *Candidate Logbook*, is Head of Hairdressing, Beauty and Holistic Therapy at Bolton Community College. She has written many resources, eg textbooks and SmartScreen, and has been a City & Guilds External Quality Assurer and examiner for 20 years.



**Helen Beckmann** is passionate about beauty therapy, adding new therapies to her skills each year. She has been an External Quality Assurer for 10 years, and is also a published author. Helen owns a Beauty and Holistic Therapies salon. She recently worked with Habia, helping to create the 2010 beauty therapy standards.



**Lorraine Nordmann** has worked in beauty therapy for 27 years. She teaches at Hugh Baird College, Liverpool. Lorraine is a published author, and has been a City & Guilds External Quality Assurer for 17 years. She is an active member of the Habia Beauty Therapy Standards Committee.



**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.



**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.



**Alex Fox** has been a journalist in the nail industry for 12 years. She is currently the editor of nail magazines, *Scratch* and *Gloss*. She also runs the globally-recognised annual nail competition – The Nailympics London, inside the Olympia Beauty trade exhibition.



**Jo Evans** is Training and Development Manager for The Sanctuary. She's worked in the spa industry in various roles for the last 13 years. At The Sanctuary she is responsible for designing and updating treatments, and for training a team of around 90 therapists.



**Pam Linforth** is the Director of Human Resources at Ellisons and a fully qualified beauty therapist, lecturer, assessor and member of the CIPD. She is the driving force behind the Investors in People standard at Ellisons and a champion of training and development.



**Shavata** has worked in the beauty industry for over 20 years and currently runs a number of Brow Studios across the UK. Shavata has created a range of eyebrow products and is recognised as the leading authority on eyebrows.



**Antonia Wheatley** started her career in the beauty industry working on board cruise liners. She has been responsible for spa education at Aveda for almost 10 years, developing and implementing high-quality education programmes in destination spas and salons worldwide.



**Ruth Langley** is the founder of the Beautiful Selling Company. As a qualified teacher and life coach, Ruth has a passion for developing beauty therapists' professional skills in order to deliver first class customer satisfaction.



**Tara Oldham** is the Head of Education for Lena White/OPI. She has trained people at all levels and in all aspects of nail care. She has also helped to make the Lena White Institute one of the best training facilities in the UK.



**Kerry Symons** is Spa Manager for leading spa resort Champneys. She has completed many training courses for Clarins, Decleor, Guinot, etc, and has many years' experience in the beauty industry.

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# Meet the contributors

## (Continued)



**Ruby Hammer** has worked in make-up for 25 years. In that time she has travelled the world, working on the catwalk collections of London, Paris, New York and Milan, and fashion and beauty shoots for magazines like *Vogue*. In 1998, she helped create the Ruby & Millie make-up brand.



**Elaine Stoddart** has worked in the industry as a therapist, salon owner, college lecturer and author. She now leads a team of ten regional trainers in her role as director of training for Sterex, the leading epilation needle manufacturer.



**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.



**Marian Newman** has worked on nails for over 20 years. She has experience of teaching, demonstrating, writing textbooks and helping to set standards. She now spends her time doing session work and high profile fashion shows, and has even created her own brand of nail care products: Marian Newman Nails.

# 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 NVQ/SVQ. 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 2 (NVQ) Diploma 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. 'Diploma' 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 Level 5 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. There are **three** core units that you must complete (called core mandatory units), plus **five** more mandatory technical units if you follow the Beauty Therapy general route, or **four** mandatory technical units if you follow the Beauty Therapy make-up route. You must also achieve **five** credits from the optional group if you follow the make-up route, or **nine** credits from the optional group if you follow the general route. This means you can follow your interests and the needs of the salon where you are working. You must earn at least 54 credits if you are doing the general route and at least 44 if you are doing the make-up route. We've included the complete list of units on page 20, where you can also see how many credits each unit is worth.

## What's in a unit?

There are three main parts:

What you must do

What you must cover

What you must know.



# Introduction and useful words

## (Continued)



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 2/5. Habia then writes 'standards' to describe all the different things that you must be able to do, and these are what your NVQ/SVQ 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 (IQA)

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 (EQA)

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.

## 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 pages 17–19 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 2 NVQ/5 SVQ qualification within 12 months.



# Introduction and useful words

## (Continued)

### 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](http://www.cityandguilds.com)) or City & Guilds Customer Relations (01924 930800)

The Habia website ([www.habia.org.uk](http://www.habia.org.uk))



## What do these words mean?

Here are some words that you may hear during your NVQ/SVQ. Look back at 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 which route and which optional unit you have chosen and in which order you are going to work towards all the units. It has key dates for collecting evidence for the units and for reviewing your progress. It also 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 2/5, 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 (IQA).

**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 2007 it awarded almost 10,000 Level 2/5 Beauty Therapy certificates in the UK. See [www.cityandguilds.com](http://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 and Beauty Therapy Industry Authority)** The government-approved standards setting body for hairdressing, beauty therapy and related areas. The standards for your Level 2/5 Beauty Therapy NVQ/SVQ (the lists of 'What you must do', 'What you must cover' and 'What you must know') were created by the experts at Habia.

*Continues on next page*

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# Introduction and useful words

## (Continued)

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

**Maximum service time** The time specified by Habia in some units within which the practical work must be completed in order to be judged as competent. These times are included throughout your logbook, and a full list is on page 222.

**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 Level 2/5 unit is made up of between two and six 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 2/5 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 competently. Habia sets the standards for beauty therapy.

**Unit (mandatory and optional)** The main building blocks of your award; each unit describes one aspect of your work. In the Beauty Therapy NVQ/SVQ **three** core units are mandatory, which means you must achieve them. There are also **four** or **five** additional mandatory units, depending on which route you take (ie general or make-up). **Five** units are optional; you need to choose and achieve **one** 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: \_\_\_\_\_

Candidate enrolment number: \_\_\_\_\_

Centre name: \_\_\_\_\_

Centre number: \_\_\_\_\_

## Qualification outcomes

	Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
<b>Core mandatory units (all must be completed)</b>				
Unit G20 (001) Ensure responsibility for actions to reduce risks to health and safety				
Unit G18 (020) Promote additional services or products to clients				
Unit G8 (021) Develop and maintain your effectiveness at work				
<b>General route mandatory units</b>				
Unit B4 (007) Provide facial skin care treatment				
Unit B5 (008) Enhance the appearance of eyebrows and lashes				
Unit B6 (009) Carry out waxing services				
Unit N2 (038) Provide manicure services				
Unit N3 (039) Provide pedicure services				
<b>Make-up route mandatory units</b>				
Unit B4 (007) Provide facial skin care treatment				
Unit B5 (008) Enhance the appearance of eyebrows and lashes				
Unit B8 (011) Provide make-up services				
Unit B9 (012) Instruct clients in the use and application of skin care products and make-up				

*Continues on next page*

# Summary of unit achievement (Continued)

	Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
<b>Optional units (You need <b>five</b> credits if you follow the make-up route, or <b>nine</b> credits if you follow the general route )</b>				
Unit G4 (019) Fulfil salon reception duties				
Unit B7 (010) Carry out ear piercing				
Unit B8 (011) Provide make-up services				
Unit B10 (013) Enhance appearance using skin camouflage				
Unit S1 (051) Assist with spa operations				

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

## Core mandatory units

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

Observations 1  2

Outcomes achieved 1  2

All Knowledge and understanding achieved

Sign

Date

### G18 Promote additional services or products to clients

Observations 1  2  3

Outcomes achieved 1  2  3

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

### G8 Develop and maintain your effectiveness at work

Observations 1

Outcomes achieved 1  2

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

## General route mandatory units

### B4 Provide facial skin care treatment

Observations 1  2  3

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

### B5 Enhance the appearance of eyebrows and lashes

Observations 1  2  3

Outcomes achieved 1  2  3  4  5  6

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

### B6 Carry out waxing services

Observations 1  2  3  4

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 these 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.

*Continues on next page*

# Tracking your progress

## (Continued)

### **N2 Provide manicure services**

Observations 1  2  3

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

### **N3 Provide pedicure services**

Observations 1  2  3

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

## Make-up route mandatory units

### **B4 Provide facial skin care treatment**

Observations 1  2  3

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

### **B5 Enhance the appearance of eyebrows and lashes**

Observations 1  2  3

Outcomes achieved 1  2  3  4  5  6

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

### **B8 Provide make-up services**

Observations 1  2  3

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

### **B9 Instruct clients in the use and application of skin care products and 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

*Continues on next page*

## Optional units

### G4 Fulfil salon reception duties

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

Sign

Date

### B7 Carry out ear piercing

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

Sign

Date

### B8 Provide make-up services

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

Sign

Date

### B10 Enhance appearance using skin camouflage

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

Sign

Date

### S1 Assist with spa operations

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

Sign

Date

Tracking your progress

19

Make-up by Catherine Foster; Photography by Michael Osbaldeston



# Complete list of units



## Core mandatory units

Credits

G20 (001) Ensure responsibility for actions to reduce risks to health and safety	4
G18 (020) Promote additional services or products to clients	6
G8 (021) Develop and maintain your effectiveness at work	3

## General route mandatory units

B4 (007) Provide facial skin care treatment	8
B5 (008) Enhance the appearance of eyebrows and lashes	5
B6 (009) Carry out waxing services	7
N2 (038) Provide manicure services	6
N3 (039) Provide pedicure services	6

## Make-up route mandatory units

B4 (007) Provide facial skin care treatment	8
B5 (008) Enhance the appearance of eyebrows and lashes	5
B8 (011) Provide make-up services	6
B9 (012) Instruct clients in the use and application of skin care products and make-up	7

## Optional units

**(You must achieve five credits if you follow the make-up route, or nine credits if you follow the general route )**

G4 (019) Fulfil salon reception duties	3
B7 (010) Carry out ear piercing	2
B8 (011) Provide make-up services	6
B10 (013) Enhance appearance using skin camouflage	6
S1 (051) Assist with spa operations	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.

A beauty therapist performs treatments to improve the client's appearance and wellbeing.



Qualified to Beauty Therapy Level 2/5, you will carry out the following treatments.



**Employment opportunities:**

- Self employed
- Beauty salon employee
- Department store employee
- Hotel / leisure centre / health spa / club employee
- In training/education



**Progression to NVQ Level 3/ SVQ Level 6 in:**

- Beauty Therapy
- Make-up
- Nail services
- Spa Therapy



### Facials

Cleansing, exfoliation, extraction, massage, and use of mask treatments and skin warming techniques



### Eye treatments

Eyebrow shaping, eyelash and eyebrow tinting, apply artificial lashes



### Hand and foot treatments

Manicure and pedicure including specialised treatments



### Hair removal

from body parts using wax, eg eyebrows, legs, underarms, bikini line and face

You may also study and gain skills in make-up, reception or ear piercing.



## Meet a fellow student

### Catherine Foster



Catherine Foster is a 21-year-old Beauty Therapy student at South Tyneside College. She has completed Level 2 Beauty Therapy and is now studying Level 3. Here's her story.

'I didn't realise that I was so interested in Beauty Therapy until I had completed my A-levels in Art and Textiles. These two passions snowballed into an interest in Costume Theatre, which in turn developed into a love of make-up. My favourite Beauty Therapy treatment is definitely carrying out makeovers, but I also enjoy massage/ aromatherapy and nail extensions.



Everybody on my course is so supportive; we all work together to achieve the results we need. I think that's the best thing about my course, and I hope it continues throughout my career. I also enjoy the challenge of taking part in competitions – I recently won the Tallow Chandler Award for Excellence in Beauty. In addition to this, I won World Skills Gold in Intermediate Beauty and the Medal of Excellence.

The year 2010 got off to an excellent start with winning the City & Guilds make-up competition at Level 2/5. This gave me the chance to produce the make-up for a professional model on the Level 2/5 front cover. I was over the moon to hear I had won! My lecturers were so proud of me and gave me so much inspiration and advice before I left for the shoot. I had a great time on the day and am really pleased with the look I produced. I chose a baby doll look – individual false eyelashes on the lower lashes helped to create this.



I have already gained some great experience in the Beauty Therapy industry, and am really excited for the future! I plan to gain as much experience as possible over the next few years, before one day becoming a lecturer on the subject of Beauty Therapy.'

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# G20 health & safety



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Whatever career path you follow in beauty therapy, this unit covers all the health and safety duties and knowledge that you will need. There are many hazards in the workplace. It is important that you can easily recognise a hazard, deal with it, and prevent

it from becoming a risk. When working you must have a high standard of personal hygiene and work in a safe manner at all times. You must also be aware of current health and safety information for each of the technical skills that you acquire.



## Unit G20 (City & Guilds Unit 001)

Ensure responsibility for actions to reduce risks to health and safety

*Core mandatory*

24

Level 2 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 the 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 224 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.



## 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 29–30. 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 (pages 223–227).



Health &amp; safety

## 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.

**Environmental factors** The things around you in the salon. An example of a hazard caused by an environmental factor is a wet floor because it may cause someone to slip over on it.

**Hazard** Something that may cause risk of an accident or injury occurring. An example of a hazard is a cable trailing on the floor, because it increases the risk of someone tripping over it.

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

**Health and safety legislation** It is important to know health and safety legislation. As an employee, you have certain responsibilities under these laws to make sure that you don't create any risks to the health and safety of your colleagues or clients.

**Risk** Something that may happen if you don't deal with a hazard correctly. For example, if you don't clean up a spillage, then the risk of someone tripping over it increases.

**Safe working methods** Working in a way that will not increase the risk of someone in your workplace being injured.

**Sterilisation** The total destruction of all micro-organisms.

**Workplace policies** Your workplace will have rules about various issues relating to health and safety, 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 risks \*\*



Image courtesy of iStockphoto.com/Maciej Bogacz

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)				

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

*Continues on next page*

## 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



Health & safety

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#### Hints and tips

*It's very important to keep your salon tidy so as to minimise health and safety risks. Always be prepared for accidents before they happen!*

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)				

- \* 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	

“

*Magnification lamps are strongly recommended for clear vision, safety and hygiene.*

Elaine Stoddart

”



*Make sure your personal presentation meets health and safety standards and that you always look smart.*

# Knowledge sign-off sheet

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

### What you must know



Health & safety

29

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 by asking you questions within a conversation (evidence type E3). There will 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.



*You should be thinking about health and safety at all times during your work.*



*Clients will only relax and enjoy treatments if they trust you to work safely!*



# 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**

*The Health and Safety Executive (HSE) is a good place to go to for guidance on health and safety in the workplace. Contact your local HSE office or visit their websites: [www.hse.gov.uk](http://www.hse.gov.uk) or [www.hsedirect.gov.uk](http://www.hsedirect.gov.uk) for useful information.*

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





Make-up by Kym Menzies-Foster; Photography by Andrew Buckle

# GL8

# *promoting services or products*



There are important benefits to selling additional services and products to your clients, including increasing the profits of your salon, and even making extra money for yourself. If you keep clients informed of your latest services and products, it can encourage them to

return to your salon in the future. In this unit, you'll learn how to communicate effectively with your clients in order to maximise sales of additional services and products, which is an essential skill to have in your career as a beauty therapist.



Image courtesy of Dermalogica

# Unit G18 (City & Guilds Unit 020)

## Promote additional services or products to clients

### *Core mandatory*



Promoting services or products 35

### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for promoting additional services or products to clients. 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. However, for this unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is **not** allowed for any performance evidence with this unit.

You may collect the evidence for the unit through work in a private sector salon, a not-for-profit salon or a public services salon.

You must provide evidence that shows you have done this over a sufficient period of time with different clients on different occasions for your assessor to be confident that you are competent. This will involve your assessor observing you on at least **three** different occasions.



This unit has three outcomes.

**Outcome 1**

**Identify additional services or products that are available**

**Outcome 2**

**Inform clients about additional services or products**

**Outcome 3**

**Gain client commitment to using additional services or products**

“

*Believe in what you do and in the products you use – it will help you to promote and sell.*

Anita Crosland

”



*Get to know the products that your salon offers so you can answer clients' questions about them.*



## Unit G18 (City & Guilds Unit 020)

Promote additional services or products to clients

*Core mandatory (continued)*

Image courtesy of Cetuem Cosmetics Ltd

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Level 2 NVQ/SVQ 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:

#### **Additional services or products offered include:**

Use of services or products that are new to your client

Additional use of services or products that your client has used before

#### **Offered additional services or products through:**

Following salon procedures for offering additional services or products to your clients

Creating opportunities for encouraging your client to use additional services or products

Identifying what your client wants by seeking information directly

Identifying what your client wants from spontaneous client comments



*Be confident and enthusiastic about the services or products you are recommending.*



*Your salon may stock many different products, but it's important that you know about all of them.*

Images courtesy of Dermalogica

#### Hints and tips

*Keep your clients regularly informed about the services and products that are being promoted in the salon.*

---

## What you must know

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You will be assessed on your knowledge of the following:

Salon requirements

Service and product promotion

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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 page 44.



Promoting services or products 37

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## Useful words

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

**Additional services or products** The additional services that clients may not be aware of, such as make-up services, and the products that your salon stocks.

**Client's rights** These are the client's rights to be protected as a consumer or purchaser of services and goods within your salon. Most of these rights come from laws, such as The Sale of Goods Act, The Supply of Goods and Services Act, The Consumer Protection Act and the Unfair Contract Terms Act. It's important to know what your client's rights are, in order to ensure that you comply with them.

**Communication** If you communicate well with your client, they are more likely to purchase additional services and products.

**GDPR/Data Protection Act** The law that controls the way in which personal information is stored. For example, clients have the right to see the information that you have on your system about them, and to correct anything that they feel is inaccurate.

**Equal opportunities** Nobody should be discriminated against on the grounds of their age, gender or disability. There is legislation to enforce this, and you can see details on this at [www.eoc.org.uk](http://www.eoc.org.uk).

**Legal requirements** You need to know the laws relating to health and safety, data protection, equal opportunities and disability discrimination.

**Salon procedures** The rules and systems that your salon has in place. Your supervisor will inform you of these.

**Target** A task to complete (usually within a set timescale) to achieve a particular result. For example, you may be required to sell a number of services or products to meet your salon's sales targets or your own personal goal.

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Image courtesy of iStockphoto.com/Kateryna Govorushchenko



*Regular use of professional services or products will result in your client enjoying beautiful skin and a sense of wellbeing.*

“

*Clients don't buy your services or products – they buy the benefits and results. It's your job to help them see how buying the service or product will make them look and feel.*

Janice Brown

”



# Observation sign-off sheet

*Unit GI8 Promote additional services or products to clients*

## 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

#### Identify additional services or products that are available

- a Update and develop your knowledge of your salon's **services or products**
- b Check with others when you are unsure of new **service or product** details \*
- c Identify appropriate **services or products** that may interest your client
- d Spot opportunities for offering your client **additional services or products** that will improve their client experience

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*

\* Covered by observation  Date  
 Covered by oral questioning  Date

“

*When a client asks you the price of a product, it is a signal that they are interested. Take this opportunity to outline the product's benefits.*

Janice Brown

”

## Outcome 2

### Inform clients about additional services or products

- Choose the most appropriate time to inform your client about **additional services or products**
- Choose the most appropriate method of communication to introduce your clients to **additional services or products**
- Give your client accurate and sufficient information to enable them to make a decision about the **additional services or products**
- Give your client time to ask questions about the **additional services or products**



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

*Always be honest with clients about the benefits of products. This is to comply with the Sale of Goods Act, but also to build a trusting relationship with your clients.*





# Observation sign-off sheet

*Unit GI8 Promote additional services or products to clients*

## What you must do (continued)



### Outcome 3

#### Gain client commitment to using additional services or products

- a Close the discussion appropriately if your client shows no interest \*
- b Give relevant information to move the situation forward when your client shows interest \*\*
- c Secure client agreement and check client understanding of the delivery of the **service or product**
- d Take action to ensure prompt delivery of the **additional services or products** to your client
- e Refer your client to others or to alternative sources of information if the **additional services or products** are not your responsibility \*\*\*

Image courtesy of Dermalogica

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

# Observation sign-off sheet

## Unit GI8 Promote additional services or products to clients

### 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.**

#### Additional services or products

Tick additional services or products offered for each observation. You must cover **both** new and previously used.

Use of services or products that are new to your client

Additional use of services or products that your client has used before

	1	2	3		
Use of services or products that are new to your client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional use of services or products that your client has used before	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



*There's a huge range of fantastic beauty products out there - get promoting!*



# Observation sign-off sheet

*Unit GI8 Promote additional services or products to clients*

## What you must cover (continued)

### Offered additional services or products

Tick the types of services or products that you have recommended.

Following salon procedures for offering additional services or products to your clients

Creating opportunities for encouraging your client to use additional services or products

Identifying what your client wants by seeking information directly

Identifying what your client wants from spontaneous client comments

	1	2	3		
Following salon procedures for offering additional services or products to your clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating opportunities for encouraging your client to use additional services or products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying what your client wants by seeking information directly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying what your client wants from spontaneous client comments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation

Achieved

Date

Candidate signature

Assessor signature

IQA signature  
(if sampled)

EQA signature  
(if sampled)

	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 GI8



Promoting services or products 43

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

### Comment

1

2

3

### Date

*Aim to know everything about every product, so that you're prepared for every question!*

“

*It is extremely important when discussing aftercare with the client to explain the use of services and products which would help to further enhance their treatment benefits.*

*Adele O'Keefe*

”



*Find out if samples are available from your product suppliers so clients can 'try before they buy'.*



# Knowledge sign-off sheet

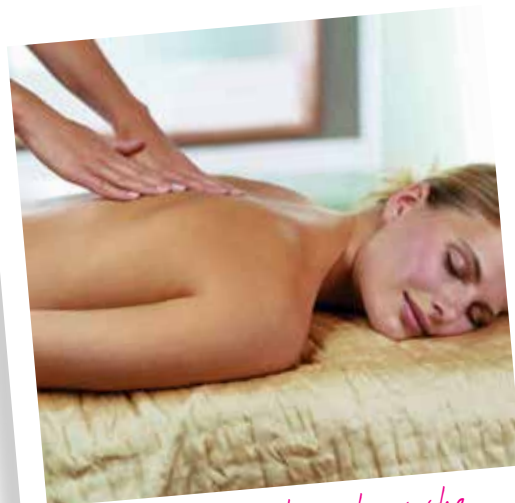
## Unit GI8 Promote additional services or products to clients

### 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 by asking you questions within a conversation (evidence type E3). This will 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.

You need to understand:		Evidence type
<b>Salon requirements</b>		
1	your salon's procedures and systems for encouraging the use of additional services or products	E3
<b>Service and product promotion</b>		
2	how the use of additional services or products will benefit your clients	E3
3	how your client's use of additional services or products will benefit your salon	E3
4	the main factors that influence clients to use your services or products	E3
5	how to introduce additional services or products to clients outlining their benefits, overcoming reservations and agreeing to provide the additional services or products	E3
6	how to give appropriate, balanced information to clients about services or products	E3
Tick if E3 was an online test		<input type="radio"/> Date



*Offer promotions throughout the year to promote new services and keep interest in established treatments.*





---

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# working effectively



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**Be the best you can be!**  
This unit helps you to know what is expected from you in your job and how and where you can improve to achieve your full potential. Doing your job well will help to achieve overall excellence in your workplace, and will ensure you have job satisfaction.

You are part of a team and it's important that everybody in the team knows what their role is and works together, supporting each other to ensure all clients have a pleasant experience in your salon. Everybody's contribution counts and helps to ensure the success of the salon.



# Unit G8 (City & Guilds Unit 021)

## Develop and maintain your effectiveness at work

### *Core mandatory*



Working effectively

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### Evidence requirements

You will need to demonstrate in your everyday work that you have met the standards for developing and maintaining your effectiveness at work. 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 assessor will observe your contributions to effective teamwork on **at least one** occasion which will be recorded. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is **not** allowed for any performance evidence within this unit. Although some of the evidence of your performance will be gathered from observations made by your assessor, you will need to put together more documentary evidence in your portfolio to support your achievement of this unit.



This unit has two outcomes.

**Outcome 1**

**Improve your personal performance at work**

**Outcome 2**

**Work effectively as part of a team**

“  
*What sort of person are you?  
It's important to understand  
how you work, both as an  
individual and as part of  
a team.*

Anita Crosland

”



## Unit G8 (City & Guilds Unit 021)

Develop and maintain your effectiveness at work

*Core mandatory*

50

Level 2 NVQ/SVQ 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:

**Participated in all of the following opportunities to learn:**

From colleagues and other relevant people

Active participation in training and development activities

Active participation in salon activities

**Agreed and reviewed targets for both of the following:**

Productivity

Personal development

**Offered assistance to both of the following:**

On a one-to-one basis

In a group



*It's great to be part of a team!*



*Always be positive and supportive to your colleagues - this will make for a happy and successful team!*

#### Hints and tips

*Be a valuable team member: don't expect to be told what to do all the time, but rather think ahead and try to work out what you might be able to do to help other members of the team.*

---

## What you must know

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You will be assessed on your knowledge of the following:

Salon roles, procedures and targets

Improving your performance

Working with others

---

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 56–57.

“

*We all have strengths and weaknesses. The key is to focus on your strengths and manage your weaknesses.*

Ruth Langley

”



*Discussing any problems with your supervisor will help you to overcome them, allowing you to develop quickly.*

Image courtesy of Walsall College; Photography by Andrew Buckle



Working effectively

51

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## Useful words

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

**Appraisal** Where your manager or supervisor reviews your work and sets future objectives.

**Continuing professional development (CPD)**

The term used to describe how people in a profession continue to update and improve their skills throughout their career.

**Grievance procedures** If you or a colleague have a dispute that can't be sorted out easily, a grievance procedure would be carried out. This would involve a formal meeting to discuss the issue. If you're unsure about your salon's grievance procedures, ask your supervisor.

**Harmonious working relationships** Working well with your colleagues and understanding the importance of team work. It will help you to work more effectively and create a better impression of your salon to clients.

**Job description** An explanation of a person's specific job role, duties and responsibilities.

**National Occupational Standards** The Hairdressing and Beauty Therapy Industry Authority (Habia) writes the standards for the hairdressing and beauty therapy industries. Your N/SVQ is based on standards written by Habia. You can read these to check what you need to be competent at in order to gain your N/SVQ.

**Personal development** Taking opportunities to develop your career and learn new skills.

**Productivity** The amount of work you do. If you work effectively, you will be highly productive.

**Target** A task to complete, usually within a set timescale, to achieve a particular result.

**Team work** People working together effectively to achieve a particular aim.

**Time management** Carrying out your tasks as efficiently as possible and prioritising your work.

---



# Observation sign-off sheet

*Unit G8 Develop and maintain your effectiveness at work*

## 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 **one** occasion.

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



*Practising on colleagues is a great way to learn!*

### Outcome 1

#### Improve your personal performance at work

- a Identify your own strengths and weaknesses and discuss them with the relevant person
- b Find out more information from relevant people to perform a task when the instructions you have are unclear \*
- c Seek feedback from relevant people about how you can improve your performance
- d Ask your colleagues for help and take **opportunities to learn** when they are available
- e Seek help from relevant people when you are unable to obtain **learning opportunities** relating to your work \*\*
- f Regularly review developments in beauty therapy and related areas
- g Agree realistic work **targets** with the relevant person
- h Regularly review your progress towards achieving your agreed **targets**
- i Use the results of your reviews to develop your future personal development plan

Observation	1		
Achieved	<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*

## Outcome 2

### Work effectively as part of a team

- a Agree ways of working together to achieve objectives
- b Politely ask for help and information from your colleagues, when necessary
- c Respond to requests for **assistance** from colleagues willingly and politely
- d Anticipate the needs of others and promptly offer **assistance** within your capabilities
- e Make effective use of your time throughout your working day
- f Report problems likely to affect salon services to the relevant person promptly and accurately \*
- g Resolve misunderstandings with your colleagues in a helpful way at the time they happen \*\*
- h Be friendly, helpful and respectful in the contact you have with colleagues



“

*Team work is essential for success in business.*  
Adele O'Keefe

”

Observation	1		
Achieved	<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



# Observation sign-off sheet

*Unit G8 Develop and maintain your effectiveness at work*

## 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 types of opportunities to learn participated in for each observation. You must participate in **all** types of opportunity.

- From colleagues and other relevant people

---

- Active participation in training and development activities

---

- Active participation in salon activities

1		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Targets

Tick the types of target worked towards for each observation. You must work towards **both** types of target.

- Productivity

---

- Personal development

1		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Assistance given

Tick the types of assistance offered for each observation. You must offer **both** types of assistance.

- On a one-to-one basis

---

- In a group

1		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Observation

---

- Achieved

---

- Date

---

- Candidate signature

---

- Assessor signature

---

- IQA signature (if sampled)

---

- EQA signature (if sampled)

1		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Comment form

## Unit G8



Working effectively

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

**Comment**

**Date**

1

Image courtesy of Steiner Training



*Take all opportunities to continue learning and training throughout your career.*



# Knowledge sign-off sheet

*Unit G8 Develop and maintain your effectiveness at work*

## 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, either by asking you questions within a conversation (evidence type E3). This will 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.

You need to understand:		Evidence type
<b>Salon roles, procedures and targets</b>		
1	your job role and responsibilities and how this relates to the role of other team members	E3
2	how to get information about your job, your work responsibilities and the standards expected of you	E3
3	how to find out relevant information about other people's areas of responsibility	E3
4	the limits of your own authority and that of others in relation to giving assistance	E3
5	why it is important to work within your job responsibilities and what might happen if you do not do so	E3
6	the standards of behaviour that are expected of you when working in the salon	E3
7	your salon's appeal and grievance procedures	E3
8	the commercially viable range of times for the performance of beauty therapy services offered	E3
9	your productivity targets and timescales	E3
10	your personal development targets and timescales	E3
11	the importance of meeting your work targets	E3
<b>Improving your performance</b>		
12	how to identify your own strengths and weaknesses	E3
13	the importance of continuous professional development and how it affects your job role	E3

*Continues on next page*

You need to understand:	Evidence type
14 who can help you identify and obtain opportunities for your development/training	E3
15 how using the National Occupational Standards can help you identify your development needs	E3
16 how to access information on National Occupational Standards and qualifications	E3
17 how to maintain awareness of current and emerging trends and developments within the industry and why this is important	E3
18 the importance of continually using and updating your own personal development plan	E3
<b>Working with others</b>	
19 why harmonious working relationships are important	E3
20 how to react positively to reviews and feedback and why this is important	E3
21 support cooperative ways of working (eg anticipate the needs of others for information and support, avoid actions that discriminate against others or offend others, act assertively when needed to protect your own rights, show that you are willing to help resolve disagreements)	E3
22 how to manage your time effectively	E3
23 who to report to when you have difficulties in working with others	E3
24 how to deal with relationship difficulties and conflicts when working with others	E3
25 the questioning and listening skills you need in order to find out information	E3
Tick if E3 was an online test	<input type="radio"/> Date



**Hints and tips**

*You must complete your treatments in the specified commercially acceptable time. This ensures that you are cost-effective, maximise salon income and maintain client satisfaction.*



# Supplementary notes

## Unit G8

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Level 2 NVQ/SVQ Beauty

Your assessor may use this space for any additional comments they may have about your work.

**Comment**

**Date**


## Unit sign-off

**This section must be signed when the unit is complete.**

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date

---

# B4 facial skin care



---

A facial treatment not only aims to improve the appearance, condition and function of the skin and its underlying structures – facials can leave your client feeling pampered, relaxed and rejuvenated! As well as treating the face and neck, a facial works on the chest

and shoulder area. In this unit, you will learn about the right choice of products for your client's skin type, and will carry out different skin treatments including cleansing, exfoliation, skin warming, extraction, massage and mask application.



pevonia  
BOTANICA

# Unit B4 (City & Guilds Unit 007)

## Provide facial skin care treatment

### *Mandatory (General and make-up routes)*



Facial skin care

### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for improving and maintaining facial skin condition.

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 you on at least **three** different occasions, each involving a **different client**.



This unit has four outcomes.

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

“  
*A great skin therapist not only has great hands, but knows skin, and knows their products in order to provide the complete skin care experience.*  
Sally Penford  
”





# Unit B4 (City & Guilds Unit 007)

## Provide facial skin care treatment

### *Mandatory (General and make-up routes)*

Image courtesy of iStockphoto.com/Jacob Wackerhausen

### 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 types of equipment:**

- Magnifying light
- Skin warming devices
- Consumables

**Used all of the following consultation techniques:**

- Questioning
- Visual
- Manual
- Reference to client records

**Treated all of the following skin types:**

- Oily
- Dry
- Combination

**Timing tip**

*Lying very flat can be uncomfortable. Use small cushions behind the client's head and knees.*

**Treated two of the following skin conditions\*:**

- Mature skin
- Sensitive skin
- Dehydrated skin

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

**Carried out at least one of the following necessary actions\*:**

- Encouraging the client to seek medical advice
- Explaining why the treatment cannot be carried out
- Modification of treatment

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

**Used all of the following types of facial products:**

- Eye make-up remover
- Cleansers
- Toners
- Exfoliators
- Moisturisers
- Specialised skin products

**Used both of the following massage mediums:**

- Oil
- Cream

**Used all of the following massage techniques:**

- Effleurage
- Petrissage
- Tapotement

**Used both of the following mask treatments:**

- Setting
- Non-setting

**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 facial treatments
- Homecare routines



Image courtesy of Capital Hair & Beauty Ltd

## 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 facial treatments

Consultation, treatment planning and preparation

Anatomy and physiology

Contra-indications

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 73–78.



Facial skin care

## Useful words

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

**Cross-infection** The passing of an infection from one person to another.

**Disinfection** The process of destroying most micro-organisms when cleaning non-metallic tools, equipment and work areas.

**Effleurage** A stroking massage technique used to begin the massage, as a link technique, and to complete the facial massage routine.

**Exfoliation** The manual or mechanical removal of dead skin cells.

**Mask** A product which may contain different ingredients. It can be deep cleansing, toning or nourishing, and can be setting or non-setting.

**Massage techniques** These are movements applied to achieve a stimulating, relaxing or toning effect. Massage techniques include effleurage, petrissage and tapotement.

**Modification** Any way you have adapted the treatment to suit client requirements. Always record modifications on the client's record card.

**Necessary action** Clients unsuitable for treatment may need to seek medical advice. In some instances the treatment could be modified.

**Petrissage** A massage technique which applies alternating pressure to the tissues of the skin, lifting them away from the underlying structures.

**Skin types** Skin type may be dry, oily or combination (a mixture of two skin types).

**Skin warming device** Either an electrical facial steamer or hot damp towels. Both warm, cleanse and stimulate the skin.

**Specialist skin care products** These are used to target specific skin improvement and include eye gels/creams, neck creams and lip products.

**Tapotement** Brisk movements are used in this technique in order to stimulate and tone the skin.



*Exfoliants that contain grains of nut shells may damage the epidermis, so it is best to avoid using these.*



# Observation sign-off sheet

## Unit B4 Provide facial skin care treatment

### What you must do

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Level 2 NVQ/SVQ Beauty

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, and each observation must be with 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 improving and maintaining facial skin condition

- a Set up the work area to meet legal, hygiene and treatment requirements
- b Ensure 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
- i Maintain the client's modesty and privacy at all times
- j Dispose of waste materials safely and correctly



*A good light is essential for skin analysis.*

Image courtesy of Dermalogica

*Continues on next page*

“

*When analysing the skin, share your observations with your client tactfully – but make sure you give them a compliment too!*

*Antonia Wheatley*

”

- k Ensure that the treatment is cost effective and is carried out within a commercially viable time
- l Leave the work area in a condition suitable for further treatments
- m 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 facials with clients

- a Use **consultation techniques** in a polite and friendly manner to determine the client's treatment plan
- b Obtain signed, written informed consent from the client prior to carrying out the treatment
- c Ensure that informed and signed parent or guardian consent is 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 Ask your client appropriate questions to identify if they have any contra-indications to facial treatments
- f Accurately record your client's responses to questioning
- g Encourage clients to ask questions to clarify any points
- h Accurately establish and record the client's current skin care routine
- i Help the client into a comfortable and relaxed position for the treatment

“  
*Client consultation is vital, not only for insurance should a problem occur, but to determine the specific needs of the client for targeted treatments and results.*  
 Sally Penford

”

*Continues on next page*



# Observation sign-off sheet

## Unit B4 Provide facial skin care treatment

### What you must do (continued)



- j Ensure your client's clothing, hair and accessories are effectively protected or removed
- k Effectively cleanse the client's skin prior to skin analysis
- l Correctly perform a skin analysis on the client and accurately record the **skin type** and **skin condition**
- m Take the **necessary action** in response to any identified contra-indications \*\*\*
- n Ensure client advice is given without reference to a specific medical condition and without causing undue alarm and concern \*\*\*\*
- o Recommend suitable treatments and products for the client's **skin type** and **condition**
- p Agree the service and outcomes that are acceptable to your client and meet their needs
- q Select suitable **facial products** and **equipment** for the client's **skin type** and **skin condition** based on the results of the skin analysis

Image courtesy of Champneys Health Resorts (www.champneys.com)

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

*Continues on next page*

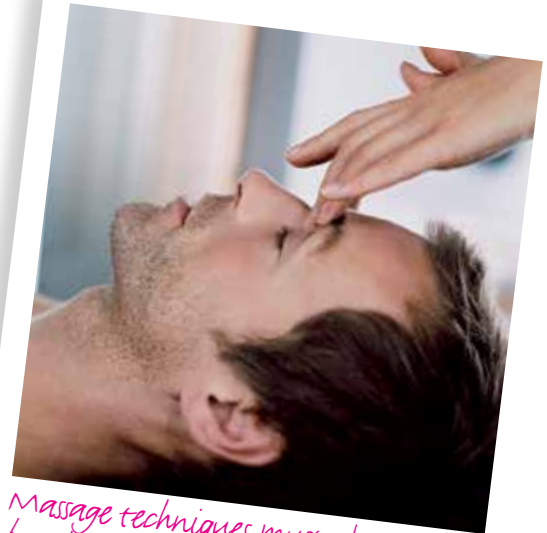
## Outcome 3

### Improve and maintain skin condition

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



Facial skin care



*Massage techniques must always be adapted to meet the client's individual needs and requirements.*

Image courtesy of Elemis

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 B4 Provide facial skin care treatment*

## What you must do (continued)

### Outcome 4

#### Provide aftercare advice

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

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)					



*Effective communication is very important when carrying out a client consultation.*

“

*You can do the best face massage in the world, but if the client doesn't see a result afterwards, they're unlikely to return.*

Sally Penford

”

# Observation sign-off sheet

## Unit B4 Provide facial skin care treatment

### What you must cover



Facial skin care

**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.**

#### Equipment

Tick the equipment used for each observation.

You must use **all** types of equipment.

	1	2	3		
Magnifying light	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skin warming devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Consultation techniques

Tick the consultation techniques used for each observation.

You must use **all** types of consultation technique.

	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"/>
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 treated for each observation.

You must treat **all** 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"/>

#### Skin conditions

Tick the skin conditions treated for each observation.

You must treat at least **two** of the skin conditions, but you must prove to your assessor that you are able to treat the other **one**.

	1	2	3		
Mature skin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sensitive skin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dehydrated skin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



# Observation sign-off sheet

## Unit B4 Provide facial skin care treatment

### What you must cover

#### Necessary actions

Tick the necessary action carried out if it occurs during a treatment. You must carry out at least **one** of the necessary actions, but you must prove to your assessor that you are able to carry out the other **two**.

- Encouraging the client to seek medical advice
- Explaining why the treatment cannot be carried out
- Modification of treatment

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

#### Facial products

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

- Eye make-up remover
- Cleansers
- Toners
- Exfoliators
- Moisturisers
- Specialised skin products

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

#### Massage mediums

Tick the massage mediums used for each observation. You must use **both** types of massage medium.

- Oil
- Cream

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

#### Massage techniques

Tick the massage techniques used for each observation. You must use **all** types of massage technique.

- Effleurage
- Petrissage
- Tapotement

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



**Mask treatments**

Tick the mask treatments used for each observation.  
You must use **both** types of mask treatment.

	1	2	3		
Setting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-setting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Advice**

Tick the 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)					

**Timing tip**

*The commercially acceptable time for a facial treatment is 60 mins.*



# Comment form

## Unit B4

### Hints and tips

*For a special occasion, ask the client to book the facial treatment at least three days in advance. This allows the skin to rebalance following stimulation, and it looks better as a result.*

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

Comment	Date
1	
2	
3	



Image courtesy of Dermalogica

# Knowledge sign-off sheet

## Unit B4 Provide facial skin care treatment

### What you must know



Facial skin care

You need to understand:	Evidence type
<b>Organisational and legal requirements</b>	
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 the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
6 the legal significance of gaining signed, informed client consent to treatment	E3
7 your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements	E3
8 the importance of the correct storage of client records in relation to the Data Protection Act	E3
9 your salon's service times for completing facial treatments and the importance of completing the application in a commercially viable time	E3
10 the salon pricing structures	E3
11 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

*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 questions (evidence type E3) and a mandatory test (E4). These will be online tests.

The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker pink). 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 B4 Provide facial skin care treatment

### What you must know



**Hints and tips**

*Ensure the products you select do not contain any ingredients that could cause an unwanted allergic reaction – a contra-action.*

You need to understand:	Evidence type
<b>How to work safely and effectively when providing facial treatments</b>	
12 how to effectively set up the work area, prepare and use the equipment and materials for a facial	E3
13 the necessary environmental conditions for facial treatments (including lighting, heating, ventilation and general comfort) and why these are important	E3
14 the differences between sterilising and disinfecting	E3
15 methods of disinfecting and sterilising equipment	E3
16 the importance of, and reasons for, disinfecting hands and how to do this effectively	E3
17 how to maintain equipment and materials in a clean and hygienic condition	E3
18 how to prepare yourself and clients for facial treatments	E3
19 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients	E3
20 how to check equipment used for facial treatments	E3
21 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	E3
22 how to minimise and dispose of waste from treatments	E3
23 the condition in which the work area should be left and why this is important	E3

*Continues on next page*

You need to understand:	Evidence type
<b>Consultation, treatment planning and preparation</b>	
24 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
25 the questioning and listening skills you need in order to find out information	E3
26 how to give effective advice and recommendations to clients	E3
27 how to interpret negative and positive body language	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
30 why it is important to encourage and allow time for clients to ask questions	E3
31 the legal significance of client questioning and of recording the client's responses	E3
32 the reasons why it is important to encourage clients with contra- indications to seek medical advice	E3
33 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner	E3
34 why it is important to maintain the client's modesty and privacy	E3
35 how to prepare treatment plans	E3
36 how to prepare the client for the treatment	E3
37 how to position clients for facial treatments	E3
38 how to conduct a skin analysis	E3
39 the relationship between the client's skin care routine, its current condition and implications for treatment	E3



Facial skin care



**Hints and tips**

*Advise your client on products they could use on their skin at home. This will provide a good retail opportunity.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit B4 Provide facial skin care treatment

### What you must know (continued)



**Hints and tips**

*Always wash your hands before and after the treatment to make the client aware of good hygiene practices.*

You need to understand:	Evidence type
<b>Anatomy and physiology</b>	
40 the structure of the skin (ie the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, blood and lymph vessels and sensory nerve ending) and differences in the structure of the skin of the clients listed in the range	E4
41 the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and Vitamin D production)	E4
42 the skin characteristics and skin types of different ethnic client groups	E4
43 the actions of the facial, neck and shoulder muscles (ie frontalis, corrugator, temporalis, orbicularis oculi, levatorlabialis of the upper lip, orbicularis oris, buccinator, risorius, mentalis, zygomaticus, masseter, depressors of the lower lip, sternocleidomastoid, platysma, trapezius, pectoralis and deltoid)	E4
44 bones of the head, neck and shoulder girdle, including: – for the skull: occipital, frontal, parietal, temporal, sphenoid, ethmoid – for the face: zygomatic, mandible, maxillae, nasal, vomer, turbinate, lacrimal, palatine – for the neck: cervical vertebrae – for the shoulder girdle: clavicle, scapula, humerus – for the chest: sternum	E4
45 the position of the head, face, neck, chest and shoulder girdle bones	E4
46 the position of the face, neck and shoulder muscles	E4

*Continues on next page*

You need to understand:	Evidence type
47 how the natural ageing process affects facial skin and muscle tone	E4
48 the composition and function of blood and lymph and its role in improving skin and muscle condition	E4
<b>Contra-indications</b>	
49 those contra-indications requiring medical referral and why (eg bacterial – impetigo; viral – herpes simplex; fungal – tinea; systemic medical conditions; conjunctivitis, severe skin conditions and eye infections; acne, boils, herpes zoster and warts, parasitic infection such as pediculosis and scabies)	E4
50 those contra-indications which restrict treatment and why (eg recent scar tissue, eczema, psoriasis, hyper-keratosis, skin allergies, cuts, abrasions, bruising, styes)	E4
<b>Facial treatments</b>	
51 how to adapt facial techniques for male and female clients	E4
52 how to recognise the skin types listed in the range	E3
53 how to recognise the following skin conditions: sensitive, comedone, milia, dehydrated, broken capillaries, pustules, papules, open pores, hyper pigmentation, hypo pigmentation, dermatosis papulosa nigra, pseudo folliculitis, keloids, ingrowing hair	E3
54 how environmental and lifestyle factors affect the condition of the skin	E4
55 how to treat the skin types and conditions listed in the range	E3
56 suitable courses of treatment for various skin types and conditions	E3
57 the recommended frequency of treatments	E4
58 the range and uses of products available for facial treatments	E4
59 the different types of specialist skin products and how to apply them (eg eye creams, gels, lip balms, neck creams, acne products)	E3



Facial skin care

**Hints and tips**

*Explain each stage of the facial to the client. This will help them to relax as they will know what to expect and how each product should feel on their skin.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit B4 Provide facial skin care treatment

### What you must know (continued)

You need to understand:	Evidence type
60 the reasons for and benefits of: cleansing the skin, exfoliating the skin, toning the skin, warming the skin, applying massage, applying masks and skin care products	E4
61 the different types and effects of skin warming devices	E3
62 how to safely manually extract comedones	E3
63 the types of massage techniques listed in the range, the differences between them and how to adapt them to suit the skin types and skin conditions in the range	E3
64 the effects of massage techniques on the skin, muscle and underlying structures	E4
65 the skin types best suited to oil or cream massage mediums	E3
66 the different types of masks and their effects on the skin	E4
67 the links between mask treatment timing and skin condition	E3
68 how to identify erythema and its causes	E4
69 possible contra-actions which may occur during the facial treatment and how to deal with them (eg excessive erythema, irritations)	E4
<b>Aftercare advice for clients</b>	
70 why it is important to provide a basic home care routine	E3
71 products for home use that will benefit the client and those to avoid and why	E4
72 the contra-actions that may occur after facial treatments and what advice to give to clients	E3
73 the recommended time intervals for facial treatment	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

**Hints and tips**

*Make sure that your nails are kept short and well manicured, as it is uncomfortable for the client if sharp nail edges catch or scratch them when they are having a treatment.*





# B5 enhance eyebrows and lashes



Eye treatments improve the appearance of the eye area. They can have an immediate, dramatic effect. In this unit you will learn how to shape the eyebrows to either remove eyebrow hair and create a new shape or to define the client's natural eyebrow shape. The result opens up the eye area, giving balance to the facial features while enhancing the eyes. You will also find that eyelash

and eyebrow tinting can make the lashes look longer, and the eyebrows thicker and more defined, while still appearing natural. Your skills will include the application of false eyelashes, defining the eye area to create either fabulous everyday looks, or dramatic catwalk images. You'll be able to make every client look stunning!



Make-up by Kym Menzies Foster; Photography by Andrew Buckle

# Unit B5 (City & Guilds Unit 008)

## Enhance the appearance of eyebrows and eyelashes

### *Mandatory (General and make-up routes)*



Eyebrows and eyelashes

### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for enhancing the appearance of eyebrows and eyelashes.

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. Your assessor will want to see you provide **eyebrow shaping**, apply a **partial set of artificial eyelashes** and **tint** eyebrows and eyelashes.

This unit has six outcomes.

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



*Lash and brow treatments can make a big difference to the overall appearance of your client. Understanding your client's needs will help you to adapt the treatment to suit them.*

Anita Crosland





# Unit B5 (City & Guilds Unit 008)

## Enhance the appearance of eyebrows and eyelashes

### 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:

#### Used all of the following consultation techniques:

Questioning

Visual

Manual

Reference to client records

#### Dealt with at least one of the following necessary actions\*:

Encouraging the client to seek medical advice

Explaining why the treatment cannot be carried out

Modification of treatment

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

#### Covered both of the following types of eyebrow shaping:

Total re-shape of the brow

Maintenance of original brow shape

#### Worked with two of the following client colouring characteristics\*:

Fair

Red

Dark

White

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

#### Applied both of the following types of artificial eyelashes:

Strip lashes

Individual flare lashes

#### Used both of the following types of products:

Adhesives

Solvents

#### Provided all of the following types of aftercare advice:

Avoidance of activities which may cause contra-actions

Recommended time intervals between treatments

Suitable home care products and their use



Selecting the best brow shape for your client's face shape helps to balance their facial features.

“Well-shaped eyebrows will immediately enhance your client's appearance and provide a well-groomed impression.  
Janice Brown”

## 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 eyebrow and eyelash treatments
- Client consultation, treatment planning and preparation
- Shaping the eyebrows
- Tinting the eyebrows and lashes
- Applying artificial lashes
- Contra-indications and contra-actions
- Equipment, materials and products
- 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 97–101.



*Nathalie Emmanuel's false eyelashes enhance her dramatic evening look.*



Eyebrows and eyelashes

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## Useful words

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

**Allergic reaction** Appears in the form of irritation, discomfort, itching and reddening.

**Cross-infection** The passing of an infection from one person to another.

**Environmental conditions** The work area must be safe and welcoming for employees and clients. Consider temperature, lighting and ventilation.

**Erythema** An area of the skin that becomes red due to an irritation or injury to the skin tissue.

**Eyelash/eyebrow tint** Permanent dye used to colour brow and lash hair. It is made for use around the delicate eye area. It is usually available in blue, black, blue-black, brown and grey.

**False eyelash adhesive** A type of glue used during false lash application to attach the false lashes to the client's natural lashes.

**False eyelashes** Threads of nylon fibres or real hair that are attached to the client's natural lashes.

**False eyelash solvent** A product made to remove single artificial lashes from natural lashes.

**Hair colouring characteristics** The natural colour of hair. Pigment found in a part of the hair called the cortex gives hair its colour.

**Hair growth direction** The way the hair grows above the skin's surface.

**Hydrogen peroxide** A chemical that encourages chemical reactions. When added to tint it creates a permanent hair colour change.

**Modification** Any way you've changed the treatment to meet client requirements. Always record modifications on the client's record card.

**Sensitivity test** A method used to test skin sensitivity to a particular substance that could result in an allergic or adverse reaction.

**Soothing products** Products used on the skin after treatment to reduce any irritation.

**Treatment plan** A plan to follow after consultation, to achieve the desired results.



# Observation sign-off sheet

*Unit B5 Enhance the appearance of eyebrows and eyelashes*

## What you must do

86 Level 2 NVQ/5 SVQ Beauty

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, involving **three** different clients. Your assessor will want to see you provide **eyebrow shaping**, apply a **partial set of artificial eyelashes** and **tint** eyebrows and eyelashes.

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 enhancing the appearance of eyebrows and eyelashes

- Set up the work area to meet legal, hygiene and treatment requirements
- Make sure that environmental conditions are suitable for the client and the treatment
- Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- Ensure all tools and equipments are cleaned using the correct methods
- Effectively disinfect your hands prior to eyelash and eyebrow treatments
- Maintain accepted industry hygiene and safety practices throughout the treatment
- Position equipment and materials for ease and safety of use
- Ensure your own posture and position minimises fatigue and the risk of injury whilst working

Photograph by Gary Lewis Camera Press London (left)

*Continues on next page*



*Madonna had a rounded brow shape in the 80s (left). She now has an oblique brow shape, which suits her better.*

Photograph by David Giles Camera Press London (right)

- i Maintain the client's modesty and privacy at all times
- j Dispose of waste materials safely and correctly
- k Ensure that the treatment is cost effective and is carried out within a commercially viable time
- l Leave the work area in a condition suitable for further treatments
- m 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 the treatment with clients

- a Use **consultation techniques** in a polite and friendly manner to determine the client's treatment plan \*
- b Ensure that informed and signed parental 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 under the age of 16
- d Obtain signed, written informed consent from the client prior to carrying out the treatment
- e Ask your client appropriate questions to identify if they have any contra-indications to the treatment
- f Accurately record your client's responses to questioning
- g Encourage clients to ask questions to clarify any points
- h Help the client into a safe, comfortable and relaxed position for the treatment

### Hints and tips

*Manual tweezers are best for removing stray hairs. Automatic tweezers are used to remove the bulk of excess hairs.*



# Observation sign-off sheet

*Unit B5 Enhance the appearance of eyebrows and eyelashes*

## What you must do (continued)



*To maintain a good brow shape, advise your clients to see a professional regularly.*

Shavata



- i Correctly perform a sensitivity test on a suitable area of the client's skin according to manufacturers' instructions and organisational requirements and record the results \*\*\*
- j Ensure client **advice** is given without reference to a specific medical condition and without causing undue alarm and concern \*\*\*\*
- k Take the **necessary action** in response to any identified contra-indications
- l Inform the client in a tactful way if there is an adverse reaction to the sensitivity test and they cannot be treated
- m Agree the treatment and outcomes that are acceptable to your client and meet their needs
- n Select suitable equipment and materials for the treatment plan based on the outcomes of the sensitivity test
- o Ensure your client's clothing, hair and accessories are effectively protected or removed

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

*Continues on next page*

## Outcome 3

### Shape eyebrows

- a Check the client's understanding of the treatment prior to commencement and discuss any areas that require clarification
- b Ensure the eyebrow area is thoroughly cleansed and suitably prepared prior to the treatment
- c Keep the skin taut to minimise discomfort to the client
- d Ensure that the hair is removed in the direction of the hair growth
- e Use suitable soothing **products** according to the needs of the client and manufacturers' instructions
- f Ensure the finished shape is to the client's satisfaction



Eyebrows and eyelashes

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*

“

*Good lighting is essential when shaping the brow – use a good magnifying lamp which will provide directional light.*

Janice Brown

”

#### Hints and tips

*Within a single treatment, you must **never** perform eyebrow shaping before eyebrow tinting.*



# Observation sign-off sheet

## Unit B5 Enhance the appearance of eyebrows and eyelashes

### What you must do (continued)

**Timing tip**

*The maximum commercial service time for eyelash tinting is 20 mins, and for eyebrow tinting is 10 mins. Always follow the manufacturer's instructions on timing for each chemical eye treatment product.*

### Outcome 4

#### Tint eyebrows and lashes

- a Confirm the client's understanding of the treatment prior to commencement and discuss any areas that require clarification
- b Ensure the area is thoroughly cleansed and suitably prepared prior to the treatment
- c Effectively protect the skin surrounding the area to be treated
- d Mix tints to meet manufacturer's instructions and client requirements
- e Minimise the spread of colour to the client's skin, clothes and surrounding areas during application
- f Apply the **product** evenly and ensure the **product** fully covers the hair to be tinted
- g Promptly remove the tint in the event of any contra-actions and apply a cold water compress to soothe the eye \*
- h Accurately time the **product** development to meet the **colouring characteristics** of the client and manufacturer's instructions
- i Ensure the treated hair is left free of **product**
- j Ensure finished result is to the client's satisfaction

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 5

### Apply artificial eyelashes

- a Check the client's understanding of the treatment prior to commencement and discuss any areas that require clarification
- b Ensure the area is thoroughly cleansed and suitably prepared prior to the treatment
- c Position and fix the **artificial lashes** accurately leaving the eye area free of excessive **products**
- d Identify and promptly resolve any application problems occurring during the treatment \*
- e Promptly remove the **artificial lashes** with the correct **products** in the event of any contra-actions and apply a cold water compress to soothe the eye \*\*
- f Ensure, on completion, that the **artificial eyelashes** give a balanced and well-proportioned look suitable for the agreed desired effect
- g Ensure, on completion, that partial sets are smoothly and evenly graduated into the natural eyelashes \*\*\*
- h Ensure finished result is to the client's satisfaction



Eyebrows and eyelashes



*Artificial eyelashes can create a great, dramatic look – but make sure that it's what the client wants!*

Image courtesy of www.eye-lashes.com

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

\*\*\* Covered by observation  Date

Covered by oral questioning  Date

*Continues on next page*



# Observation sign-off sheet

*Unit B5 Enhance the appearance of eyebrows and eyelashes*

## What you must do (continued)

### Outcome 6

#### Provide aftercare advice

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

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)					

“

*Do not overstate the shape of the brow; minimal alteration from the natural curve provides the best results.*

Janice Brown

”



*Make sure that the ends of your tweezers meet accurately so you will be able to grasp individual hairs.*

# Observation sign-off sheet

*Unit B5 Enhance the appearance of eyebrows and eyelashes*

## 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** types of consultation technique.

	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"/>
Reference to client records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Necessary actions

Tick the necessary action dealt with if it occurs during a treatment. You must deal with least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

	1	2	3		
Encouraging the client to seek medical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining why the treatment cannot "be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modification of treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Eyebrow shaping

Tick the eyebrow shaping covered in each observation. **Both** types of eyebrow shaping must be covered.

	1	2	3		
Total re-shape of the brow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of original brow shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



# Observation sign-off sheet

*Unit B5 Enhance the appearance of eyebrows and eyelashes*

## What you must cover (continued)

### Colouring characteristics

Tick the client colouring characteristics worked with in each observation. You must work with at least **two** of the colouring characteristics, but you must prove to your assessor that you are able to work with the other **two**.

	1	2	3		
Fair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dark	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
White	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Artificial eyelashes

Tick the artificial eyelashes applied in each observation. You must apply **both** types of artificial eyelashes.

	1	2	3		
Strip lashes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individual flare lashes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Products

Tick the products used in each observation. You must use **both** types of products.

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

*Continues on next page*





**Aftercare advice**

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

	1	2	3		
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 between treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suitable home care products and their use	<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)					



“  
*If you look after your tweezers, you should never have to replace them. Try not to drop them and always keep them clean.*  
 Shavata  
 ”



# Comment form

## Unit B5

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

Comment	Date
1	
2	
3	

“

*Try not to follow ‘brow fashion’ too rigidly – think about what will be most flattering for each individual client.*

Shavata

”

# Knowledge sign-off sheet

## Unit B5 Enhance the appearance of eyebrows and eyelashes

### What you must know



Eyebrows and eyelashes

97

You need to understand:	Evidence type
<b>Organisational and legal requirements</b>	
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 the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
6 the legal significance of gaining signed, informed client consent to treatment	E3
7 the issues surrounding delivery of eyebrow and eyelash treatments to minors	E3
8 your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements	E3
9 how to complete the client records used in your salon and the importance and reasons for keeping records of treatments and gaining client signatures	E3
10 the importance of the correct storage of client records in relation to the Data Protection Act	E3
11 your salon's service times for completing eyelash and eyebrow treatments and the importance of completing the application in a commercially viable time	E3
12 the salon pricing structures	E3

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral questions (evidence type E3) and a mandatory test (E4). These will be online tests.

The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker pink). 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.

*Continues on next page*



# Knowledge sign-off sheet

## Unit B5 Enhance the appearance of eyebrows and eyelashes

### What you must know (continued)

You need to understand:	Evidence type
13 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients	E3
<b>How to work safely and effectively when providing eyebrow and eyelash treatments</b>	
14 how to set up the work area, prepare and use the equipment and materials for eyelash and eyebrow treatments	E3
15 what is contact dermatitis and how to avoid developing it when carrying out eye treatments	E3
16 why it is important to use personal protective equipment	E3
17 the type of personal protective equipment that should be available and used by yourself (eg powder-free nitrile or powder-free vinyl gloves)	E3
18 methods of disinfecting and sterilising equipment	E3
19 how to maintain equipment and materials in a clean and hygienic condition	E3
20 how to prepare yourself for carrying out eyelash and eyebrow treatments	E3
21 the importance of, and reasons for, disinfecting hands and how to do this effectively	E3
22 the necessary environmental conditions for eyelash and eyebrow treatments (including lighting, heating, ventilation and general comfort) and why these are important	E3
23 how to check equipment used for eyelash and eyebrow treatments	E3
24 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	E3

**Timing tip**

*The maximum commercially viable service time for eyebrow shaping is 15 mins.*

*Continues on next page*

You need to understand:	Evidence type
25 how to effectively and safely position equipment and materials for eyelash and eyebrow treatments	E3
26 how to minimise and dispose of waste from treatments	E3
27 the condition in which the work area should be left and why this is important	E3
<b>Client consultation, treatment planning and preparation</b>	
28 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
29 the questioning and listening skills you need in order to find out information	E3
30 how to give effective advice and recommendations to clients	E3
31 how to interpret negative and positive body language	E3
32 the importance of questioning the client about known contra-indications	E3
33 why it is important to record client responses to questions about contra-indications	E3
34 the legal significance of client questioning concerning contra-indications and the recording of client responses to questioning and the outcome of the skin sensitivity test	E3
35 why it is important to encourage and allow time for clients to ask questions	E3
36 the reasons why it is important to encourage clients with contra-indications to seek medical advice	E3
37 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner	E3
38 why it is important to maintain clients' modesty and privacy	E3
39 how to carry out a skin sensitivity test and why it should be conducted	E4
40 how to interpret the results of a skin sensitivity test	E4
41 how to cleanse the area to be treated	E3



**Timing tip**

*The maximum commercially viable service time for applying a full set of artificial flare lashes is 20 mins. The maximum commercially viable service time for applying a full set of artificial strip lashes is 10 mins.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit B5 Enhance the appearance of eyebrows and eyelashes

### What you must know (continued)

**Hints and tips**

*Promote other eye treatment services that will further improve the eye treatment result. For example, tinting the eyebrows before shaping will make them appear thicker and the result will be more defined.*

You need to understand:	Evidence type
<b>Shaping the eyebrows</b>	
42 how to measure the eyebrow for shaping treatments	E4
43 the shape and proportions of the eyebrow in relation to facial features and shape	E4
44 how to remove eyebrow hairs carefully and effectively	E3
45 the recommended time intervals between eyebrow shaping treatments	E4
46 the reasons why soothing the eyebrow area may be necessary during treatment and how this is achieved	E4
47 the types of soothing agents available and their effect on the eye area and the precautions necessary to avoid harm	E4
48 how to maintain and care for tweezed eyebrows	E4
<b>Tinting the eyebrows and lashes</b>	
49 how to protect the skin around the eyebrows and eyelashes prior to tinting and why this is important	E3
50 how to apply tint to eyebrows and eyelashes (eg orange wood stick, sterilised brush)	E3
51 how the colour characteristics of the client affect the timing for tint development	E4
52 how to select, mix and remove tints, and minimise wastage	E3
53 manufacturer's instructions for mixing and using tint	E3
54 how oxidation affects the shelf life of tint and at what point in the tinting process the tint should be mixed	E4
55 the factors that prevent the tinting process from working	E4

*Continues on next page*

You need to understand:	Evidence type
<b>Applying artificial lashes</b>	
56 how to select and fit artificial lashes to suit the needs of the client and enhance the eye shape	E3
57 the importance of following manufacturers' instructions for the use of adhesives and artificial eyelashes	E3
58 the factors that prevent artificial lashes adhering	E4
59 the range and use of currently available artificial lashes	E3
60 the maintenance and care requirements for artificial lashes	E4
<b>Contra-indications and contra-actions</b>	
61 those contra-indications requiring medical referral and why, including severe skin conditions and eye infections	E4
62 those contra-indications which prevent treatment and why (eg conjunctivitis, bacterial infections, inflammation of the skin, eye diseases and disorders, bruising, allergies to tint adhesives and solvents)	E4
63 the action to take if tint adhesive or solvent enters the client's eye	E4
64 how to identify erythema and its causes	E4
65 the possible contra-actions resulting from lash and brow treatments and how to deal with them (eg allergies)	E4
<b>Equipment, materials and products</b>	
66 the types of materials, equipment and products available for enhancing the appearance of the eyebrows and lashes	E3
<b>Aftercare advice for clients</b>	
67 the contra-actions that may occur after eyelash and eyebrow treatments and what advice to give to clients	E3
68 the recommended time intervals between treatments	E3
69 products for home use that will benefit the client and those to avoid and why	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



Eyebrows and eyelashes

**Hints and tips**

*It's very important to perform a skin sensitivity test before eyelash and eyebrow tinting services.*



---

# B6 waxing



Waxing is one of the most popular salon treatments. In this unit you will learn how to treat eyebrows, the lip and chin area, underarms, the bikini line and legs. You will understand that, unlike other methods, such as shaving, the whole hair is removed from the root.

The client will enjoy the benefit of being hair free for two–six weeks (dependent upon the area treated, the hair type and their hair growth rate). Hair re-growth usually feels softer than it did before.



# Unit B6 (City & Guilds Unit 009)

## Carry out waxing services *Mandatory (General route)*



Waxing

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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 removing hair using waxing techniques. 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 **four occasions**, each involving a **different client**.



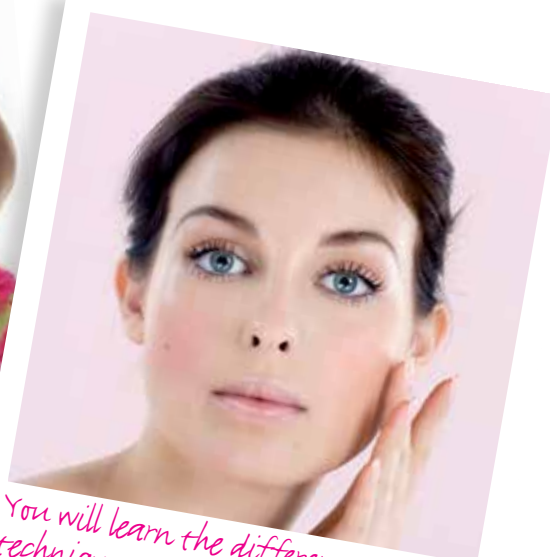
This unit has four outcomes.

**Outcome 1**  
Maintain safe and effective methods of working when removing hair by waxing

**Outcome 2**  
Consult, plan and prepare for waxing treatment with clients

**Outcome 3**  
Remove unwanted hair

**Outcome 4**  
Provide aftercare advice



*You will learn the different techniques required to wax areas of both the face and body.*



# Unit B6 (City & Guilds Unit 009)

## Carry out waxing services

### *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:

**Used all of the following consultation techniques:**

- Questioning
- Visual
- Manual
- Reference to client records

**Carried out all of the following waxing treatments:**

- Eyebrows
- Upper lip
- Chin
- Full leg
- Half leg
- Under arm
- Bikini line

**Dealt with at least one of the following necessary actions\*:**

- Encouraging the client to seek medical advice
- Explaining why the waxing service cannot be carried out
- Modification of the waxing service

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

**Used both of the following types of waxing products on the appropriate part of the body:**

- Hot wax
- Warm wax

**Used all of the following work techniques:**

- Stretching and manipulating the skin during application and removal
- Speed of product removal
- Direction and angle of removal
- On-going product temperature checks

**Provided all of the following types of aftercare advice:**

- Avoidance of activities which may cause contra-actions
- Suitable homecare products and their use
- Recommended time intervals between waxing treatments



“

*Waxing is one of the most popular salon treatments. By giving excellent customer service and paying attention to detail, you will encourage the client to return to your salon.*

*Janice Brown*

”

## What you must know

You will be assessed on your knowledge of the following for each treatment:

- Organisational and legal requirements
- How to work safely and effectively when providing waxing treatments
- Consult, plan and prepare for the treatment with clients
- Anatomy and physiology
- Contra-indications
- Contra-actions
- Equipment and products for waxing
- Waxing 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 117–122.



Image courtesy of Satin Smooth by BabyLiss Pro (www.babylisspro.co.uk)

### Timing tip

*The maximum commercially viable service time for a half leg treatment is 30 mins and for a full leg treatment*

*45 mins. (Waxing timings may differ according to the system used.)*



Waxing

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## Useful words

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

**Cross-infection** The passing of an infection from one person to another.

**Disinfection** The process of destroying most micro-organisms when cleaning non-metallic tools, equipment and work areas.

**Environmental conditions** The work environment should be safe and comfortable for both employees and clients. Factors to consider include temperature, lighting and ventilation.

**Erythema** An area of the skin that becomes red due to an irritation or injury to the skin tissue.

**Hair growth pattern** The way the hair grows above the skin's surface. This will be different for each body area but common patterns occur.

**Histamine (allergic) reaction** Histamine is a chemical that is released when the skin comes into contact with a substance that it is allergic to.

**Personal Protective Equipment (PPE)** Special protective equipment to be worn during waxing activity, including disposable gloves and apron.

**Sensitivity test** A method used to test skin sensitivity to a particular substance that could result in an allergic or adverse reaction.

**Soothing products** Products applied to the skin following waxing hair removal to reduce skin irritation, redness and encourage skin repair.

**Treatment advice** Recommendations given to the client following treatment to continue the benefits and prevent an unwanted contra-action.

**Treatment plan** Following the consultation, this is the plan you intend to follow in order to achieve the results required.

**Wax application and removal techniques** These will differ according to the waxing system used. Always follow manufacturer's instructions.

**Wax depilation** The removal of unwanted hair from a body part using wax, which will grow back in approximately four weeks.



# Observation sign-off sheet

## Unit B6 Carry out waxing services

### What you must do

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Level 2 NVQ/SVQ Beauty

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

- a Prepare the work environment to meet legal, hygiene and industry Code of Practice for Waxing requirements
- b Ensure your personal appearance meets accepted industry Code of Practice for Waxing and organisational requirements
- c Wear suitable personal protective equipment for the work that conforms to the industry Code of Practice for Waxing
- d Prepare the client and provide suitable personal protective equipment to conform to the industry Code of Practice for Waxing
- e Make sure that environmental conditions are suitable for the client and the treatment
- f Ensure all tools and equipments are cleaned using the correct methods
- g Effectively disinfect your hands prior to **waxing treatments**
- h Maintain accepted industry hygiene and safety practices throughout the treatment
- i Select and correctly position suitable equipment, materials, applicators and **products** for the **waxing treatment**
- j Ensure your own posture and position minimises fatigue and the risk of injury whilst working
- k Minimise wastage of **product** during application

“

*It is important to keep both the room and your client's skin warm prior to waxing. Cold causes the hair follicle to tighten around the hair, making treatment more uncomfortable and the hair difficult to remove.*

Janice Brown

”

*Continues on next page*



- l Dispose of hazardous waste correctly to meet local authority requirements
- m Ensure that the treatment is cost effective and is carried out within a commercially viable time
- n Leave the work area and equipment in a condition suitable for further **waxing treatments**
- o Ensure the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner



Observation	1	2	3	4		
Achieved	<input type="radio"/>	<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, prepare and plan for waxing treatment with clients

- a Use suitable **consultation techniques** in a polite and professional manner to determine the client's treatment
- b Obtain signed, written informed consent from the client prior to carrying out the treatment/service
- c Ensure that informed and signed parent or guardian consent is obtained for minors prior to any treatment\*
- d Ensure that a parent or guardian is present throughout the treatment of minors under the age of 16\*\*
- e Ask your client appropriate questions to identify if they have any contra-indications to **waxing treatments**
- f Accurately record your client's responses to questions
- 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\*\*\*

“

*Consultations are more effective when you respect, accept and support your client, and above all focus your attention on them.*

Janice Brown

”

*Continues on next page*



# Observation sign-off sheet

## Unit B6 Carry out waxing services

### What you must do (continued)



- i Take the **necessary action** in response to any identified contra-indications and the client's suitability for **waxing treatment\*\*\*\***
- j Clearly explain the possible contra-actions to the client prior to agreeing to the **waxing treatment**
- k Agree the **waxing treatment** and outcomes that are acceptable to the client and meets their needs
- l Ensure the client is in a suitable position for the area to be treated during the **waxing treatment**
- m Ensure your client's clothing, hair and accessories are effectively protected or removed

Image courtesy of BaByliss Pro

Observation	1	2	3	4	
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
- \*\*\* Covered by observation  Date
- Covered by oral questioning  Date
- \*\*\*\* Covered by observation  Date
- Covered by oral questioning  Date

*Continues on next page*

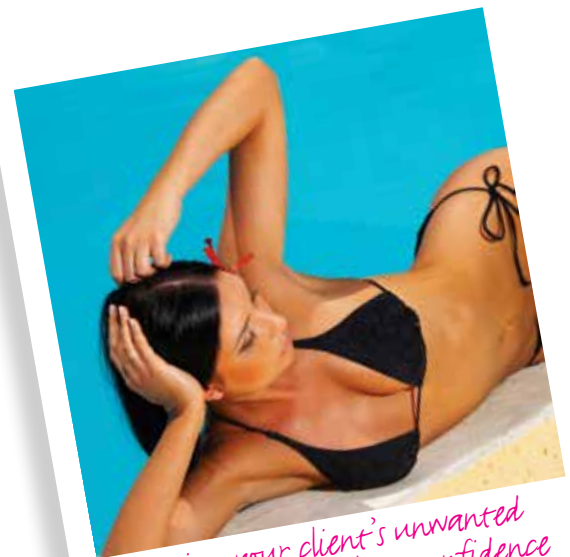
## Outcome 3

### Remove unwanted hair

- Use the correct pre-wax **products** prior to waxing following manufacturer's instructions
- Conduct a test patch immediately prior to the intended **waxing treatment**
- Establish the hair growth pattern prior to the application of the **product**
- Use methods of application correctly and follow manufacturer's instructions
- Apply and remove the **product** in the treatment area according to the requirements of the hair removal method and hair growth pattern
- Maintain the client's modesty and privacy at all times
- Provide clear instructions to the client on how and when to support their skin during the **waxing treatment**
- Ensure your **work techniques** minimise discomfort to the client
- Check the client's wellbeing throughout the **waxing treatment**
- Stop the **waxing treatment** and provide relevant **advice** if contra-actions occur\*
- Ensure the client's treatment area is left free of **product** and hair and treated with a suitable soothing **product**
- Ensure that the finished result is to the client's satisfaction



Waxing



*Removing your client's unwanted body hair will give them confidence for their holiday!*

Image courtesy of iStockphoto.com/Dashek

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<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*



# Observation sign-off sheet

*Unit B6 Carry out waxing services*

## What you must do (continued)

### Outcome 4

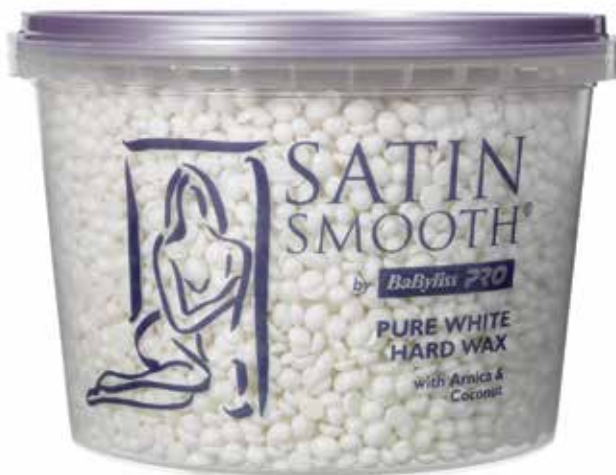
#### Provide aftercare advice

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

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<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

*Make sure your hot wax patches are applied evenly with defined edges and a slight lip. This will help to make removal easier.*



# Observation sign-off sheet

## Unit B6 Carry out waxing 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** types of consultation technique.

	1	2	3	4		
Questioning	<input type="radio"/>	<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"/>	<input type="radio"/>
Manual	<input type="radio"/>	<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"/>	<input type="radio"/>

#### Waxing treatments

Tick the waxing treatments carried out for each observation. You must carry out **all** of the waxing treatments.

	1	2	3	4		
Eyebrows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upper lip	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Full leg	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Half leg	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Under arm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bikini line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Necessary actions

Tick the necessary action dealt with if it occurs during a treatment. You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

	1	2	3	4		
Encouraging the client to seek medical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining why the waxing service cannot be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modification of the waxing service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



# Observation sign-off sheet

Unit B6 Carry out waxing services

## What you must cover (continued)

### Products

Tick the products used in each observation. You must use **both** types of waxing product, on the appropriate part of the body.

Hot wax

Warm wax

1	2	3	4		
<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"/>

### Work techniques

Tick the work techniques used in each observation. You must use **all** of the work techniques.

Stretching and manipulating the skin during application and removal

Speed of product removal

Direction and angle of removal

On-going product temperature checks

1	2	3	4		
<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Continues on next page*





**Aftercare advice**

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

	1	2	3	4		
Avoidance of activities which may cause contra-actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suitable homecare products and their use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recommended time intervals between waxing treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<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)						

“

*When waxing, pay special attention to your client's care and comfort – it's as important as the end result of the service.*  
Antonia Wheatley

”





# Comment form

## Unit B6

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

Comments	Date
1	
2	
3	
4	



*Make sure the wax heater is placed on a stable surface and within easy reach.*

# Knowledge sign-off sheet

## Unit B6 Carry out waxing services

### What you must know



Waxing

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You need to understand:

Evidence type

#### Organisational and legal requirements

1	your responsibilities under relevant local and national health & safety legislation	E3
2	why minors should not be given treatments without informed and signed parental or guardian consent	E4
3	the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
4	the age at which an individual is classed as a minor and how this differs nationally	E3
5	why it is important, when treating minors under 16 years of age to have a parent or guardian present	E3
6	the legal significance of gaining signed, informed client consent to treatment	E3
7	the content of the current Code of Practice for Waxing Services and the importance of following its provisions	E3
8	why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	E3
9	the importance of the correct storage of client records in relation to the Data Protection Act	E3
10	how to minimise and dispose of general and hazardous waste from treatments	E3
11	your salon's service times for waxing treatments and the importance of completing services in a commercially viable time	E3
12	the salon pricing structures	E3
13	the importance of, and reasons for, keeping records of treatments and gaining client signatures	E3

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral questions (evidence type E3) and a mandatory test (E4). These will be online tests.

The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker pink). 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.

*Continues on next page*



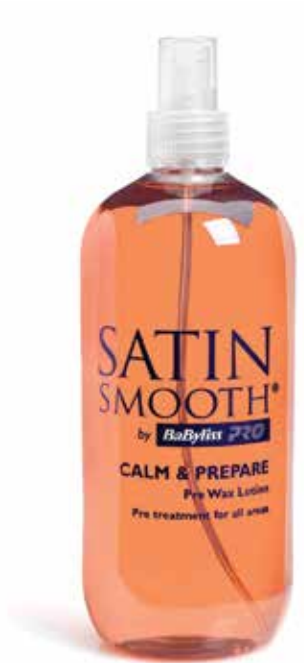
# Knowledge sign-off sheet

## Unit B6 Carry out waxing services

### What you must know (continued)

You need to understand:	Evidence type
<b>How to work safely and effectively when providing waxing treatments</b>	
14 the type of personal protective equipment that should be available and used by yourself	E4
15 why it is important to use personal protective equipment	E4
16 what is contact dermatitis and how to avoid developing it when carrying out waxing treatments	E4
17 the importance of questioning clients to establish any contra-indications to waxing treatments	E4
18 why it is important to record client responses to questioning	E4
19 the legal significance of client questioning and recording client's responses	E4
20 how to prepare and use the equipment and materials for the work	E3
21 methods of disinfecting and sterilising equipment	E3
22 how to maintain equipment and materials in a clean and hygienic condition	E3
23 how to prepare yourself for carrying out waxing treatments	E3
24 the importance of, and reasons for, disinfecting hands and how to do this effectively	E3
25 how to set up the work area for waxing treatments	E3
26 the necessary environmental conditions for waxing treatments (including lighting, heating, ventilation and general comfort) and why these are important	E3
27 how to check equipment used for waxing treatments	E3

*Continues on next page*



You need to understand:	Evidence type
<b>Consultation, treatment planning and preparation</b>	
28 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	E3
29 how to effectively and safely position equipment and materials for waxing treatments	E3
30 how to avoid potential discomfort and injury to yourself and your client and the risks of poor positioning of clients	E3
31 the condition in which the work area should be left and why this is important	E3
<b>Consult, plan and prepare for the treatment with clients</b>	
32 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
33 how to give effective advice and recommendations to clients	E3
34 the questioning and listening skills you need in order to find out information	E3
35 why it is important to encourage and allow time for clients to ask questions	E3
36 the reasons why it is important to refer clients with contra-indications to seek medical advice	E3
37 the importance of, and reasons for, not naming specific contra-indications when referring clients to a General Practitioner	E3
38 why it is important to explain possible contra-actions to the client	E3
39 why it is important to explain to the client possible skin sensitivity during menstruation	E3
40 why it is important to maintain clients' modesty and privacy	E3
41 how to conduct a test patch and why this is important	E3
42 how to prepare the client for the treatment	E3
43 how to conduct visual examinations of the skin and hair growth in the area to be treated	E3
44 how to prepare the area for treatment including the use of pre-wax products and hair trimming	E3



Waxing

119

#### Hints and tips

*When waxing eyebrows and upper lips, cut down strips to an appropriate size and remember to keep the skin taut.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit B6 Carry out waxing services

### What you must know (continued)

You need to understand:	Evidence type
<b>Anatomy and physiology</b>	
45 the structure of the skin (ie the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, blood and lymph vessels, and sensory nerve ending) and differences in the structure of the skin for the different client groups	E4
46 the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and Vitamin D production)	E4
47 the structure of the hair	E4
48 the basic principles of hair growth (ie anagen, catagen, telogen)	E4
49 the types of hair growth (including terminal and vellus)	E4
<b>Contra-indications</b>	
50 those contra-indications requiring medical referral and why (eg severe and infectious skin conditions, and severe varicose veins)	E4
51 those contra-indications that will prevent treatment but will not require medical referral and why (eg thin and/or fragile skin, scar tissue under six months old, certain medication such as steroids, heat rash, sunburn, known allergies to products and ingredients such as rosin found in sticking plasters and wax)	E4
52 those conditions which restrict treatment and why (eg diabetes, moles, infected in-growing hairs, skin tags, medication)	E4

**Hints and tips**

*Disposable, talc-free gloves must be worn to comply with the Personal Protective Equipment at Work Regulations 1992.*

*Continues on next page*

You need to understand:	Evidence type
<b>Contra-actions</b>	
53 how to recognise and deal with the contra-actions that can occur as a result of waxing treatments (eg bruising, blood spots, abrasions, broken hair, histamine (allergic) reaction, excessive erythema, excessive and diminished re-growth)	E4
<b>Equipment and products for waxing</b>	
54 the types of equipment and products used for waxing	E3
55 the function and purpose of pre-wax products	E3
56 the ingredients and composition of waxing products including warm wax, sugar paste, strip sugar and hot wax	E3
57 the types of product suitable for soothing skin irritation	E3
58 the reasons why talc-free powders should be used	E3
<b>Waxing treatments</b>	
59 how to carry out the waxing services in the range	E3
60 the various techniques associated with, and working temperatures for, the different types of hot wax and warm wax	E3
61 the suitability of specific products for certain hair types	E4
62 how to apply and remove waxing products in relation to the direction of hair growth	E3
63 the precautions which need to be taken when removing hair around conditions which restrict the treatment	E4
64 the advantages, disadvantages and limitations of facial waxing treatment and suitable alternative facial hair removal treatments	E4
65 the expected skin reaction to waxing	E3
66 other methods of hair removal (eg sugaring, tweezing, shaving, depilatory creams, electrical depilatory, threading, abrasive mitts, epilation, intensive pulse light, laser) and the effect of these methods on the waxing process	E4
67 how you and the client should support the skin during the waxing process	E3



Waxing

121

**Timing tip**

*The maximum commercially viable service time for a bikini wax treatment is 15 mins and for an underarm wax 15 mins.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit B6 Carry out waxing services

### What you must know (continued)

**Timing tip**

*The maximum commercially viable service time for an eyebrow wax is 15 mins and for a lip or chin wax is 10 mins.*

You need to understand:	Evidence type
<b>Aftercare advice for clients</b>	
68 the activities to avoid after waxing treatments and why these are important (eg heat and friction, use of perfumed and chemical based products, wearing of restrictive clothing, touching the treated area and for how long this should be avoided, swimming and other exercise and for how long this should be avoided)	E3
69 recommended intervals between waxing treatments	E3
70 products for home use that will benefit the client and those to avoid and why	E3
71 the contra-actions that may occur after waxing treatments and what advice to give to clients	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



*Using an after-waxing product on your client will make them feel great!*

“  
*Pre-waxing cleanser should remove dirt, oils and dead skin cells, and not leave a residue on the skin. After-waxing products should be soothing, moisturising and preferably have antiseptic properties.*  
 ”

Janice Brown





---

# N2 *manicure*



A manicure is a popular hand care treatment that immediately improves the appearance of the nails and skin of the hands. Specialist treatments may also be selected and included within the manicure treatment, which will target the client's specific needs, identified in their treatment plan.

In this unit you will learn how to complete manicure treatments, including a hand and arm massage. This moisturises the skin, as well as being relaxing for the client. You will also learn how to apply a nail finish such as nail polish or buffing to provide a shiny, smooth nail plate, leaving the nails looking groomed and well-cared for.



Image courtesy of Creative Nail Design

# Unit N2 (City & Guilds Unit 038)

## Provide manicure services

### *Mandatory (General route)*



Manicure

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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 providing manicure 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, each involving a different **hand and nail treatment** from the range.



This unit has four outcomes.

#### Outcome 1

**Maintain safe and effective methods of working when providing manicure services**

#### Outcome 2

**Consult, plan and prepare for the manicure service**

#### Outcome 3

**Carry out manicure services**

#### Outcome 4

**Provide aftercare advice**



“  
Regular, effective manicure treatments will give your clients the nails they've always dreamed of and the confidence they've always longed for.  
Tara Oldham

”



## Unit N2 (City & Guilds Unit 038)

### Provide manicure services

#### *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:

##### **Used all of the following consultation techniques:**

Questioning

Visual

Manual

Reference to client records

##### **Dealt with at least one of the following necessary actions\*:**

Encouraging the client to seek medical advice

Explaining why the service cannot be carried out

Modifying the service

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

##### **Used four of the following types of hand and nail treatments\*:**

Paraffin wax

Hand masks

Thermal mitts

Exfoliators

Warm oil

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

##### **Applied all of the following types of nail finish:**

Dark colour

French

Buffed

##### **Provided all of the following types of treatment advice:**

Suitable aftercare tools and products and their use

Avoidance of activities which may cause contra-actions

Recommended time intervals in between nail services

Homecare routines

##### Timing tip

*The maximum commercially viable service time for a basic manicure is*

*45 mins.*



*Nail work is very intricate and requires good, adjustable lighting to work under.*

---

## 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 manicure services

Consult, plan and prepare for the treatment with clients

Contra-indications and contra-actions

Anatomy and physiology

Manicure 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 138–142.



Manicure

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## Useful words

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

**Disinfection** The process of destroying most micro-organisms when cleaning non-metallic tools, equipment and work areas.

**Environmental conditions** The work environment should be safe and comfortable for both employees and clients. Factors to consider include temperature, lighting and ventilation.

**Exfoliators** Products used to remove the upper layers of excess skin cells.

**Hand and nail treatments** Specialist treatments that include paraffin wax treatment, hand masks, thermal mitts and exfoliators. Several hand and nail treatments may be used in one treatment.

**Massage techniques** Massage movements applied to the soft tissue of the body. They include effleurage, petrissage, percussion and vibrations.

**Nail and skin products** Used during a manicure; they include nail and skin cleanser, nail polish remover, cuticle cream/oil, cuticle remover, buffing paste, hand cream/lotion or oil, base coat, top coat, coloured nail polishes and nail polish drier.

**Nail and skin treatment tools** Used during a manicure; they include nail files, orange sticks, hoof sticks or cuticle pusher, cuticle knife, cuticle nippers, nail buffer and nail scissors.

**Treatment advice** Recommendations given to the client following treatment to continue the benefits of the treatment and prevent an unwanted contra-action.

**Treatment plan** Following the consultation this is the plan you intend to follow in order to achieve the results required.

---

Image courtesy of Salon System



“  
*Always take time to discuss and agree with your client exactly what they require from their nail treatment before carrying it out.*

Adele O’Keefe

”



# Observation sign-off sheet

## Unit N2 Provide manicure services

### What you must do

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Level 2 NVQ/SVQ Beauty

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 hand and nail treatment from the range.

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

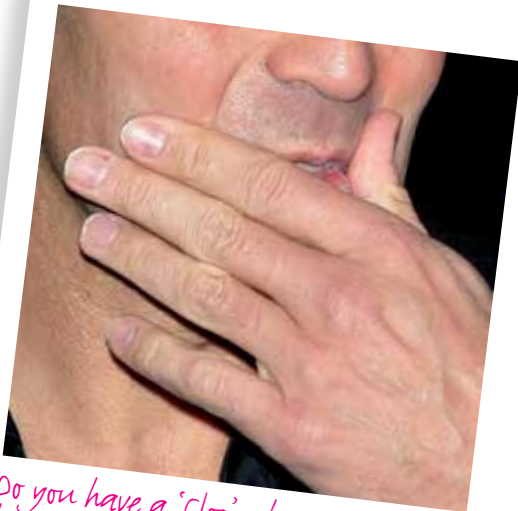
#### Maintain safe and effective methods of working when providing manicure services

- a Prepare the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
- b Ensure your personal appearance meets accepted industry Code of Practice for Nail Services and organisational requirements
- c Wear suitable personal protective equipment for the service that conforms to the industry Code of Practice for Nail Services
- d Ensure all tools and equipments are cleaned using the correct methods
- e Effectively disinfect your hands prior to nail services
- f Maintain accepted industry hygiene and safety practices throughout the service
- g Select and correctly position suitable equipment, materials and products for the nail service
- h Ensure your own posture and position minimises fatigue and the risk of injury whilst working
- i Ensure the client is in a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client

*Continues on next page*

#### Hints and tips

*Prevent the spread of germs and possible cross-infection by using correct waste disposal methods.*



*Do you have a 'clow' whose gorgeous hand this is? If not, see page 142 for the answer!*

- j Dispose of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services
- k Ensure that the service is cost effective and is carried out within a commercially viable time
- l Leave the work area and equipment in a condition suitable for further nail 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	○	○	○	○	○
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

## Outcome 2

### Consult, plan and prepare for the service with clients

- a Use **consultation techniques** in a polite and friendly manner to record the service plan
- 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 manicure services
- 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 Disinfect the client's hands and effectively remove any existing nail polish to restore the nails to a natural condition

Image courtesy of Salon System



*Ensure you have all the necessary products to hand for use within the treatment.*

*“A nail professional must be knowledgeable, friendly, and client-focused.”*

*Alex Fox*

*Continues on next page*





# Observation sign-off sheet

## Unit N2 Provide manicure services

### What you must do (continued)



- j Accurately identify the condition of the nails and skin
- k Explain your assessment of the client's nail and skin condition in a clear way to help their understanding
- l Recommend suitable treatments and products for the client's skin type and nail condition
- m Take the **necessary action** in response to any identified contra-indications \*\*\*\*
- n Agree the service and outcomes that are acceptable to your client and meet their needs

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

*Continues on next page*



## Outcome 3

### Carry out manicure service

- a Confirm the desired nail length and shape with the client
- b File the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length
- c Use the correct buffing technique for the service plan and the client's needs \*
- d Apply suitable cuticle products for the client
- e Use cuticle tools and products safely and effectively, ensuring that the cuticle and nail plate is undamaged
- f Use **hand and nail treatments** correctly to improve the appearance of the client's skin and nails
- g Use the correct quantity and type of massage medium to meet the service plan
- h Use massage techniques smoothly and evenly, at a pressure to meet the client's needs
- i Leave the hands and lower arms free of any excess massage medium
- j Ensure the nail plate is dehydrated and the underside is clean and free of debris
- k Apply a suitable base coat relevant to the client's needs, if required
- l Apply sufficient polish coats and top coat for the desired finish, if required
- m Ensure that the **nail finish** is left with a smooth, even texture and with the cuticle and nail wall free of product and debris
- n Ensure that the finished result is to the client's satisfaction and meets the agreed service plan



Manicure

“  
*As a beauty therapist, you have a captive audience; you'll be holding someone's hand for 45 minutes! Use the time to educate them on hand and nail care, using gentle sales persuasion.*  
 Marian Newman  
 ”

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*



# Observation sign-off sheet

*Unit N2 Provide manicure 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** specific to their individual needs

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)					

“

*Cuticles should not be cut during a service. They can be nourished, softened and gently pushed back to keep them in good condition.*

Alex Fox

”



Image courtesy of Orly

# Observation sign-off sheet

## Unit N2 Provide manicure services

### What you must cover



Manicure

135

**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** types of consultation technique.

	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"/>
Reference to client records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Necessary actions

Tick the necessary action dealt with if it occurs during a treatment.

You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

	1	2	3		
Encouraging the client to seek medical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining why the service cannot be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modifying the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Hand and nail treatments

Tick the hand and nail treatments used in each observation.

You must use **four** of the hand and nail treatments, but you must prove to your assessor that you are able to use the other **one**.

	1	2	3		
Paraffin wax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hand masks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thermal mitts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exfoliators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warm oil	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



# Observation sign-off sheet

*Unit N2 Provide manicure services*

## What you must cover (continued)

### Nail finish

Tick the nail finishes applied in each observation.  
You must apply **all** of the nail finishes.

- Dark colour

---

- French

---

- Buffed

---

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

### Treatment advice

Tick the treatment advice provided in each observation.  
You must provide **all** of the treatment advice.

- Suitable aftercare tools and 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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Observation

---

- Achieved

---

- Date

---

- Candidate signature

---

- Assessor signature

---

- IQA signature (if sampled)

---

- EQA signature (if sampled)

---

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



# Comment form

## Unit N2



Manicure

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

### Comment

### Date

1

2

3



Your client should have a lasting reminder of their manicure as polish shouldn't chip for a week or so.

Image courtesy of iStockphoto.com/iconogenic

“

*A good saying to remember is that 'you are only as good as your last manicure'. Everyone has an 'off' day but don't pass this on to your client. Make every service better than the last one.*

Marian Newman

”



# Knowledge sign-off sheet

## Unit N2 Provide manicure services

### What you must know

138

Level 2 NVQ/SVQ Beauty

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral questions (evidence type E3) and a mandatory test (E4). These will be online tests.

The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker pink). 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
<b>Organisational and legal requirements</b>		
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 it is important, when treating minors under 16 years of age, to have a parent or guardian present	E3
4	why minors should not be given services without informed and signed parental or guardian consent	E3
5	the legal significance of gaining signed, informed client consent to the service	E3
6	the importance and reasons for keeping records of clients and their services	E3
7	the importance of the correct storage of client records in relation to the Data Protection Act	E3
8	your salon services times for completing manicure services	E3
9	the importance of completing the service in a commercially viable time	E3
10	the salon pricing structures	E3
<b>How to work safely and effectively when providing manicure services</b>		
11	the type of personal protective equipment that should be available and used by yourself	E3
12	why it is important to use personal protective equipment	E3
13	what is contact dermatitis and how to avoid developing it when carrying out nail services	E3

*Continues on next page*

You need to understand:	Evidence type
14 how to prepare and use the tools and materials for the manicure service	E3
15 methods of disinfecting and sterilising tools and equipment	E3
16 how to maintain tools and materials in a clean and hygienic condition	E3
17 the importance of, and reasons for, disinfecting hands and how to do this effectively	E3
18 the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important	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 tools and materials for manicure services	E3
21 how to avoid potential discomfort and injury to yourself and the risks of poor positioning to clients	E3
22 how to minimise and dispose of general waste from services	E3
23 the condition in which the work area should be left and why this is important	E3
<b>Consult, plan and prepare for the treatment with clients</b>	
24 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
25 how to give effective advice and recommendations to clients	E3
26 the questioning and listening skills you need in order to find out information	E3
27 how to conduct a nail and skin analysis	E3
28 why it is important to record client responses to questioning	E3
29 the legal significance of client questioning and of recording the client's responses	E3
30 why it is important to encourage and allow time for clients to ask questions	E3
31 how to prepare service plans	E3



Manicure

**Hints and tips**

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

*Continues on next page*



# Knowledge sign-off sheet

## Unit N2 Provide manicure services

### What you must know (continued)

**Hints and tips**

*It is important to record any allergies on the client's record card to make sure the therapist doesn't use the product in any future treatments.*



You need to understand:		Evidence type
<b>Contra-indications and contra-actions</b>		
32	the types of conditions and disorders that may contra-indicate the service and why (eg fungal, bacterial, viral and parasitic infections to the skin and nails, severe nail separation, severe eczema, psoriasis and dermatitis)	E4
33	the types of conditions and disorders that may restrict the service and why (eg minor nail separation, minor eczema, psoriasis and dermatitis, severely bitten or damaged nails)	E4
34	the importance of questioning clients to establish any contra-indications to manicure services	E3
35	the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner	E4
36	possible contra-actions which may occur during or after the manicure service	E4
<b>Anatomy and physiology</b>		
37	the bones of the hand and lower arm	E4
38	the muscles of the lower arm and hand	E4
39	the blood circulation to the lower arm and hand	E4
40	the structure of the nail unit (ie the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, the lateral nail fold)	E4
41	the process of nail growth (ie nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)	E4
42	the structure and function of the skin (ie dermis, epidermis, subcutaneous layer, appendages)	E4

*Continues on next page*

You need to understand:	Evidence type
43 the skin characteristics and skin types of different ethnic client groups	E4
44 the different natural nail shapes you are likely to come across during manicure services (eg hook, spoon, fan)	E3
<b>Manicure treatments</b>	
45 how to identify treatable nail and skin conditions (eg weak, dry, brittle and ridged nails; dry, split and overgrown cuticles)	E4
46 the different types of techniques used within manicure and how to carry them out	E3
47 how to select and adapt manicure services to suit individual client needs	E3
48 how to adapt manicure service to suit a male client	E4
49 the benefits and effects of the hand and nail treatments in the range	E4
50 the different types of manicure tools and equipment and how to use them	E3
51 the effects on the nail and skin of incorrect use of manicure tools	E3
52 the importance of filing the free edge to complement the client's natural nail	E3
53 the features and benefits of manicure products	E4
54 the reasons why several services are necessary to improve skin and nail conditions	E3
55 the different types of massage movements used in a manicure service	E3
56 the effects of massage techniques on the nails, skin, muscle and underlying structures	E4
57 the different types of massage mediums and when they should be used	E4
58 the importance of removing excess moisture, debris and product from the natural nail to prepare for required nail finish	E3
59 the importance of recommending a nail finish suitable for the client	E3
60 the reasons for applying base and top coat and the consequences of not doing so	E4



Manicure



*Continues on next page*



# Knowledge sign-off sheet

## Unit N2 Provide manicure services

### What you must know (continued)

You need to understand:	Evidence type
61 correct method(s) of applying nail finishes in the range	E3
62 correct method of removing nail polish	E3
<b>Aftercare advice for clients</b>	
63 aftercare and maintenance requirements for manicure services and why these are important	E3
64 products and tools for home use that will benefit the client and those to avoid and why	E3
65 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



*George Clooney shows that male manicures can be macho!*





Image courtesy of Creative Nail Design.

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# N3

# pedicure



A pedicure is a foot care treatment that immediately improves the appearance and skin texture of the feet. This unit covers the techniques used for pedicure and for other specialist treatments that may be selected and included with the pedicure treatment to target the client's specific needs,

identified in their treatment plan. You will also learn how a foot and lower leg massage can be carried out. This moisturises the skin, and is also relaxing for the client. The application of a nail polish finish completes the final part of the pedicure, leaving the feet feeling fresh and well-cared for.



# Unit N3 (City & Guilds Unit 039)

## Provide pedicure services *Mandatory (General route)*



Pedicure

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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 providing pedicure 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, each involving a different **foot and nail treatment** from the range.



This unit has four outcomes.

#### Outcome 1

**Maintain safe and effective methods of working when providing pedicure services**

#### Outcome 2

**Consult, plan and prepare for the pedicure service**

#### Outcome 3

**Carry out pedicure service**

#### Outcome 4

**Provide aftercare advice**



# Unit N3 (City & Guilds Unit 039)

## Provide pedicure services (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:

#### Used all of the following consultation techniques:

- Questioning
- Visual
- Manual
- Reference to client records

#### Dealt with at least one of the following necessary actions\*:

- Encouraging the client to seek medical advice
- Explaining why the service cannot be carried out
- Modifying the service

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

#### Applied all of the following types of foot and nail treatments:

- Paraffin wax
- Foot masks
- Thermal boots
- Exfoliators

#### Produced both of the following types of nail finish:

- Dark colour
- French

#### Provided all of the following types of advice:

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

“

*Every service should begin with a full consultation and nail analysis. The nail professional can then offer service recommendations with a full explanation.*

Alex Fox

”



## 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 pedicure services

Consult, plan and prepare for the service with clients

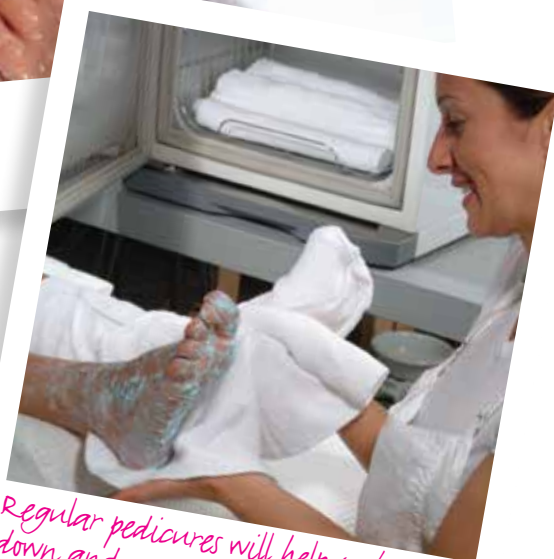
Contra-indications and contra-actions

Anatomy and physiology

Pedicure services

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 158–162.



*Regular pedicures will help to break down and remove rough skin.*



Pedicure

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## Useful words

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

**Cross-infection** The passing of an infection from one person to another.

**Disinfection** The process of destroying most micro-organisms when cleaning non-metallic tools, equipment and work areas.

**Exfoliators** Products used to remove the upper layers of excess skin cells.

**Foot and nail treatments** Specialist treatments and include paraffin wax treatment, foot masks, thermal boots and exfoliators. Several may be used in one treatment.

**Hard skin** Thick yellowish skin usually found on the sole of the foot where pressure occurs. This is treated after softening the skin, usually with a foot rasp to remove excess dead skin.

**Massage medium** A foot skin care product that moisturises the skin and enables a smooth massage to be applied by the beauty therapist.

**Massage techniques** Massage movements applied to the feet. They include effleurage, petrissage, percussion and vibrations.

**Nail and skin products** These are used during a pedicure and include nail and skin cleanser, nail polish remover, cuticle cream/oil, cuticle remover, foot cream/lotion or oil, base coat, top coat, coloured nail polishes and nail polish drier.

**Nail and skin treatment tools** These are used during a pedicure and include nail files, orange sticks, hoof sticks or cuticle pusher, cuticle knife, cuticle nippers, foot rasp and nail scissors.

**Treatment advice** Recommendations given to the client following treatment to continue the benefits of the treatment and prevent an unwanted contra-action.

**Treatment plan** Following the consultation, this is the plan you intend to follow in order to achieve the results required.



# Observation sign-off sheet

## Unit N3 Provide pedicure services

### What you must do

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Level 2 NVQ/SVQ Beauty

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 foot and nail treatment from the range.

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 pedicure services

- a Prepare the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
- b Ensure your personal appearance meets accepted industry Code of Practice for Nail Services and organisational requirements
- c Wear suitable personal protective equipment for the service that conforms to the industry Code of Practice for Nail Services
- d Ensure all tools and equipments are cleaned using the correct methods
- e Effectively disinfect your hands prior to nail services
- f Maintain accepted industry hygiene and safety practices throughout the service
- g Select and correctly position suitable equipment, materials and products for the nail service
- h Ensure your own posture and position minimises fatigue and the risk of injury whilst working
- i Ensure the client is in a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client

*Continues on next page*



*Keeping the foot warm while the foot mask is on will help the product to absorb into the skin.*

- j Dispose of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services
- k Ensure that the service is cost effective and is carried out within a commercially viable time
- l Leave the work area and equipment in a condition suitable for further nail 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 the pedicure service

- a Use **consultation techniques** in a polite and friendly manner to record the service plan
- 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 pedicure services
- 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 Disinfect the client's feet and effectively remove any existing nail polish to restore the nails to a natural condition

### Hints and tips

*Be sure that your posture is good at all times to avoid straining your back whilst working.*





# Observation sign-off sheet

## Unit N3 Provide pedicure services

### What you must do (continued)



- j Accurately identify the condition of the nails and skin
- k Explain your assessment of the client's nail and skin condition in a clear way to help their understanding
- l Recommend suitable treatments and products for the client's skin type and nail condition
- m Take the **necessary action** in response to any identified contra-indications \*\*\*\*
- n Agree the service and outcomes that are acceptable to your client and meet their needs

Image courtesy of BaByliss Pro

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

*Continues on next page*



Image courtesy of OPI/Lena White

## Outcome 3

### Carry out pedicure service

- a Clean and dry the client's feet
- b File the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length
- c Apply suitable cuticle products for the client
- d Use cuticle tools and products safely and effectively, ensuring that the cuticle and nail plate is undamaged
- e Remove any excessive hard skin using a foot rasp, without discomfort to the client, if required
- f Use **foot and nail treatments** correctly to improve the appearance of the client's skin and nails
- g Use the correct quantity and type of massage medium to meet the service plan
- h Use massage techniques smoothly and evenly, at a pressure to meet the client's needs
- i Leave the feet and lower legs free from excess massage medium
- j Ensure the nail plate is dehydrated and the underside is clean and free of debris
- k Apply a suitable base coat relevant to the client's needs, if required
- l Apply sufficient polish coats and top coat for the desired **finish**, if required
- m Ensure that the **nail finish** is left with a smooth, even texture and with the cuticle and nail wall free of product and debris
- n Ensure that the finished result is to the client's satisfaction and meets the agreed service plan



Pedicure



Image courtesy of Professionals

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 N3 Provide pedicure services

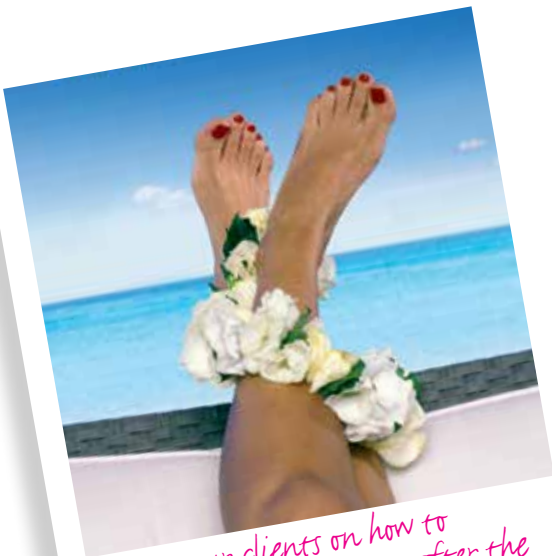
### What you must do (continued)

#### Outcome 4

##### Provide aftercare advice

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

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)					



*Advise your clients on how to maintain their pedicure after the appointment.*

“  
*Suggest to clients that they bring open-toed sandals or flip-flops to their pedicure. This is to avoid smudging of polish in their shoes.*  
 Alex Fox

”

# Observation sign-off sheet

## Unit N3 Provide pedicure 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** types of consultation technique.

	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"/>
Reference to client records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Necessary actions

Tick the necessary action dealt with if it occurs during a treatment.

You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

	1	2	3		
Encouraging the client to seek medical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining why the service cannot be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modifying the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Foot and nail treatments

Tick the foot and nail treatments applied in each observation.

You must apply **all** of the foot and nail treatments.

	1	2	3		
Paraffin wax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foot masks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thermal boots	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exfoliators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Nail finish

Tick the nail finishes produced in each observation.

You must produce **both** of the nail finishes.

	1	2	3		
Dark colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
French	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# Observation sign-off sheet

## Unit N3 Provide pedicure services

### What you must cover (continued)

#### Advice

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

- Suitable aftercare tools and products and their use

---

- Avoidance of activities which may cause contra-actions

---

- Recommended time intervals in between nail services

	1	2	3		
Suitable aftercare tools and 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 nail services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 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)					



“  
*Pedicures are really popular as soon as the sun comes out and strappy sandals go on.*  
 Pam Linforth  
 ”

# Comment form

## Unit N3



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

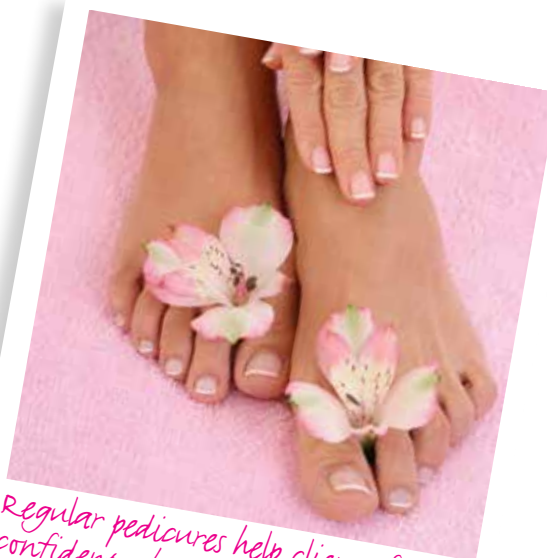
### Comment

### Date

1

2

3



*Regular pedicures help clients feel confident about their feet!*



# Knowledge sign-off sheet

## Unit N3 Provide pedicure 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 questions (evidence type E3) and a mandatory test (E4). These will be online tests.

The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker pink). 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
<b>Organisational and legal requirements</b>		
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 it is important, when treating minors under 16 years of age, to have a parent or guardian present	E3
4	why minors should not be given services without informed and signed parental or guardian consent	E3
5	the legal significance of gaining signed, informed client consent to the service	E3
6	the importance and reasons for keeping records of clients and their services	E3
7	the importance of the correct storage of client records in relation to the Data Protection Act	E3
8	your salon services times for completing pedicure services	E3
9	the importance of completing the service in a commercially viable time	E3
10	the salon pricing structures	E3
<b>How to work safely and effectively when providing pedicure services</b>		
11	the type of personal protective equipment that should be available and used by yourself	E3
12	why it is important to use personal protective equipment	E3
13	what is contact dermatitis and how to avoid developing it when carrying out nail services	E3

*Continues on next page*

You need to understand:	Evidence type
14 how to prepare and use the tools and materials for the pedicure service	E3
15 methods of disinfecting and sterilising tools and equipment	E3
16 how to maintain tools and materials in a clean and hygienic condition	E3
17 the importance of, and reasons for, cleaning and disinfecting the feet and how to do this effectively	E3
18 the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important	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 tools and materials for pedicure services	E3
21 how to avoid potential discomfort and injury to yourself and the risks of poor positioning to clients	E3
22 how to minimise and dispose of general waste from services	E3
23 the condition in which the work area should be left and why this is important	E3
<b>Consult, plan and prepare for the service with clients</b>	
24 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
25 how to give effective advice and recommendations to clients	E3
26 the questioning and listening skills you need in order to find out information	E3
27 how to conduct a nail and skin analysis	E3
28 the importance of questioning clients to establish any contra-indications to pedicure services	E3
29 why it is important to record client responses to questioning	E3
30 the legal significance of client questioning and of recording the client's responses	E3
31 why it is important to encourage and allow time for clients to ask questions	E3

Image courtesy of Orly



Pedicure



**Hints and tips**

*Where the client has excessive dead skin, several treatments may be necessary. Recommend a pedicure course to the client to achieve the best results.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit N3 Provide pedicure services

### What you must know (continued)

You need to understand:	Evidence type
32 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
33 how to prepare service plans	E3
<b>Contra-indications and contra-actions</b>	
34 the types of conditions and disorders that may contra-indicate the service and why (eg fungal, bacterial, viral and parasitic infections to the skin and nails, severe nail separation, severe eczema, psoriasis and dermatitis, infected in-growing toe nails)	E4
35 the types of conditions and disorders that may restrict the service and why (eg bunions, corns, callouses, damaged nails and varicose veins)	E4
36 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner	E4
37 possible contra-actions which may occur during or after the pedicure service	E4
<b>Anatomy and physiology</b>	
38 the bones of the foot and lower leg	E4
39 the muscles of the foot and lower leg	E4
40 the blood circulation to the foot and lower leg	E4
41 the structure of the nail unit (ie the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium nail wall, free edge, the lateral nail fold)	E4
42 the process of nail growth (ie nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)	E4

**Timing tip**

*The maximum commercially viable service time for pedicure treatments is 50 mins.*

*Continues on next page*

You need to understand:	Evidence type
43 the structure and function of the skin (ie dermis, epidermis, subcutaneous layer, appendages)	E4
44 the skin characteristics and skin types of different ethnic client groups	E4
45 the different natural nail shapes you are likely to come across during pedicure services (eg hook, spoon, fan)	E3
<b>Pedicure services</b>	
46 how to identify treatable nail and skin conditions (eg discoloured, dry, brittle, ridged and thickened nails; overgrown cuticles)	E4
47 the different types of techniques used within pedicure and how to carry them out	E3
48 how to select and adapt pedicure services to suit individual client needs	E3
49 how to adapt pedicure service to suit a male client	E4
50 the benefits and effects of the foot and nail treatments in the range	E4
51 the different types of pedicure tools and equipment and how to use them	E3
52 the effects on the nail and skin of incorrect use of pedicure tools	E3
53 the importance of filing the free edge straight	E3
54 the features and benefits of pedicure products	E4
55 the reasons why several services are necessary to improve skin and nail conditions	E3
56 the different types of massage movements used in a pedicure service	E3
57 the effects of massage techniques on the nails, skin, muscle and underlying structures	E4
58 the different types of massage mediums and when they should be used	E4
59 the importance of removing excess moisture, debris and product from the natural nail to prepare for required nail finish	E3
60 the importance of recommending a nail finish suitable for the client	E3

Image courtesy of Professionnails



Pedicure



**Hints and tips**

*Always recommend that the client apply a base coat underneath coloured nail polish. This is to prevent nail bed staining.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit N3 Provide pedicure services

### What you must know (continued)

**Hints and tips**

*Advise your clients to use refreshing foot sprays, which will create an additional retail opportunity.*

You need to understand:	Evidence type
61 the reasons for applying base and top coat and the consequences of not doing so	E4
62 correct method(s) of applying nail finishes in the range	E3
63 correct method of removing nail polish	E3
<b>Aftercare advice for clients</b>	
64 aftercare and maintenance requirements for pedicure services and why these are important	E3
65 products and tools for home use which will benefit the client	E3
66 the contra-actions that could occur after nail services and what advice to give to clients	E3
67 recommended intervals between 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



“  
*A homecare regime is as important as the salon service. Make sure the client is armed with the correct professional products.*  
 Alex Fox

”







A good make-up treatment can make your client look and feel amazing! In this unit you will learn how to select products to suit the client's skin colour, condition, skin type and age. You will practise applying make-up to create balance in the face, achieve an even skin tone and produce a particular effect.

You will ensure that the end result meets your client's expectations and you will be able to provide make-up treatment for day, evening or special occasions. By using make-up, you can make a real difference to the way someone looks, which means make-up treatments are among the most exciting of all!

---

B8

# make-up services



Make-up by Kaylie Carter; Photography by Andrew Buckle

# Unit B8 (City & Guilds Unit 011)

## Provide make-up services

### *Mandatory (Make-up route) and optional*



Make-up services

167

### Evidence requirements

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

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**, on a range of **different skin tones**.



This unit has four outcomes.

**Outcome 1**

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

**Outcome 2**

**Consult, plan and prepare for make-up services**

**Outcome 3**

**Apply make-up products**

**Outcome 4**

**Provide aftercare advice**



*Don't be afraid of using dark or vibrant colours if they are suitable for the event.*

“

*Using the right make-up can make a big difference to how a woman looks and feels.*

*Ruby Hammer*

”



## Unit B8 (City & Guilds Unit 011)

Provide make-up services

*Mandatory and 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

Manual

Reference to client records

#### Applied make-up to all of the following client age groups:

16–30 years

31–50 years

Over 50 years

#### Identified all of the following skin types:

Oily

Dry

Combination

#### Applied make-up for all of the following occasions:

Day

Evening

Special

#### Dealt with at least one of the following necessary actions\*:

Encouraging the client to seek medical advice

Explaining why the service cannot be carried out

Modification of the service

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

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

Foundations

Powders

Facial bronzing products

Concealers

Eyebrow products

Eyeshadows

Eyeliners

Mascara

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

#### Timing tip

*The maximum commercially acceptable time for a day make-up service is 30 mins.*

*The maximum commercially acceptable time for an evening make-up service is 45 mins.*



## 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 make-up services

Client consultation, service planning and preparation

Anatomy and physiology

Contra-indications and contra-actions

Make-up application

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 179–184.



*Brides usually want a natural look for their big day.*

Image courtesy of www.sarahbmakeup.co.uk

### Timing tip

*The maximum commercially acceptable time for special occasion make-up, eg bridal, is 45 mins.*



Make-up services

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## Useful words

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

**Age groups** Make-up must suit all ages, including post-16, post-31 and post-50.

**Cheek products** Cosmetics applied to cheeks to add colour and emphasise facial contours.

**Contra-indications** When a client has a condition or adverse reaction to a medication, product or service. Treatment should be avoided.

**Cross-infection** The passing of an infection from one person to another.

**Environmental conditions** The workplace must be safe and comfortable for workers and clients. Consider temperature, light and ventilation.

**Eye products** Make-up to enhance the eye area, eg eye shadow, brow colour, eye liner, mascara.

**Foundation** Liquid, cream, compact or mousse make-up that contours the face, evens skin tone and disguises minor skin blemishes.

**Highlighter** Make-up that emphasises or draws attention to features.

**Lip products** Make-up that defines, enhances and colours lips, eg lip liner, lipstick, lip gloss.

**Make-up occasions** Make-up applied for a special occasion, eg bridal make-up.

**Modification** Any way you have adapted the treatment to suit client requirements. Always record modifications on the client's record card.

**Necessary action** Clients unsuitable for treatment may need to seek medical advice. In some instances the treatment could be modified.

**Powder** Loose or compact make-up that sets foundation, disguises minor blemishes, and makes the skin appear oil-free and smooth.

**Shader** Make-up that makes things look smaller.

**Skin types** Skin type may be dry, oily or combination (a mixture of two skin types).

**Treatment plan** Following the consultation, this is the plan you intend to follow in order to achieve the results required.



# Observation sign-off sheet

Unit B8 Provide make-up services

## What you must do

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Level 2 NVQ/SVQ Beauty

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, on a range of different skin tones.

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 make-up services

- a Set up the work area to meet legal, hygiene and service requirements
- b Make sure that environmental conditions are suitable for the client and the service
- c Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- d Ensure all tools and equipments are cleaned using the correct methods
- e Effectively disinfect your hands prior to make-up services
- f Maintain effective industry hygiene and safety practices throughout the service to minimise the risk of cross-infection
- 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 Respect your client's appearance sensitivities and privacy at all times

*Continues on next page*

“

*As we get older we tend to lose volume on our cheeks, so it's good to apply blusher to the apples of the cheeks, blending very well in order to achieve a youthful look.*  
Ruby Hammer

”

- 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 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)					

*Continues on next page*

## Outcome 2

### Consult, plan 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 Obtain signed, written informed consent from the client prior to carrying out the service
- c Ensure that informed and signed parent or guardian consent is obtained for minors prior to any service\*
- d Ensure that a parent or guardian is present throughout the treatment for minors under the age of 16\*\*
- e Ask your client appropriate questions to identify if they have any contra-indications to make-up
- f Encourage clients to ask questions to clarify any points
- g Accurately record your client's responses to questioning
- h Ensure the client is in a comfortable and relaxed position
- i Ensure your client's clothing, hair and accessories are effectively protected or removed



“  
*The secret to good make-up is good blending.*  
 Helen Beckmann  
 ”

*Continues on next page*



# Observation sign-off sheet

## Unit B8 Provide make-up services

### What you must do (continued)



- j Ensure the skin is clean, toned and suitably moisturised prior to the application of make-up
- k Accurately recognise and record the client's **skin type** and condition
- l Take the **necessary action** in response to any identified contra-indications **\*\*\***
- m Ensure client **advice** is given without reference to a specific medical condition and without causing undue alarm and concern **\*\*\*\***
- n Agree the service and outcomes that are acceptable to your client and meet their needs
- o Select suitable **make-up products** to suit the client's **age group, skin type**, tone and condition, the **occasion** and their preferences

Image courtesy of iStockphoto.com/Plain View

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

*Continues on next page*

## Outcome 3

### Apply make-up products

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



Make-up services

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*Christy Turlington's look is mostly natural, so she can get away with bright red lipstick.*

“  
*My beauty idol would have to be Christy Turlington. I've done her make-up in the past and she is so very naturally beautiful.*  
Ruby Hammer

”

*Continues on next page*



# Observation sign-off sheet

## Unit B8 Provide make-up services

### What you must do (continued)

- q Ensure all elements of the make-up combine to complement each other to create the desired image in a way that flatters the client
- r Ensure the finished result is to the client's satisfaction

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

### Outcome 4

#### Provide aftercare advice

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

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 B8 Provide make-up 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** types of consultation technique.

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

#### Age groups

Tick the client age group for each observation.

You must apply make-up to **all** of the client age groups.

	1	2	3		
16–30 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31–50 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 50 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Skin types

Tick the skin type identified for each observation.

You must identify **all** of the skin types.

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

#### Occasions

Tick the occasion for each observation.

You must apply make-up for **all** of the occasions.

	1	2	3		
Day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Continues on next page*



# Observation sign-off sheet

## Unit B8 Provide make-up services

### What you must cover (continued)

#### Necessary actions

Tick the necessary actions dealt with for each treatment.

You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

Encouraging the client to seek medical advice

	1	2	3		
Encouraging the client to seek medical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explain why the service cannot be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modification of the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Explain why the service cannot be carried out

Modification of the service

#### Make-up products

Tick the make-up products used for each observation.

You must use **all** types of make-up products.

Foundations

	1	2	3		
Foundations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Powders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facial bronzing products	<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"/>
Eyebrow products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eyeshadows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eyeliners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mascara	<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"/>

Powders

Facial bronzing products

Concealers

Eyebrow products

Eyeshadows

Eyeliners

Mascara

Cheek products

Lip products

*Continues on next page*



**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)					



*Halle Berry's neutral make-up complements her jewel-coloured dress.*

“  
*Make-up should always be about what the client wants – not you applying the same fashionable look to everyone. Listen to your client's requirements carefully.*  
 Pam Linforth

”



# Comment form

## Unit B8

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

**Comment**

**Date**

1

2

3



*It's important to care for your make-up brushes. Clean them after each treatment to prevent cross-infection.*

# Knowledge sign-off sheet

## Unit B8 Provide make-up services

### What you must know



Make-up services

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You need to understand:	Evidence type
<b>Organisational and legal requirements</b>	
1 your responsibilities under relevant health & safety and consumer legislation	E3
2 the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
3 why it is important when treating minors under 16 years of age to have a parent or guardian present	E3
4 why minors should not be given services without informed and signed parental or guardian consent	E3
5 the legal significance of gaining signed, informed client consent to treatment	E3
6 the issues surrounding the delivery of make-up services to minors	E4
7 your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements	E3
8 how to complete the client records used in your salon and the importance and reasons for keeping records of services and gaining client signatures	E3
9 the importance of the correct storage of client records in relation to the Data Protection Act	E3
10 your salon's services times for completing make-up services and the importance of completing the application in a commercially viable time	E3
11 the salon pricing structures	E3
12 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients	E3

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral questions (evidence type E3) and a mandatory test (E4). These will be online tests.

The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker pink). 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.

*Continues on next page*



# Knowledge sign-off sheet

## Unit B8 Provide make-up services

### What you must know (continued)

You need to understand:	Evidence type
<b>How to work safely and effectively when providing make-up services</b>	
13 how to effectively set up the work area and safely position equipment and materials for make-up application	E3
14 the necessary environmental conditions for make-up application (including lighting, heating, ventilation and general comfort) and why these are important	E3
15 the different types of sterilising and disinfecting equipment and chemicals available	E3
16 how to disinfect tools and equipment for make-up application	E3
17 the differences between sterilising and disinfecting	E3
18 how to prepare yourself for carrying out make-up application	E3
19 the importance of, and reasons for, disinfecting hands and how to do this effectively	E3
20 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	E3
21 how to prepare and correctly position the client for optimum make-up application and the importance of using seating at the correct height	E4
22 how to minimise and dispose of waste from services	E3
23 the condition in which the work area should be left and why this is important	E3

**Hints and tips**

*Ensure that you select and apply products to complement the age and skin condition of your client.*

*Continues on next page*

You need to understand:	Evidence type
<b>Client consultation, service planning and preparation</b>	
24 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
25 the questioning and listening skills you need in order to find out information	E3
26 how to give effective advice and recommendations to clients	E3
27 how to interpret negative and positive body language	E3
28 the importance of questioning the client about known contra-indications	E3
29 why it is important to record client responses to questions about contra-indications	E3
30 why it is important to encourage and allow time for clients to ask questions	E3
31 the importance of checking if the client wears contact lenses or glasses	E3
32 the legal significance of client questioning concerning contra-indications and the recording of client responses to questioning	E3
33 the reasons why it is important to encourage clients with contra-indications to seek medical advice	E3
34 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
35 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner	E3
36 why it is important to respect clients' modesty, privacy and any sensitivities regarding their personal appearance	E3
37 the necessary environmental conditions for the treatment, including lighting, heating and general comfort	E3



*Continues on next page*



# Knowledge sign-off sheet

## Unit B8 Provide make-up services

### What you must know (continued)



You need to understand:	Evidence type
<b>Anatomy and physiology</b>	
38 the structure of the skin (ie the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, blood and lymph vessels, and sensory nerve ending) and differences in the structure of the skin of the clients listed in the range	E4
39 the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and Vitamin D production)	E4
40 the skin characteristics and skin types of different ethnic client groups	E4
41 how to recognise the skin types listed in the range	E4
42 how to recognise the following skin conditions: sensitive, dehydrated, broken capillaries, pustules, papules, open pores, dark circles, hyper pigmentation, hypo pigmentation, sun damage, scarring, erythema	E4
43 the factors that affect the skin ageing process	E4
44 how environmental and lifestyle factors affect the condition of the skin	E4
<b>Contra-indications and contra-actions</b>	
45 those contra-indications requiring medical referral and why (eg bacterial – impetigo; viral – herpes simplex; fungal – tinea; systemic medical conditions; conjunctivitis, severe skin conditions and eye infections; acne, boils, herpes zoster and warts, parasitic infection such as pediculosis and scabies)	E4
46 those contra-indications which restrict the service and why (eg recent scar tissue, eczema, hyperkeratosis, skin allergies, bruising, styes, watery eyes)	E4

*Continues on next page*

You need to understand:	Evidence type
47 possible contra-actions which may occur during the make-up service and how to deal with them (eg excessive perspiration, adverse skin reactions, watery eyes, excessive erythema)	E4
48 how to identify erythema and its causes	E4
<b>Make-up application</b>	
49 the different types of cleansing, toning and moisturising products suitable for the skin types listed in the range	E3
50 how to cleanse, tone and moisturise the skin	E3
51 the different types of foundations currently available (eg liquid, cream, compact, stick, mineral-based, tinted moisturisers) and how to use and apply them	E3
52 the different types of powders currently available (eg loose, compact, mineral, blot, light reflecting, shimmer) and how to use and apply them	E3
53 the different types of make-up bronzing products available (eg powder, gel, liquid) and how to use and apply them	E3
54 the different types of concealers currently available (eg cream, stick and liquid) and how to use and apply them	E3
55 the different types of eye products currently available (eg liquid, gel, kohl pencil, pencil and cake eyeliners; powder, cream, mineral and pigment eyeshadows; waterproof and non-waterproof mascaras) and how to use and apply them	E3
56 the different types of cheek products currently available (eg cream, powder, liquid tints and mineral-based) and how to use and apply them	E3
57 the different types of lip products currently available (eg lip liner, lipstick, lip gloss and lip balm) and how to use and apply them	E3
58 how to match and apply make-up products to different skin types, skin tones and conditions	E3
59 how to select make-up products and adapt make-up application to suit different age groups	E3



**Timing tip**

*The maximum commercially acceptable time for a make-up lesson is 75 mins.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit B8 Provide make-up services

### What you must know (continued)

You need to understand:	Evidence type
60 how to adapt the make-up for clients who wear contact lenses or glasses	E3
61 how to use corrective colours to balance skin tone (eg by use of yellow-based colour correctors)	E3
62 how to select and use products to enhance face shapes	E3
63 the reasons why certain make-up products should be applied in a suitable sequence (eg using powders to set foundation)	E3
64 how lighting affects the perception of colour and its influence on the effect of make-up	E4
65 the reasons for matching lighting with the occasion for which the make-up will be worn (eg bridal make-up rehearsal in daylight)	E4
<b>Aftercare advice for clients</b>	
66 make-up products for home use that will benefit the client and those to avoid and why	E3
67 the contra-actions that could occur after make-up application and how to deal with them	E3
68 re-application techniques suitable for the client	E3
69 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







Make-up by Martha Ritchie; Photography by Andrew Buckle

# B9 instruct

# on skin

# care and

# make-up



A well-planned skin care and make-up activity with clear objectives will help to increase client interest in treatments, raise the profiles of the product and the therapist, and create sales. In this unit, you will learn how to plan, instruct and give advice on the skin care choice and application of the make-up activity to ensure you have all the

necessary resources and promotional materials such as posters and product gift bag samples. You will understand your legal responsibilities in promotional activities and the importance of ensuring other people understand and perform their job roles correctly to ensure the activity is a success.



# Unit B9 (City & Guilds Unit 012)

## Instruct clients in the use and application of skin care products and make-up – *Mandatory (Make-up route)*

This unit has four outcomes.

**Outcome 1**  
Maintain safe and effective methods of working when providing skin care and make-up instruction

**Outcome 2**  
Prepare and plan for skin care and make-up instruction

**Outcome 3**  
Deliver skin care and make-up instruction

**Outcome 4**  
Evaluate the success of skin care and make-up instruction



### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for instructing clients in the use of skin care and make-up application.

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



*Plan, plan, plan! This will give you confidence and will ensure that your make-up activity will run smoothly.*

Anita Crosland



### 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 **instruction for a different look on a different client**.

### 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
- Reference to client records

#### Applied make-up to all of the following client age groups:

- 16–30 years
- 31–50 years
- Over 50 years

#### Identified all of the following skin types:

- Oily
- Dry
- Combination

#### Have given instruction for all of the following:

- Skin care choice and application
- Day make-up
- Evening make-up
- Special occasion make-up

*Continues on next page*

**Dealt with at least one of the following necessary actions\*:**

- Encouraging the client to seek medical advice
- Explaining why the service cannot be carried out
- Modification of the service

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

**Used all of the following instructional techniques:**

- Skills demonstration
- Use of diagrams
- Verbal explanation
- Use of written instructions

**Used all of the following types of resources:**

- Skin care products
- Make-up products
- Make-up tools and equipment
- Suitable mirror
- Face chart

**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 skin care and make-up instruction
- Client consultation, instruction planning and preparation
- Instructional skills
- Planning and preparing for skin care and make-up instruction
- Evaluation

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 198–201.



Skin care and make-up

**Useful words**

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

**Benefit of a product** The result that the client will expect to achieve by using the product.

**Contra-indications** A condition or visible sign of an adverse reaction to a medication, product or service. Treatment should be avoided.

**Demonstration** A teaching or marketing presentation to increase client understanding and interest in a product or service.

**Features of a product** Use these to help you sell a product. Eg, clients care about the ingredients that the product contains and how it achieves a particular result.

**Instructional techniques** Used to present and instruct information, eg skills demonstrations, diagrams, written instructions, verbal explanations.

**Legal requirements** Working practices and conditions specified by local or national law.

**Necessary actions** When a client is not suitable for the treatment and therefore it cannot be carried out, they would need to seek medical advice. In some instances the treatment could be modified.

**Objectives** These specify what is to be done or achieved – the goal.

**Organisational requirements** Working practices and conditions specified by the salon.

**Promotions** Ways of informing the client about products or services to increase interest and, if relevant, sales.

**Resources** The requirements for an activity. They include people, equipment, time, facilities and other things used to plan and carry it out.

**Skin types** Skin type may be dry, oily or combination (a mixture of two skin types).



# Observation sign-off sheet

*Unit B9 Instruct clients in the use and application of skin care products and make-up – What you must do*

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Level 2 NVQ/SVQ Beauty

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, and each observation will involve **instruction for a different look on 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 skin care and make-up instruction

- a Set up the work area to meet legal, hygiene and service requirements
- b Make sure that environmental conditions are suitable for the client and the service
- c Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- d Ensure all tools and equipments are cleaned using the correct methods
- e Effectively disinfect your hands prior to skin care and make-up services
- f Maintain effective industry hygiene and safety practices throughout the service to minimise the risk of cross-infection
- 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 Respect a client's modesty and privacy and any sensitivities to their own appearance

*Continues on next page*



*Make sure all your tools are clean before you start the make-up application.*



- j Dispose of waste materials safely and correctly
- k Ensure that the **instruction** 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 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

### Prepare and plan for skin care and make-up instruction

- a Use **consultation techniques** in a polite and friendly manner to determine your client's needs
- b Ensure that informed and signed parental 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 under the age of 16\*\*
- d Obtain signed, written informed consent from the client prior to carrying out the service
- e Ask your client appropriate questions to establish their current skin care and make-up regime and ability level
- f Ask your client appropriate questions to identify if they have any contra-indications to skin care and make-up products
- g Accurately record your client's responses to questioning
- h Ensure the client is comfortable and correctly seated, with a good view of the mirror
- i Ensure the client's clothing is effectively protected

“

*When carrying out a skin analysis always use a magnifying lamp. This will help you see beyond what the naked eye can.*

Sally Penford

”

*Continues on next page*



# Observation sign-off sheet

*Unit B9 Instruct clients in the use and application of skin care products and make-up – What you must do*

**Hints and tips**

*Make sure you know all the features and benefits of the products you are using so you can sell them effectively and advise your clients.*



- j Accurately recognise and record the client's **skin type, age group** and condition
- k Encourage clients to ask questions to clarify any points
- l Take the **necessary action** in response to any identified contra-indications **\*\*\***
- m Ensure client advice is given without reference to a specific medical condition and without causing undue alarm and concern **\*\*\*\***
- n Ensure the objectives of the skin care and make-up **instruction** are clear, realistic and agreed with the client
- o Ensure the lighting conditions are appropriate to the type of make-up **instruction**
- p Provide a suitable range of skin care and make-up products for the client's **skin type**, tone and condition, and the type of **instruction** to be given
- q Ensure that face charts and all necessary tools and equipment are available

Image courtesy of iStockphoto.com/Krystian Kaczmarek

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

*Continues on next page*

## Outcome 3

### Deliver skin care and make-up instruction

- a Use **instructional techniques** which are clear, logical and delivered at a pace suitable for the client
- b Demonstrate skin care and make-up application in a way which promotes understanding
- c Guide the client through application of the product(s) in a way which meets the needs of the client and the product(s) being used
- d Clearly explain the use and purpose of make-up tools
- e Effectively use **resources** throughout the **instructional** activity
- f Adapt your **instructional techniques** to suit the client's needs
- g Use methods of communication that are suitable for the client
- h Allow the client sufficient time to practise skin care and make-up application techniques on themselves
- i Encourage your client to ask questions throughout the period of **instruction**
- j Respond clearly and positively to any questions and queries
- k Confirm that the client has a basic understanding of the basic techniques necessary to achieve their desired look
- l Provide your client with accurate information on the products, tools and equipment used and where to source them
- m Actively encourage clients to take advantage of the products and services
- n Provide written **instructions** on how to apply skin care routine and make-up application to achieve their agreed look



Skin care and make-up

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#### Hints and tips

*Always evaluate a make-up promotional activity - what was successful and which parts could be improved upon?*



*Make-up demonstrations are challenging, but great fun!*

Image courtesy of Barnet College; Photography by Mark Phillips

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 B9 Instruct clients in the use and application of skin care products and make-up – What you must do*



## Outcome 4

### Evaluate the success of instruction

- a Ask your client to make an evaluation of their own learning and then provide additional support to meet their needs
- b Ask your client suitable questions on the effectiveness of the **instruction** process and record their feedback
- c Use client feedback to make improvements to your own skin care and make-up **instructional techniques**, if necessary\*

Image courtesy of iStockphoto.com/Plain View

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



Image courtesy of iStockphoto.com/istudiovitra

# Observation sign-off sheet

*Unit B9 Instruct clients in the use and application of skin care products and 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** types of consultation technique.

	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"/>
Reference to client records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Age groups

Tick the client age group for each observation.  
You must apply make-up to **all** of the age groups.

	1	2	3		
16–30 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31–50 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over 50 years	<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"/>

## Instruction

Tick the instruction given for each observation.  
You must give instruction for **all** of the occasions.

	1	2	3		
Skin care choice and application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Day make-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evening make-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special occasion make-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



# Observation sign-off sheet

*Unit B9 Instruct clients in the use and application of skin care products and make-up – What you must cover*

## Necessary actions

Tick the necessary actions dealt with for each treatment. You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

- Encouraging the client to seek medical advice
- Explain why the service cannot be carried out
- Modification of the service

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

## Instructional techniques

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

- Skills demonstration
- Use of diagrams
- Verbal explanation
- Use of written instructions

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

## Resources

Tick the resources used for each observation. You must use **all** of the resources.

- Skin care products
- Make-up products
- Make-up tools and equipment
- Suitable mirror
- Face chart

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

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

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

# Comment form

## Unit B9



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

### Comment

### Date

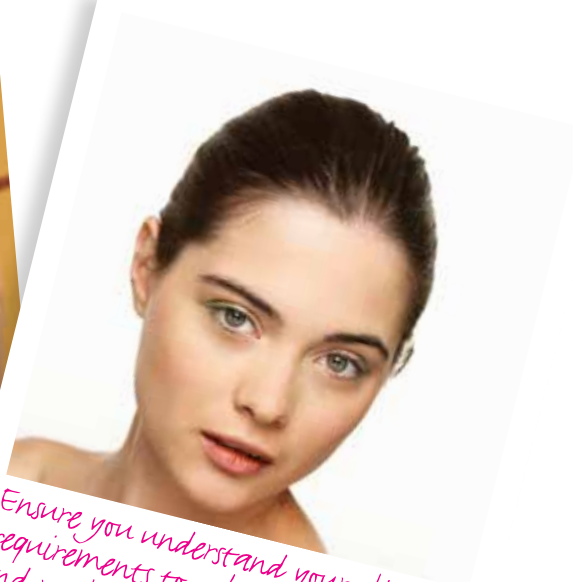
1

2

3

### Timing tip

*The maximum commercially acceptable time for a make-up lesson is 75 mins.*



*Ensure you understand your client's requirements to achieve the desired end result.*



# Knowledge sign-off sheet

## *Unit B9 Instruct clients in the use and application of skin care products and make-up – 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 questions (evidence type E3) and a mandatory test (E4). These will be online tests.

The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker pink). 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
<b>Organisational and legal requirements</b>		
1	your responsibilities under relevant health & safety and consumer legislation	E3
2	the age at which an individual is classed as a minor and how this differs nationally	E3
3	the current legal and professional guidance relating to any age restrictions for make-up services	E3
4	why minors should not be given services without informed and signed parental or guardian consent	E3
5	why it is important when treating minors under 16 years of age to have a parent or guardian present	E3
6	the issues surrounding the delivery of make-up services to minors	E3
7	the legal significance of gaining signed, informed client consent to treatment	E3
8	your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements	E3
9	how to complete the client records used in your salon and the importance and reasons for keeping records of services and gaining client signatures	E3
10	the importance of the correct storage of client records in relation to the Data Protection Act	E3
11	your salon's services times for completing skin care and make-up services and the importance of completing the application in a commercially viable time	E3
12	the salon pricing structures	E3

*Continues on next page*

You need to understand:	Evidence type
13 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients	E3
<b>How to work safely and effectively when providing skin care and make-up instruction</b>	
14 how to effectively set up the work area and safely position equipment and materials for skin care and make-up instruction	E3
15 the necessary environmental conditions for skin care and make-up application (including lighting, heating, ventilation and general comfort) and why these are important	E3
16 the different types of sterilising and disinfecting equipment and chemicals available	E3
17 how to disinfect tools and equipment for skin care and make-up application	E3
18 the differences between sterilising and disinfecting	E3
19 how to prepare yourself for carrying out skin care and make-up application	E3
20 the importance of, and reasons for, disinfecting hands and how to do this effectively	E3
21 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	E3
22 how to prepare and correctly position the client for optimum skin care and make-up application and the importance of using seating at the correct height	E3
23 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients	E3
24 how to minimise and dispose of waste from services	E3
25 the condition in which the work area should be left and why this is important	E3
<b>Client consultation, instruction planning and preparation</b>	
26 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3



Skin care and make-up





# Knowledge sign-off sheet

## Unit B9 Instruct clients in the use and application of skin care products and make-up – What you must know

You need to understand:	Evidence type
27 the questioning and listening skills you need in order to find out information	E3
28 how to give effective advice and recommendations to clients	E3
29 how to interpret negative and positive body language	E3
30 why it is important to encourage and allow time for clients to ask questions	E3
31 the importance of questioning the client about known contra-indications	E3
32 why it is important to record client responses to questions about contra-indications	E3
33 the importance of checking if the client wears contact lenses or glasses	E3
34 the legal significance of client questioning concerning contra- indications and the recording of client responses to questioning	E3
35 the reasons why it is important to encourage clients with contra- indications to seek medical advice	E3
36 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
37 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner	E3
38 why it is important to respect clients' modesty and privacy and any sensitivities regarding their personal appearance	E3
<b>Instructional skills</b>	
39 how to plan a skin care and make-up instruction session (eg timing, pace, use of voice, use of graphic)	E3



*Continues on next page*

You need to understand:	Evidence type
40 methods of presenting information and instructions (eg pictorially, graphically, verbally, logical sequencing, presenting small amounts of information at a time, etc)	E3
41 how to speak clearly in a way that suits the situation	E3
42 how to show you are listening closely and responding appropriately	E3
43 how to use different types of questioning techniques	E3
44 how and when to make openings to encourage clients to ask questions	E3
45 how to answer questions and queries	E3
46 methods of demonstrating skin care and make-up application techniques and use of tools and equipment	E3
47 ways of checking the clients' understanding and their ability to carry out skin care and make-up application on themselves	E3
48 how to tailor your skin care and make-up instruction to meet individual needs	E3
49 how to adapt the skin care and make-up instruction for clients who wear contact lenses or glasses	E3
<b>Planning and preparing for skin care and make-up instruction</b>	
50 the purpose and value of planning skin care and make-up instruction	E3
51 the type of resource requirements for skin care and make-up instruction	E3
52 where and how to obtain skin care and make-up resources	E3
<b>Evaluation</b>	
53 the importance of evaluating the success of skin care and make-up instructional activities	E3
54 the most suitable methods of gaining feedback from skin care and make-up instructional activities	E3
55 the importance of recording feedback and other relevant information from the activity clearly and accurately	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date



**Hints and tips**

*Plan and deliver your make-up activity to maximise client interest and enthusiasm.*



# Supplementary notes

## *Unit B9*

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Level 2 NVQ/SVQ Beauty

Your assessor may use this space for any additional comments they may have about your work.

**Comment**

**Date**


## Unit sign-off

**This section must be signed when the unit is complete.**

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date

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# G4 *salon* *reception*



The receptionist is the first contact the client has with the business, either over the telephone or face-to-face. First impressions count, so it is important that the receptionist creates a good impression of the salon. The ideal receptionist should look smart, act professionally, and have excellent organisational and customer service skills.

In this unit, you'll learn about the important legal requirements relating to client confidentiality and handling payment from clients. The receptionist also has an important role in maximising the salon's profits with retail opportunities, so you'll learn how to make the most of your time while working on the reception.



Image courtesy of Walsall College; Photography by Andrew Buckle

# Unit G4 (City & Guilds Unit 019)

## Fulfil salon reception duties

### *Optional*



Salon reception

### Evidence requirements

To achieve this unit you must practically demonstrate in your work situation that you have met the standards for fulfilling 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. Evidence from simulated activities may be used to produce performance evidence for the following but only when naturally occurring performance evidence cannot be obtained for:

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

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. These observations must cover all **four** main outcomes of this unit.

**This unit has four outcomes.**

**Outcome 1**

**Maintain the reception area**

**Outcome 2**

**Attend to clients and enquiries**

**Outcome 3**

**Make appointments for salon services**

**Outcome 4**

**Handle payments from clients**



*The ideal reception area looks comfortable, modern and clean.*



# Unit G4 (City & Guilds Unit 019)

## Fulfil salon reception duties

### 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:

#### **Handled three of the following types of people\*:**

Who have different needs and expectations

Who appear angry

Who may be confused

Who have a complaint

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

#### **Handled two of the following types of enquiries\*:**

In person

By telephone

Electronically

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

#### **Handled both of the following types of appointment:**

In person

By telephone

#### **Obtained all of the following appointment details:**

Client's name

Client's contact details

Service required

Estimated price

Date

Time

Member(s) of staff booked for service

#### **Handled all of the following methods of payment:**

Cash

Cash equivalents

Cheque

Payment cards

#### **Dealt with all of the following types of discrepancy:**

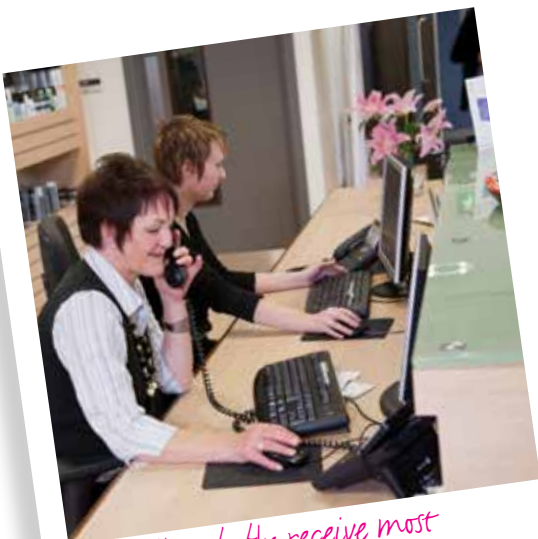
Invalid currency

Invalid card

Incorrect completion of cheque

Suspected fraudulent use of payment card

Payment disputes



*You will probably receive most enquiries by telephone, so it's important to sound professional.*

“

*Smile as you dial! Your voice is the only tool you have when on the phone.*

*Ruth Langley*

”

---

## What you must know

---

You will be assessed on your knowledge of the following:

Salon and legal requirements

Communication

Salon services, products and pricing

Calculating and taking payments

Making appointments

---

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 217–219.



Salon reception

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## Useful words

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

**Communication** The exchange of information between people. You might communicate through a conversation in person or on the telephone, or you might use more recent technology such as automated text messaging to remind the customer of their appointment.

**GDPR/Data Protection Act** Legislation designed to protect client privacy and confidentiality of their personal details and records. You must know how this affects your work and what you must and must not do in order to adhere to it.

**Fraudulent payment** A debit/credit card, money or a voucher that has been stolen or is a fake.

**Hospitality** Welcoming the client by offering them refreshments and magazines, and by making sure they are comfortable.

**Invalid card** A card that has expired or has been refused due to lack of funds in the client's bank account or because the client has exceeded their credit limit.

**Payment discrepancies** When a payment can't be made. Reasons for this may be an invalid credit/debit card or a fraudulent card.

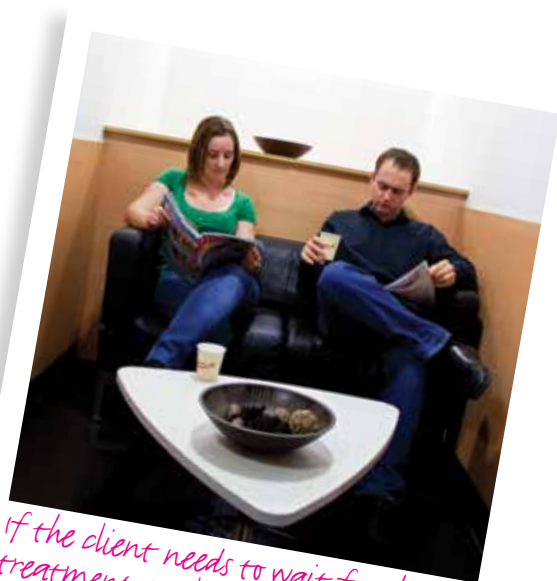
**Payment dispute** When the client disagrees with what they are being asked to pay.

**Point of sale (POS)** Usually the location where the credit/debit card transaction is processed, with the customer present. POS is also used as a broad term to describe the location where something is purchased.

**Salon and legal requirements** The rules and laws affecting the salon and its day-to-day running. You must understand what these rules and laws are, and how they affect your work.

---

Image courtesy of Walsall College; Photography by Andrew Buckle



*If the client needs to wait for their treatment, make sure you offer them a seat, drink and magazines.*

### Hints and tips

*The phone is the pulse of the business. Reception duties are the heart of the business. Both give life to the salon and are essential for its smooth running.*

---



# Observation sign-off sheet

## Unit G4 Fulfil 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, and each observation must cover all **four** outcomes.

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 Ensure the reception area is clean and tidy at all times
- b Maintain the agreed levels of reception stationery
- c Ensure that product displays have the right levels of stock at all times
- d Offer clients hospitality to meet 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)					

*Continues on next page*

#### Hints and tips

*Take messages carefully, writing down the date and time, name of the person the message is from, who it's for, what the message is, and follow-up contact details.*



## Outcome 2

### Attend to clients and enquiries

- a Attend to **people** promptly and in a polite manner
- b Correctly identify the purpose of **enquiries**
- c Confirm **appointments** and promptly inform the relevant person
- d Promptly refer **enquiries** which cannot be dealt with to the relevant person for action\*
- e Record messages correctly and pass them to the relevant person at the right time
- f Give accurate information clearly
- g Give confidential information only to authorised **people**\*\*
- h Balance the need to give attention to individuals whilst ensuring others are not left without attention



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*

* 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

Image courtesy of Walsall College; Photography by Andrew Buckle

“  
*Make your clients feel welcome at the reception.*  
 Anita Crosland

”



*The reception can be a busy area, but it's important to stay calm and welcome all clients.*



# Observation sign-off sheet

## Unit G4 Fulfil salon reception duties

### What you must do (continued)

“

*first impressions count and will always count.*  
Ruth Langley

”

### Outcome 3

#### Make appointments for salon services

- a Deal with all requests for **appointments** politely and promptly
- b Accurately identify client requirements for the service requested
- c Schedule **appointments** in a way that satisfies the client, the therapist and ensures the most productive use of salon time
- d Confirm that the **appointment details** are acceptable to the client
- e Record **appointment details** accurately, clearly and to meet your salon’s requirements

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

*Always introduce yourself to the client so that they know your name. This will help them feel more comfortable and they will know who to request when they return.*



## Outcome 4

### Handle payments from clients

- a Accurately total charges to the client
- b Inform clients of charges clearly and in a courteous manner
- c Visually inspect purchases for condition and quality as they are processed for payment\*
- d Establish the client's **method of payment** and acknowledge receipt of payments
- e Ensure accepted payments are correct
- f Record information about the sale accurately, clearly and to meet your salon's requirements
- g Gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept\*\*
- h Tactfully inform clients when authorisation cannot be obtained for non-cash payments\*\*\*
- i Identify and resolve, where possible, any **discrepancies** in payments within the limits of your own authority\*\*\*\*

*Continues on next page*



Salon reception

### Hints and tips

*If your salon has a retail display at reception, you should know about the products, particularly their prices and benefits.*



*Make sure you know enough about the products displayed in the salon reception area.*



# Observation sign-off sheet

## Unit G4 Fulfil salon reception duties

### What you must do (continued)

#### Outcome 4 (continued)

##### Handle payments from clients

- j Promptly refer payment **discrepancies** which you cannot resolve to the relevant person for action \*\*\*\*\*
- k Give the correct change and issue receipts when required by clients
- l Follow cash point security procedures at all times
- m Identify and report low levels of change in time to avoid shortages

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

# Observation sign-off sheet

## Unit G4 Fulfil salon reception duties

### What you must cover



Salon reception

**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.**

#### People

Tick the types of people handled in each observation. You must handle at least **three** of the people, but you must prove to your assessor that you are able to handle the other **one**.

	1	2	3		
Who have different needs and expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Who appear angry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Who may be confused	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Who have a complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Enquiries

Tick the types of enquiry handled in each observation. You must handle at least **two** of the enquiries, but you must prove to your assessor that you are able to handle the other **one**.

	1	2	3		
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Appointments

Tick the appointments handled in each observation. You must handle **both** types of appointment.

	1	2	3		
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*

“

*It is important to give each client your full attention. Listen to what they say, and always be polite and friendly.*

Anita Crosland

”



# Observation sign-off sheet

## Unit G4 Fulfil salon reception duties

### What you must cover (continued)

#### Appointment details

Tick the appointment details obtained in each observation.  
You must obtain **all** appointment details.

- Client's name

---

- Client's contact details

---

- Service required

---

- Estimated price

---

- Date

---

- Time

---

- Member(s) of staff booked for service

---

	1	2	3		
Client's name	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client's contact details	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Estimated price	<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(s) of staff booked for service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Methods of payment

Tick the payment methods handled in each observation.  
You must handle **all** methods of payment.

- Cash

---

- Cash equivalents

---

- Cheque

---

- Payment cards

---

	1	2	3		
Cash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cash equivalents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cheque	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment cards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



*Always state clearly the total amount of the service to your client before taking the payment.*



## Discrepancies

Tick the discrepancies dealt with in each observation.  
You must deal with **all** discrepancies.

	1	2	3		
Invalid currency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Invalid card	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incorrect completion of cheque	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspected fraudulent use of payment card	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment disputes	<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)					

Image courtesy of Walsall College; Photography by Andrew Buckle



*Be alert to fraudulent credit or debit cards, but don't stare at your client's pin number!*



# Comment form

## *Unit G4*

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

<b>Comment</b>	<b>Date</b>
1	
2	
3	



# Knowledge sign-off sheet

## Unit G4 Fulfil salon reception duties

### What you must know



Salon reception

You need to understand:	Evidence type
<b>Salon and legal requirements</b>	
1 your salon's procedures for <ul style="list-style-type: none"><li>– maintaining confidentiality</li><li>– taking messages</li><li>– making and recording appointments</li><li>– dealing with suspected fraud</li><li>– authorising non-cash payments when these are 'over limit'</li><li>– client care at reception</li><li>– personal safety</li></ul>	E3
2 the limits of your authority when <ul style="list-style-type: none"><li>– maintaining the reception area</li><li>– attending to people and enquiries</li><li>– making appointments</li><li>– dealing with payments and discrepancies</li></ul>	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 relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act	E3
<b>Communication</b>	
7 the importance of taking messages and passing them on to the right person at the right time	E3
8 the importance of effective communication to the salon's business	E3
9 how and when to ask questions	E3
10 how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods	E3

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor by asking you questions within a conversation (evidence type E3). This will 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 G4 Fulfil salon reception duties

### What you must know

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Level 2 NVQ/SVQ Beauty

#### Hints and tips

*Try to avoid asking 'have you got an appointment?', as this can sound abrupt and cold. For a new client, say 'welcome to the salon, how may I help you?'. For an existing client try saying, 'Hello Ms X, it's lovely to see you again'.*

You need to understand:	Evidence type
11 how to say things that suit the purpose of your discussion	E3
12 how to speak clearly in a way that suits the situation	E3
13 how to show you are listening closely to what people are saying to you	E3
14 how to adapt what you say to suit different situations (ie the amount you say, your manner and tone of voice)	E3
<b>Salon services, products and pricing</b>	
15 the services available, their duration and cost	E3
16 the products available for sale and their cost	E3
17 what to look for to identify any defects in products as they are being processed for sale (eg damage, loose packaging, cracked and/or leaking containers, etc.)	E3
18 how to identify any current discounts and special offers (eg 2-for-1 offers, coupons, etc)	E3
19 what and how much stationery should be kept at your reception area	E3
<b>Calculating and taking payments</b>	
20 common methods of calculating payments including point of sale technology and physical calculations	E3
21 how to keep cash and other payments safe and secure	E3
22 the types of payment that you are authorised to accept	E3
23 how to gain electronic authorisation for payment cards	E3
24 how to identify suspected counterfeit payments	E3

*Continues on next page*

You need to understand:	Evidence type
25 how to identify suspected stolen cheques, credit cards and payment cards	E3
26 how to deal with customers offering suspect tender or suspect non-cash payments	E3
27 consequences of failure to handle payments correctly	E3
<b>Making appointments</b>	
28 the importance of making appointments correctly	E3
29 the common systems available for making appointments within the beauty therapy and related industries (eg manual and electronic)	E3
Tick if E3 was an online test	<input type="radio"/> Date



Salon reception

Images courtesy of Walsall College; Photography by Andrew Buckle



*Always enter appointments carefully into your salon's booking system.*



*Be pleasant to your customers - give service with a smile!*



# Supplementary notes

## Unit G4

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Level 2 NVQ/SVQ Beauty

Your assessor may use this space for any additional comments they may have about your work.

**Comment**

**Date**


## Unit sign-off

**This section must be signed when the unit is complete.**

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date

---

*more*

*information*

# Maximum service times for Level 2/5 beauty therapy services

For certain units, you will have to complete services within a 'commercially viable time'. You will find these timings within the units, but below is a complete list for your reference. Please note that these timings do not include consultation or preparation times.

Service	Mins (maximum)
1 Eyebrow shape	15
2 Eyelash tint	20
3 Facial	60
4 Day make-up	30
5 Evening make-up	45
6 Basic manicure	45
7 Basic pedicure	50
8 Eyebrow wax	15
9 Underarm wax	15
10 Half leg wax	30
11 Bikini line wax	15
12 Full leg wax	45
13 Upper lip wax	10
14 Chin wax	10
15 Eyebrow tint	10
16 Ear piercing	15
17 Make-up lesson	75
18 Apply a full set of artificial lashes (flares)	20
19 Apply a full set of artificial lashes (strips)	10
20 Apply a partial set of artificial lashes (flares)	10
21 Apply a partial set of artificial lashes (strips)	10
22 Special occasion make-up (eg bridal)	45

Specialist treatments may require longer, following manufacturers' instructions.

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# Further information on health and safety legislation (Unit G20)

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## 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.

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# Further information on health and safety legislation (Unit G20) (continued)

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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.
-

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## Key points regarding health and safety legislation and regulations

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### 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.

### Other legislation

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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 any specific legislation 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.

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# Further information on health and safety legislation (Unit G20) (continued)

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## General guidance on health and safety legislation applicable to beauty therapy

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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.

## **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.

# Glossary of Habia terms

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Level 2 NVQ/SVQ Beauty

## What do these words mean?

This section contains explanations of how commonly used words and phrases have been used in the Habia Level 2/5 Beauty Therapy standards.

**Artiste** The artiste is the person on whom the make-up is being carried out. This could include models, performers and celebrities.

**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).

**Atrophic scar tissue** Scar tissue that is lower than the surrounding skin, an indented scar.

**Bikini Line (general waxing)** This involves removing hair that falls outside a high-leg brief, around and underneath the upper inner thigh.

**Body Wrapping** The body is cocooned in a blanket, electric blanket, linen wraps, sand, sheets, towels, etc or in a Soft Pack/Dry Float treatment bed or steam cabinet machine. Products are applied to the body and the client relaxes for 20 minutes whilst the products absorb into the body's system.

**Buff** A technique used in nail services to create a smooth, even nail surface and increase the blood flow to the area.

**Buffed** Satin or gloss finish.

**Client groups** This term is used in a number of the units and it refers to client diversity. The CRE (Commission for Racial Equality) ethnic group classification is used in the range for these units. These cover: white, mixed, Asian, black and Chinese.

**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.

## Consumer and Retail Legislation

**The Consumer Protection Act (1987)** This Act follows European directives to protect the buyer from unsafe products. The Act is designed to help safeguard the consumer from products that do not reach a reasonable level of safety.

**The Consumer Safety Act (1978)** There is a requirement to reduce the possible risk to consumers from any product that may be potentially dangerous.

**The Prices Act (1974)** The price of products has to be displayed in order to prevent a false impression to the buyer.

**Trades Descriptions Act (1968 and 1972)** Products should not be falsely or misleadingly described in relation to its quality, fitness, price or purpose, by advertisements, orally, displays or descriptions. Since 1972 it is also a requirement to label a product clearly, so the buyer can see where the product was made.

**The Resale Prices Act (1964 and 1976)** Manufacturers can supply a product at a recommended price, but the seller is not obliged to sell at the recommended price.

**The Sale and Supply of Goods Act (1994)** You, as the seller, must ensure that the goods you sell are:

- of satisfactory quality – defined as the ‘standard that would be regarded by a reasonable person as satisfactory having taken into account the description of the goods, the price and any other relevant circumstances’ and
- reasonably fit – you must ensure, as a seller, that goods are able to meet what you claim they do.

**Contra-actions** Refers to negative reactions from the treatment or products, eg excessive erythema, allergic reactions.

**Contra-indications** Conditions or restrictions which indicate a particular service should not be carried out.

**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.

**Exfoliation** The removal of surface skin cells.

### **Eyelash extensions**

- **Full set**

This covers from the outer corner to the inner corner of the upper eyelid.

- **Partial set**

This covers from the outer corner to the mid point of the upper eyelid.

- **Strip lashes**

These are a length of lashes pre-attached to a non-adhesive strip.

- **Flare lashes**

These are a collection of individual lashes attached to a non-adhesive bulb.

- **Single lashes**

These are a single lash, which are attached to a single natural eyelash by use of adhesives.

**Finnish Sauna** Finnish dry heat treatment in a wood-lined room. The heat induces sweating to cleanse the body of impurities. The temperature operates at 80°C.

**French finish** A technique in nail services which creates a defined smile line on the nail free edge.

**Histamine reaction** A chemical compound in the body tissues causing an allergic reaction.

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

**Hyper-pigmentation** Excessive coloration in comparison to the surrounding skin due to excess melanin. (eg age spots, freckles, stretch marks, sun tan, melasma and chloasma).

**Hypo-pigmentation** Loss of coloration in comparison to the surrounding skin area. (Eg leucoderma, stretch marks, scarring, vitiligo).

**Hypertrophic scar tissue** Scar tissue that is higher than the surrounding skin-protruding scar.

**Incompatibility** This refers to chemicals which do not work together and may have an adverse reaction.

**Keloid scar** Growth of hard, raised, irregular scar tissue which spreads beyond the original injury – tending to occur more often on dark skin.

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

**Manufacturers' instructions** Explicit guidance issued by manufacturers or suppliers of products or equipment, concerning their safe and efficient use.

### **Mask treatments**

- **setting**

These include clay, thermal, paraffin, geloids.

- **non-setting**

These include gels and creams.

### **Massage techniques:**

- **Effleurage**

A gentle stroking movement.

- **Petrissage**

Slow, firm, kneading movement.

- **Tapotement**

A stimulating movement which consists of light tapping and patting on the face and scalp.

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# Glossary of Habia terms

## (continued)

**Milia** These are hard white keratin trapped in a blind ended duct where there is no surface opening due to an overgrowth of epidermal skin tissue. They appear as a pearly white nodule. Commonly known as a whitehead.

**Minors** In Scotland a minor is classed under the age of 16. In England, Wales and Northern Ireland a minor is someone under the age of 18. All minors require parental consent.

**Objectives** Desired outcomes or results.

**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.

**Personal presentation** This includes personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace.

**Personal Protective Equipment (PPE)** You are required to use and wear the appropriate protective equipment or clothing during colouring, perming and relaxing services. Protective gloves and apron are the normal requirements for yourself. (See also General Guidance on Health & Safety and other Legislation applicable to Beauty Therapy Level 2/5 on pages 223–227).

**Practitioner** This refers to the person carrying out the treatment or service, eg beauty therapist, nail technician or spa therapist.

**Pre heat treatments** Heat packs, sauna, steam, infra-red, baths, paraffin wax baths and power showers are all examples of pre heat treatments.

**Relaxation Room/area** Room or area in the spa, which allows the client time to relax, rest and cool down between treatments in a safe cocooned environment. This area allows clients to consume water/liquids to re-hydrate the body and read quietly.

**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.

**Sanitation** This refers to cleansing or washing to an antiseptic level so as to inhibit bacteria.

**Sanitisation** This refers to cleansing or washing to an antiseptic level so as to inhibit bacteria.

**Saunarium** The Sauna can operate as Saunarium with humidity automatically released into the air. The temperature operates at 80°C – Saunarium temperature operates at 60°C ambient air temperature with steam. Fully filled heated walls, floor and lounge benches seats 10 persons. Fibre optic lighting.

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

**Shower Experience** The Experience shower has several options from a cold fog mist combined with a mint essence to enhance a feeling of coolness after a heat treatment, to a cold mint rain. Alternatively, a tropical rain-like massage shower using passion fruit essence, invigorates you prior to a heat treatment.

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**Shower Hydro** Automatic Water Massage. Computer controlled for accuracy of temperature and method of application. Variable applications; specific areas of the body treated by high-pressure jets precisely timed sequences and programmes including wave and back and head massage specific reflex regions being subjected to rapid changes in temperature and pressure.

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**Skin sensitivity tests** A test to determine if the client is allergic to the product (eg tint) being applied.

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**Skin tags** Fibrous skin condition found individually or in groups. Consisting of fibrous tissue varying in size and colour. Commonly found on neck, axilla and groin area, also known as pendunculated papilloma, fibro epithelial papilloma or polyp or raised fibroma simplex.

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**Skin warming devices** These can include steamers, hot towels, hot towel cabinet, etc.

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**Spa** Spas are the sacred spaces for understanding and nurturing the contemporary human spirit. Water is an essential element of Spa.

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**Special occasion make-up** This could include bridal, proms, parties.

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**Specialised skin products** These include eye creams, eye gels, neck creams, serums, acne products, lip balms, etc.

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**Spider Neavi (Telangiectasia Angioma)** Central dilated blood vessel with smaller capillaries radiating from it, like the legs of a spider.

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**Steam Room** An area (room or cabinet) of wet hot steam, that softens and cleanses the skin and relaxes the body.

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**Sterilisation** The total destruction of all micro-organisms.

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**Sugaring** This includes the use of sugar paste and / or strip sugar.

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**Systemic medical condition** A medical condition caused by a defect in one of the body organs eg the heart and lungs.

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**Tactile skin sensitivity test** The use of a soft and hard object to test skin sensitivity.

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**Telangiectasia** A permanently dilated capillary or group of capillaries visible on the skin's surface. Commonly known as thread veins.

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**Test patch** Tests to determine the degree of skin reaction and sensitivity. Test patches can be used to test the degree of heat sensitivity and pain response plus skin reaction. Test patch can incorporate patch test, thermal test or tactile test.

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**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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**Wet area** The wet area of the spa incorporates all water based equipment and materials ie sauna, steam, pool, showers, hydro baths.

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**Wet Flotation** The combination of a darkened room and a shallow pool of salt or Epsom salts to enable the body to float which induces deep relaxation.

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