

Level 2 SVQ in Beauty Therapy (6011-01)



Candidate logbook

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Candidate name	
Candidate enrolment no	
Date of registration with City & Guilds	
Date enrolled with centre	
Centre name	
Centre number	
Centre address	
Programme start date	
Centre contact	
IQA name	
EQA name	

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1 Introduction and useful words

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

- Showing you what you need to achieve
- Helping you to record your achievements and evidence.

In this logbook, you will find the forms that you and your assessor will use for your qualification.

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

What qualification am I doing?

You are taking the **Level 2 SVQ Diploma in Beauty Therapy**. SVQ stands for Scottish Vocational Qualification. The units in these qualifications are based on the National Occupational Standards for Beauty Therapy. This means that the work you do to achieve any of the qualifications listed above is mainly about practical skills and real work activities.

What do I need to achieve?

Your qualification is divided into 'units'. Each unit covers a different area of your work as a beauty therapist or nail technician.

To achieve the qualification you need to achieve units to meet the qualification structure, which is included in the Summary of unit achievement section. The qualification structure is made up of mandatory and optional units. Mandatory units are units that you must complete. There are also optional units, where you can select the right units that match your interests and the needs of your salon.

What qualification am I doing?

There are three main parts:

- What you must do
- What you must cover
- What you must know.

You need to achieve all three of these parts to complete the unit. Each unit is also based on the National Occupational Standards (NOS) for Nail Services or Beauty Therapy, which describe the standard of performance (Performance criteria or P statements) you must achieve when carrying out activities in the workplace. They also state the knowledge and understanding (K statements) you will need in order to work in a salon. These standards have been mapped to the What you must do, What you must cover and What you must know sections of the units.

The What you must do and What you must cover sections relate to your observation of practical skills. Where as the What you must know section provides all the information you will need to prepare for your knowledge assessments and includes the knowledge criteria and knowledge

range. The knowledge criteria (or K Statements) are the statements that begin with the letter K and a number (e.g. K1, K13).

Who will decide whether I have achieved the standards?

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

1. Your assessor

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

2. Internal Quality Assurer (IQA)

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

3. External Quality Assurer (EQA)

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

How long will it take?

There is no time limit set by City & Guilds for you to complete your SVQ, but your centre may have some requirements that they will explain to you.

How long will it take?

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

- Your tutor/assessor is the most important source of information about your qualification
- Your centre's student handbook or prospectus

On the rare occasion that you disagree with an assessor's decision, you should use your centre's appeals procedure. Ask an assessor or your Internal Quality Assurer (IQA) to help you if you are unsure of how to do this.

Your centre will refer any unresolved problems to City & Guilds. Make a note of your centre's website address here:

The City & Guilds website (**www.cityandguilds.com**) or City & Guilds Customer Relations (**0844 543 0033**)

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

What do these words mean?

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

Assessment plan

An action plan set by you and your assessor at the beginning of your course and then updated as you progress through your assessments. It has key dates for collecting evidence and for reviewing your progress.

Assessor

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

Candidate

A person working towards a qualification, i.e., yourself.

Candidate appeals procedure

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

Centre

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

City & Guilds

An awarding organisation for beauty therapy and many other qualifications. City & Guilds checks and approves centres, sets and monitors assessment and issues certificates to candidates.

Competent

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

Evidence

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

External Quality Assurer (sometimes called an EQA)

An expert from City & Guilds who visits centres to check that all assessment is carried out correctly and to the same standard. They also check that your centre is operating the qualification properly and fairly, and that it was all the systems and equipment in place.

Habia (Hairdressing and Beauty Therapy Industry Authority)

The government-approved standards-setting body for hairdressing, beauty therapy and related areas. The standards for your SVQ (the lists of 'What you must do', 'What you must cover' and 'What you must know') were created by industry experts working with Habia.

Internal Quality Assurer (sometimes called an IQA)

A person within your centre who makes sure that assessment is carried out to the correct standard and that accurate records are kept.

SVQ (Scottish Vocational Qualifications)

These awards are based on real work activities. To gain an SVQ you need to show that you have the skills and knowledge to do your job role effectively by meeting the National Occupational Standards, such as those created by Habia for hairdressing.

Observation

Generally speaking, this means to watch or pay attention to something in great detail. For this award, it is one of the main types of evidence. Your assessor will watch you work, and judge whether you consistently meet the national standards.

Outcome

An outcome states what you should know, understand or be able to do as the result of a process of learning

Performance criteria

This term is used to describe the practical requirements of the NOS, these are mapped into the 'What you must do' outcome displayed in your logbook. The mapping can be found in the qualification handbook

Portfolio

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

Range

There is performance range and knowledge and understanding range. The term performance range is sometimes used for the things listed in the 'What you must cover' part of the unit. You can tick these areas in your logbook following guidance from your assessor. The knowledge and understanding range can be found at the end of the What you must know section. The range for health and safety and other areas which cut across the units can be found in the More information section

Standards (National Occupational Standards, sometimes called NOS)

These describe the things that an employee, or a potential employee, must be able to do consistently in a work situation, as well as the things that they must know and understand to do their job role competently. Habia sets the standards for hairdressing. These standards have been used to create your qualification.

Unit (mandatory and optional)

The main building blocks of your award: each unit describes one aspect of your work.

Vocational

An SVQ is a vocational award because it is based on skills and knowledge that you need in order to work and build a career in hairdressing.

2 Summary of unit achievement

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

Candidate name	
Candidate enrolment number	
Centre name	
Centre number	

Qualification outcomes	Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
Mandatory units (all required for full SVQ)				
201 Provide facial skin care treatment (BT4)				
202 Enhance the appearance of the eyebrows (BT5)				
203 Enhance the appearance of the eyelashes (BT6)				
204 Carry out waxing services (BT7)				
205 Provide make-up services (BT10)				
206 Provide manicure services (NS2)				
207 Develop and maintain your effectiveness at work (CHB12)				
208 Provide pedicure services (NS3)				
Optional units (at least one must be achieved)				
209 Provide gel polish services (NS6)				
210 Provide self-tanning services (BT24)				
213 Fulfil salon reception duties (CHB13)				
214 Instruct clients in the use and application of skin care products and make-up (BT11)				

Note: City & Guilds unit numbers are three-digit numbers in front of the unit titles e.g., 301, 302, 401, 402...). These numbers are to be used for results entry purposes, confirming achievement of units for which certification is requested. NOS unit numbers are shown in brackets.

IQA signature	
Date	

3 Complete list of units

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

Credit values

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

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.

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when improving and maintaining facial skin condition
2. Consult, plan and prepare for facial skin care treatments
3. Improve and maintain skin condition

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you just cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 3 occasions, each involving a different client.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when improving and maintaining facial skin condition	
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	
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	
Outcome 3: Improve and maintain skin condition	
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	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

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

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
	1	2	3			
All consultation techniques						
questioning						
listening						
visual						
manual						
written						
At least one necessary action						
encouraging the client to seek medical advice						
explaining why the treatment cannot be carried out						
modification of the treatment						
All skin types						
oily						
dry						
combination						
All skin conditions						
sensitive skin						
mature skin						
dehydrated skin						
young skin						
All facial products						
eye make-up remover						
cleansers						
toners						
exfoliators						
moisturisers						
specialised skin products						
massage medium						
masks						
Both types of equipment						
magnifying light						
skin warming devices						
All massage techniques						
effleurage						
petrissage						
tapotement						

frictions						
vibrations						
All 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						

Observation	1	2	3
Achieved (tick)			
Date			
Candidate signature			
Assessor signature			
IV signature (if sampled)			

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4: Maintain safe and effective methods of working when improving and maintaining facial skin condition	
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
Outcome 5: Consult, plan and prepare for facial skin care treatments	
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
Outcome 6: Improve and maintain skin condition	
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

Knowledge and Understanding Range

- (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
- (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

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds online test		
City and Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 202

Enhance the appearance of the eyebrows (SKABT5)

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.

The main outcomes of this standard are:

1. maintain safe and effective methods of working when enhancing the appearance of eyebrows
2. consult, plan and prepare for the service
3. colour eyebrows
4. shape eyebrows

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. 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.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when enhancing the appearance of eyebrows	
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	
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	
Outcome 3: Colour eyebrows	
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	
Outcome 4: Shape eyebrows		
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	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

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

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation			
	1	2	3
All consultation techniques			
questioning			
listening			
visual			
manual			
written			
At least one necessary action			
encouraging the client to seek medical advice			
explaining why the treatment cannot be carried out			
modification of the treatment			
All eyebrow artistry			
powder			
tint			
pencil			
2 of the 4 hair colour characteristics			
fair			
red			
dark			
white			
Both types of eyebrow shaping			
total reshape of the brow			
maintenance of original brow shape			
All types of aftercare 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			

Observation	1	2	3
Achieved (tick)			
Date			
Candidate signature			
Assessor signature			
IV signature (if sampled)			

What you must know

You will be assessed on your knowledge and understanding. The information below tells you what will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table below.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 5: Maintain safe and effective methods of working when enhancing the appearance of eyebrows	
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
Outcome 6: Consult, plan and prepare for the service	
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

Outcome 7: Colour eyebrows

- 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

- 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

Knowledge and Understanding Range

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

- chemotherapy
- trichotillomania
- recent eye surgery
- blepharitis
- eye infections

which 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

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
Online test		
Written test		
Cross-knowledge test		
Centre-devised assessment / assignment		
Assignment		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 203

Enhance the appearance of the eyelashes (SKABT6)

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.

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when enhancing the appearance of eyelashes
2. Consult, plan and prepare for treatment
3. Colour eyelashes
4. Attach semi-permanent eyelashes
5. Maintain semi-permanent eyelashes
6. Apply temporary eyelashes
7. Remove eyelash systems

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. 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.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when enhancing the appearance of eyelashes	
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	
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	
Outcome 3: Colour eyelashes	
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	
Outcome 4: Attach semi-permanent eyelashes		
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	
Outcome 5: Maintain semi-permanent eyelashes		
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		
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		
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	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1	2	3	4
Achieved (tick)				
Date				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation				
	1	2	3	4
All consultation techniques				
questioning				
listening				
visual				
manual				
written				
At least one necessary action				
encouraging the client to seek medical advice				
explaining why the waxing service cannot be carried out				
modification of the treatment				
All 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				
All types of aftercare 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				
2 of the 4 lash colour characteristics				
fair				
red				
dark				
white				
All eyelash enhancement systems				
strip				
flare				

single				
--------	--	--	--	--

Observation	1	2	3	4
Achieved (tick)				
Date				
Candidate signature				
Assessor signature				
IV signature (if sampled)				

What you must know

You will be assessed on your knowledge and understanding. The information below tells you what will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table below.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 8: Maintain safe and effective methods of working when enhancing the appearance of eyelashes	
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
Outcome 9: Consult, plan and prepare for the treatment	
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

Outcome 10: Colour eyelashes

- 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

- 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

Knowledge and Understanding Range

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

- conjunctivitis
- chemotherapy
- trichotillomania
- recent eye surgery
- eye infections

which 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

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
Online test		
Written test		
Cross-knowledge test		
Centre-devised assessment / assignment		
Assignment		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 204

Carry out waxing services (SKABT7)

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.

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when removing hair by waxing
2. Consult, plan and prepare for waxing services
3. Remove unwanted hair

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 4 occasions, each involving a different client.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when removing hair by waxing	
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	
P14 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	
Outcome 3: Remove unwanted hair	
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	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1	2	3	4
Achieved (tick)				
Date				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
	1	2	3	4		
All consultation techniques						
questioning						
visual						
manual						
written						
At least one necessary action						
encouraging the client to seek medical advice						
explaining why the waxing service cannot be carried out						
modification of the waxing service						
All waxing service						
eyebrows						
upper lip						
chin						
full leg						
half leg						
underarm						
bikini line						
All types of wax						
hot wax						
warm wax						
All 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						
All types of 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						
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Observation	1	2	3	4		
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4: Maintain safe and effective methods of working when removing hair by waxing	
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
Outcome 5: Consult, plan and prepare for waxing services	
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
Outcome 6: Remove unwanted hair	
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

Knowledge and Understanding Range

- (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
- (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 endings
- Functions 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

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds online test		
City and Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 205

Provide make-up services (SKABT10)

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.

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing make-up services
2. Consult, plan and prepare for make-up services
3. Apply make-up products

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 3 occasions, each involving a different client**.

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing make-up services	
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	
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	
Outcome 3: Apply make-up products	
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	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

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

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation			
	1	2	3
All consultation techniques			
questioning			
listening			
visual			
manual			
written			
At least one necessary action			
encouraging the client to seek medical advice			
explaining why the treatment cannot be carried out			
modification of the service			
All skin types			
oily			
dry			
combination			
All skin conditions			
mature			
dehydrated			
sensitive			
All 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			

All make-up styles			
natural			
evening			
special occasion			
All 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			

Observation	1	2	3
Achieved (tick)			
Date			
Candidate signature			
Assessor signature			
IV signature (if sampled)			

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4: Maintain safe and effective methods of working when providing make-up services	
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
Outcome 5: Consult, plan and prepare for make-up services	
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

Outcome 6: Apply make-up products

- 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

Knowledge and Understanding Range

- (K11) **Tools:** make-up brushes
containers
disposables
eyelash curlers
tweezers
- (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, **Make-up products:** primers

K29, K30, tinted moisturisers

K33, K34) 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

(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

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City & Guilds online test		
City & Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 206

Provide manicure services (SKANS2)

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.

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing manicure services
2. Consult, plan and prepare for manicure services
3. Carry out manicure services

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 3 occasions, each involving a different client.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing manicure services	
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	
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	
Outcome 3: Carry out manicure services	
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	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

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

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
	1	2	3			
All consultation techniques						
questioning						
listening						
visual						
manual						
written						
At least one necessary action						
encouraging the client to seek medical advice						
explaining why the treatment cannot be carried out						
modifying the service						
All types of hand and nail treatments						
paraffin wax						
hand masks						
thermal mitts						
exfoliators						
All types of nail finish						
dark colour						
French						
buffed						
All 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						

Observation	1	2	3			
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4: Maintain safe and effective methods of working when improving and maintaining facial skin condition	
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 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 the treatment in a commercially viable time
Outcome 5: Consult, plan and prepare for manicure services	
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
Outcome 6: Carry out manicure services	
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

Knowledge and Understanding Range

(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

(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

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds online test		
City and Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 207

Develop and maintain your effectiveness at work (CHB12)

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.

The main outcomes of this standard are:

1. Improve your personal performance at work
2. Work effectively as part of a team

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your Assessor will observe your contributions to effective teamwork on **at least 1 occasion**.

Outcome	Assessor notes
Outcome 1: Improve your personal performance at work	
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	
Outcome 2: Work effectively as part of a team	
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	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1
Achieved (tick)	
Date	
Candidate signature	
Assessor signature	
IQA signature (if sampled)	

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation	
	1
Opportunities to learn	
from colleagues and other relevant people	
active participation in training and development activities	
active participation in salon activities	
Targets	
productivity	
personal development	
Assistance	
on a one-to-one basis	
in a group	

Observation	1
Achieved (tick)	
Date	
Candidate signature	
Assessor signature	
IV signature (if sampled)	

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

Outcome 3: Improve your personal performance at work	
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	
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

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City & Guilds online test		
City & Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 208

Provide pedicure services (SKANS3)

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.

The main outcomes of this standard are:

1. maintain safe and effective methods of working when providing pedicure services
2. consult, plan and prepare for pedicure services
3. carry out pedicure services

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you just cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 3 occasions on 3 different clients**.

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing pedicure services	
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	
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	
Outcome 3 Carry out pedicure services	
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	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

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

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
	1	2	3			
All consultation techniques						
questioning						
listening						
visual						
manual						
written						
At least one necessary action						
encouraging the client to seek medical advice						
explaining why the treatment cannot be carried out						
modifying the service						
All foot and nail treatments						
paraffin wax						
foot masks						
thermal boots						
exfoliators						
All nail finish						
dark colour						
french						
buffed						
All 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						

Observation	1	2	3			
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4: Maintain safe and effective methods of working when providing pedicure services	
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
Outcome 5 Consult, plan and prepare for pedicure services	
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

Outcome 6: Carry out pedicure services

- 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

Knowledge and Understanding Range

(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

(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

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds online test		
City and Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 209

Provide gel polish service (SKANS6)

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.

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing gel polish services
2. Consult, plan and prepare for gel polish services
3. Apply gel polish
4. Remove gel polish

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. **Your assessor will observe your performance on at least 3 occasions (must include one removal treatment) on 2 different clients.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing gel polish services	
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	
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	
Outcome 3: Apply gel polish	
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	
Outcome 4: Remove gel polish		
P28	remove gel polish and ensure the nail is free from product and undamaged	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

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

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation			
	1	2	3
All consultation techniques			
questioning			
listening			
visual			
manual			
written			
At least one necessary action			
encouraging the client to seek medical advice			
explaining why the treatment cannot be carried out			
modifying the service			
3 of the 4 gel polish finishes			
dark colour			
light colour			
French			
design			
All 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			

Observation	1	2	3
Achieved (tick)			
Date			
Candidate signature			
Assessor signature			
IV signature (if sampled)			

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 5: Maintain safe and effective methods of working when providing gel polish services	
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
Outcome 6: Consult, plan and prepare for gel polish services	
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

Outcome 7: Apply, maintain and remove gel polish services

- 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

Knowledge and Understanding Range

(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

(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

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City & Guilds online test		
City & Guilds written test		
Cross-unit knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 210

Provide self-tanning services (SKABT24)

This standard is about the application of a variety of self-tanning products

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing self-tanning services
2. Consult, plan and prepare for self-tanning services
3. Apply self-tanning products

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you just cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 3 occasions, each involving a different client. Observations must include a spray tan and a manually applied self-tan.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing self-tanning services	
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	
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	
Outcome 3: Apply self-tanning products	
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	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

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

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation			
	1	2	3
All consultation techniques			
questioning			
listening			
visual			
manual			
written			
At least one necessary action			
encouraging the client to seek medical advice			
explaining why the treatment cannot be carried out			
modification of treatment			
All equipment			
spray gun			
compressor			
buffing mitt			
At least four out of six products			
tanning creams			
tanning gels			
spray tan liquid			
barrier cream			
exfoliators			
moisturisers			
All 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			

Observation	1	2	3
Achieved (tick)			
Date			
Candidate signature			
Assessor signature			
IV signature (if sampled)			

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4 Maintain safe and effective methods of working when providing self-tanning services	
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
Outcome 5: Consult, plan and prepare for self-tanning services	
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

Outcome 6 Apply self-tanning products

- 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

Knowledge and Understanding Range

- (K22) **Contra-indications requiring medical referral:** which prevent treatment
 - severe asthma for spray tanning
 - contagious skin conditions
 - bronchial conditions for spray tanningwhich restrict treatment:
 - insulin dependent diabetes
 - pigmentation disorders
 - sunburn
 - psoriasis
 - eczema
 - cuts and abrasions
- (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

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City & Guilds online test		
City & Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 213

Fulfil salon reception duties (CHB13)

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.

The main outcomes of this standard are:

1. Maintain the reception area
2. Attend to clients and enquiries
3. Make appointments for salon services
4. Handle payments from clients
5. Maintain the reception area
6. Attend to clients and make appointments for salon services
7. Handle payments from clients

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your Assessor will observe these aspects of your performance on **at least 1 occasion**.

Outcome	Assessor notes
Outcome 1: Maintain the reception area	
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	
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	
Outcome 3: Make appointments for salon services	
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	
Outcome 4: Handle payments from clients	
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	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1
Achieved (tick)	
Date	
Candidate signature	
Assessor signature	
IQA signature (if sampled)	

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation	
	1
1 of the 2 types of people	
who have different needs and expectations	
who have a complaint	
2 of the 3 types of enquiries	
in person	
by telephone	
electronically	
Both types of appointments	
in person	
by telephone	
Both methods of payment	
cash	
non-cash payment	

Observation	1
Achieved (tick)	
Date	
Candidate signature	
Assessor signature	
IV signature (if sampled)	

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 5: Maintain the reception area	
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	
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	
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

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City & Guilds online test		
City & Guilds written test		
Cross-unit knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 214

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

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.

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing skin care and make-up instruction
2. Consult, plan and prepare for skin care and make-up instruction
3. Deliver skin care and make-up instruction
4. Evaluate the success of skin care and make-up instruction

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you just cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 3 occasions, each involving instruction for a different look on a different client.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing skin care and make-up instruction	
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	
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	
Outcome 3: Deliver skin care and make-up instruction	
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	
Outcome 4: Evaluate the success of skin care and make-up instruction		
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	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

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

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation			
	1	2	3
All consultation techniques			
questioning			
listening			
visual			
manual			
written			
At least one necessary action			
encouraging the client to seek medical advice			
explaining why the service cannot be carried out			
modification of the service			
All skin types			
oily			
dry			
combination			
All skin conditions			
mature skin			
dehydrated skin			
sensitive skin			
All objectives			
skin care choice and application			
natural make-up			
evening make-up			
special occasion make-up			
All instruction techniques			
skills demonstration			
use of diagrams			
verbal explanation			
use of written instructions			
All types of resources			
skin care products			
make-up products			
make-up tools and equipment			
suitable mirror and lighting			
face chart			

Observation	1	2	3
Achieved (tick)			
Date			
Candidate signature			
Assessor signature			
IV signature (if sampled)			

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

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

- 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

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

- 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

Outcome 7: Deliver skin care and make-up instructions

- 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

Outcome 8: Evaluate the success of the instruction

- 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

Knowledge and Understanding Range

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

(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

(K36) **Methods:** active listening

non-verbal and verbal communication

receiving feedback

asking questions

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds online test		
City and Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Appendix 1 Further information

Health and Safety and other legislation

It is essential to know your responsibilities for health and safety as defined by any specific legislation covering your job role. The following are the principle items of legislation which apply to general salon operations and, therefore, to employers and employees/trainees etc. alike:

- 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

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

Diverse needs:

- cultural
- religious
- age
- disability
- gender

Values and behaviours

You must know the different types of working methods that promote environmental and sustainable working practices. Hairdressers need to be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communication skills and safe working practices associated with their role and be able to work without supervision to a high level of precision, with exceptional client care skills.

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

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 2 Glossary

AHA Skin Peel

Alpha hydroxy acid peel – the main ingredients in AHA peels are made from naturally occurring acids found in fruits and other foods. Some of the popular ingredients include lactic acid from sour milk, citric acid from citrus fruit and glycolic acid from sugar cane. AHA peels remove dead cells on the surface of the skin thus smoothing and rejuvenating the skin.

AHB Skin Peel

Beta hydroxy acid peel – BHA peels have the ability to get deeper into the pores than AHA peels. BHA peels control sebum and acne, as well as remove dead skin cells. Salicylic acid is an example of a beta hydroxy acid. AHA and AHB acids are often combined in skin peel products to ensure maximum results.

Alternating current (electrical epilation treatment)

An oscillating alternating current is commonly known as Diathermy and destroys hair growth cells by heat.

Ayurveda

An ancient Indian Ayurvedic healing system which combines natural therapies and encompasses the mind, body and spirit.

Barrel bit

This is an electric file attachment which can be either carbide or diamond.

Bikini Line - general waxing

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

Blend (electrical epilation treatment)

The application of direct current and high frequency to the hair follicle simultaneously.

Body types

The *ectomorph* is often below average weight for their height and will have a lean appearance. Ectomorphs tend to have a very high metabolism and often complain of relentless eating with little to no weight gain.

The *endomorph* body type is the complete opposite of an ectomorph. This individual will usually be larger in appearance with heavier fat accumulation and little muscle definition. They find it hard to lose weight, even when they diet and exercise.

The *mesomorph* has a more muscular and lean physique. The mesomorph is between the ectomorph and the endomorph so displays qualities from both. They may have a larger frame than the endomorph, but a lower body fat percentage than the ectomorph. This is often the body type that everybody wants.

Buffed

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

Camouflage

To cover or disguise any imperfections.

Chakras

The ancient Sanskrit word chakra means 'energy wheel'. Chakras act as a link between the emotional and physical body.

Cleansing hands

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

Clinical aromatherapist

A qualified practitioner that can select essential oils and blend with carrier oils to treat physical and psychological conditions.

Colour fading

A blend of two or more colours to create a gradient colour effect.

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.

Congestion

The state of being overloaded, clogged or blocked with blood or mucus.

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.

Custom blend

This refers to mixing a variation of products to suit individual clients' requirements.

Design plan

A plan that is used to show the design of the nail image and list products, equipment, accessories, and any additional media required.

Embellishments

These can include rhinestones, flatstones or any pre-made art products such as bows and flowers.

Exfoliation

The removal of surface skin cells.

Exothermic

An exothermic reaction is a chemical reaction that releases energy by light or heat.

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.

Fabric

Fabric used to imprint or embed into the nail art designs.

Fitzpatrick classification scale

Devised in 1975 at Harvard University, this is a skin classification on a scale of 1 to 6 based on photosensitivity reaction to ultra violet radiation.

Five elements of stone therapy

Generally thought to be earth, fire, wood, metal and water. It is thought that stone therapy provides balance in the body by encompassing all the five elements into the service.

Freehand

Freehand drawing using any nail art medium.

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

Gold needle

A needle plated with gold.

Gyratory massage

Gyratory massage uses a revolving mechanical equipment to reproduce the effects of manual massage movements.

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.

Imprinting

A range of techniques that can emboss a design or imprint.

In-fill

The application of new product in the small gap that occurs between the cuticle and the end of the enhancement, as the natural nail grows. This is carried out approximately every 2-3 weeks.

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.

Marma Points

Vital energy points defined as an anatomical site where flesh, veins, arteries, tendons, bones and joints meet up. Acupressure massage is applied to these vital energy points. The ancient Sanskrit word marma means hidden or secret.

Mask treatments

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

Marbling

Two or more colours to create a marbled effect using a range of products.

Media consultant

This could include photographer, videographer, sound and lighting technician, IT specialists.

Natural make-up

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

Overlay

A thin coating applied to the natural nail or an application over the natural nail and tip.

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.

Painting nail art techniques

A range of nail art techniques, which could include the use of freehand, brushes, textured sponges and colour shapers, which are a range of tools to create different painting effects.

Personal presentation

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

Placement

Placing a stone in a specific position on or underneath the body.

Pre-heat treatments

These can include heat packs, sauna, steam, infra-red, baths, paraffin wax baths and power showers are some examples of pre-heat treatments.

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.

Rebalance

This is maintenance of the entire nail structure, including the stress area, free edge and cuticle. This is carried out approximately every 4-6 weeks.

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.

Safeguarding

This is the action we take to promote the welfare of children and vulnerable adults to protect them from harm.

Semi-precious stones

These can be incorporated within stone therapy placement to enhance the benefits of the treatment, such as for clearing and balancing chakras.

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

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.

Stylist

The person responsible for deciding the wardrobe requirements and possible overall look.

Tapping

This technique requires the therapist to hold a stone against the body whilst rhythmically tapping with another to create a vibrational effect.

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.

Test patch

This is a test determine the degree of skin reaction and sensitivity. Test patches can be used to test the degree of heat sensitivity and pain response plus skin reaction. Test patch can incorporate a patch test, thermal test or tactile test.

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.

Transfers

Transfers can be either a water released material, material that has a self- adhesive backing or a material applied using a separate adhesive.

Treatment plan

The stages or plan you intend to follow in carrying out a particular treatment. The basic content of the treatment plan includes areas to be treated, type of treatment, product and/or equipment to be used, known contra-indications, contra-actions, treatment advice, client signature, and client feedback.

Trigger point

Deep continuous pressure with a stone on an isolated area to achieve relief of muscular tension.

Tucking

The positioning of a warm stone underneath an area of the body after it has been used for treatment such as the knees, legs and shoulders.

Two-piece needle

A needle constructed from two separate pieces of metal crimped together.

Warm wax

Includes, but not restricted to, crème, honey wax and sugar based products with or without additives such as tea tree and lavender, applied by spatula or by other mechanical means and removed by strips.

Wrap fabrics

A material encapsulated in resin to strengthen the nail such as fibre glass, silk, muslin, nylon and cotton.

Wraps

Wraps can be heat released material or self-adhesive.

Useful contacts

UK learners

General qualification information

International learners

General qualification information

Centres

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

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

International awards

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

Walled Garden

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

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

Publications

Logbooks, Centre documents, Forms, Free literature

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