

SVQ 2 in Beauty Therapy at SCQF Level 5 (6011-01)

Version 1.0 (May 2016)

Qualification HandBook

Qualification at a glance

Subject area	Beauty
City & Guilds number	6011
Entry requirements	None
Assessment types	Portfolio; Short Answer; Multiple Choice; Assignment
Approvals	Approval application required
Support materials	Assignment/Assessment guide for centres; Assessment pack
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 2 SVQ in Beauty Therapy	6011-01	G9YV 22

Contents

Qualification at a glance	2
Contents	3
1 Introduction	5
Structure	6
2 Centre requirements	7
Approval	7
Resource requirements	7
Learner entry requirements	7
3 Delivering the qualification	9
Initial assessment and induction	9
Support materials	9
4 Assessment	10
Summary of assessment methods	10
Assessment Types	10
Assessment strategy	12
Recognition of Prior Learning (RPL)	13
5 Units	14
Units	14
Unit numbering	14
Unit 201 Provide facial skin care treatment (SKABT4)	15
Unit 202 Enhance the appearance of the eyebrows (SKABT5)	23
Unit 203 Enhance the appearance of the eyelashes (SKABT6)	30
Unit 204 Carry out waxing services (SKABT7)	38
Unit 205 Provide make-up services (SKABT10)	46
Unit 206 Provide manicure services (SKANS2)	55
Unit 207 Develop and maintain your effectiveness at work (CHB12)	62
Unit 208 Provide pedicure services (SKANS3)	66
Unit 209 Provide gel polish service (SKANS6)	73
Unit 210 Provide self-tanning services (SKABT24)	80
Unit 213 Fulfil salon reception duties (CHB13)	88
Unit 214 Instruct clients in the use and application of skin care products and make-up (SKABT11)	93
Appendix 1 Values	101

Appendix 2	Behaviours	102
Appendix 3	Skills	103
Appendix 4	Glossary	104
Appendix 5	Useful contacts	107

1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	
Who is the qualification for?	<p>The SVQ 2 in Beauty Therapy at SCQF Level 5 is designed for learners who work in or wish to pursue a career in the beauty industry.</p> <p>The SVQ provides the necessary skills and knowledge that prove occupational competence as a beauty therapist.</p>
What does the qualification cover?	<p>This qualification allows candidates to learn, develop and practice the skills required to provide a range of beauty therapy services.</p> <p>The SVQ covers a range of skills and knowledge such as facial skincare treatments, eyebrow and eyelash enhancements, waxing, pedicure, manicure and make-up services.</p>
Is it part of an apprenticeship framework or initiative?	No.
Who did we develop the qualification with?	This qualification has been developed with habia.
What opportunities for progression are there?	<p>Learners may progress into employment and/or to the following City & Guilds qualifications:</p> <ul style="list-style-type: none">• SVQ 3 in Beauty Therapy at SCQF Level 6

Structure

To achieve the **City & Guilds SVQ 2 in Beauty Therapy at SCQF Level 5**, learners must achieve the 8 mandatory units and 1 optional unit.

City & Guilds unit number	Unit title	SCQF credit	SCQF Level
Mandatory			
201	Provide facial skin care treatment	9	5
202	Enhance the appearance of the eyebrows	4	5
203	Enhance the appearance of the eyelashes	5	5
204	Carry out waxing services	7	5
205	Provide make-up services	6	5
206	Provide manicure services	6	5
207	Develop and maintain your effectiveness at work	3	5
208	Provide pedicure services	6	5
Optional			
209	Provide gel polish services	8	5
210	Provide self-tanning services	3	5
213	Fulfil salon reception duties	5	5
214	Instruct clients in the use and application of skin care products and make-up	7	5

2 Centre requirements

Approval

If your Centre is approved to offer the qualification 3011-02/3011-92 SVQ 2 in Hairdressing at SCQF Level 5 you can apply for the new 6011-01/6011-94 SVQ 2 in Beauty Therapy at SCQF Level 5 approval using the **fast track approval form**, available from the City & Guilds website.

Centres should use the fast track form if:

- there have been no changes to the way the qualifications are delivered, and
- they meet all of the approval criteria in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

To offer this qualification, new centres will need to gain both centre and qualification approval. Please refer to the City & Guilds Centre Manual for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Resource requirements

Centre staffing

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- hold a SVQ 2 in Beauty Therapy at SCQF Level 5 or equivalent
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training

The assessor must:

- hold, or be working towards a valid assessors' qualification based on LSIS, formally LLCC, Learning and Development National Occupational Standards (2010)
- have an in-depth technical knowledge of the qualification
- complete a minimum of 30 CPD hours per annum (1 Sep-31 Aug).

Centre staff may undertake more than one role, eg tutor and assessor or internal quality assurer, but cannot internally quality assure their own assessments.

Please refer to the Assessor Guide document for details on the role of the supervisors and managers as witnesses.

Learner entry requirements

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

The SVQ 2 in Beauty Therapy at SCQF Level 5 is not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.

Centres and candidates should be fully aware of minimum age requirements and any implications on completing assessments.

3 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualifications
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications
- the appropriate type and level of qualification.
- If the candidate understands the people involved in the assessment and how to evidence their performance at work and compile a portfolio of evidence

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualifications, their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

The following resources are available for these qualifications:

Description	How to access
Assignment/Assessment guide for centres	www.cityandguilds.com
Assessment pack	www.cityandguilds.com

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence. Copies of City & Guilds recording documents can be downloaded from the City & Guilds website.

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.

4 Assessment

Summary of assessment methods

Candidates must:

- have a completed portfolio of evidence for each unit
- have achieved/completed the essential knowledge and understanding requirements

Assessment Types

Unit	Title	Assessment method	Where to obtain assessment materials
	Cross unit knowledge	Externally set online test OR paper-based short answer question test	Online test number 6011-590 Short answer papers and marking guides available on City & Guilds website
201	Provide facial skin care treatment	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-501 Short answer papers and marking guides available on City & Guilds website
202	Enhance the appearance of the eyebrows	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-502 Short answer papers and marking guides available on City & Guilds website
203	Enhance the appearance of the eyelashes	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-503 Short answer papers and

Unit	Title	Assessment method	Where to obtain assessment materials
			marking guides available on City & Guilds website
204	Carry out waxing services	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-504 Short answer papers and marking guides available on City & Guilds website
205	Provide make-up services	Portfolio and Online test OR paper-based short answer question test	Online test number 6011-505 Short answer papers and marking guides available on City & Guilds website
206	Provide manicure services	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-506 Short answer papers and marking guides available on City & Guilds website
207	Develop and maintain your effectiveness at work	Portfolio and Online test OR paper-based short answer question test	Online test number 6011-507 Short answer papers and marking guides available on City & Guilds website
208	Provide pedicure services	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-508 Short answer papers and marking guides available on

Unit	Title	Assessment method	Where to obtain assessment materials
			City & Guilds website
209	Provide gel polish services	Portfolio and Online test OR paper-based short answer question test	Online test number 6011-509 Short answer papers and marking guides available on City & Guilds website
210	Provide self-tanning services	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-510 Short answer papers and marking guides available on City & Guilds website
213	Fulfil salon reception duties	Portfolio and Online test OR paper-based short answer question test	Online test number 6011-513 Short answer papers and marking guides available on City & Guilds website
214	Instruct clients in the use and application of skin care products and make-up	Portfolio and Assignment	Assignment available on City & Guilds website

Assessment strategy

The assessment strategy for this qualification has been produced in partnership with industry, awarding organisations and habia.

It outlines the principles and requirements to be applied to assessment of performance and competence, and knowledge and understanding for this qualification. All of the information from the strategy can be found in the Qualification Handbook and the Assignment/Assessment guide for centres documents, in addition a full copy of the strategy can be downloaded from the habia website.

The strategy specifies the evidence requirements for each unit. These are included in the supporting evidence section of each unit in the handbook.

The strategy specifies that candidates **must** sit externally set questions for the following units:

City & Guilds Unit Number	NOS Reference	SCQF Level	Unit Title
SVQ 2 in Beauty at SCQF Level 5			
	n/a	5	Cross unit knowledge test
201	BT4	5	Provide facial skin care treatment
202	BT5	5	Enhance the appearance of the eyebrows
203	BT6	5	Enhance the appearance of the eyelashes
204	BT7	5	Carry out waxing services
206	NS2	5	Provide manicure services
208	NS3	5	Provide pedicure services
210	BT24	5	Provide self-tanning services

City & Guilds has also produced assessments for all the remaining units.

For more information on how this qualification is assessed, please refer to the Assessor Guide document.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process which makes use of evidence of a learner's **previous non-certificated achievements** to demonstrate competence or achievement within a unit or qualification. RPL allows an individual to avoid unnecessary learning, meaning that they can present for summative assessment without repeating learning in areas where they will be able to show that they can meet the learning outcome(s).

It remains the role of assessors and quality assurance staff to ensure that evidence for RPL meets the relevant outcomes of the qualification.

The centre manual contains further information on RPL.

5 Units

Units

The qualifications comprise of a number of **units**. A unit describes what is expected of a competent person in particular aspects of his/her job.

Evidence requirements detail the types of, and a minimum amount of, evidence candidates must produce to demonstrate that they are competent, and the areas of the standards in which performance evidence is essential. The evidence requirements also explain when and under what conditions simulation may be used to generate evidence of performance.

Range statements define the breadth or scope of a learning outcome and its assessment criteria by setting out the various circumstances in which they are to be applied. There are two types of range: practical and knowledge. Practical range is specific to learning outcome which assess competence/practical skills. Knowledge range is specific to learning outcomes which assess knowledge and understanding. The units are underpinned with expected values, behaviours and skills. These are detailed in Appendices 1, 2 and 3.

Unit numbering

Unit numbers in the National Occupational Standards begin with either 'BT' for Beauty, or 'NS' for Nails. City & Guilds unit numbers (three digit number placed in front of unit titles in both the handbook and logbooks) are to be used for candidate registration and certification entries.

Unit 201

Provide facial skin care treatment (SKABT4)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about improving and maintaining facial skin condition using a variety of treatments. These treatments include: skin exfoliation, skin warming, comedone extraction, facial massage and mask treatments. Such treatments must be successfully provided to a range of clients with a variety of skin types and conditions, as is the ability to provide relevant aftercare advice.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when improving and maintaining facial skin condition2. consult, plan and prepare for facial skin care treatments3. improve and maintain skin condition
Relationship to NOS:	SKABT4
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when improving and maintaining facial skin condition

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the treatment
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 maintain your client's modesty and privacy
- P4 position your client to meet the needs of the treatment
- P5 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P6 ensure environmental conditions are suitable for the client and the treatment
- P7 keep your work area clean and tidy throughout the treatment
- P8 use working methods that minimise the risk of cross-infection
- P9 ensure the use of clean equipment and materials
- P10 promote environmental and sustainable working practices
- P11 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products

- P12 dispose of waste materials to meet legal requirements
P13 complete the treatment within a commercially viable time
-

Outcome

- 2 Consult, plan and prepare for facial skin care treatments

You must be able to:

- P14 use consultation techniques to determine the client's treatment plan
P15 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
P16 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
P17 recognise any contra-indications and take the necessary action
P18 agree the treatment and outcomes that meet the client's needs
P19 obtain signed, informed consent from the client prior to carrying out the treatment
P20 cleanse the client's skin and carry out a skin analysis to determine the skin type and skin condition
P21 select facial products and equipment for the client's skin type and skin condition
-

Range

- (P14) **Consultation techniques:** questioning
listening
visual
manual
written
- (P17) **Necessary action:** encouraging the client to seek medical advice
explaining why the treatment cannot be carried out
modification of the treatment
- (P20, P21) **Skin type:** oily
dry
combination
- (P20, P21) **Skin condition:** sensitive skin
mature skin
dehydrated skin
young skin
- (P21) **Facial products:** eye make-up remover
cleansers
toners
exfoliators
moisturisers
specialised skin products
massage medium
masks
- (P21) **Equipment:** magnifying light
skin warming devices
-

Outcome

3 Improve and maintain skin condition

You must be able to:

- P22 use facial products and equipment based on the results of the skin analysis
- P23 cleanse the skin and remove all traces of make-up
- P24 use exfoliation products and techniques suitable for the client's skin type and skin condition
- P25 use skin warming technique to meet the client's needs
- P26 carry out comedone extraction minimising discomfort to the client and with minimal damage to the skin
- P27 use and adapt massage techniques to meet the needs of the client and agreed treatment plan
- P28 apply and remove mask treatments without discomfort to the client and leave the skin clean, toned and moisturised
- P29 ensure the finished result is to the client's satisfaction and meets the agreed treatment plan
- P30 give your client advice and recommendations on the treatment provided
- P31 ensure the client's records are completed and signed by you and the client

Range

- (P22) **Facial products:** eye make-up remover
cleansers
toners
exfoliators
moisturisers
specialised skin products
massage medium
masks
- (P22) **Equipment:** magnifying light
skin warming devices
- (P24) **Skin type:** oily
dry
combination
- (P24) **Skin condition:** sensitive skin
mature skin
dehydrated skin
young skin
- (P27) **Massage techniques:** effleurage
petrissage
tapotement
frictions
vibrations
- (P30) **Advice and recommendations:** suitable aftercare products and their uses
avoidance of activities which may cause contra-actions
time intervals between treatments
present and future products and treatments

Outcome

- 4 Maintain safe and effective methods of working when improving and maintaining facial skin condition

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the legal and organisational requirements for client protection and preparation
- K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
- K4 the reasons for maintaining the client's modesty and privacy
- K5 safe positioning techniques for yourself and your client to prevent discomfort
- K6 the necessary environmental conditions for treatments such as heating, sound and ventilation and why these are important
- K7 why it is important to keep your work area clean and tidy
- K8 methods of cleaning, disinfection and sterilisation
- K9 methods of working safely and hygienically to avoid the risk of cross- infection
- K10 the different types of working methods that promote environmental and sustainable working practices
- K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K13 the legal requirements for waste disposal
- K14 the reasons for completing the treatment in a commercially viable time

Range

- (K1) **Health and safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations
- (K10) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled, eco-friendly furniture

using low chemical paint
using organic and allergy free products
using environmentally friendly product packaging
choosing responsible domestic products (Fairtrade tea and coffee)
encouraging carbon reducing journeys to work

Outcome

- 5 Consult, plan and prepare for facial skin care treatments

You need to know and understand:

- K15 why it is important to communicate with clients in a professional manner
K16 how to complete a consultation taking into account the client's diverse needs
K17 the legal requirements for providing treatment to minors under 16 years of age
K18 the age at which an individual is classed as a minor and how this differs nationally
K19 the importance of agreeing the treatment that meets the client's needs
K20 the legal significance of gaining signed, informed client consent to receive the treatment
K21 the legislative requirements for storing and protecting client data
K22 the contra-indications requiring medical referral and why
K23 how to recognise contra-indications that would prevent or restrict treatment
K24 the necessary action to take in relation to specific contra-indications when referring clients
K25 the reasons for not naming specific contra-indications when referring clients
K26 how to recognise different skin types and conditions when conducting a skin analysis
K27 the criteria for selecting products and equipment to suit the clients' skin type and condition
-

Range

- (K16) **Diverse needs:** cultural
religious
age
disability
gender
- (K22) **Contra-indications requiring medical referral:** bacterial infection – impetigo
viral infection – herpes simplex
fungal infection – tinea
systemic medical conditions
conjunctivitis
severe skin conditions
eye infections
acne
boils
herpes zoster and warts
parasitic infection such as pediculosis and scabies
- (K23) **Contra-indications that would prevent or restrict treatment:** recent scar tissue
eczema
psoriasis
-

hyperkeratosis
skin allergies
cuts
abrasions
bruising
styes

Outcome

6 Improve and maintain skin condition

You need to know and understand:

- K28 the range and uses of products and equipment available for facial skin care treatments
 - K29 the different types of specialist skin products and how to apply them
 - K30 the reasons for and benefits of using different types of facial products
 - K31 the different types and effects of skin warming devices
 - K32 the methods used to safely extract comedones from the skin
 - K33 the different types of massage techniques and their effects
 - K34 how to adapt the massage techniques to suit different skin types and skin conditions
 - K35 the different types of mask treatments and their effects
 - K36 the different application and removal techniques for mask treatments
 - K37 the anatomy and physiology of the face and neck
 - K38 how environmental and lifestyle factors affect the condition of the skin
 - K39 how the natural ageing process affects facial skin and muscle tone
 - K40 possible contra-actions which may occur, how to deal with them and what advice to give to clients
 - K41 the advice and recommendations on the products and treatments
-

Range

- (K37) **Anatomy and physiology:** the structure and functions of the skin
the actions of the face, neck and shoulder muscles, including the frontalis, corrugator, temporalis, orbicularis oculi, levators labii of the upper lip, orbicularis oris, buccinator, risorius, mentalis, zygomaticus, masseter, depressors of the lower lip, sternocleidomastoid, platysma, trapezius, pectoralis and deltoid
bones of the head, neck and shoulder girdle, including:
a – for the skull: occipital, frontal, parietal, temporal, sphenoid, ethmoid
b – for the face: zygomatic, mandible, maxillae, nasal, vomer, turbinate, lacrimal, palatine
c – for the neck: cervical vertebrae
d – for the shoulder girdle: clavicle, scapula, humerus
e – for the chest: sternum
the position of the head, face, neck, chest and shoulder girdle bones
the position of the face, neck and shoulder muscles
the composition and function of blood and lymph and their role in improving skin and muscle conditions
- (K41) **Advice and recommendations:** additional services
additional products
-

products for home use that will benefit the client and those to avoid and why
the contra-actions that may occur after facial treatments and what advice to give to clients
the recommended time intervals for facial treatments

Unit 201

Provide facial skin care treatment (SKABT4)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing facial skin care treatment.
3. Your assessor will observe your performance on **at least 3 occasions, each involving a different client.**
4. From the range statement, you must practically demonstrate that you have:
 - used **all** consultation techniques
 - carried out at least **one** of the necessary actions
 - treated **all** skin types
 - treated **all** skin conditions
 - used **all** the types of facial products
 - used **both** types of equipment
 - used **all** the massage techniques
 - provided **all** types of advice and recommendations.
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 202

Enhance the appearance of the eyebrows (SKABT5)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about providing treatments to enhance the eyebrows. You will need to be able to provide eyebrow shaping with tweezers, eyebrow artistry using a variety of different techniques and provide the relevant aftercare advice to clients. Eyebrow artistry will include eyebrow tinting for clients with different hair colour characteristics and temporary colour application using powder and pencil.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when enhancing the appearance of eyebrows2. consult, plan and prepare for the service3. colour eyebrows4. shape eyebrows
Relationship to NOS:	SKABT5
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when enhancing the appearance of eyebrows

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare and protect your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the service
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the service
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean equipment and materials
- P9 promote environmental and sustainable working practices

- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P11 dispose of waste materials to meet legal requirements
 - P12 complete the service within a commercially viable time
-

Outcome

- 2 Consult, plan and prepare for the service

You must be able to:

- P13 use consultation techniques to determine the client's service plan
 - P14 ensure that informed and signed parent or guardian consent is obtained for minors prior to any service
 - P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16
 - P16 recognise any contra-indications and take the necessary action
 - P17 agree the service and outcomes that meet the client's needs
 - P18 carry out a skin sensitivity test on the client, prior to the service and record the results
 - P19 select and prepare equipment and materials for the service required
 - P20 cleanse and prepare the brow area
 - P21 give your client advice and recommendations on the service provided
 - P22 ensure the client's records are completed and signed by you and the client
-

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the treatment cannot be carried out
 - modification of the treatment
 - (P21) **Advice and recommendations:** suitable aftercare products and their uses
 - avoidance of activities which may cause contra-actions
 - time intervals between treatments
 - present and future products and services
-

Outcome

- 3 Colour eyebrows

You must be able to:

- P23 select eyebrow artistry to suit the client's hair colour characteristics and their requirements
 - P24 colour and define the eyebrow using eyebrow artistry techniques
-

- P25 prevent the spread of products on to the client's skin, clothes and surrounding areas during application
- P26 remove excess product from the eyebrows with minimum discomfort to the client
- P27 ensure the finished result is to the client's satisfaction
-

Range

- (P23, P24) **Eyebrow artistry to suit:** powder
tint
pencil
- (P23) **Hair colour characteristics:** fair
red
dark
white
-

Outcome

- 4 Shape eyebrows

You must be able to:

- P28 confirm the client's understanding of the service prior to commencement and clarify the eyebrow shape required
- P29 keep the skin taut to minimise discomfort to the client
- P30 remove the hair in the direction of the hair growth to meet client requirements
- P31 create a well-balanced, proportioned and defined eyebrow shape
- P32 ensure the area is free of unwanted hair and treated with a soothing product
- P33 ensure the finished shape is to the client's satisfaction
-

Range

- (P28, P31) **Shape:** total reshape of the brow
maintenance of original brow shape
-

Outcome

- 5 Maintain safe and effective methods of working when enhancing the appearance of eyebrows

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the legal and organisational requirements for client protection and preparation
- K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
- K4 safe positioning techniques for yourself and the client to prevent discomfort
-

- K5 the necessary environmental conditions for services such as heating and ventilation and why these are important
- K6 why it is important to keep your work area clean and tidy
- K7 methods of cleaning, disinfection and sterilisation
- K8 methods of working safely and hygienically to avoid the risk of cross- infection
- K9 the different types of working methods that promote environmental and sustainable working practices
- K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K12 the legal requirements for waste disposal
- K13 the reasons for completing the treatment in a commercially viable time

Range

- (K1) **Health and safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations
- (K9) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled, eco-friendly furniture
using low chemical paint
using organic and allergy free products
using environmentally friendly product packaging
choosing responsible domestic products (Fairtrade tea and coffee)
encouraging carbon reducing journeys to work

Outcome

- 6 Consult, plan and prepare for the service

You need to know and understand:

- K14 why it is important to communicate with clients in a professional manner
- K15 how to complete a consultation taking into account the client's diverse needs

- K16 the legal requirements for providing services to minors under 16 years of age
 - K17 the age at which an individual is classed as a minor and how this differs nationally
 - K18 the importance of agreeing the service that meets the client's needs
 - K19 the legal significance of gaining signed, informed client consent to carry out the service
 - K20 the legislative requirements for storing and protecting client data
 - K21 the contra-indications requiring medical referral and why
 - K22 how to recognise contra-indications that would prevent or restrict the service
 - K23 the necessary action to take in relation to specific contra-indications when referring clients
 - K24 the reasons for not naming specific contra-indications when referring clients
 - K25 the procedure for carrying out a skin sensitivity test prior to eyebrow enhancement services
 - K26 the reasons for carrying out a skin sensitivity test and recording the results
 - K27 the preparation requirements for different eyebrow enhancement treatments
 - K28 the advice and recommendations on the products and services
-

Range

- (K15) **Diverse needs:** cultural
 - religious
 - age
 - disability
 - gender
 - (K22) **Contra-indications:** which prevent treatment:
 - conjunctivitis
 - chemotherapy
 - trichotillomania
 - recent eye surgery
 - blepharitis
 - eye infectionswhich restrict treatment:
 - psoriasis
 - styes
 - dry eye syndrome
 - glaucoma
 - contact lenses
 - thyroid disturbance
 - (K28) **Advice and recommendations:** additional services
 - additional products
 - the contra-actions that may occur and the action that clients should take
 - time intervals between services
-

Outcome

- 7 Colour eyebrows

You need to know and understand:

- K29 how to select and apply different eyebrow artistry techniques to suit the client's hair colour characteristics and their requirements
 - K30 the different types of products used for eyebrow artistry and their effects
 - K31 hair colour characteristics and how they can affect the tint development time
 - K32 how to select, mix and remove products and minimise wastage
 - K33 how oxidation affects the shelf life of tint and at what point in the tinting process the tint should be mixed
 - K34 the possible contra-actions that may occur, how to deal with them and what advice to give to the client
-

Outcome

- 8 Shape eyebrows

You need to know and understand:

- K35 how to advise the client and assess the eyebrow shape and proportions in relation to clients facial features and existing eyebrow shape
- K36 the types of equipment and products used for eyebrow shaping
- K37 the features and benefits of using automatic and manual tweezers
- K38 how to remove the hair in relation to the direction of hair growth
- K39 the different methods used to ensure client comfort
- K40 how to create a symmetrical and well balanced shape
- K41 the expected skin reaction to eyebrow shaping
- K42 the types of soothing agents available and their effects on the eye area

Unit 202

Enhance the appearance of the eyebrows (SKABT5)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for enhancing the appearance of eyebrows.
3. Your assessor will observe your performance on **at least 3 occasions involving 3 different clients. Your assessor will want to see you apply tint to eyebrows on 2 occasions.**
4. From the range statement, you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with at least **one** of the necessary actions
 - provided **all** types of aftercare advice and recommendations
 - used **all** of eyebrow artistry
 - worked with **2 of the 4** colouring characteristics
 - covered **both** types of eyebrow shaping
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 203

Enhance the appearance of the eyelashes (SKABT6)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about enhancing the appearance of eyelashes using a variety of techniques. You will need to be able to carry out eyelash tinting for clients with different colouring characteristics. You will also be required to attach, maintain and remove temporary and semi-permanent eyelash systems and provide the relevant aftercare advice to clients.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when enhancing the appearance of eyelashes2. consult, plan and prepare for the treatment3. colour eyelashes4. attach semi-permanent eyelashes5. maintain semi-permanent eyelashes6. apply temporary eyelashes7. remove eyelash systems
Relationship to NOS:	SKABT6
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when enhancing the appearance of eyelashes

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the treatment
- P2 prepare and protect your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the treatment
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the treatment
- P6 keep your work area clean and tidy throughout the treatment
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean equipment and materials

- P9 promote environmental and sustainable working practices
 - P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P11 dispose of waste materials to meet legal requirements
 - P12 complete the treatment within a commercially viable time
-

Outcome

- 2 Consult, plan and prepare for treatment

You must be able to:

- P13 use consultation techniques to determine the client's treatment plan
 - P14 ensure that informed and signed parent or guardian consent is obtained for minors prior to any treatment
 - P15 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
 - P16 recognise any contra-indications and take the necessary action
 - P17 agree the treatment and outcomes that meet the client's needs
 - P18 carry out skin sensitivity tests on the client, prior to the treatment and record the results
 - P19 select and prepare equipment and materials for the treatment required
 - P20 cleanse, prepare and protect the eyelash area
 - P21 make recommendations based on an evaluation of the client's eyelashes, the different factors and the potential to achieve the required look
 - P22 give your client advice and recommendations on the treatment provided
 - P23 ensure the client's records are completed and signed by you and the client
-

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the waxing service cannot be carried out
 - modification of the treatment
 - (P21) **Factors:** thickness of natural lash
 - length of natural lash
 - direction of growth
 - colour of the natural lash
 - curvature of the natural lash
 - eye shape
 - density of eyelashes
 - evident eyelash damage
 - lifestyle
 - (P22) **Advice and recommendations:** suitable aftercare products and their uses
 - avoidance of activities which may cause contra-actions
-

time intervals between treatments
present and future products and treatments

Outcome

3 Colour eyelashes

You must be able to:

- P24 select a colour to suit the client's lash colour characteristics
 - P25 apply an even application of colour to the eyelashes and allow it to develop for the required time
 - P26 prevent the spread of colour to the client's skin, clothes and surrounding areas during application
 - P27 ensure all colour is removed from the lashes with minimum discomfort to the client
 - P28 ensure finished result is to the client's satisfaction
-

Range

- (P24) **Lash colour characteristics:** fair
red
dark
white
-

Outcome

4 Attach semi-permanent eyelashes

You must be able to:

- P29 isolate single lash and secure lash extension in the required direction
 - P30 leave a gap between the eyelash extension and the eyelid
 - P31 add and attach single lash systems in a way that takes into account the factors influencing the treatment
 - P32 remove excess adhesive throughout the attachment process
 - P33 ensure client's wellbeing throughout the service
 - P34 seal the eyelashes and achieve a well-balanced look that meets the client's requirements
-

Range

- (P31) **Factors:** thickness of natural lash
length of natural lash
direction of growth
colour of the natural lash
curvature of the natural lash
eye shape
density of eyelashes
-

evident eyelash damage
lifestyle

Outcome

- 5 Maintain semi-permanent eyelashes

You must be able to:

- P35 replace eyelashes required, minimising damage to the client's natural eyelashes
P36 achieve a well-balanced look that meets the client's requirements
-

Outcome

- 6 Apply temporary eyelashes

You must be able to:

- P37 position and secure temporary lash extensions onto your client's lashes
P38 remove any excess adhesive from the lashes
P39 achieve a well-balanced look that meets the client's requirements
-

Outcome

- 7 Remove eyelash systems

You must be able to:

- P40 use tools and products to remove eyelash enhancement systems avoiding damage to the client's natural eyelashes
P41 leave the client's natural eyelashes clean and product free
-

Range

- (P40) **Eyelash enhancement systems:** strip
flare
single
-

Outcome

- 8 Maintain safe and effective methods of working when enhancing the appearance of eyelashes

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the legal and organisational requirements for client protection and preparation
- K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
- K4 safe positioning techniques for yourself and the client to prevent discomfort
- K5 the necessary environmental conditions for services such as heating and ventilation and why these are important
- K6 why it is important to keep your work area clean and tidy
- K7 methods of cleaning, disinfection and sterilisation
- K8 methods of working safely and hygienically to avoid the risk of cross- infection
- K9 the different types of working methods that promote environmental and sustainable working practices
- K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K12 the legal requirements for waste disposal
- K13 the reasons for completing the treatment in a commercially viable time

Range

- (K1) **Health and safety:** Health and Safety at Work Act
 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 The Health and Safety (First Aid) Regulations
 The Regulatory Reform (Fire Safety) Order
 The Manual Handling Operations Regulations
 The Control of Substances Hazardous to Health Regulations (COSHH)
 The Electricity at Work Regulations
 The Environmental Protection Act
 The Management of Health and Safety at Work Regulations
 The Health and Safety (Information for Employees) Regulations
- (K9) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
 reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
 reducing water usage and other resources
 preventing pollution
 using disposable items
 using recycled, eco-friendly furniture
 using low chemical paint
 using environmentally friendly product packaging
 choosing responsible domestic products (Fairtrade tea and coffee)
 encouraging carbon reducing journeys to work

Outcome

- 9 Consult, plan and prepare for the treatment

You need to know and understand:

- K14 why it is important to communicate with clients in a professional manner
 - K15 how to complete a consultation taking into account the client's diverse needs
 - K16 the legal requirements for providing treatment to minors under 16 years of age
 - K17 the age at which an individual is classed as a minor and how this differs nationally
 - K18 the importance of agreeing the service that meets the client's needs
 - K19 the legal significance of gaining signed, informed client consent to carry out the service
 - K20 the legislative requirements for storing and protecting client data
 - K21 the contra-indications requiring medical referral and why
 - K22 how to recognise contra-indications that would prevent or restrict the service
 - K23 the necessary action to take in relation to specific contra-indications when referring clients
 - K24 the reasons for not naming specific contra-indications when referring clients
 - K25 the procedure for carrying out skin sensitivity tests prior to eyelash enhancement treatments
 - K26 the reasons for carrying out skin sensitivity tests and recording the results
 - K27 how to conduct an examination of natural eyelashes and the eye area to identify factors that will affect the treatment
 - K28 the preparation requirements for different eyelash enhancement systems
 - K29 the advice and recommendations on the products and services
-

Range

- (K15) **Diverse needs:** cultural
 - religious
 - age
 - disability
 - gender
 - (K22) **Contra-indications:** which prevent treatment:
 - conjunctivitis
 - chemotherapy
 - trichotillomania
 - recent eye surgery
 - eye infectionswhich restrict treatment:
 - psoriasis
 - styes
 - dry eye syndrome
 - glaucoma
 - contact lenses
 - thyroid disturbance
 - (K29) **Advice and recommendations:** additional services
 - additional products
 - the contra-actions that may occur and the action that clients should take
 - the expected longevity of single lash treatments
 - products for home use that will benefit the client and those to avoid and why
 - how to cleanse and comb lashes
 - time intervals between treatments
-

Outcome

10 Colour eyelashes

You need to know and understand:

- K30 how to select and apply eyelash tint to suit the client's hair colour characteristics and their requirements
- K31 how the client's hair colour characteristics can affect the development time
- K32 how to select, mix and remove tints and minimise wastage
- K33 how oxidation affects the shelf life of tint and at what point in the tinting process the tint should be mixed
- K34 the possible contra-actions that may occur, how to deal with them and what advice to give to the client

Outcome

11 Attach, maintain and remove semi-permanent and temporary eyelash systems

You need to know and understand:

- K35 the preparation requirements for temporary and semi-permanent lash systems
- K36 how to judge the type and quantity of eyelashes to be added to achieve a balanced look
- K37 the different application techniques for temporary and semi-permanent lash systems
- K38 the advantages and disadvantages of different eyelash extension systems
- K39 the possible contra-actions that can occur, how to deal with them and what advice to give to clients
- K40 the structure and cycle of hair growth
- K41 the basic structure and function of the eye
- K42 the physical effect of eyelash extensions on the eye
- K43 the reasons for removing excess adhesive throughout the lash application process
- K44 how to maintain and remove the temporary and semi-permanent lash systems
- K45 the recommendation of professional removal of single and flare lash systems and why this is important

Unit 203

Enhance the appearance of the eyelashes (SKABT6)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for enhancing the appearance of eyelashes.
3. Your assessor will observe your performance on **at least 4 occasions involving 4 different clients. Your assessor will want to see you apply and remove a partial set of single semi-permanent eyelashes and a minimum of 2 occasions for tinting eyelashes.**
4. From the range statement, you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - considered **all** factors
 - provided **all** types of aftercare advice and recommendations
 - worked with **2 of the 4** lash colouring characteristics
 - applied **all** types of eyelash attachment systems
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 204

Carry out waxing services (SKABT7)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about removing hair using waxing techniques. The areas to be treated include the eyebrows, face, legs, underarm and the bikini line. You will need to be able to consult with the client, prepare and plan for the service. You will also need to provide aftercare advice to the client, particularly around the avoidance of certain activities and the use of home care products.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when removing hair by waxing2. consult, plan and prepare for waxing services3. remove unwanted hair
Relationship to NOS:	SKABT7
Endorsed by	habia

Outcome

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

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 protect your client's clothing, hair and accessories throughout the service
- P4 maintain your client's modesty and privacy at all times
- P5 position your client to meet the needs of the service
- P6 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P7 ensure environmental conditions are suitable for the client and the service
- P8 keep your work area clean and tidy throughout the service
- P9 use working methods that minimise the risk of cross-infection
- P10 ensure the use of clean equipment and materials
- P11 promote environmental and sustainable working practices

- P12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P13 dispose of waste materials to meet legal requirements
 - P14 complete the service within a commercially viable time
-

Outcome

- 2 Consult, plan and prepare for waxing services

You must be able to:

- P15 use consultation techniques to determine the client's service plan
 - P16 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
 - P17 ensure that a parent or guardian is present throughout the service for minors under the age of 16
 - P18 recognise any contra-indications and take the necessary action
 - P19 agree the service and outcomes that meet the client's needs
 - P20 obtain signed, written informed consent from the client prior to carrying out the waxing service
-

Range

- (P15) **Consultation techniques:** questioning
 - visual
 - manual
 - written
 - (P18) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the waxing service cannot be carried out
 - modification of the waxing service
 - (P20) **Waxing service:** eyebrows
 - upper lip
 - chin
 - full leg
 - half leg
 - underarm
 - bikini line
-

Outcome

- 3 Remove unwanted hair

You must be able to:

- P21 apply pre-wax products to the treatment area
 - P22 conduct a thermal test patch immediately prior to the waxing service
 - P23 establish the hair growth pattern and trim over long hair prior to the application of the wax
-

- P24 apply wax, minimising the risk of cross-infection and contamination
 - P25 apply and remove the wax according to the requirements of the hair removal method and hair growth patterns
 - P26 ensure your work techniques minimise discomfort to the client
 - P27 check the client's wellbeing throughout the waxing service
 - P28 ensure the treatment area is left free of wax and hair and treated with an after-wax product
 - P29 ensure that the finished result is to the client's satisfaction
 - P30 give your client advice and recommendations on the services provided
 - P31 ensure the client's records are completed and signed by you and the client
-

Range

- (P22, P27) **Waxing service:** eyebrows
 - upper lip
 - chin
 - full leg
 - half leg
 - underarm
 - bikini line
 - (P24, P25, P23, P28) **Wax:** hot wax
 - warm wax
 - (P26) **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
 - (P30) **Advice and recommendations:** suitable homecare products and their uses
 - avoidance of activities which may cause contra-actions
 - time intervals between services
 - present and future products and services
-

Outcome

- 4 Maintain safe and effective methods of working when removing hair by waxing

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
 - K2 the legal and organisational requirements for client protection and preparation
 - K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
 - K4 the reasons for maintaining the client's modesty and privacy at all times
 - K5 safe positioning techniques for yourself and the client to prevent discomfort
 - K6 the necessary environmental conditions for services such, as heating and ventilation, and why these are important
-

- K7 why it is important to keep your work area clean and tidy
 - K8 methods of cleaning, disinfection and sterilisation
 - K9 methods of working safely and hygienically to avoid the risk of cross- infection
 - K10 the different types of working methods that promote environmental and sustainable working practices
 - K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow
 - K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
 - K13 the legal requirements for waste disposal
 - K14 the reasons for completing the service in a commercially viable time
-

Range

- (K1) **Health and safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations
 - (K10) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled, eco-friendly furniture
using low chemical paint
using environmentally friendly product packaging
choosing responsible domestic products
encouraging carbon reducing journeys to work
-

Outcome

- 5 Consult, plan and prepare for waxing services

You need to know and understand:

- K15 why it is important to communicate with clients in a professional manner
 - K16 how to complete a consultation taking into account the client's diverse needs
 - K17 the legal requirements for providing services to minors under 16 years of age
 - K18 the age at which an individual is classed as a minor and how this differs nationally
 - K19 the importance of agreeing the service that meets the client's needs
-

- K20 the legal significance of gaining signed, informed client consent to carry out the service
 - K21 the legislative requirements for storing and protecting client data
 - K22 the contra-indications requiring medical referral and why
 - K23 how to recognise contra-indications that would prevent or restrict the service
 - K24 the necessary action to take in relation to specific contra-indications when referring clients
 - K25 the reasons for not naming specific contra-indications when referring clients
 - K26 the reasons why it is advisable to conduct a skin sensitivity test prior to waxing services
-

Range

- (K16) **Diverse needs:** cultural
 - religious
 - age
 - disability
 - gender
 - (K23) **Contra-indications:** which restrict:
 - medication affecting skin, blood or immune system
 - heat rash
 - sunburn
 - diabetes
 - moles
 - infected ingrowing hairs
 - skin tags
 - recent scar tissue
 - which prevent:
 - thin and fragile skin
 - known allergies to products and ingredients such as rosin found in sticking plasters and wax
 - severe and infectious skin conditions
 - severe varicose veins
-

Outcome

- 6 Remove unwanted hair

You need to know and understand:

- K27 the reasons for conducting a thermal test patch procedure and for trimming over long hair prior to the waxing service
 - K28 how to assess the skin condition and hair growth in the treatment area
 - K29 the types of equipment and products used for waxing
 - K30 the function and purpose of pre-wax and after-wax products
 - K31 the ingredients and composition of different waxing products
 - K32 the various techniques associated with and working temperatures for the different waxing products
 - K33 how to match waxing products to different hair types
 - K34 product application and removal requirements in relation to the direction of hair growth
-

- K35 the precautions which need to be taken when removing hair around conditions which restrict the treatment
 - K36 the advantages, disadvantages and limitations of waxing treatments
 - K37 other methods of hair removal and the effect of these methods on the waxing process
 - K38 how to apply different working techniques to ensure client comfort
 - K39 the expected skin reaction to waxing
 - K40 the contra-actions that may occur, how to deal with them and what advice to give to clients
 - K41 the structure and functions of the skin and hair
 - K42 the hair growth cycle, the different types of hair growth and the causes of hair growth
 - K43 the activities to avoid after waxing and why these are important
 - K44 the advice and recommendations on products and services
-

Range

- (K37) **Methods of hair removal:** tweezing
 - shaving
 - depilatory creams
 - electrical depilatory
 - abrasive mitts
 - light based hair reduction
 - threading
 - electrical epilation
- (K40) **Contra-actions:** bruising
 - blood spots
 - abrasions
 - broken hair
 - histamine reaction
 - excessive erythema
 - excessive and diminished regrowth
 - burns
 - inflammation
- (K41) **Structure and functions of the skin:** Structure of the skin:
 - layers of the epidermis
 - dermis
 - subcutaneous layer
 - hair follicle
 - hair shaft
 - sebaceous gland
 - arrector pili muscle
 - sweat gland
 - blood and lymph vessels
 - sensory nerve endingsFunctions of the skin:
 - sensitivity
 - heat regulation
 - absorption
 - protection

- excretion
- secretion
- vitamin D production
- (K42) **Hair growth cycle:** anagen
catagen
telogen
- (K42) **Different types of hair growth:** terminal
vellus
ingrown hairs
- (K42) **Causes of hair growth:** topical
congenital
systemic
- (K43) **Activities to avoid after waxing:** heat such as sauna, sun and hot baths
use of perfumed and chemical based products
wearing of restrictive clothing
touching the treated area
swimming and other exercise
- (K44) **Advice and recommendations:** additional services
additional products
aftercare requirements for waxing and why these are important
the recommendations for the client to return for waxing services every 6-8 weeks

Unit 204

Carry out waxing services (SKABT7)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for removing hair using waxing techniques.
3. Your assessor will observe your performance **on at least 4 occasions, each involving a different client.**
4. From the range statement, you must practically demonstrate that you have:
 - used **all** consultation techniques
 - dealt with **at least one** of the necessary actions
 - carried out **all** the waxing services
 - used **all** the types of waxing products on the appropriate part of the body
 - used **all** the work techniques
 - provided **all** the types of advice and recommendations.
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 205

Provide make-up services (SKABT10)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about providing make-up services for a variety of make-up styles, including natural, evening and special occasions. You will need to show you can work with a variety of skin types and conditions. The standard covers the application of a wide range of make-up products to different skin tones and age groups.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing make-up services2. consult, plan and prepare for make-up services3. apply make-up products
Relationship to NOS:	SKABT10
Endorsed by	habia

Outcome

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

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the service
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the service
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean tools and equipment
- P9 promote environmental and sustainable working practices
- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of tools, materials and products
- P11 dispose of waste materials to meet legal requirements
- P12 complete the service within a commercially viable time

Outcome

2 Consult, plan and prepare for make-up services

You must be able to:

- P13 use consultation techniques to determine the client's service plan
- P14 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
- P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16
- P16 recognise any contra-indications and take the necessary action
- P17 identify and agree with the client the service plan that meets their needs
- P18 obtain signed, informed consent from the client prior to carrying out the service
- P19 ensure the skin is clean, toned and moisturised prior to the application of make-up
- P20 identify and record the client's skin type, skin condition, and underlying skin tone
- P21 select make-up products to suit the client's age group, skin type, skin condition, the make-up style and the client's preferences

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
- (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the service cannot be carried out
 - modification of the service
- (P20, P21) **Skin type:** oily
 - dry
 - combination
- (P20, P21) **Skin condition:** mature
 - dehydrated
 - sensitive
- (P21) **Make-up products:** primers
 - tinted moisturisers
 - foundations
 - powders
 - facial bronzing products
 - concealers
 - corrective products
 - eyebrow products
 - eye products
 - eyeliners
 - mascara
 - cheek products

- lip products
 - pencils
 - setting sprays
 - (P21) **Make-up style:** natural
 - evening
 - special occasion
-

Outcome

- 3 Apply make-up products

You must be able to:

- P22 blend foundation to create an even skin tone
 - P23 apply corrective products to disguise skin blemishes
 - P24 use a powder to achieve the desired finish, when required
 - P25 use eyebrow products to define and shape the eyebrows
 - P26 blend eye products to suit the texture, tone and colour required for the client
 - P27 apply eyeliner to enhance the eye shape
 - P28 evenly coat lashes with mascara
 - P29 apply cheek products to suit the texture, tone and colour required for the client
 - P30 use lip products to enhance the client's lips
 - P31 ensure all elements of the make-up combine to complement each other and meet the required make-up style
 - P32 ensure the finished result is to the client's satisfaction
 - P33 give your client advice and recommendations on the service provided
 - P34 ensure the client's records are completed and signed by you and the client
-

Range

- (P31) **Make-up style:** natural
 - evening
 - special occasion
 - (P33) **Advice and recommendations:** suitable aftercare products and their uses
 - avoidance of activities which may cause contra-actions
 - present and future products and service
 - suitable make-up removal technique
-

Outcome

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

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
 - K2 the legal and organisational requirements for client preparation
-

- K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
- K4 safe positioning techniques for yourself and your client to prevent discomfort
- K5 the necessary environmental conditions for services, such as heating and ventilation and why these are important
- K6 why it is important to keep your work area clean and tidy
- K7 methods of cleaning, disinfection and sterilisation
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection
- K9 the different types of working methods that promote environmental and sustainable working practices
- K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K11 suppliers' and manufacturers' instructions for the safe use of tools, materials and products which you must follow
- K12 the legal requirements for waste disposal
- K13 the reasons for completing the service in a commercially viable time

Range

- (K1) **Health and safety:** Health and Safety at Work Act
 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 The Health and Safety (First Aid) Regulations
 The Regulatory Reform (Fire Safety) Order
 The Manual Handling Operations Regulations
 The Control of Substances Hazardous to Health Regulations (COSHH)
 The Electricity at Work Regulations
 The Environmental Protection Act
 The Management of Health and Safety at Work Regulations
 The Health and Safety (Information for Employees) Regulations
- (K9) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
 reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
 reducing water usage and other resources
 preventing pollution
 using disposable items
 using recycled, eco-friendly furniture
 using low chemical paint
 using organic and allergy free products
 using environmentally friendly product packaging
 choosing responsible domestic products (Fairtrade tea and coffee)
 encouraging carbon reducing journeys to work
- (K11) **Tools:** make-up brushes
 containers
 disposables
 eyelash curlers
 tweezers

Outcome

5 Consult, plan and prepare for make-up services

You need to know and understand:

- K14 why it is important to communicate with clients in a professional manner
- K15 how to complete a consultation taking into account the client's diverse needs
- K16 the legal requirements for providing treatment to minors under 16 years of age
- K17 the age at which an individual is classed as a minor and how this differs nationally
- K18 the importance of agreeing the service that meets the client's needs
- K19 the legal significance of gaining signed, informed client consent to carry out the service
- K20 the legislative requirements for storing and protecting client data
- K21 how to recognise contra-actions and contra-indications that would prevent or restrict the service
- K22 the contra-indications requiring medical referral and why
- K23 the necessary action to take in relation to specific contra-indications when referring clients
- K24 the reasons for not naming specific contra-indications when referring clients
- K25 how to recognise different skin types, characteristics and conditions
- K26 the different types of cleansing, toning and moisturising products
- K27 the methods used for cleansing, toning and moisturising the skin
- K28 the criteria for selecting make-up products to suit different client age groups and make-up styles
- K29 how to match make-up products to different skin types, skin tones and skin conditions

Range

- (K15) **Diverse needs:** cultural
 - religious
 - age
 - disability
 - gender
- (K21) **Contra-actions that would prevent or restrict:** excessive perspiration
 - adverse skin reactions
 - watery eyes
 - excessive erythema
- (K21) **Contra-indications that would prevent or restrict:** viral – herpes simplex
 - conjunctivitis
 - open cuts and abrasions
 - swelling
 - skin irritation
 - recent scar tissue
 - eczema
 - hyperkeratosis
 - skin allergies
 - bruising
 - watery eyes

- healed eczema and psoriasis
- redness
- bruising
- (K22) **Contra-indications requiring medical referral:** bacterial – impetigo
- fungal – tinea
- conjunctivitis
- severe skin conditions and eye infections
- acne
- boils
- herpes zoster and warts
- parasitic infections such as pediculosis and scabies
- (K28, K29) **Make-up products:** primers
- tinted moisturisers
- foundations
- powders
- facial bronzing products
- concealers
- corrective products
- eyebrow products
- eye products
- eyeliners
- mascara
- cheek products
- lip products
- pencils
- setting sprays
- (K29) **Skin conditions:** sensitive
- dehydrated
- broken capillaries
- pustules
- papules
- open pores
- dark circles
- hyperpigmentation
- hypopigmentation
- sun damage
- scarring
- erythema
- mature

Outcome

- 6 Apply make-up products

You need to know and understand:

- K30 the different types of make-up products available for the eyes, lips and the face; application techniques and the guidelines for using them
 - K31 how to adapt the make-up for clients who wear contact lenses or glasses
 - K32 how to use corrective colours and concealers to balance skin tone
 - K33 how to select and use make-up products to enhance face shapes
 - K34 why certain make-up products should be applied in a particular sequence
 - K35 the results of incorrect make-up selection and application
 - K36 the structure and functions of the skin
 - K37 how environmental and lifestyle factors affect the condition of the skin
 - K38 how lighting affects the perception of colour and its influence on the effect of make-up
 - K39 the reasons for matching lighting with the occasion for which the make-up will be worn
 - K40 possible contra-actions which may occur, how to deal with them and what advice to give to clients
 - K41 the advice and recommendations on products and services
-

Range

- (K30, K33, K34) **Make-up products:** primers
 - tinted moisturisers
 - foundations
 - powders
 - facial bronzing products
 - concealers
 - corrective products
 - eyebrow products
 - eye products
 - eyeliners
 - mascara
 - cheek products
 - lip products
 - pencils
 - setting sprays
 - (K36) **Structure and functions of the skin: structure :** layers of epidermis
 - dermis
 - subcutaneous layer
 - hair follicle
 - hair shaft
 - sebaceous gland
 - arrector pili gland
 - sweat gland
 - blood and lymph vessels
 - sensory nerve endings
 - (K36) **Structure and functions of the skin: functions:** sensitivity
 - heat regulation
 - absorption
 - protection
 - excretion
-

secretion
vitamin D production
(K40) **Contra-actions:** excessive perspiration
adverse skin reactions
watery eyes
excessive erythema

Unit 205

Provide make-up services (SKABT10)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing make-up services.
3. Your assessor will observe your performance on **at least 3 occasions, each involving a different client.**
4. From the range statement, you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - applied make-up to **all** skin types
 - applied make-up to **all** skin conditions
 - used **all** the types of make-up products
 - applied **all** make-up styles
 - provided **all** types of advice and recommendations.
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 206

Provide manicure services (SKANS2)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about providing manicure services to clients. It covers consulting with the client, recognising any contra-indications, preparing for the service and producing a service plan. It also covers shaping and buffing the nails, using skin and cuticle treatments, massaging the hand and lower arm and providing a suitable nail finish.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing manicure services2. consult, plan and prepare for manicure services3. carry out manicure services
Relationship to NOS:	SKANS2
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing manicure services

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the service
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the service
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean equipment and materials
- P9 promote environmental and sustainable working practices
- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P11 dispose of waste materials to meet legal requirements
- P12 complete the service within a commercially viable time

Outcome

2 Consult, plan and prepare for manicure services

You must be able to:

- P13 use consultation techniques to determine the client's service plan
- P14 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
- P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16
- P16 recognise any contra-indications and take necessary action
- P17 agree the service and outcomes that meet the client's needs
- P18 obtain signed, informed consent from the client prior to carrying out the service
- P19 cleanse the area to be treated and remove any existing nail finish
- P20 identify the condition of the nails and skin
- P21 recommend treatments and products for the client's skin type and nail condition

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
- (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the service cannot be carried out
 - modifying the service

Outcome

3 Carry out manicure services

You must be able to:

- P22 confirm the desired nail length and shape with the client
- P23 shape the nails to ensure a smooth free edge
- P24 use tools and products to remove excess cuticle, without damaging the surrounding skin
- P25 create a smooth surface shine to the nail plate using buffing techniques
- P26 select and apply hand and nail treatments to suit your client's skin and nail condition
- P27 perform massage sequence to meet the needs of the client and the service plan
- P28 ensure the nail area is clean, dry and free of product
- P29 apply a base coat relevant to the client's needs
- P30 apply nail finish and top coat in the required sequence
- P31 ensure the cuticle and nail wall are free of product
- P32 ensure that the nail finish is to the client's satisfaction and meets the agreed service plan
- P33 give your client advice and recommendations on the service provided

P34 ensure the client's records are completed and signed by you and the client

Range

- (P26) **Hand and nail treatments:** paraffin wax
hand masks
thermal mitts
exfoliators
- (P30, P32) **Nail finish:** dark colour
French
buffed
- (P33) **Advice and recommendations:** suitable aftercare products and their uses
avoidance of activities which may cause contra-actions
recommended time intervals between services
present and future products and services
-

Outcome

- 4 Maintain safe and effective methods of working when providing manicure services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the legal and organisational requirements for client preparation
- K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
- K4 safe positioning techniques for yourself and your client and why using these are important
- K5 the necessary environmental conditions for services, such as heating and ventilation and why these are important
- K6 why it is important to keep your work area clean and tidy
- K7 methods of cleaning, disinfection and sterilisation
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection
- K9 the different types of working methods that promote environmental and sustainable working practices
- K10 the contra-actions that could occur, how to deal with them and what advice to give to clients
- K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K13 the legal requirements for waste disposal
- K14 the reasons for completing a service in a commercially viable time
-

Range

- (K1) **Health and safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
-

- The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations
- (K9) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled, eco-friendly furniture
using low chemical paint
using environmentally friendly product packaging
choosing responsible domestic products (Fairtrade tea and coffee)
encouraging carbon reducing journeys to work
-

Outcome

- 5 Consult, plan and prepare for manicure services

You need to know and understand:

- K15 the importance of communicating with clients in a professional manner
K16 how to complete a consultation taking into account client's diverse needs
K17 the legal requirements for providing treatment to minors under 16 years of age
K18 the age at which an individual is classed as a minor and how this differs nationally
K19 the reasons for agreeing a service that meets the client's needs
K20 the legal significance of gaining signed, informed client consent to carry out the service
K21 the legislative requirements for storing and protecting client data
K22 the necessary action to take in relation to specific contra-indications when referring clients
K23 how to recognise contra-indications that would prevent or restrict the service
K24 the contra-indications requiring medical referral and why
K25 the reasons for not naming specific contra-indications when referring clients
K26 the different types of treatable skin and nail conditions
K27 how to conduct a nail and skin analysis
-

Range

- (K16) **Diverse needs:** cultural
religious
age
disability
gender
- (K23) **Contra-indications:** which prevent treatment:
- fungal infections
-

- viral infections
- parasitic infections
- severe skin conditions
which restrict treatment:
- bacterial infections
- psoriasis
- dermatitis
- severe nail separation
- broken bones

(K26) **Nail conditions:** bitten
discoloured
misshapen
split
ridged
dry
dehydrated
brittle
pitted

Outcome

6 Carry out manicure services

You need to know and understand:

- K28 the different natural nail shapes you are likely to come across during manicure services
- K29 the techniques used within manicure and how to carry them out
- K30 the different types of manicure products, tools and equipment and how to use them
- K31 the effects on the nail and skin of the incorrect use of products and equipment
- K32 the features and benefits of hand and nail products, services and treatments
- K33 how to adapt the manicure service to suit individual client needs
- K34 the different types of massage techniques used in a manicure service
- K35 the effects of massage techniques on the nails, skin, muscles and underlying structures
- K36 why it is important to clean and dry the natural nail prior to applying a nail finish
- K37 the importance of recommending a nail finish suitable for the client
- K38 the methods of applying different nail finishes
- K39 the methods used to remove different nail finishes, including gel polish and nail art
- K40 the anatomy of the hand and lower arm
- K41 the structure of the nail
- K42 the process of nail growth
- K43 the function and structure of the skin
- K44 the contra-actions that could occur, how to deal with them and what advice to give to clients
- K45 the advice and recommendations on products and services

Range

(K28) **Natural nail shapes:** fan

- hook
- spoon
- oval
- square
- (K40) **Anatomy:** the bones of the hand and lower arm
the muscles of the hand and lower arm
the blood circulation to the hand and lower arm
- (K41) **Structure of the nail:** nail plate
nail bed
matrix
cuticle
lunula
hyponychium
eponychium
nail wall
free edge
lateral nail fold
- (K42) **Nail growth :** nail formation
growth rate
factors affecting growth
the effects of damage on growth
nail thickness
- (K43) **Structure of the skin:** dermis
epidermis
subcutaneous layer
appendages
- (K45) **Advice and recommendations:** additional services
additional products

Unit 206

Provide manicure services (SKANS2)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing manicure services.
3. Your assessor will observe your performance on **at least 3 occasions on 3 different clients**.
4. From the range statement, you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - used **all** types of hand and nail treatments
 - applied **all** types of nail finish
 - provided **all** types of treatment advice and recommendations
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 207

Develop and maintain your effectiveness at work (CHB12)

Unit level:	SCQF 5
Unit aim:	This standard is about taking responsibility for improving your performance at work and working well with your colleagues so as to make a positive contribution to the overall effectiveness of your salon.
Relationship to NOS:	SKACHB12
Endorsed by	habia

Outcome

- 1 Improve your personal performance at work

You must be able to:

- P1 identify your own strengths and weaknesses and discuss them with the relevant person
- P2 find out more information from relevant people to perform a task when the
- P3 seek feedback from relevant people about how you can improve your performance
- P4 ask your colleagues for help and take opportunities to learn when they are available
- P5 seek help from relevant people when you are unable to obtain learning opportunities relating to your work
- P6 regularly review developments in hairdressing and related areas
- P7 agree realistic work targets with the relevant person
- P8 regularly review your progress towards achieving your agreed targets
- P9 use the results of your reviews to develop your future personal development plan

Range

- (P4) **Opportunities to learn:** from colleagues and other relevant people
active participation in training and development activities
active participation in salon activities
- (P7) **Targets:** productivity
personal development

Outcome

- 2 Work effectively as part of a team

You must be able to:

- P10 agree ways of working together to achieve objectives
 - P11 ask for help and information from your colleagues, when necessary
 - P12 respond to requests for assistance from colleagues
 - P13 anticipate the needs of others and offer assistance within your capabilities
 - P14 make effective use of your time throughout your working day
 - P15 report problems likely to affect salon services to the relevant person
 - P16 resolve misunderstandings with your colleagues
-

Range

- (P13) **Assistance:** on a one-to-one basis
in a group
-

Outcome

- 3 Improve your personal performance at work

You need to know and understand:

- K1 your job role and responsibilities and how this relates to the role of other team members
 - K2 how to get information about your job, your work responsibilities and the standards expected of you
 - K3 how to find out relevant information about other people's areas of responsibility>
 - K4 why it is important to work within your job responsibilities and what might happen if you do not do so
 - K5 how to identify your own strengths and weaknesses
 - K6 the importance of meeting your personal development and productivity targets and timescales
 - K7 the importance of continuous professional development and how it affects your job role
 - K8 who can help you identify and obtain opportunities for your development and training
 - K9 the limits of your own authority and that of others in relation to giving assistance
 - K10 the standards of behaviour that are expected of you when working in the salon
 - K11 your salon's appeals and grievance procedures
 - K12 the commercially viable range of times for the performance of hairdressing services offered
 - K13 how using the National Occupational Standards can help you identify your development needs
 - K14 how to maintain awareness of current and emerging trends and developments within the industry and why this is important
 - K15 the importance of continually using and updating your own personal plan
-

Outcome

- 4 Work effectively as part of a team

You need to know and understand:

- K16 why harmonious working relationships are important
-

- K17 how to react positively to reviews and feedback and why this is important
- K18 support co-operative ways of working such as anticipate the needs of others for information and support and show that you are willing to help resolve disagreements
- K19 how to manage your time effectively
- K20 who to report to when you have difficulties in working with others>
- K21 how to deal with relationship difficulties and conflicts when working with others
- K22 the questioning and listening skills you need in order to find out information

Unit 207

Develop and maintain your effectiveness at work (CHB12)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for developing and maintaining your effectiveness at work.
3. Your Assessor will observe your contributions to effective teamwork on **at least 1 occasion**.
4. From the range statement, you must show that you:
 - have participated in **all** the listed opportunities to learn
 - have agreed and reviewed your progress towards both productivity and personal development targets
 - have offered assistance on a one to one basis and in a group
5. If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 208

Provide pedicure services (SKANS3)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about providing pedicure services to clients. It covers consulting with the client, recognising any contra-indications, preparing for the service and producing a service plan. It also covers shaping the nails, applying skin and cuticle treatments, cleaning and drying the feet, removing excessive hard skin, massaging the foot and lower leg and providing a suitable nail finish.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing pedicure services2. consult, plan and prepare for pedicure services3. carry out pedicure services
Relationship to NOS:	SKANS3
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing pedicure services

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the service
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the service
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean equipment and materials
- P9 promote environmental and sustainable working practices
- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P11 dispose of waste materials to meet legal requirements

P12 complete the service within a commercially viable time

Outcome

2 Consult, plan and prepare for pedicure services

You must be able to:

- P13 use consultation techniques to determine the client's service plan
 - P14 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
 - P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16
 - P16 recognise any contra-indications and take necessary action
 - P17 agree the service and outcomes that meet the client's needs
 - P18 obtain signed, informed consent from the client prior to carrying out the service
 - P19 cleanse the area to be treated and remove any existing nail finish
 - P20 identify the condition of the nails and skin
 - P21 recommend treatments and products for the client's skin type and nail condition
-

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the service cannot be carried out
 - modifying the service
-

Outcome

3 Carry out pedicure services

You must be able to:

- P22 clean and dry the client's feet
 - P23 confirm the desired nail length and shape with the client
 - P24 shape the nails to ensure a smooth free edge
 - P25 use tools and products to remove excess cuticle, without damaging the surrounding skin
 - P26 remove excess hard skin, without causing discomfort to the client
 - P27 select and apply foot and nail treatments to suit your client's skin type and nail condition
 - P28 apply massage sequence to meet the needs of the client and the service plan
 - P29 ensure the nail area is clean, dry and free of product
 - P30 apply a base coat relevant to the client's needs
 - P31 apply nail finish and top coat, in the required sequence
-

- P32 ensure the cuticle and nail wall are free of product
P33 ensure that the nail finish is to the client's satisfaction and meets the agreed service plan
P34 give your client advice and recommendations on the service provided
P35 ensure the client's records are completed and signed by you and the client
-

Range

- (P27) **Foot and nail treatments:** paraffin wax
foot masks
thermal boots
exfoliators
- (P31, P33) **Nail finish:** dark colour
French
buffed
- (P34) **Advice and recommendations:** suitable aftercare products and their uses
avoidance of activities which may cause contra-actions
recommended time intervals between services
present and future products and services
-

Outcome

- 4 Maintain safe and effective methods of working when providing pedicure services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
K2 the legal and organisational requirements for client preparation
K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
K4 safe positioning techniques for yourself and your client and why using these are important
K5 the necessary environmental conditions for services, such as heating and ventilation and why these are important
K6 why it is important to keep your work area clean and tidy
K7 methods of cleaning, disinfection and sterilisation
K8 methods of working safely and hygienically and which minimise the risk of cross-infection
K9 the different types of working methods that promote environmental and sustainable working practices
K10 the contra-actions that could occur, how to deal with them and what advice to give to clients
K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow
K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K13 the legal requirements for waste disposal
K14 the reasons for completing a service in a commercially viable time
-

Range

- (K1) **Health and safety:** Health and Safety at Work Act
-

- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations
- (K9) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items
- using recycled, eco-friendly furniture
- using low chemical paint
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Outcome

- 5 Consult, plan and prepare for pedicure services

You need to know and understand:

- K15 the importance of communicating with clients in a professional manner
- K16 how to complete a consultation taking into account client's diverse needs
- K17 the legal requirements for providing treatment to minors under 16 years of age
- K18 the age at which an individual is classed as a minor and how this differs nationally
- K19 the reasons for agreeing a service that meets the client's needs
- K20 the legal significance of gaining signed, informed client consent to carry out the service
- K21 the legislative requirements for storing and protecting client data
- K22 the necessary action to take in relation to specific contra-indications when referring clients
- K23 how to recognise contra-indications that would prevent or restrict the service
- K24 the contra-indications requiring medical referral and why
- K25 the reasons for not naming specific contra-indications when referring clients
- K26 the different types of treatable skin and nail conditions
- K27 how to conduct a nail and skin analysis

Range

- (K16) **Diverse needs:** cultural
- religious

age
disability
gender

(K23, **Contra-indications:** which prevent treatment:

K24) - fungal infections
- viral infections
- parasitic infections
- severe skin conditions
which restrict treatment:

- bacterial infections
- psoriasis
- dermatitis
- severe nail separation
- broken bones
- ingrown toe nails
- bunions
- hammer toes

(K26) **Nail conditions:** discoloured

misshapen

split

ridged

dry

dehydrated

brittle

pitted

Outcome

6 Carry out pedicure services

You need to know and understand:

K28 the different natural nail shapes you are likely to come across during pedicure services

K29 the techniques used within pedicure and how to carry them out

K30 the different types of pedicure products, tools and equipment and how to use them

K31 the effect on the nails and skin of the incorrect use of products and equipment

K32 the features and benefits of different foot and nail products, services and treatments

K33 how to adapt a pedicure service to suit individual client needs

K34 the different types of massage techniques used in a pedicure service

K35 the effects of massage techniques on the nails, skin, muscles and underlying structures

K36 why it is important to clean and dry the natural nail prior to applying a nail finish

K37 the reasons for recommending a nail finish to suit the client's needs

K38 the methods of applying different nail finishes

K39 the methods used to remove different nail finishes, including gel polish and nail art

K40 the anatomy of the foot and lower leg

K41 the structure of the nail

- K42 the process of nail growth
K43 the function and structure of the skin
K44 the contra-actions that could occur, how to deal with them and what advice to give to clients
K45 the advice and recommendations on products and services
-

Range

- (K28) **Natural nail shapes:** fan
hook
spoon
oval
square
- (K40) **Anatomy:** the bones of the foot and lower leg
the muscles of the foot and lower leg
the blood circulation to the foot and lower leg
- (K41) **Structure of the nail:** nail plate
nail bed
matrix
cuticle
lunula
hyponychium
eponychium
nail wall
free edge
lateral nail fold
- (K42) **Nail growth:** nail formation
growth rate
factors affecting growth
the effects of damage on growth
nail thickness
- (K43) **Structure of the skin:** dermis
epidermis
subcutaneous layer
appendages
- (K45) **Advice and recommendations:** additional services
additional products

Unit 208

Provide pedicure services (SKANS3)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing pedicure treatment.
3. Your assessor will observe your performance on **at least 3 occasions on 3 different clients**.
4. From the range statement, you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - applied **all** types of foot and nail treatments
 - produced **all** types of nail finish
 - provided **all** types of advice and recommendations.
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 209

Provide gel polish service (SKANS6)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about providing gel polish services to clients. It covers client preparation and consultation to produce a service plan. It also covers application and removal techniques.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of the standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing gel polish services2. consult, plan and prepare for gel polish services3. apply gel polish4. remove gel polish
Relationship to NOS:	SKANS6
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing gel polish services

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the service
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the service
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean equipment and materials
- P9 promote environmental and sustainable working practices
- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P11 dispose of waste materials to meet legal requirements
- P12 complete the service within a commercially viable time

Outcome

2 Consult, plan and prepare for gel polish services

You must be able to:

- P13 use consultation techniques to determine the client's service plan
- P14 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
- P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16
- P16 recognise any contra-indications and take the necessary action
- P17 agree the service and outcomes that meet the client's needs
- P18 obtain signed, informed consent from the client prior to carrying out the service
- P19 cleanse the area to be treated and remove any existing nail finish
- P20 identify the condition of the nails and skin
- P21 recommend treatments and gel polish finish for the client's skin type and nail condition
- P22 use cuticle tools and products to prepare the nail for gel polish application
- P23 give your client advice and recommendations on the service provided
- P24 ensure the client's records are completed and signed by you and the client

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
- (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the service cannot be carried out
 - modifying the service
- (P21) **Gel polish finish:** dark colour
 - light colour
 - French
 - design
- (P23) **Advice and recommendations:** suitable aftercare products and their uses
 - avoidance of activities which may cause contra-actions
 - time intervals between services
 - present and future products and services

Outcome

3 Apply gel polish

You must be able to:

- P25 confirm the desired nail length and shape with the client

P26 prepare the nail to ensure maximum adhesion of gel polish finish

P27 apply gel polish finish and leave a free margin around the cuticle and side wall area of the nail

Range

(P26, **Gel polish finish:** dark colour

P27) light colour

French

design

Outcome

4 Remove gel polish

You must be able to:

P28 remove gel polish and ensure the nail is free from product and undamaged

Outcome

5 Maintain safe and effective methods of working when providing gel polish services

You need to know and understand:

K1 your responsibilities for health and safety as defined by any specific legislation covering your job role

K2 the legal and organisational requirements for client protection and preparation

K3 the legal and organisational requirements for your own personal hygiene, protection and appearance

K4 safe positioning techniques for yourself and your client and why using these are important

K5 the necessary environmental conditions for services, such as heating and ventilation and why these are important

K6 why it is important to keep your work area clean and tidy

K7 methods of cleaning, disinfection and sterilisation

K8 methods of working safely and hygienically and which minimise the risk of cross-infection

K9 the different types of working methods that promote environmental and sustainable working practices

K10 the contra-actions that may occur, how to deal with them and what advice to give to clients

K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow

K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow

K13 the legal requirements for waste disposal

K14 the reasons for completing a service in a commercially viable time

Range

(K1) **Health and Safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations

- (K9) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled, eco-friendly furniture
using low chemical paint
using organic and allergy free products using environmentally friendly product packaging
choosing responsible domestic products (Fairtrade tea and coffee)
encouraging carbon reducing journeys to work

Outcome

- 6 Consult, plan and prepare for gel polish services

You need to know and understand:

- K15 why it is important to communicate with clients in a professional manner
K16 how to complete a consultation taking into account client's diverse needs
K17 the legal requirements for providing treatment to minors under 16 years of age
K18 the age at which an individual is classed as a minor and how this differs nationally
K19 the reasons for agreeing a service that meets the client's needs
K20 the legal significance of gaining signed, informed client consent to carry out the service
K21 the legislative requirements for storing and protecting client data
K22 how to recognise contra-indications that would prevent or restrict the service
K23 the contra-indications requiring medical referral and why
K24 the necessary action to take in relation to specific contra-indications when referring clients
K25 the reasons for not naming specific contra-indications when referring clients
K26 the different types of treatable nail and skin conditions
K27 how to conduct a nail and skin analysis
K28 the different methods used to prepare the natural nail
K29 the advice and recommendations on products and service

Range

- (K16) **Diverse needs:** cultural
religious
age
disability
gender

(K22) **Contra-indications:** which prevent treatment:

- fungal infections
 - viral infections
 - bacterial infections
 - parasitic infections
 - severe skin conditions
- which restrict treatment:
- psoriasis
 - dermatitis
 - severe nail separation
 - broken bones
 - unknown redness or swelling
 - damaged nails
 - thinning nails

Outcome

7 Apply, maintain and remove gel polish services

You need to know and understand:

- K30 the different natural nail shapes you are likely to come across during gel polish services
- K31 the reasons for shaping the free edge prior to gel polish application
- K32 the different types of curing equipment, including UV or LED and the required setting times
- K33 the effects of over curing and under curing on the gel polish finish
- K34 the features and benefits of gel polish application and services
- K35 how to adapt the gel polish service to suit individual client needs
- K36 methods of applying different gel nail finishes
- K37 methods of removing gel polish
- K38 the effect on the nails and skin of the incorrect use of products and equipment
- K39 the implications of layering product and how it will affect the removal process
- K40 the difference between gel polish and polish and how they can be combined
- K41 the problems that can occur if the gel product is too thick or too thin
- K42 different types of gel polish and their chemical background
- K43 how to adapt the gel polish if combined with other nail services
- K44 the anatomy of the hand and arm
- K45 the structure of the nail
- K46 the process of nail growth
- K47 the function and structure of the skin

Range

- (K30) **Natural nail shapes:** fan
hook
spoon
oval
square

- (K44) **Anatomy of the hand and arm:** the bones of the lower arm and hand
the muscles of the lower arm and hand
the blood circulation to the lower arm and hand
- (K45) **Structure of the nail:** nail plate
nail bed
matrix
cuticle
lunula
hyponychium
eponychium
nail wall
free edge
lateral nail fold
- (K46) **Nail growth:** nail formation
growth rate
factors affecting growth
the effects of damage on growth and nail thickness
nail thickness
- (K47) **Structure of the skin:** dermis
epidermis
subcutaneous layer
appendages

Unit 209

Provide gel polish service (SKANS6)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing gel polish services.
3. Your assessor will observe your performance on **at least 3 occasions (must include one removal treatment) on 2 different clients.**
4. From the range statement, you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - used **3 of the 4** gel polish finishes
 - provided **all** types of treatment advice and recommendations
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 210

Provide self-tanning services (SKABT24)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about the application of a variety of self-tanning products.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing self-tanning services2. consult, plan and prepare for self-tanning services3. apply self-tanning products
Relationship to NOS:	SKABT24
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing self-tanning services

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the service
- P4 maintain the client's modesty and privacy at all times
- P5 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P6 ensure environmental conditions are suitable for the client and the service
- P7 keep your work area clean and tidy throughout service
- P8 use working methods that minimise the risk of cross-infection
- P9 ensure the use of clean equipment and materials
- P10 promote environmental and sustainable working practices
- P11 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P12 dispose of waste materials to meet legal requirements
- P13 complete the service within a commercially viable time

Outcome

2 Consult, plan and prepare for self-tanning services

You must be able to:

- P14 use consultation techniques to determine the client's service plan
- P15 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
- P16 ensure that parent or guardian is present throughout the treatment for minors under the age of 16
- P17 recognise any contra-indications and take the necessary action
- P18 agree the treatment and outcomes that meet the client's needs
- P19 obtain signed, informed consent from the client prior to carrying out the treatment
- P20 carry out a skin sensitivity test and record the results
- P21 select equipment and products to meet the client's needs
- P22 ensure that the client's skin is clean and prepared to suit the type of self-tanning product to be used

Range

- (P14) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
- (P17) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the treatment cannot be carried out
 - modification of treatment
- (P21) **Equipment :** spray gun
 - compressor
 - buffing mitt
- (P21) **Products:** tanning creams
 - tanning gels
 - spray tan liquid
 - barrier cream
 - exfoliators
 - moisturisers

Outcome

3 Apply self-tanning products

You must be able to:

- P23 test the pressure and operation of the spray gun prior to use
- P24 use equipment and products to meet the client's requirements

- P25 use spray tanning techniques in a controlled way and at the required distance from the body to achieve the desired effect
 - P26 apply products evenly in the required sequence to achieve the desired effect
 - P27 use techniques that minimise the risk of products being spread outside the treatment area and surrounding environment
 - P28 correct any problems occurring during the application process
 - P29 ensure that the finished result is to the client's satisfaction
 - P30 give your client advice and recommendations on the service provided
 - P31 ensure the client's records are completed and signed by you and the client
-

Range

- (P24) **Equipment :** spray gun
compressor
buffing mitt
 - (P24, P26, P27) **Products:** tanning creams
tanning gels
spray tan liquid
barrier cream
exfoliators
moisturisers
 - (P30) **Advice and recommendations:** suitable aftercare products and their uses
avoidance of activities which may cause contra-actions
time intervals between services
present and future products and services
-

Outcome

- 4 Maintain safe and effective methods of working when providing self- tanning services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
 - K2 the legal and organisational requirements for client preparation
 - K3 the type of personal protective equipment that should be worn by the therapist and the client for self-tanning services and why
 - K4 the reasons for maintaining the client's modesty and privacy
 - K5 safe positioning techniques for yourself and your client and why using these are important
 - K6 the necessary environmental conditions for services such as heating and ventilation and why these are important
 - K7 why it is important to keep your work area clean and tidy
 - K8 methods of cleaning, disinfection and sterilisation
 - K9 methods of working safely and hygienically and which minimise the risk of cross-infection
 - K10 the different types of working methods that promote environmental and sustainable working practices
 - K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow
-

- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
 - K13 the legal requirements for waste disposal
 - K14 the reasons for completing a service in a commercially viable time
-

Range

- (K1) **Health and safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations
 - (K10) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled, eco-friendly furniture
using low chemical paint
using environmentally friendly product packaging
choosing responsible domestic products (Fairtrade tea and coffee)
encouraging carbon reducing journeys to work
-

Outcome

- 5 Consult, plan and prepare for self-tanning services

You need to know and understand:

- K15 the importance of communicating with clients in a professional manner
 - K16 how to complete a consultation taking into account the client's diverse needs
 - K17 the legal requirements for providing treatment to minors under 16 years of age
 - K18 the age at which an individual is classed as a minor and how this differs nationally
 - K19 the importance of agreeing the service that meets the client's needs
 - K20 the legal significance of gaining signed, informed client consent to carry out the service
 - K21 the legislative requirements for storing and protecting client data
 - K22 how to recognise contra-indications that would prevent or restrict the treatment
 - K23 the contra-indications requiring medical referral and why
 - K24 the reasons for not naming specific contra-indications when referring clients
 - K25 the procedure for carrying out a skin sensitivity test prior to self-tanning
-

- K26 the reasons for carrying out a skin sensitivity test prior to self-tanning and recording the results
- K27 how to match product selection to skin type and client preference
- K28 how to prepare the client's skin to suit the products and equipment being used
- K29 the reasons for exfoliating and moisturising the skin prior to self-tanning
-

Range

- (K16) **Diverse needs:** cultural
religious
age
disability
gender
- (K22) **Contra-indications:** which prevent treatment:
- severe asthma for spray tanning
- contagious skin conditions
- bronchial conditions for spray tanning
which restrict treatment:
- insulin dependent diabetes
- pigmentation disorders
- sunburn
- psoriasis
- eczema
- cuts and abrasions
-

Outcome

- 6 Apply self-tanning products

You need to know and understand:

- K30 the types of equipment available for spray tanning, their features and how and when to use them
- K31 the meaning of psi and why this is adjusted to suit the size of area and coverage required
- K32 the potential risks associated with the use of pressurised spray tanning equipment
- K33 the importance of using equipment with a pressure gauge
- K34 how to clean, maintain and reassemble spray tanning equipment and associated accessories
- K35 the types of problems that can occur with spray tanning equipment and how to correct them
- K36 the types of self-tanning products available and their advantages and disadvantages
- K37 the ingredients of tanning products, exfoliators and moisturisers
- K38 the effects of self-tanning products on the skin
- K39 the structure of the skin
- K40 the different types of skin pigmentation disorders and how they may affect the self-tan result
- K41 the use and effects of tanning enhancers
- K42 how and when to use tanning correctors
- K43 the reasons for providing the client with pre and post treatment advice
- K44 products for home use that will benefit the client and those to avoid and why
- K45 the post-treatment restrictions applicable to self-tanning
-

- K46 the contra-actions that can occur as a result of self-tanning and the advice to give to clients
- K47 the advice and recommendations on products and services to the client

Range

(K39) **Structure of the skin:** layers of epidermis

dermis

subcutaneous layer

hair follicle

hair shaft

sebaceous gland

arrector pili gland

sweat gland

blood and lymph vessels

sensory nerve endings

(K46) **Contra-actions:** skin irritation

swelling

burning

itching

watery eyes

coughing

fainting

Unit 210

Provide self-tanning services (SKABT24)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing self-tanning treatments.
3. Your assessor will observe your performance on **at least 3 separate occasions, each on a different client**. Observations must include a spray tan and a manually applied self-tan.
4. From the range, you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - used **all** the types of equipment
 - used **at least 4 out of the 6** products
 - provided **all** the types of advice and recommendations
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 213

Fulfil salon reception duties (CHB13)

Unit level:	SCQF 5
Credit value:	5
Unit aim:	This standard is about the important skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and generally maintaining the reception area. Dealing with people in a polite manner whilst questioning them to find out what they require forms an important part of this standard.
Relationship to NOS:	SKACHB13
Endorsed by	habia

Outcome

- 1 Maintain the reception area

You must be able to:

- P1 ensure the reception area is clean and tidy at all times
- P2 maintain the agreed levels of reception stationery
- P3 ensure that product displays have the right levels of stock at all times
- P4 offer clients hospitality to meet your salon's client care policies

Outcome

- 2 Attend to clients and enquiries

You must be able to:

- P5 attend to people in a polite manner
- P6 identify the purpose of enquiries
- P7 confirm appointments informing the relevant person
- P8 refer enquiries which cannot be dealt with to the relevant person for action
- P9 record messages and pass them to the relevant person at the right time
- P10 provide clear information
- P11 give confidential information only to authorised people
- P12 balance the need to give attention to individuals whilst ensuring others are not left without attention

Range

- (P5) **People:** who have different needs and expectations who have a complaint
- (P6) **Enquiries:** in person
by telephone
electronically
-

Outcome

- 3 Make appointments for salon services

You must be able to:

- P13 deal with all requests for appointments
- P14 identify client requirements for the service requested
- P15 confirm the client has had relevant tests when scheduling appointments
- P16 arrange for the client to have relevant tests, when necessary, within the limits of your own authority
- P17 schedule appointments in a way that satisfies the client, the stylist and ensures the most productive use of salon time
- P18 confirm that the appointment details are acceptable to the client
- P19 record appointment details to meet your salon's requirements
-

Range

- (P13) **Appointments:** in person
by telephone
-

Outcome

- 4 Handle payments from clients

You must be able to:

- P20 calculate total charges for the client
- P21 inform clients of charges
- P22 visually inspect purchases for condition and quality as they are processed for payment
- P23 establish the client's method of payment and acknowledge receipt of payments
- P24 ensure accepted payments are correct
- P25 record information about the sale to meet your salon's requirements
- P26 gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept
- P27 inform clients when authorisation cannot be obtained for non-cash payments
- P28 identify and resolve, where possible, any discrepancies in payments within the limits of your own authority
- P29 refer payment discrepancies which you cannot resolve to the relevant person for action
- P30 give the correct change and issue receipts when required by clients
- P31 follow cash point security procedures at all times
-

P32 identify and report low levels of change in time to avoid shortages

Range

(P23) **Method of payment:** cash
non-cash payment

Outcome

5 Maintain the reception area

You need to know and understand:

- K1 your salon's procedures for:
 - K1.1 maintaining the reception area
 - K1.2 client care at reception
 - K2 the limits of your authority when maintaining the reception areas
 - K3 the importance of checking and identifying any defects in retail products
 - K4 what and how much reception stationery should be kept at your reception area
-

Outcome

6 Attend to clients and make appointments for salon services

You need to know and understand:

- K5 the importance to the salon's business of effective communication
 - K6 how and when to ask questions
 - K7 how to speak clearly in a way that suits the situation
 - K8 how to show you are listening closely to what people are saying to you
 - K9 how to adapt what you say to suit different situations
 - K10 how to show positive body language
 - K11 your salon's procedures for:
 - K11.1 maintaining confidentiality
 - K11.2 taking messages
 - K11.3 making and recording appointments
 - K11.4 carrying out tests
 - K11.5 dealing with suspected fraud
 - K11.6 authorising non-cash payments when these are 'over limit'
 - K11.7 personal safety
 - K12 the limits of your authority when:
 - K12.1 attending to people and enquiries
 - K12.2 making appointments
 - K12.3 carrying out tests
 - K12.4 dealing with payments and discrepancies
 - K13 the importance of confirming and making appointments correctly
 - K14 the types of information required to make an appointment
 - K15 the common systems available for making appointments such as manual and electronic
-

- K16 the importance of taking messages and passing them on to the right person at the right time
 - K17 who to refer to with different types of enquiries
 - K18 the person in your salon to whom you should refer reception problems
 - K19 the importance of checking that clients have had tests for specific services
 - K20 relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act
 - K21 the consequences of breaking confidentiality
 - K22 the services available and their duration and cost
 - K23 the products available for sale and their cost
 - K24 how to identify any current discounts and special offers such as 2-for-1 offers and vouchers
 - K25 how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods
-

Outcome

- 7 Handle payments from clients

You need to know and understand:

- K26 common methods of calculating payments including point of sale technology and physical calculations
- K27 how to keep cash and other payments safe and secure
- K28 the types of payment that you are authorised to accept
- K29 how to gain electronic authorisation for payment cards
- K30 how to identify and deal with discrepancies:
 - K30.1 counterfeit payments
 - K30.2 invalid currency
 - K30.3 suspected stolen cheques, credit cards and payment cards
 - K30.4 invalid card
 - K30.5 incorrect completion of cheque
 - K30.6 payment disputes
- K31 how to deal with customers offering suspect tender or suspect non-cash payments
- K32 consequences of failure to handle payments correctly

Unit 213

Fulfil salon reception duties (CHB13)

Supporting Information

Evidence requirements

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your work situation that you have met the standards for fulfilling salon reception duties.
- 3 Your Assessor will observe these aspects of your performance on **at least 1 occasion**.
- 4 From the range statement, you must show that you have:
 - handled **1 of the 2** types of people
 - handled **2 of the 3** types of enquiries
 - handled **both** types of appointments
 - handled **both** the methods of payment
- 5 If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 214

Instruct clients in the use and application of skin care products and make-up (SKABT11)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about providing skin care and make-up instruction and giving product advice to individual clients. You will need to be able to advise and instruct on the correct use of tools and the application of skin care and make-up products to suit a variety of clients' needs.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing skin care and make-up instruction2. consult, plan and prepare for skin care and make-up instruction3. deliver skin care and make-up instruction4. evaluate the success of skin care and make-up instruction
Relationship to NOS:	SKABT11
Endorsed by	habia

Outcome

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

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the service
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the service
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean tools and equipment
- P9 promote environmental and sustainable working practices

- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of tools, materials and products
 - P11 dispose of waste materials to meet legal requirements
 - P12 complete the service within a commercially viable time
-

Outcome

- 2 Consult, plan and prepare for skin care and make-up instruction

You must be able to:

- P13 use consultation techniques to determine the client's service plan
 - P14 ensure that informed and signed parent or guardian consent is obtained for minors prior to any service
 - P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16
 - P16 recognise any contra-indications and take the necessary action
 - P17 agree the service and outcomes that meets the client's needs
 - P18 obtain signed, informed consent from the client prior to carrying out the service
 - P19 recognise and record the client's skin type and skin condition
 - P20 ensure the objectives of the skin care and make-up are clear, realistic and agreed with the client
 - P21 provide a suitable range of skin care and make-up products for the client's skin type, skin tone and the type of instruction techniques to be used
-

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the service cannot be carried out
 - modification of the service
 - (P19, P21) **Skin type:** oily
 - dry
 - combination
 - (P19) **Skin condition:** mature
 - dehydrated
 - sensitive
 - (P20) **Objectives:** skin care choice and application
 - natural make-up
 - evening make-up
 - special occasion make-up
 - (P21) **Instruction techniques:** skills demonstration
 - use of diagrams
 - verbal explanation
-

Outcome

- 3 Deliver skin care and make-up instruction

You must be able to:

- P22 use instructional techniques which are delivered at a pace suitable for the client
 - P23 demonstrate skin care and make-up application in a way which promotes client's understanding
 - P24 guide the client through application of the products in a way which meets the needs of the client and the products being used
 - P25 explain the use and purpose of make-up tools
 - P26 use resources throughout the instructional activity
 - P27 allow the client time to practice skin care and make-up application techniques on themselves
 - P28 encourage the client to ask questions throughout the instructional activity
 - P29 confirm that the client has an understanding of the techniques necessary to achieve their desired look
 - P30 provide the client with information on the products, tools and equipment used and where to source them
 - P31 encourage clients to use the products and services available
 - P32 provide written instructions on how to apply skin care routine and make-up
-

Range

- (P22) **Instruction techniques:** skills demonstration
 - use of diagrams
 - verbal explanation
 - use of written instructions
 - (P26) **Resources:** skin care products
 - make-up products
 - make-up tools and equipment
 - suitable mirror and lighting
 - face chart
-

Outcome

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

You must be able to:

- P33 ask your client to make an evaluation of their own learning and provide any additional instructions to meet their needs
 - P34 ask your client questions on the delivery of the make-up and skin care instructions and record their feedback
 - P35 use client feedback to make improvements to your own skin care and make-up instructional techniques
-

Range

- (P35) **Instruction techniques:** skills demonstration
use of diagrams
verbal explanation
use of written instructions
-

Outcome

- 5 Maintain safe and effective methods of working when providing skin care and make-up instruction

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
K2 the legal and organisational requirements for client preparation
K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
K4 safe positioning techniques for yourself and your client to prevent discomfort
K5 the necessary environmental conditions for services such as heating and ventilation and why these are important
K6 why it is important to keep your work area clean and tidy
K7 methods of cleaning, disinfection and sterilisation
K8 methods of working safely and hygienically and which minimise the risk of cross-infection
K9 the different types of working methods that promote environmental and sustainable working practices
K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
K11 suppliers' and manufacturers' instructions for the safe use of tools, materials and products which you must follow
K12 the legal requirements for waste disposal
K13 the reasons for completing the service in a commercially viable time
-

Range

- (K1) **Health and safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations
- (K9) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
-

reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled, eco-friendly furniture
using low chemical paint
using organic and allergy free products
using environmentally friendly product packaging
choosing responsible domestic products (Fairtrade tea and coffee)
encouraging carbon reducing journeys to work

(K11) **Tools:** make-up brushes
containers
disposables
eyelash curlers
tweezers

Outcome

6 Consult, plan and prepare for skin care and make-up instruction

You need to know and understand:

K14 why it is important to communicate with clients in a professional manner
K15 how to complete a consultation taking into account client's diverse needs
K16 the legal requirements for providing treatment to minors under 16 years of age
K17 the age at which an individual is classed as a minor and how this differs nationally
K18 the importance of agreeing the service that meets the client's needs
K19 the legal significance of gaining signed, informed client consent to carry out the service
K20 the legislative requirements for storing and protecting client data
K21 how to recognise contra-indications that would prevent or restrict the service
K22 the contra-indications requiring medical referral and why
K23 the necessary action to take in relation to specific contra-indications when referring clients
K24 the reasons for not naming specific contra-indications when referring clients
K25 how to recognise different skin types, skin conditions and characteristics
K26 the reasons for checking if the client wears contact lenses or glasses
K27 why it is important to respect any sensitivities regarding the client's personal appearance
K28 the type of resources required for skin care and make-up instruction
K29 where to obtain skin care and make-up resources

Range

(K15) **Diverse needs:** cultural
religious
age
disability
gender

- (K21) **Contra-indications that would prevent or restrict:** viral – herpes simplex
conjunctivitis
open cuts and abrasions
swelling
skin irritation
recent scar tissue
eczema
hyperkeratosis
skin allergies
bruising
watery eyes
healed eczema and psoriasis
redness
bruising
- (K22) **Contra-indications requiring medical referral:** bacterial – impetigo
viral – herpes simplex
fungal – tinea
conjunctivitis
severe skin conditions and eye infections
acne
boils
herpes zoster and warts
parasitic infections such as pediculosis and scabies
- (K25) **Skin conditions:** sensitive
dehydrated
broken capillaries
pustules
papules
open pores
dark circles
hyperpigmentation
hypopigmentation
sun damage
scarring
erythema
mature

Outcome

- 7 Deliver skin care and make-up instructions

You need to know and understand:

- K30 how to plan a skin care and make-up instruction session
K31 methods of presenting information

- K32 different types communication and questioning techniques to use during the make-up instruction
 - K33 methods of using and demonstrating skin care and make-up application techniques, including tools and equipment
 - K34 ways of checking the clients' understanding and their ability to carry out skin care and make-up application on themselves
 - K35 how to tailor and adapt your skin care and make-up instruction to meet individual clients' needs
-

Range

- (K30) **Plan:** timing
 - pace
 - use of voice
 - use of visual aids
 - (K31) **Presenting information:** visual aids
 - verbally
 - logical sequencing
 - presenting small amounts of information at a time
 - (K33) **Tools:** make-up brushes
 - containers
 - disposables
 - eyelash curlers
 - tweezers
-

Outcome

- 8 Evaluate the success of the instruction

You need to know and understand:

- K36 methods of evaluating the success of skin care and make-up instructional activities
 - K37 why it is important to record client feedback and other relevant information from the activity
-

Range

- (K36) **Methods:** active listening
 - non-verbal and verbal communication
 - receiving feedback
 - asking questions

Unit 214

Instruct clients in the use and application of skin care products and make-up (SKABT11)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for instructing clients in the use of skin care and make-up application.
3. Your assessor will observe your performance on **at least 3 occasions, each involving instruction for a different look on a different client.**
4. From the range, you must practically demonstrate that you have:
 - used **all** of the consultation techniques
 - dealt with **at least one** of the necessary actions
 - identified **all** the skin types
 - identified **all** the skin conditions
 - given **all** types of instruction
 - covered **all** objectives
 - used **all** the instructional techniques
 - used **all** the types of resources
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Appendix 1 Values

The following key values underpin the delivery of services in the beauty, nails and spa sectors:

- 1 a willingness to learn
- 2 a flexible working attitude
- 3 a team worker
- 4 a positive attitude
- 5 personal and professional ethics

Appendix 2 Behaviours

The following behaviours underpin the delivery of services in the beauty, nails and spa sectors. These behaviours ensure that clients receive a positive impression of both the organisation and the individual.

- 1 meeting the salon's standards of behaviour
- 2 greeting the client respectfully and in a friendly manner
- 3 communicating with the client in a way that makes them feel valued and respected
- 4 treating the client courteously and helpfully at all times
- 5 adapting behaviour to respond effectively to different client behaviour
- 6 checking with the client that you have fully understood their expectations
- 7 responding promptly and positively to the client's questions and comments
- 8 recognising information that the client might find complicated and checking whether they fully understood
- 9 meeting both organisational and industry standards of appearance

Appendix 3 Skills

The following key skills underpin the delivery of services in the beauty, nails and spa sectors:

- 1 the ability to self-manage
- 2 excellent verbal and non-verbal communication
- 3 using the most appropriate ways of communicating with a client
- 4 responding promptly to a client seeking assistance
- 5 quickly locating information that will help the client
- 6 providing the client with information they need about services and products offered by the organisation

Appendix 4 Glossary

This glossary provides definitions and explanations of terms used in this qualification's units.

Bikini Line - general waxing

This involves removing hair that falls outside a high-leg brief, around and underneath the upper inner thigh.

Buffed (nail services)

Satin or gloss finish using a 2 to 4 way buffer.

Cleansing hands

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

Comedones

Comedones are commonly known as 'blackheads'. They are often found on the face around the t-zone. Keratin combines with oil and bacteria to create a blockage in the hair follicle of the skin pore which has a 'blackhead'. Comedones can be extracted from the skin with a comedone extractor device.

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 such as addresses and telephone numbers, financial aspects of the business, gossip.

Contra-actions

Refers to negative reactions from the treatment or products, such as excessive erythema or allergic reactions.

Contra-indications

Conditions or restrictions which indicate a particular treatment should not be carried out.

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 midpoint 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 or individual lashes

These are a single lash, which are attached to a single natural eyelash by the use of adhesives.

French finish

A technique in nail services which creates a defined smile line on the nail free edge.

Gel polish design

Creating a nail art design with gel polish

Hyperpigmentation

Excessive colouration in comparison to the surrounding skin due to excess melanin such as age spots, freckles, stretch marks, sun tan, melasma and chloasma.

Hypopigmentation

Loss of colouration in comparison to the surrounding skin area such as leucoderma, stretch marks, scarring and vitiligo.

Legal requirements

This refers to laws affecting the way businesses are operated, how the salon or workplace is set up and maintained, people in employment and the systems of working which must be maintained. Of particular importance are the COSHH regulations, the Electricity at Work Regulations and the Cosmetic Products Regulations.

Limits of own authority

The extent of your responsibility as determined by your own job description and workplace policies.

Mask treatments

Setting (these include clay, thermal, paraffin and geloids). Non-setting (these include gels and creams).

Natural make-up

A natural style make-up would be classed as a light application of make-up.

Oxidisation

This is a chemical process called oxidizing. It is the addition of oxygen to a compound resulting in a chemical reaction where one or more substances are changed into others.

Personal presentation

This includes personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace.

Primers

Can be used as a make-up base to give longevity of the make-up.

PSI

This is an abbreviation of pounds per square inch relating to the air pressure coming from the compressor through the spray gun onto the skin. This will be adjusted according to the coverage required and the size of the area.

Relevant person

An individual deemed responsible for supervising you during a given task or service or the person to whom you normally report such as your line manager. In these particular Standards, it may also refer to an individual deemed responsible by the salon for specific areas and services.

Skin sensitivity tests

A test to determine if the client is allergic to the product, such as tint, being applied.

Skin warming devices

These can include steamers, hot towels, hot towel cabinet.

Special occasion (make up)

This could include make-up for parties, proms, weddings.

Specialised skin products

These include eye creams, eye gels, neck creams, serums, acne products, lip balms.

Tests

A test will determine if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical.

Thermal test patch

A patch of wax applied to a small area of the client's skin in the treatment area, immediately prior to a waxing service. This is to check that the wax is a comfortable temperature for the client before continuing with the service.

Appendix 5 Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Licence to Practice (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The Standard Copying Conditions (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Published by City & Guilds, a registered charity established to promote education and training

City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

www.cityandguilds.com
