

SVQ 3 in Beauty Therapy at SCQF Level 6 (6011-02)

Version 1.0 (May 2016)

Qualification HandBook

Qualification at a glance

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

Title and level	City & Guilds number	Accreditation number
Level 3 SVQ in Beauty Therapy	6011-02	G9W4 23

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1 Introduction

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

Area	
Who is the qualification for?	<p>The SVQ 3 in Beauty Therapy at SCQF Level 6 is designed for learners who work in or wish to pursue a career in the beauty industry.</p> <p>The SVQ provides the necessary skills and knowledge that prove occupational competence as a Senior/Advanced Beauty Therapist.</p>
What does the qualification cover?	<p>This qualification allows candidates to learn, develop and practice the skills required to provide a range of beauty therapy services.</p> <p>The SVQ covers a range of skills and knowledge such as different types of massage treatments and therapies, and facial and body electrical treatments.</p>
Is it part of an apprenticeship framework or initiative?	No.
Who did we develop the qualification with?	This qualification has been developed with habia.
What opportunities for progression are there?	<p>Learners may progress into employment as an advanced Beauty Therapist or to the following City & Guilds qualification:</p> <ul style="list-style-type: none">• Level 4 Diploma in Management and Advanced Techniques in the Hair and Beauty Industry

Structure

To achieve the **City & Guilds SVQ 3 in Beauty Therapy at SCQF Level 6**, learners must achieve the 4 mandatory units and 3 optional units.

City & Guilds unit number	Unit title	SCQF credit	SCQF Level
Mandatory			
301	Provide body massage treatments	9	6
302	Provide facial electrical treatments	9	6
303	Provide body electrical treatments	11	6
404	Contribute to the planning, implementation and evaluation of promotional activities	10	6
Optional			
210	Provide self-tanning services	3	5
304	Carry out massage using pre-blended aromatherapy oils	9	6
305	Provide Indian head massage	7	6
306	Provide stone therapy treatments	10	6
307	Provide female intimate waxing services	7	6
308	Contribute to the financial effectiveness of the business	7	6
309	Provide electrical epilation	10	6
310	Provide cosmetic skin peel treatments	6	7

2 Centre requirements

Approval

If your Centre is approved to offer the qualification 3011-05/3011-93 SVQ 3 in Beauty Therapy at SCQF Level 6 you can apply for the new 6011-02/6011-95 SVQ 3 in Beauty Therapy at SCQF Level 6 approval using the **fast track approval form**, available from the City & Guilds website.

Centres should use the fast track form if:

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

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

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

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

Resource requirements

Centre staffing

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

- hold a SVQ 3 in Beauty Therapy at SCQF Level 6 or equivalent
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training

The assessor must:

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

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

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

Learner entry requirements

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

Age restrictions

The SVQ 3 in Beauty Therapy at SCQF Level 6 is not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.

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

3 Delivering the qualification

Initial assessment and induction

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

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

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

Support materials

The following resources are available for these qualifications:

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

Recording documents

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

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

4 Assessment

Summary of assessment methods

Candidates must:

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

Assessment Types

Unit	Title	Assessment method	Where to obtain assessment materials
	Cross unit knowledge	Externally set online test OR paper-based short answer question test	Online test number 6011-690 Short answer papers and marking guides available on City & Guilds website
210	Provide self-tanning services	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-510 Short answer papers and marking guides available on City & Guilds website
301	Provide body massage treatments	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-601 Short answer papers and marking guides available on City & Guilds website
302	Provide facial electrical treatments	Portfolio and Externally set online test OR paper-based	Online test number 6011-602 Short answer papers and

Unit	Title	Assessment method	Where to obtain assessment materials
		short answer question test	marking guides available on City & Guilds website
303	Provide body electrical treatments	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-603 Short answer papers and marking guides available on City & Guilds website
304	Carry out massage using pre-blended aromatherapy oils	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-604 Short answer papers and marking guides available on City & Guilds website
305	Provide Indian head massage	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-605 Short answer papers and marking guides available on City & Guilds website
306	Provide stone therapy treatments	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-606 Short answer papers and marking guides available on City & Guilds website
307	Provide female intimate waxing services	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-607 Short answer papers and marking guides available on

Unit	Title	Assessment method	Where to obtain assessment materials
			City & Guilds website
308	Contribute to the financial effectiveness of the business	Portfolio and Assignment	Assignment available on City & Guilds website
309	Provide electrical epilation	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-609 Short answer papers and marking guides available on City & Guilds website
310	Provide cosmetic skin peel treatments	Portfolio and Online test OR paper-based short answer question test	Online test number 6011-610 Short answer papers and marking guides available on City & Guilds website
404	Contribute to the planning, implementation and evaluation of promotional activities	Portfolio and Assignment	Assignment available on City & Guilds website

Assessment strategy

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

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

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

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

City & Guilds Unit Number	NOS Reference	SCQF Level	Unit Title
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**SVQ 3
in
Beauty
Therapy
at SCQF
Level 6**

	n/a	6	Cross unit knowledge test
210	BT24	5	Provide self-tanning services
301	BT16	6	Provide body massage treatments
302	BT20	6	Provide facial electrical treatments
303	BT21	6	Provide body electrical treatments
304	BT17	6	Carry out massage using pre-blended aromatherapy oils
305	BT18	6	Provide Indian head massage
306	BT19	6	Provide stone therapy treatments
307	BT22	6	Provide female intimate waxing services
309	BT26	6	Provide electrical epilation

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

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

Recognition of Prior Learning (RPL)

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

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

The centre manual contains further information on RPL.

5 Units

Units

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

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

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

Unit numbering

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

Unit 210

Provide self-tanning services (SKABT24)

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

Outcome

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

You must be able to:

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

Outcome

2 Consult, plan and prepare for self-tanning services

You must be able to:

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

Range

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

Outcome

3 Apply self-tanning products

You must be able to:

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

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

Range

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

Outcome

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

You need to know and understand:

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

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

Range

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

Outcome

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

You need to know and understand:

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

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

Range

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

Outcome

- 6 Apply self-tanning products

You need to know and understand:

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

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

Range

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

dermis

subcutaneous layer

hair follicle

hair shaft

sebaceous gland

arrector pili gland

sweat gland

blood and lymph vessels

sensory nerve endings

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

swelling

burning

itching

watery eyes

coughing

fainting

Unit 210

Provide self-tanning services (SKABT24)

Supporting Information

Evidence requirements

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

Unit 301

Provide body massage treatments (SKABT16)

Unit level:	SCQF 6
Unit aim:	<p>This standard is about the skills involved in providing head and body massage treatments. It covers manual massage of the head and body, as well as mechanical body massage techniques. The ability to adapt massage techniques to suit an individual client's needs is a requirement.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing body massage treatments2. consult, plan and prepare for massage treatments3. perform manual massage treatments4. perform mechanical massage treatments
Relationship to NOS:	SKABT16
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing body massage treatments

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the treatment
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 maintain your client's modesty and privacy at all times
- 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 provide support and cushioning to the required areas of the body during the treatment
- P7 take remedial action if contra-actions or discomfort occur during the course of treatment
- P8 check the client's wellbeing throughout the treatment and allow sufficient post-treatment recovery time
- P9 ensure environmental conditions are suitable for the client and the treatment
- P10 use working methods that minimise the risk of cross-infection
- P11 ensure the use of clean equipment and materials

- P12 promote environmental and sustainable working practices
 - P13 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P14 dispose of waste materials to meet legal requirements
 - P15 complete the treatment within a commercially viable time
-

Outcome

- 2 Consult, plan and prepare for massage treatments

You must be able to:

- P16 use consultation techniques to determine the client's treatment plan
 - P17 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
 - P18 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
 - P19 recognise any contra-indications and take the necessary action
 - P20 assess the client's physical characteristics and agree the treatment objectives that meet the client's needs
 - P21 obtain signed, informed consent from the client prior to carrying out the treatment
 - P22 give your client advice and recommendations on the treatment provided
 - P23 ensure the client's records are completed and signed by you and the client
-

Range

- (P16) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P19) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the treatment cannot be carried out
 - modification of treatment
 - (P20) **Physical characteristics:** body type
 - posture
 - muscle tone
 - age
 - health
 - skin condition
 - (P20) **Treatment objectives:** relaxing
 - sense of wellbeing
 - uplifting
 - anti-cellulite
 - stimulating
 - (P22) **Advice and recommendations:** suitable aftercare products and their uses
 - avoidance of activities which may cause contra-actions
-

present and future products and services
post-treatment advice

Outcome

3 Perform manual massage treatments

You must be able to:

- P24 adapt your massage techniques, sequence and massage mediums to meet the client's physical characteristics and treatment areas
- P25 vary the depth, rhythm and pressure of massage techniques to meet treatment objectives and the client's physical characteristics and preferences
- P26 ensure the application and use of massage medium minimises waste
-

Range

- (P24, P25) **Massage techniques:** effleurage
petrissage
tapotement
vibration
friction
- (P24, P26) **Massage mediums:** oil
cream
powder
- (P24, P25) **Physical characteristics:** body type
posture
muscle tone
age
health
skin condition
- (P24) **Treatment areas:** face
head
chest and shoulders
arms and hands
abdomen
back
gluteals
legs and feet
- (P25) **Treatment objectives:** relaxing
sense of wellbeing
uplifting
anti-cellulite
stimulating
-

Outcome

4 Perform mechanical massage treatments

You must be able to:

- P27 provide information about the sensation created by the equipment and the treatment procedure to the client at each stage in the process
 - P28 adjust the equipment and duration of the treatment to suit the client's physical characteristics and the treatment areas
 - P29 vary the sequence, depth and pressure of massage movements to meet treatment objectives and treatment areas
-

Range

- (P27, P28) **Equipment:** gyratory massager
infra-red
 - (P28) **Physical characteristics :** body type
posture
muscle tone
age
health
skin condition
 - (P28, P29) **Treatment areas:** face
head
chest and shoulders
arms and hands
abdomen
back
gluteals
legs and feet
 - (P29) **Treatment objectives:** relaxing
sense of wellbeing
uplifting
anti-cellulite
stimulating
-

Outcome

5 Maintain safe and effective methods of working when providing body massage treatments

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
 - K2 the legal and organisational requirements for client protection and preparation
 - K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
 - K4 the responsibilities under local authority licensing regulations for yourself and your premises
-

- K5 the reasons for maintaining the client's modesty and privacy during the treatment
- K6 safe positioning techniques for yourself and your client and why using these are important
- K7 the areas of the body that may require provide support and cushioning during the treatment
- K8 the remedial action to take if contra-actions or discomfort occur during the course of treatment
- K9 why it is important to check the client's wellbeing throughout the treatment and allow sufficient post-treatment recovery time
- K10 the necessary environmental conditions for services such as heating and ventilation and why these are important
- K11 methods of cleaning, disinfection and sterilisation
- K12 methods of working safely and hygienically to avoid cross-infection
- K13 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K14 the different types of working methods that promote environmental and sustainable working practices
- K15 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K16 the legal requirements for waste disposal
- K17 the reasons for completing the treatment in a commercially viable time

Range

- (K1) **Health and safety:** Health and Safety at Work Act
 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 The Health and Safety (First Aid) Regulations
 The Regulatory Reform (Fire Safety) Order
 The Manual Handling Operations Regulations
 The Control of Substances Hazardous to Health Regulations (COSHH)
 The Electricity at Work Regulations
 The Environmental Protection Act
 The Management of Health and Safety at Work Regulations
 The Health and Safety (Information for Employees) Regulations
- (K8) **Contra-actions:** erythema
 hyperaemia
 allergic reaction to products
- (K14) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
 reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
 reducing water usage and other resources
 preventing pollution
 using disposable items
 using recycled eco-friendly furniture
 using low chemical paint
 using environmentally friendly product packaging
 choosing responsible domestic products (Fairtrade tea and coffee)
 encouraging carbon reducing journeys to work

Outcome

6 Consult, plan and prepare for massage treatments

You need to know and understand:

- K18 why it is important to communicate with clients in a professional manner
- K19 how to complete a consultation taking into account the client's diverse needs
- K20 the legal requirements for providing treatment to minors under 16 years of age
- K21 the age at which an individual is classed as a minor and how that differs nationally
- K22 the importance of agreeing with the client the treatment that meets their needs
- K23 the legal significance of gaining signed, informed client consent to carry out the treatment
- K24 the legislative requirements for storing and protecting client data
- K25 how to recognise contra-indications that would prevent or restrict the treatment
- K26 the contra-indications requiring medical referral and why
- K27 the necessary action to take in relation to specific contra-indications when referring clients
- K28 the reasons for not naming specific contra-indications when referring clients
- K29 how to visually assess different clients' physical characteristics
- K30 the causes of postural faults and conditions
- K31 how to match massage medium to different skin types and conditions
- K32 the advice and recommendations on products and treatments to your client

Range

- (K19) **Diverse needs:** cultural
 - religious
 - age
 - disability
 - gender
- (K25) **Contra-indications:** Contra-indications which prevent
 - contagious skin diseases
 - dysfunction of the nervous system
 - recent scar tissue
 - undiagnosed lumps and swellingsContra-indications which restrict
 - undergoing medical treatment
 - uncontrolled diabetes
 - epilepsy
 - high/low blood pressure
 - history of thrombosis or embolism
 - varicose veins
 - metal pins or plates
 - medication
 - pregnancy
 - piercings
 - cuts and abrasions
 - during cancer treatment

- (K32) **Advice and recommendations:** additional treatments
additional products
the lifestyle factors and changes that may be required to improve the effectiveness of the treatment such as diet, exercise, stress and sleep
post-treatment restrictions and future treatment needs
post-treatment advice includes drinking plenty of water and relaxation
time intervals between treatments
-

Outcome

- 7 Perform manual and mechanical massage treatments

You need to know and understand:

- K33 the different types, uses and benefits of pre-massage heat treatments
K34 the use and application of massage techniques to meet a variety of treatment objectives
K35 how the massage sequence, depth and pressure can be adapted to suit different client physical characteristics
K36 how to adapt the massage treatments to suit different treatment objectives and treatment areas
K37 the areas of the body and body characteristics needing particular care when undertaking mechanical massage treatments
K38 how to select and utilise massage equipment, media and techniques to achieve maximum benefits to the client
K39 the benefits of mechanical and manual massage and how these can be adapted to prevent work related injuries
K40 how other parts of the body can be utilised for manual massage and the benefits of incorporating these techniques
K41 the different skin types and skin characteristics
K42 the anatomy and physiology of the body
K43 the physical and psychological effects of body massage
K44 the effects of massage on the individual systems of the body
K45 the importance of ensuring the client has post-treatment recovery time
K46 the methods used to evaluate the effectiveness of body massage treatments
-

Range

- (K39) **Work related injuries:** back injury
carpal tunnel syndrome
neck strain
repetitive strain injury (RSI)
- (K42) **Anatomy and physiology:** the structure and function of cells and tissues
the structure, function and different types of muscles
the positions and actions of the main muscle groups identified within the treatment areas of the body
the position and function of the primary bones and joints of the skeleton
how to recognise postural faults and conditions
the structure and function of the circulatory system
-

the structure and function of the lymphatic system

the basic principles of the central nervous system and autonomic system

the basic principles of the endocrine, respiratory, digestive and excretory systems

the structure and functions of skin

the structure and location of the adipose tissue

(K43) **Physical and psychological:** Physical effects:

- relaxes muscles

- stimulates circulatory and lymphatic systems

- calms or stimulates nerve fibres

Psychological effects:

- stress and tension relief

- improved general well-being

- calming and relaxing

Unit 301

Provide body massage treatments (SKABT16)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing body massage treatments.
3. Your assessor will observe your performance on **at least 3 separate occasions, each on 3 different clients, which must include 2 full body massage treatments, incorporating the face. One of the full body massages must incorporate the use of mechanical massage and infra-red treatment.**
4. From the range, you must practically demonstrate that you have:
 - used **all** consultation techniques
 - dealt with **at least one** of the necessary actions
 - dealt with **all** the client's physical characteristics
 - met **all** treatment objectives
 - used **all** types of equipment on suitable treatment areas
 - used **all** of the massage mediums
 - provided **all** types of treatment advice and recommendations.
 - used **all** massage techniques
 - covered **all** treatment areas
 - provided **all** the types of advice and recommendations
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 302

Provide facial electrical treatments (SKABT20)

Unit level:	SCQF 6
Unit aim:	<p>This standard is about improving face and skin condition using different facial electrical equipment. It covers the skills involved in providing a thorough consultation with the client to formulate and deliver a specific course of treatment tailored to suit individual client's needs. The ability to provide relevant aftercare advice is also required.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing facial electrical treatments2. consult, plan and prepare for facial electrical treatments3. carry out facial electrical treatments
Relationship to NOS:	SKABT20
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing facial electrical treatments

You must be able to:

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

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

Outcome

- 2 Consult, plan and prepare for facial electrical treatments

You must be able to:

- P14 use consultation techniques to determine the client's treatment plan
P15 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
P16 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
P17 recognise any contra-indications and take the necessary action
P18 agree the treatment and outcomes that meet the client's needs
P19 obtain signed, informed consent from the client prior to carrying out the treatment
P20 carry out a pre-treatment test(s) to determine skin sensitivity
P21 identify the client's skin type and skin condition
P22 ensure the client's skin is prepared to suit the type of equipment to be used
P23 select tools and equipment and products to suit the treatment objectives and client's skin types and skin condition
-

Range

- (P14) **Consultation techniques:** questioning
listening
visual
manual
written
- (P17) **Necessary action:** modification of the treatment
explaining why the treatment cannot be carried out
encouraging the client to seek medical advice
- (P21, P23) **Skin type:** oily
dry
combination
- (P21, P23) **Skin condition:** sensitive
mature
dehydrated
congested
vascular
- (P23) **Tools and equipment:** direct high frequency
galvanic
microcurrent
microdermabrasion
- (P23) **Treatment objectives:** improved skin condition
improved contour and muscle condition
improved skin texture
-

improved lymphatic drainage

Outcome

- 3 Carry out facial electrical treatments

You must be able to:

- P24 provide information about the sensation and noise created by the equipment to the client
 - P25 explain the treatment procedure to the client, at each stage in the process
 - P26 use and adapt the equipment, tools and treatment duration to suit the client's skin type, skin condition and treatment objectives
 - P27 carry out milia extraction minimising discomfort to the client and damage to the skin
 - P28 take remedial action if the client experiences discomfort or contra-actions
 - P29 ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives
 - P30 give your client advice and recommendations on the treatment provided
 - P31 ensure the client's records are completed and signed by you and the client
-

Range

- (P26) **Skin type:** oily
dry
combination
 - (P26) **Skin condition:** sensitive
mature
dehydrated
congested
vascular
 - (P26) **Tools and equipment:** direct high frequency
galvanic
microcurrent
microdermabrasion
 - (P26, P29) **Treatment objectives:** improved skin condition
improved contour and muscle condition
improved skin texture
improved lymphatic drainage
 - (P30) **Advice and recommendations:** suitable aftercare products and their uses
avoidance of activities which may cause contra-actions
time intervals between treatments
present and future products and treatments
-

Outcome

- 4 Maintain safe and effective methods of working when providing facial electrical treatments

You need to know and understand:

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

Range

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

Outcome

- 5 Consult, plan and prepare for facial electrical treatments

You need to know and understand:

- K15 why it is important to communicate with clients in a professional manner
- K16 how to complete a consultation taking into account client's diverse needs
- K17 the legal requirements for providing treatments 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 treatment
- 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 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 carry out and interpret pre-treatment tests
- K27 how to assess facial muscle tone, skin type and condition
- K28 the selection and preparation of tools, equipment and products for facial electrical treatments

Range

- (K16) **Diverse needs:** cultural
religious
age
disability
gender
- (K22) **Contra-indications:** which prevent treatment:
- contagious skin diseases
- dysfunction of the nervous system
- recent scar tissue
- undiagnosed lumps and swellings
- cancer treatment
which restrict treatment:
- undergoing medical treatment
- uncontrolled diabetes
- epilepsy
- high/low blood pressure
- micropigmentation
- history of thrombosis or embolism
- botox
- dermal fillers
- metal pins or plates
- medication
- pregnancy
- piercings

- anxiety
- cuts and abrasions
- bruises
- recent dermabrasion or chemical peels
- IPL or laser and epilation
- heart disorder/disease
- pacemaker
- medication causing a thinning or inflammation of the skin for example steroids, accutane and retinols
- recent dermabrasion

Outcome

- 6 Carry out facial electrical treatments

You need to know and understand:

- K29 why it is important to explain the treatment process, equipment sensation and noise to the client
- K30 how to use and adapt facial electrical equipment to suit different skin types, skin conditions and treatment objectives
- K31 the benefits and effects of different types of facial electrical equipment
- K32 the benefits of products available for facial electrical treatments and their effects
- K33 the type of electrical currents produced by the equipment being used and their effects on the face
- K34 the techniques used to carry out milia extraction that cause minimal damage to the skin
- K35 the types of treatments that could be given in conjunction with, or after, facial electrical treatments
- K36 the risks associated with facial electrical treatments and how to deal with them
- K37 the anatomy and physiology of the face, neck and shoulders
- K38 how ageing affects the skin and limits the effectiveness of electrical treatments
- K39 the possible contra-actions which may occur, how to deal with them and what advice to give to clients
- K40 the methods used to evaluate the effectiveness of facial electrical treatments
- K41 the advice and recommendations on products and treatments

Range

- (K37) **Anatomy and physiology:** the position of the primary bones of the skull and shoulder girdle and the functions of the skull
 the positions and actions of the facial muscle groups in the face, neck and shoulders
 the definition of 'origin' and 'insertion' of a muscle
 the structure and functions of the skin
 the structure and function of the arteries, veins and capillaries in the face, neck and shoulders
 the structure and function of the lymphatic system in the face, neck and shoulders
 the basic principles of the central nervous system, motor points and autonomic system
 the effect of electrical treatments on the facial muscles, skin, circulatory, lymphatic and nervous systems

- how ageing affects the skin and limits the effectiveness of facial electrical treatments
- (K39) **Contra-actions:** galvanic burn
irritation
allergic reaction
excessive erythema
hyper/hypopigmentation
- (K41) **Advice and recommendations:** additional services
additional products
the benefits of a course of treatment
the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
post-treatment restrictions and future treatment needs
products for home use that will benefit and protect the client and those to avoid and why
how skin care routines can affect and improve the effectiveness of treatment

Unit 302

Provide facial electrical treatments (SKABT20)

Supporting Information

Evidence requirements

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

Unit 303

Provide body electrical treatments (SKABT21)

Unit level:	SCQF 6
Unit aim:	<p>This standard is about improving body and skin condition using different body electrical equipment. It covers the skills involved in providing a thorough consultation with the client to formulate and deliver a specific course of treatment tailored to suit individual client's needs. The ability to provide relevant aftercare advice is also required.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing body electrical treatments2. consult, plan and prepare for body electrical treatments3. carry out body electrical treatments
Relationship to NOS:	SKABT21
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing body electrical treatments

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the treatment
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 maintain your client's modesty and privacy
- P4 position your client to meet the needs of the treatment
- P5 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P6 ensure environmental conditions are suitable for the client and the treatment
- P7 keep your work area clean and tidy throughout the treatments
- 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 body electrical treatments

You must be able to:

- P14 use consultation techniques to determine the client's treatment plan
P15 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
P16 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
P17 recognise any contra-indications and take the necessary action
P18 agree the treatment and outcomes that meet the client's needs
P19 obtain signed, informed consent from the client prior to carrying out the treatment
P20 carry out a pre-treatment test/s to determine skin sensitivity
P21 identify the client's body type and body condition
P22 ensure the client's skin is prepared to suit the type of equipment to be used
P23 select tools and equipment and products to suit the treatment objectives, body type and body condition
-

Range

- (P14) **Consultation techniques:** questioning
listening
visual
manual
written
- (P17) **Necessary action:** modification of the treatment
explaining why the treatment cannot be carried out
encouraging the client to seek medical advice
- (P21, P23) **Body type:** endomorph
mesomorph
ectomorph
- (P21, P23) **Body condition:** cellulite
poor muscle tone
sluggish circulation
skin type
- (P23) **Tools and equipment:** galvanic
electro muscle stimulator – EMS
microdermabrasion
lymphatic drainage equipment
- (P23) **Treatment objectives:** improved skin and body condition
improved contour and muscle condition
improved lymphatic drainage
-

Outcome

- 3 Carry out body electrical treatments

You must be able to:

- P24 provide information about the sensation and noise created by the equipment to the client
P25 explain the treatment procedure to the client, at each stage in the process
P26 use and adapt the equipment, tools and treatment duration to suit the client's body type and body condition
P27 take remedial action if the client experiences discomfort or contra-actions
P28 ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives
P29 give your client advice and recommendations on the treatment provided
P30 ensure the client's records are completed and signed by you and the client

Range

- (P26) **Body type:** endomorph
mesomorph
ectomorph
- (P26) **Body condition:** cellulite
poor muscle tone
sluggish circulation
skin type
- (P28) **Treatment objectives:** improved skin and body condition
improved contour and muscle condition
improved lymphatic drainage
- (P29) **Advice and recommendations:** suitable aftercare products and their uses
avoidance of activities which may cause contra-actions
time intervals between treatments
present and future products and treatments

Outcome

- 4 Maintain safe and effective methods of working when providing body electrical treatments

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
K2 the legal and organisational requirements for client protection and preparation
K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
K4 the reasons for maintaining the client's modesty and privacy
K5 safe positioning techniques for yourself and your client to prevent discomfort

- K6 the necessary environmental conditions for services 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 why it is important to avoid direct and indirect cross infection by working safely and hygienically
- K10 the different types of working methods that promote environmental and sustainable working practices
- K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K13 the legal requirements for waste disposal
- K14 the reasons for completing the treatment in a commercially viable time

Range

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

Outcome

- 5 Consult, plan and prepare for body electrical treatments

You need to know and understand:

- K15 why it is important to communicate with clients in a professional manner
- K16 how to complete a consultation taking into account client's diverse needs

- K17 the legal requirements for providing treatments 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 carry out the treatment
 - K21 the legislative requirements for storing and protecting client data
 - K22 how to recognise contra-indications that would prevent or restrict the treatment and why
 - 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 how to carry out and interpret pre-treatment tests
 - K27 how to assess muscle tone, skin type and condition
 - K28 how to assess posture, fluid retention and body fat
 - K29 the characteristics of different body types and body conditions
 - K30 the selection and preparation of tools, equipment and products for body electrical treatments
-

Range

- (K16) **Diverse needs:** cultural
 - religious
 - age
 - disability
 - gender
- (K22) **Contra-indications:** which prevent treatment:
 - contagious skin diseases
 - dysfunction of the nervous system
 - recent scar tissue
 - undiagnosed lumps and swellings
 - cancer treatmentwhich restrict treatment:
 - undergoing medical treatment
 - uncontrolled diabetes
 - epilepsy
 - high/low blood pressure
 - micropigmentation
 - history of thrombosis or embolism
 - metal pins or plates
 - medication
 - pregnancy
 - piercings
 - anxiety
 - cuts and abrasions
 - bruises
 - IPL or laser and epilation
 - heart disorder/disease
 - pacemaker

Outcome

6 Carry out body electrical treatments

You need to know and understand:

- K31 why it is important to explain the treatment process, equipment sensation and noise to the client
- K32 how to use and adapt body electrical equipment to suit different body types, body conditions and treatment objectives
- K33 the benefits and effects of different types of body electrical equipment
- K34 the benefits of products available for electrical treatments and their effects
- K35 the type of electrical currents produced by the equipment being used and their effects on the body
- K36 the types of treatments that could be given in conjunction with, or after, body electrical treatments
- K37 the risks associated with body electrical treatments and how to deal with them
- K38 the anatomy and physiology of the body
- K39 the possible contra-actions which may occur, how to deal with them and what advice to give to clients
- K40 the methods used to evaluate the effectiveness of body electrical treatments
- K41 the advice and recommendations on products and treatments

Range

- (K38) **Anatomy and physiology:** structure and function of the skeleton
 - the structure, function and types of muscles
 - the positions and actions of the main muscle groups in the body
 - the definition of 'origin' and 'insertion' of a muscle
 - the causes of muscle fatigue and how to recognise it
 - the structure and functions of the skin
 - the structure, location and the body's utilisation of adipose tissue
 - the function of the endocrine system and its relationship to weight gain and loss
 - the function of the digestive system
 - the structure and function of the heart and arteries, veins and capillaries
 - the structure and function of the lymphatic system in of the body
 - the basic principles of the central nervous system, motor points and autonomic system
 - the effect of electrical treatment on the muscles, skin, circulatory, skeletal, lymphatic, endocrine, digestive and nervous systems
 - how ageing affects the body and skin and limits the effectiveness of body electrical treatments
- (K39) **Contra-actions:** galvanic burn
 - bruising
 - irritation
 - allergic reaction
 - excessive erythema
 - muscle fatigue
 - hyper/hypopigmentation

- (K41) **Advice and recommendations:** additional services
additional products
the benefits of a course of treatment
the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
post-treatment restrictions and future treatment needs
products for home use that will benefit and protect the client and those to avoid and why
how skin care routines can affect and improve the effectiveness of treatment

Unit 303

Provide body electrical treatments (SKABT21)

Supporting Information

Evidence requirements

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

Unit 304

Carry out massage using pre-blended aromatherapy oils (SKABT17)

Unit level:	SCQF 6
Unit aim:	<p>This standard is about the skills involved in preparing clients for and delivering massage using pre-blended aromatherapy oils. The ability to adapt the use of pre-blended oils and massage techniques to suit an individual client's needs is a crucial requirement.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing massage using pre-blended aromatherapy oils2. consult, plan and prepare for pre-blended aromatherapy treatments3. massage the body using pre-blended aromatherapy oils
Relationship to NOS:	SKABT17
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing massage using pre-blended aromatherapy oils

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the treatment
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 maintain the client's modesty and privacy at all times
- 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 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 pre-blended aromatherapy treatments

You must be able to:

- P13 use consultation techniques to determine the client's treatment plan
P14 ensure that informed and signed parental 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 carry out a skin sensitivity test to establish suitability for use of pre-blended aromatherapy oils and record the results
P18 agree the treatment and outcomes with the client that meet their needs
P19 obtain signed, informed consent from the client prior to carrying out the treatment
P20 assess the client's physical characteristics to determine a treatment plan
P21 select pre-blended aromatherapy oils which meet the treatment objectives and the client's requirements
-

Range

- (P13) **Consultation techniques:** questioning
listening
visual
manual
written
- (P16) **Necessary action:** encouraging the client to seek medical advice
explaining why the treatment cannot be carried out
modification of treatment
- (P20) **Physical characteristics:** body type
posture
muscle tone
age
health
skin condition
- (P21) **Treatment objectives:** relaxation
sense of well-being
uplifting
stimulating
-

Outcome

- 3 Massage the body using pre-blended aromatherapy oils
-

You must be able to:

- P22 provide support and cushioning to the required areas of the body during the treatment
 - P23 adapt your massage techniques, sequence and use of pre-blended aromatherapy oil to meet the client's physical characteristics and treatment areas
 - P24 vary the depth, rhythm and pressure of massage movements to meet treatment objectives, treatment areas and client's physical characteristics and preferences
 - P25 co-ordinate breathing techniques with that of the client
 - P26 check the client's well-being throughout the treatment and allow sufficient post-treatment recovery time
 - P27 ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives
 - P28 give your client advice and recommendations on the treatment provided
 - P29 ensure the client's records are completed and signed by you and the client
-

Range

- (P23) **Massage techniques:** effleurage
 - petrissage
 - tapotement
 - pressure point
 - (P23, P24) **Physical characteristics:** body type
 - posture
 - muscle tone
 - age
 - health
 - skin condition
 - (P23, P24) **Treatment areas:** face
 - head
 - chest and shoulders
 - arms and hands
 - abdomen
 - back
 - gluteals
 - legs and feet
 - (P24, P27) **Treatment objectives :** relaxation
 - sense of well-being
 - uplifting
 - stimulating
 - (P28) **Advice and recommendations:** suitable aftercare products and their uses
 - avoidance of activities which may cause contra-actions
 - present and future products and treatments
 - post-treatment advice
-

Outcome

- 4 Maintain safe and effective methods of working when providing massage using pre-blended aromatherapy oils

You need to know and understand:

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

Range

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

Outcome

- 5 Consult, plan and prepare for pre-blended aromatherapy treatments

You need to know and understand:

- K15 why it is important to communicate with clients in a professional manner
 - K16 how to complete a consultation taking into account the client's diverse needs
 - K17 the legal requirements for providing treatment to minors under 16 years of age
 - K18 the age at which an individual is classed as a minor and how this differs nationally
 - K19 the importance of agreeing with the client the treatment that meets their needs
 - K20 the legal significance of gaining signed, informed client consent to carry out the treatment
 - 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 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 procedure for carrying out a skin sensitivity test prior to using pre-blended aromatherapy oils and recording the results
 - K27 the reasons for carrying out a skin sensitivity test prior to using pre-blended aromatherapy oils and recording the results
 - K28 how to visually assess the client's physical characteristics
 - K29 the causes of postural faults and conditions
 - K30 how to match pre-blended aromatherapy oils to different skin types, conditions and treatment objectives
 - K31 the types of pre-blended aromatherapy oils available, their purpose and their beneficial properties
-

Range

- (K16) **Diverse needs:** cultural
religious
age
disability
gender
- (K22) **Contra-indications:** which prevent treatment:
- contagious skin diseases
- dysfunction of the nervous system
- recent scar tissue
- undiagnosed lumps and swellings
which restrict treatment:
- undergoing medical treatment
- uncontrolled diabetes
- epilepsy
- high/low blood pressure
- history of thrombosis or embolism
-

- medication
- pregnancy
- piercings
- cuts and abrasions
- during cancer treatment

Outcome

- 6 Massage the body using pre-blended aromatherapy oils

You need to know and understand:

- K32 the areas of the body that may require support and cushioning during the treatment and how to provide it
- K33 the use and application of massage techniques to meet a variety of treatment objectives
- K34 how to adapt the massage sequence, depth and pressure to suit different client physical characteristics, treatment objectives, treatment areas and client preference
- K35 the areas of the body and body characteristics needing particular care when undertaking massage using pre-blended aromatherapy oils
- K36 the benefits of co-ordinating your breathing techniques with that of the client
- K37 how to use, store and maintain pre-blended aromatherapy oils
- K38 the limitations of using pre-blended aromatherapy oils and when to refer clients onto a clinical aromatherapist
- K39 the remedial action to take if contra-actions or discomfort occur during the course of treatment
- K40 why it is important to check the client's well-being throughout the treatment and allow sufficient post-treatment recovery time
- K41 the anatomy and physiology of the body
- K42 the physical and psychological effects of massage using pre-blended aromatherapy oils
- K43 the methods used to evaluate the effectiveness of massage using pre-blended aromatherapy oils
- K44 the advice and recommendations on products and service to your client

Range

- (K39) **Contra-actions:** erythema
hyperaemia
allergy to pre-blended aromatherapy oils
- (K41) **Anatomy and physiology:** the structure and function of cells and tissues
the structure, function and different types of muscles
the positions and actions of the main muscle groups identified within the treatment areas of the body
the position and function of the primary bones and joints of the skeleton
how to recognise postural faults and conditions
the structure and function of the circulatory system
the structure and function of the lymphatic system
the basic principles of the central nervous system and autonomic system
the basic principles of the endocrine, respiratory (including sinuses and olfactory bulb), digestive and excretory systems

the structure and functions of skin
the structure and location of the adipose tissue

(K42) **Physical and psychological:** Physical effects:

- relaxes muscles
- stimulates circulatory and lymphatic systems
- calms or stimulates nerve fibres

Psychological effects:

- stress and tension relief
- improved general well-being
- calming and relaxing

(K44) **Advice and recommendations:** additional treatments

additional products

the lifestyle factors and changes that may be required to improve the effectiveness of the treatment such as diet, exercise, stress and sleep

post-treatment restrictions and future treatment needs

post-treatment advice includes drinking plenty of water and relaxation

time intervals between treatments

Unit 304

Carry out massage using pre-blended aromatherapy oils (SKABT17)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing massage using pre-blended aromatherapy oils.
3. Your assessor will observe your performance on **at least 3 separate occasions, each on 3 different clients, which must include 2 full body massage treatments, incorporating the face.**
4. From the range, you must practically demonstrate that you have:
 - used **all** consultation techniques
 - dealt with **at least one** of the necessary actions
 - dealt with **all** the clients' physical characteristics
 - met **all** treatment objectives
 - used **all** massage techniques
 - covered **all** treatment areas
 - provided **all** the types of advice and recommendations
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 305

Provide Indian head massage (SKABT18)

Unit level:	SCQF 6
Unit aim:	<p>This standard is about the skills involved in providing Indian head massage treatment. The ability to adapt massage techniques to suit individual client's needs and the environment in which the massage takes place is a crucial requirement. The ability to perform Indian head massage with and without the use of oils is also required.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing Indian head massage treatments2. consult, plan and prepare for Indian head massage treatments3. perform Indian head massage treatments
Relationship to NOS:	SKABT18
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing Indian head massage treatments

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the treatment
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 maintain your client's modesty and privacy at all times
- P4 position your client to meet the needs of the treatment without causing them discomfort
- 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 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 Indian head massage treatments

You must be able to:

- P13 use consultation techniques to determine the client's treatment plan
 - P14 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
 - 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 carry out a sensitivity test to establish suitability for use of pre blended aroma therapy oils and record the results
 - P18 obtain signed, informed consent from the client prior to carrying out the treatment
 - P19 adapt your preparation procedures to suit the environment in which the massage is to be undertaken
 - P20 assess the client's physical characteristics and agree treatment objectives that meet the client's needs
-

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the treatment cannot be carried out
 - modification of treatment
 - (P20) **Physical characteristics:** posture
 - muscle tone
 - age
 - health
 - skin condition
 - hair condition
 - scalp condition
 - (P20) **Treatment objectives:** relaxation
 - sense of well-being
 - uplifting
 - improvement of hair and scalp condition
-

Outcome

3 Perform Indian head massage treatments

You must be able to:

- P21 provide suitable support and cushioning to the required areas of the body during the treatment
 - P22 adapt your massage techniques, sequence and massage medium to meet the client's physical characteristics and treatment areas
 - P23 vary the depth, rhythm and pressure of massage techniques to meet treatment objectives, treatment areas and the client's physical characteristics and preferences
 - P24 co-ordinate your breathing techniques with that of the client
 - P25 take remedial action if contra-actions or discomfort occurs during the course of treatment
 - P26 check the client's well-being throughout the treatment and allow the client sufficient post-treatment recovery time
 - P27 ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives
 - P28 give your client advice and recommendations on the treatment provided
 - P29 ensure your client's records are completed and signed by you and the client
-

Range

- (P22, P23) **Physical characteristics:** posture
muscle tone
age
health
skin condition
hair condition
scalp condition
- (P22, P23) **Massage techniques:** effleurage
petrissage
tapotement
friction
marma point acupressure
- (P22, P23) **Treatment areas:** face
head
chest and shoulders
arms and hands
back
chakras
- (P23, P27) **Treatment objectives:** relaxation
sense of well-being
uplifting
improvement of hair and scalp condition
- (P28) **Advice and recommendations:** suitable aftercare products and their uses
avoidance of activities which may cause contra-actions
present and future products and treatments
post-treatment advice

Outcome

- 4 Maintain safe and effective methods of working when providing Indian head massage treatments

You need to know and understand:

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

Range

- (K1) **Health and safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations
- (K11) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled eco-friendly furniture

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

Outcome

5 Consult, plan and prepare for Indian head massage treatments

You need to know and understand:

- K15 why it is important to communicate with clients in a professional manner
 - K16 how to complete a consultation taking into account the client's diverse needs
 - K17 the legal requirements for providing treatment to minors under 16 years of age
 - K18 the age at which an individual is classed as a minor and how that 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 carry out the treatment
 - 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 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 visually assess the client's physical characteristics
 - K27 the causes of postural faults and conditions
 - K28 massage selection criteria for different skin, scalp and hair conditions
 - K29 the procedure for carrying out a skin sensitivity test prior to use of pre-blended aromatherapy oils and recording the results
 - K30 the reasons for carrying out a skin sensitivity test prior to using pre-blended aromatherapy oils and recording the results
 - K31 how to prepare the treatment to suit different work environments
-

Range

- (K16) **Diverse needs:** cultural
 - religious
 - age
 - disability
 - gender
 - (K22) **Contra-indications:** which prevent treatment:
 - contagious skin diseases
 - dysfunction of the nervous system
 - recent scar tissue
 - undiagnosed lumps and swellingswhich restrict treatment:
 - undergoing medical treatment
 - uncontrolled diabetes
 - epilepsy
 - high/low blood pressure
-

- history of thrombosis or embolism
- medication
- pregnancy
- piercings
- cuts and abrasions
- during cancer treatment

Outcome

- 6 Perform Indian head massage treatments

You need to know and understand:

- K32 the areas of the body that may require support and cushioning during the treatment and how to provide it
- K33 the use and application of Indian head massage techniques to meet a variety of treatment objectives
- K34 how to adapt the sequence, depth and pressure of massage techniques to suit different client's physical characteristics, areas of the body and client preferences
- K35 how co-ordinating your own breathing techniques with that of the clients can enhance the effectiveness of the treatment
- K36 the origins and traditions of Indian head massage and Ayurveda
- K37 the principles and practices of marma points and their purpose
- K38 the principles and practices of the seven primary chakras and their importance in relation to the Indian head massage treatment
- K39 the benefits of Indian head massage treatment
- K40 the remedial action to take if contra-actions or discomfort occur during the course of treatment
- K41 the anatomy and physiology of the head, neck and shoulders
- K42 why it is important to check the client's well-being throughout the treatment and allow sufficient post-treatment recovery time
- K43 the methods used to evaluate the effectiveness of Indian head massage treatments
- K44 the advice and recommendations on products and treatments to your client

Range

- (K40) **Contra-actions:** erythema
hyperaemia
allergic reaction to products
- (K41) **Anatomy and physiology:** structure and functions of the skin
structure, function, position and action of muscles
position and function of bones
structure and function of the circulatory system
structure and function of the lymphatic system
basic principles of the central nervous system and autonomic nervous system
basic principles of the endocrine, respiratory, olfactory, digestive and excretory systems
- (K44) **Advice and recommendations:** additional treatments
additional products

the lifestyle factors and changes that may be required to improve the effectiveness of the treatment such as diet, exercise, stress and sleep
post-treatment restrictions and future treatment needs
post-treatment advice includes drinking plenty of water and relaxation
time intervals between treatments

Unit 305

Provide Indian head massage (SKABT18)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing Indian Head massage treatment.
3. Your assessor will observe your performance on **at least 3 separate occasions, each on 3 different clients, 1 massage must include the use of massage oil and 1 massage which must exclude the use of oil.**
4. From the range, you must practically demonstrate that you have:
 - used **all** consultation techniques
 - dealt with **at least one** of the necessary actions
 - dealt with **all** the client's physical characteristics
 - met **all** treatment objectives
 - used **all** massage techniques
 - covered **all** treatment areas
 - provided **all** the types of advice and recommendations
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 306

Provide stone therapy treatments (SKABT19)

Unit level:	SCQF 6
Unit aim:	<p>This standard is about the skills involved in providing hot and cold stone therapy treatments. It covers both massage and the placing of stones on the head, face and body. The ability to adapt stone therapy treatments to suit an individual client's needs is a crucial requirement.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing stone therapy treatments2. consult3. plan and prepare for stone therapy treatments3. perform stone therapy treatments
Relationship to NOS:	SKABT19
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing stone therapy treatments

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the treatment
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 maintain your client's modesty and privacy at all times
- 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 provide support and cushioning to the required areas of the body during the treatment
- P7 ensure environmental conditions are suitable for the client and 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 stone therapy treatments

You must be able to:

- P14 use consultation techniques to determine the client's treatment plan
 - P15 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
 - P16 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
 - P17 recognise any contra-indications and take the necessary action
 - P18 carry out a skin sensitivity test and thermal test patch on relevant skin areas
 - P19 agree the treatment objectives and outcomes with the client that meet their needs
 - P20 obtain signed, informed consent from the client prior to carrying out the treatment
 - P21 assess the client's physical characteristics and select treatment stones to meet the treatment objectives
 - P22 check the water is at the required temperature prior to stone placement
-

Range

- (P14) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P17) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the treatment cannot be carried out
 - modification of treatment
 - (P19, P21) **Treatment objectives:** relaxing
 - uplifting
 - sense of wellbeing
 - relief from muscular tension
 - (P21) **Physical characteristics:** body type
 - posture
 - muscle tone
 - age
 - health
 - skin conditions
 - (P21) **Treatment stones:** basalt
 - marble
 - semi-precious stones
-

Outcome

3 Perform stone therapy treatments

You must be able to:

- P23 provide information about the sensation created by the treatment stones to the client, at each stage of the process
- P24 protect the client's skin against extremes of temperature during front and back stone placement
- P25 place treatment stones on the chakra points, to meet the agreed treatment objectives
- P26 place treatment stones under the body, ensuring client comfort
- P27 select and apply a treatment oil to meet the treatment objectives
- P28 manage treatment techniques to prevent overexposure of heat to the skin
- P29 adapt your stone therapy techniques and sequence to meet the client's physical characteristics, treatment area(s) and treatment objectives
- P30 vary the depth, rhythm and pressure of treatment techniques to meet treatment objectives and client's physical characteristics and preferences
- P31 take remedial action if contra-actions or discomfort occur during the course of treatment
- P32 check the client's wellbeing throughout the treatments and allow the client sufficient post-treatment recovery time
- P33 ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives
- P34 give your client advice and recommendations on the treatment provided
- P35 ensure your client's records are completed and signed by you and the client

Range

- (P25, P26) **Treatment stones:** basalt
marble
semi-precious stones
- (P25, P27, P29, P30, P33) **Treatment objectives:** relaxing
uplifting
sense of wellbeing
relief from muscular tension
- (P28, P30) **Treatment techniques:** effleurage
petrissage
friction
tapping
tucking
placement
trigger point
- (P29) **Stone therapy techniques :** rotation of stones
alternation of hot and cold stones
use of hot stones only
use of cold stones only
combination of stone types and sizes
- (P29) **Treatment area(s):** face
head

- neck, chest and shoulders
- arms and hands
- abdomen
- back
- legs and feet
- (P29, P30) **Physical characteristics:** body type
- posture
- muscle tone
- age
- health
- skin conditions
- (P34) **Advice and recommendations :** suitable aftercare products and their uses
- avoidance of activities which may cause contra-actions
- present and future products and treatments
- post-treatment advice

Outcome

- 4 Maintain safe and effective methods of working when providing stone therapy treatments

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the legal and organisational requirements for client protection and preparation
- K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
- K4 your responsibilities under local authority licensing regulations for yourself and your premises
- K5 the reasons for maintaining the client's modesty and privacy during the treatment
- K6 safe positioning techniques for yourself and your client and why using these are important
- K7 the areas of the body that may require support and cushioning during the treatment and how to provide it
- K8 the necessary environmental conditions for services such as heating and ventilation and why these are important
- K9 methods of cleaning, disinfection and sterilisation
- K10 the methods used to disinfect treatment stones after each treatment
- K11 methods of working safely and hygienically to avoid cross-infection
- K12 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K13 the different types of working methods that promote environmental and sustainable working practices
- K14 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K15 the legal requirements for waste disposal
- K16 the reasons for completing the service in a commercially viable time

Range

- (K1) **Health and safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations
- (K13) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled eco-friendly furniture
using low chemical paint
using organic and allergy free products
using environmentally friendly product packaging
choosing responsible domestic products (Fairtrade tea and coffee)
encouraging carbon reducing journeys to work

Outcome

- 5 Consult, plan and prepare for stone therapy treatments

You need to know and understand:

- K17 why it is important to communicate with clients in a professional manner
K18 how to complete a consultation taking into account the client's diverse needs
K19 the legal requirements for providing treatment to minors under 16 years of age
K20 the age at which an individual is classed as a minor and how that differs nationally
K21 the importance of agreeing with the client the treatment that meets their needs
K22 the legal significance of gaining signed, informed client consent to carry out the treatment
K23 the legislative requirements for storing and protecting client data
K24 how to recognise contra-indications that would prevent or restrict the treatment
K25 the contra-indications requiring medical referral and why
K26 the necessary action to take in relation to specific contra-indications when referring clients
K27 the reasons for not naming specific contra-indications when referring clients
K28 how to visually assess different clients' physical characteristics
K29 the procedures for carrying out a skin sensitivity test prior to use of pre-blended aromatherapy oils and a thermal test patch
K30 the reasons for carrying out tests prior to stone therapy treatments and recording the results

- K31 how to prepare the treatment area and client for stone therapy treatments
K32 the importance of checking water temperature prior to treatment
-

Range

- (K18) **Diverse needs:** cultural
religious
age
disability
gender
- (K24) **Contra-indications:** which prevent treatment:
- contagious skin diseases
- dysfunction of the nervous system
- recent scar tissue
- undiagnosed lumps and swellings
which restrict treatment:
- undergoing medical treatment
- uncontrolled diabetes
- epilepsy
- high/low blood pressure
- history of thrombosis or embolism
- varicose veins
- metal pins or plates
- medication
- pregnancy
- piercings
- cuts and abrasions
- during cancer treatment.
-

Outcome

- 6 Perform stone therapy treatments

You need to know and understand:

- K33 the types of materials used to protect the client's skin against extremes of temperature
K34 stone selection techniques, including correct size, type, shape and quality
K35 how to select the correct massage medium to suit the client's needs
K36 how to introduce and place the treatment stones to maximise their benefits and ensure client comfort
K37 the importance of temperature management of the stones during treatment and how to carry this out
K38 safe handling techniques to avoid excessive noise and disturbance
K39 the benefits of selecting and placing specific stones to the seven major chakras
K40 how to adapt and vary your treatment techniques and sequence to meet the client's physical characteristics and treatment area(s)
-

- K41 the benefits and effects of using hot and cold stones, either in isolation or combining the two temperatures during a treatment
- K42 the five elements of stone therapy
- K43 the basic principles and characteristics of the seven major chakras and their significance to the practice of stone therapy treatment
- K44 methods of cooling stones
- K45 the storage requirements of different types of stone
- K46 the remedial action to take if contra-actions or discomfort occur during with course of the treatment
- K47 how to adapt stone therapy techniques to prevent work related injuries
- K48 the anatomy and physiology of the body
- K49 the physical and psychological effects of hot and cold stone therapy treatments
- K50 why it is important to check the client's wellbeing throughout the treatment and allow sufficient post-treatment recovery time
- K51 the methods used to evaluate the effectiveness of stone therapy treatments
- K52 the advice and recommendations on products and service to the client

Range

- (K46) **Contra-actions:** erythema
hyperaemia
allergic reaction to products
- (K47) **Work related injuries:** back injury
carpal tunnel syndrome
neck strain
repetitive strain injury (RSI)
- (K48) **Anatomy and physiology:** the structure and function of cells and tissues
the structure, function and different types of muscles
the positions and actions of the main muscle groups identified within the treatment areas of the body
the position and function of the primary bones and joints of the skeleton
how to recognise postural faults and conditions
the structure and function of the circulatory system
the structure and function of the lymphatic system
the basic principles of the central nervous system and autonomic system
the basic principles of the endocrine, respiratory, digestive and excretory systems
the structure and function of skin
the structure and location of the adipose tissue
- (K49) **Physical and psychological:** Physical effects:
 - relaxes muscles
 - stimulates circulatory/lymphatic systems
 - calms or stimulates nerve fibres
 Psychological effects:
 - stress and tension relief
 - improved general well-being
 - calming and relaxing
- (K52) **Advice and recommendations:** additional treatments
additional products

the lifestyle factors and changes that may be required to improve the effectiveness of the treatment such as diet, exercise, stress and sleep
post-treatment restrictions and future treatment needs
post-treatment advice to include drinking plenty of water and relaxation
time intervals between treatments

Unit 306

Provide stone therapy treatments (SKABT19)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing stone therapy treatments.
3. Your assessor will observe your performance on **at least 3 separate occasions, each on 3 different clients, which must include 2 full body stone therapy treatments, incorporating the face.**
4. From the range, you must practically demonstrate that you have:
 - used **all** consultation techniques
 - dealt with **at least one** of the necessary actions
 - met **all** treatment objectives
 - dealt with **all** the client's physical characteristics
 - used **all** types of stones
 - used **all** the treatment techniques
 - used **all** the stone therapy techniques
 - covered **all** treatment areas
 - provided **all** types of advice and recommendations
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 307

Provide female intimate waxing services (SKABT22)

Unit level:	SCQF 6
Unit aim:	<p>This standard is about removing hair from intimate areas using various waxing techniques. You will need to be able to consult with the client, prepare and plan for the waxing service. You will also need to provide aftercare advice to the client, particularly around the avoidance of certain activities and home care products.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing female intimate waxing services2. consult, plan and prepare for female intimate waxing services3. remove unwanted hair
Relationship to NOS:	SKABT22
Industry Ref:	habia

Outcome

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

You must be able to:

- P1 maintain your responsibilities for health and safety and safeguarding throughout the service
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 protect your client's clothing 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 female intimate waxing services

You must be able to:

- P15 use consultation techniques to determine the client's service plan
 - P16 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
 - P17 ensure that a parent or guardian is present throughout the service for minors under the age of 16
 - P18 recognise any contra-indications and take the necessary action
 - P19 agree the service and outcomes that meet the client's needs
 - P20 explain the possible contra-actions to the client prior to carrying out the waxing service
 - P21 obtain signed, informed consent from the client prior to carrying out the waxing service
 - P22 explain the intimate waxing procedure and possible contra-actions to the client, prior to the waxing service
 - P23 select equipment, materials, applicators and wax products for the waxing service
 - P24 make sure the preparation of the client meets the agreed service plan
-

Range

- (P15) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P18) **Necessary action:** modification of the waxing service
 - explaining why the waxing service cannot be carried out
 - encouraging the client to seek medical advice
 - (P20, P21, P23) **Waxing service:** Hollywood
 - Brazilian
 - shaping
 - (P23) **Wax:** hot wax
 - warm wax
 - (P24) **Preparation of the client:** removal of the accessories and clothing necessary for the treatment
 - protection of clothing
 - client's own cleansing of the area to be treated
 - trimming of over long hair for the treatment
-

Outcome

3 Remove unwanted hair

You must be able to:

- P25 use pre-wax application products
- P26 conduct a thermal test patch immediately prior to the waxing service on a suitable area of skin in the groin
- P27 establish the hair growth pattern and skin condition the treatment area
- P28 apply and remove wax according to the requirements of the hair removal method and hair growth patterns
- P29 ensure the waxing service minimises the risk of cross-infection, contamination and follows safeguarding procedures
- P30 ensure your work techniques minimise discomfort to the client
- P31 check the client's wellbeing throughout the waxing service
- P32 ensure the treatment area is left free of wax and hair and treated with an after-wax product
- P33 ensure that the finished result is to the client's satisfaction
- P34 give your client advice and recommendations on the service provided
- P35 ensure the client's records are completed and signed by you and the client

Range

- (P25) **Pre-wax application products:** oils
powders
- (P29, P26, P31) **Waxing service:** Hollywood
Brazilian
shaping
- (P28, P32) **Wax:** hot wax
warm wax
- (P30) **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
- (P34) **Advice and recommendations:** suitable homecare products and their uses
avoidance of activities which may cause contra-actions
time intervals between services
present and future products and services

Outcome

4 Maintain safe and effective methods of working when providing female intimate waxing services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the legal and organisational requirements for ensuring safeguarding procedures are in place
- K3 the legal and organisational requirements for client protection and preparation
- K4 the legal and organisational requirements for your own personal hygiene, protection and appearance
- K5 the reasons for maintaining the client's modesty and privacy at all times
- K6 safe positioning techniques for yourself and the client to prevent discomfort
- K7 the necessary environmental conditions for services such, as heating and ventilation, and why these are important
- K8 why it is important to keep your work area clean and tidy
- K9 methods of cleaning, disinfection and sterilisation
- K10 methods of working safely and hygienically to avoid the risk of cross- infection
- K11 the different types of working methods that promote environmental and sustainable working practices
- K12 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K13 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K14 the legal requirements for waste disposal
- K15 the reasons for completing the service in a commercially viable time

Range

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

Outcome

- 5 Consult, plan and prepare for female intimate waxing services

You need to know and understand:

- K16 why it is important to communicate with clients in a professional manner
- K17 how to complete a consultation taking into account the client's diverse needs
- K18 the legal requirements for providing services to minors under 16 years of age
- K19 the age at which an individual is classed as a minor and how this differs nationally
- K20 the importance of agreeing the service that meets the client's needs
- K21 the legal significance of gaining signed, informed client consent to carry out the service
- K22 the legislative requirements for storing and protecting client data
- K23 the contra-indications requiring medical referral and why
- K24 how to recognise contra-indications that would prevent or restrict the service
- K25 the necessary action to take in relation to specific contra-indications when referring clients
- K26 the reasons for not naming specific contra-indications when referring clients
- K27 the reasons why it is advisable to conduct a skin sensitivity test prior to waxing services
- K28 why it is important to explain the procedure and possible contra-actions to the client, before an intimate waxing service
- K29 why it is important for the client to personally cleanse the area to be treated, immediately prior to the waxing service

Range

- (K17) **Diverse needs:** cultural
 - religious
 - age
 - disability
- (K23) **Contra-indications requiring medical referral:** urinary infections
 - sexually transmitted infections
 - pubic lice
 - contagious skin disease
 - oedema
- (K24) **Contra-indications:** which restrict treatment:
 - medication affecting skin, blood or immune system
 - heat rash
 - sunburn
 - diabetes
 - moles
 - infected ingrowing hairs
 - skin tags
 - recent scar tissue
 - external haemorrhoids
 - menstruationwhich prevent treatment:
 - thin and fragile skin

- known allergies to products and ingredients such as rosin found in sticking plasters and wax
 - severe and infectious skin conditions
 - severe varicose veins
-

Outcome

6 Remove unwanted hair

You need to know and understand:

- K30 the reasons for conducting a thermal test patch procedure and for trimming over long hair prior to the waxing service
 - K31 how to assess the skin condition and hair growth in the treatment area
 - K32 the types of equipment and waxing products used for intimate waxing services, including shaping templates
 - K33 the function and purpose of pre-wax and after-wax products
 - K34 the ingredients and composition of different waxing products
 - K35 the suitability of specific waxing products for certain hair types
 - K36 product application and removal requirements in relation to the direction of hair growth
 - K37 the advantages, disadvantages and limitations of waxing treatments
 - K38 how to support the client's skin during the intimate waxing process to avoid inappropriate contact
 - K39 why it is necessary to conduct yourself in a professional manner in order to avoid any possible misinterpretation of behaviour
 - K40 how to deal with circumstances in which the client's behaviour breaches the professional status of the treatment
 - K41 other methods of hair removal and the effect of these methods on the waxing process
 - K42 the contra-actions that may occur, how to deal with them and what advice to give to clients
 - K43 the expected skin reaction to waxing
 - K44 the structure of the female genitalia
 - K45 the structure and functions of the skin and hair
 - K46 the hair growth cycle, the different types of hair growth and the causes of hair growth
 - K47 the activities to avoid after waxing and why these are important
 - K48 aftercare and maintenance requirements for intimate waxing treatments and why these are important
 - K49 the advice and recommendations on products and services
-

Range

- (K32) **Intimate waxing services:** Hollywood
Brazilian
Bollywood
Las Vegas
California
shaping
adornments
 - (K41) **Methods of hair removal:** tweezing
shaving
-

- depilatory creams
- electrical depilatory
- abrasive mitts
- light based hair reduction
- threading
- electrical epilation
- (K42) **Contra-actions:** bruising
- blood spots
- abrasions
- broken hair
- histamine reaction
- excessive erythema
- excessive and diminished regrowth
- burns
- inflammation
- (K44) **Structure of the female genitalia:** mons pubis
- the labia consisting of the labia majora and the labia minora
- the external portion of the clitoris, consisting of the clitoral glans and the clitoral hood
- the urinary meatus
- the vaginal orifice
- the hymen
- (K45) **Structure and function 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:
- sensitivity
- heat regulation
- absorption
- protection
- excretion
- secretion
- vitamin D production
- (K46) **Hair growth cycle:** anagen
- catagen
- telogen
- (K46) **Different types of hair growth:** terminal
- vellus
- ingrown hairs
- (K46) **Causes of hair growth:** topical
- congenital
- systemic

- (K47) **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
- (K49) **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
personal toilet hygiene

Unit 307

Provide female intimate waxing services (SKABT22)

Supporting Information

Evidence requirements

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

Unit 308

Contribute to the financial effectiveness of the business (CHB18)

Unit level:	SCQF 6
Unit aim:	This standard is about the monitoring and effective use of salon resources and meeting productivity and development targets to make a positive contribution to the effectiveness of the business. You are also required to ensure that individuals who may assist you to deliver services to clients work effectively too.
Relationship to NOS:	SKACHB18
Endorsed by	habia

Outcome

- 1 Contribute to the effective use and monitoring of resources

You must be able to:

- P1 follow your salon procedures for monitoring the use of resources
- P2 ensure information relating to stock levels is obtained from colleagues in time to coincide with your salon ordering system
- P3 use resources in a way which complies with legal and salon requirements
- P4 use working methods that promote environmental and sustainable working practices
- P5 check all deliveries are accurate and complete against order documentation reporting any inaccuracies and or damages
- P6 identify and resolve any problems with resources within the limits of your authority
- P7 report any resource problems you cannot resolve to the relevant person
- P8 make constructive recommendations to improve the use of resources to the relevant person
- P9 make recommendations which clearly show the benefits of implementing your suggestions
- P10 ensure records for which you are responsible are accurate, legible and up-to-date

Range

- (P1) **Resources:** human
stock
tools and equipment
time

Outcome

- 2 Meet productivity and development targets

You must be able to:

- P11 set, agree and record your productivity and development targets with the relevant person to meet the needs of the business
 - P12 seek opportunities that will help you to meet your productivity and development targets
 - P13 regularly review and record your progress towards the achievement of your productivity and development targets
 - P14 adjust your activities in a way that will help you to meet your productivity and development targets
 - P15 meet your set productivity and development targets consistently and within the agreed timescale
-

Range

- (P11) **Productivity and development targets:** retail sales
technical services
personal learning
-

Outcome

- 3 Contribute to the effective use and monitoring of resources

You need to know and understand:

- K1 your salon's requirements relating to the use of the resources in the range
 - K2 the critical aspects of current legal requirements relevant to your business relating to the use of resources
 - K3 current legal requirements relating to the sale of retail goods
 - K4 the different types of working methods that promote environmental and sustainable working practices
 - K5 your own limits of authority in relation to the use of resources
 - K6 to whom to report recommendations
 - K7 how the effective use of resources contributes to the profitability of the business
 - K8 how salon ordering systems work and how to interpret them
 - K9 the importance of keeping accurate records for the use and monitoring of resources
 - K10 the common problems associated with salon resources and how to resolve them
 - K11 how to present the benefits of recommendations in a positive manner
 - K12 how to negotiate and agree productivity and development targets
 - K13 how to respond positively to negative feedback
 - K14 general principles of time management applicable to the delivery of salon services
-

Range

- (K2) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
- Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence 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

(K2) **Your responsibilities for other additional legislation covering your job role:** Data Protection Act
 Working Time Directives
 Cosmetic Products Regulations
 Sale of Goods Act
 Distance Selling Act
 Trade Descriptions Act
 Consumer Protection Legislation

(K4) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Outcome

4 Meet productivity and development targets

You need to know and understand:

- K15 why it is important to meet your productivity and development targets
- K16 the consequences of failure to meet your productivity and development targets
- K17 the types of opportunities that can be used to achieve your productivity and development targets, such as promotion of new products and services, seasonal promotions and special offers
- K18 why you should regularly review your targets
- K19 the importance of gaining feedback of your performance and development needs from others

Unit 308

Contribute to the financial effectiveness of the business (CHB18)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for contributing to the financial effectiveness of the business.
3. You will need to collect documentary evidence to show you have met all the requirements of the standard. It is unlikely that you will be able to collect sufficient documentary evidence in less than 3 months.
4. From the range, you must show that you have:
 - monitored and effectively used **all** the resources listed
 - **set and achieved** your productivity targets for technical services and retail sales
5. If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 309

Provide electrical epilation (SKABT26)

Unit level:	SCQF 6
Unit aim:	<p>This standard is about the skills involved in carrying out electrical needle epilation treatments to remove hair, using alternating current and blend techniques. You will need to carry out a thorough consultation with the client, formulate an individual treatment plan, provide treatment and aftercare advice.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing electrical epilation treatments2. consult, plan and prepare for treatments3. carry out electrical epilation
Relationship to NOS:	SKABT26
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing electrical epilation treatments

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the treatment
- P2 prepare and protect your client and yourself with personal protective equipment within the controlled area
- P3 maintain your client's modesty, privacy and comfort at all times
- P4 position your client to meet the needs of the treatment without causing them discomfort
- P5 ensure your own posture and working methods minimises fatigue and the risk of injury to yourself and others
- P6 ensure environmental conditions are suitable for the client and 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 treatments

You must be able to:

- P13 use consultation techniques to determine the client's treatment plan
 - P14 ensure that informed and signed parent or guardian consent is obtained for minors prior to any treatment
 - P15 ensure that a parent or guardian is present throughout the service 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 obtain signed, informed consent from the client prior to carrying out the treatment
 - P19 identify the client's hair type, skin type and condition, the area to be treated and the treatment objectives
 - P20 take photographs of the area to be treated, following organisational practices
 - P21 explain the physical sensation created by the treatment
 - P22 carry out a test patch prior to treatment following organisational requirements
 - P23 select and prepare equipment and products to meet the treatment objectives
-

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P13) **Treatment plan:** medical history
 - causes of hair growth
 - past and present hair management
 - current skin care
 - (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why treatment cannot be carried out
 - modification of treatment
 - (P19) **Hair type:** fine
 - coarse
 - curly
 - (P19) **Skin type and condition:** dry
 - oily
 - sensitive
 - dehydrated
-

Outcome

3 Carry out electrical epilation

You must be able to:

- P24 ensure the area to be treated is clean, oil free and dry
 - P25 select electrical epilation treatments to suit the client's hair type, skin type and condition
 - P26 use the size and type of needle to treat the client's hair type, skin type and condition
 - P27 load and use needles avoiding damage and contamination throughout the treatment
 - P28 illuminate the treatment area and use magnification to ensure maximum visibility during treatment
 - P29 manipulate the skin, to meet the needs of the area to be treated
 - P30 ensure the needle holder and needle is used at the correct angle, direction and depth for the hair follicle and the area to be treated
 - P31 adapt the intensity and duration of current flow to suit client tolerance and skin reaction
 - P32 work systematically to remove the hair from the treated follicle without traction
 - P33 apply aftercare products to the treatment area
 - P34 give your client advice and recommendations on the treatment provided
 - P35 ensure the client's records are completed and signed by you and the client
-

Range

- (P24, P29, P30) **Area to be treated:** upper lip
chin
bikini line
eyebrows
underarms
neck
abdomen
breast
 - (P25, P26) **Hair type:** fine
coarse
curly
 - (P25, P26) **Skin type and condition:** dry
oily
sensitive
dehydrated
 - (P25) **Electrical epilation treatments:** alternating current
blend
 - (P26) **Type of needle:** one piece
two piece
insulated
gold
stainless
 - (P34) **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
dealing with regrowth between treatments
-

Outcome

- 4 Maintain safe and effective methods of working when providing electrical epilation treatments

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the reasons for checking current insurance guidelines for the delivery of electrical epilation treatments
- K3 the responsibilities under local authority licensing regulations for yourself and your premises
- K4 why it is important to maintain client's modesty, privacy and comfort
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
- K7 the different types of work related injuries associated with the delivery of electrical epilation and how they can be avoided
- K8 the necessary environmental conditions for services, such as heating and ventilation and why these are important
- K9 methods of cleaning, disinfection and sterilisation
- K10 why it is important to avoid direct and indirect cross-infection by working safely and hygienically
- K11 the hazards and risks associated with the delivery of advanced epilation treatments and how these can be minimised
- K12 the different types of working methods that promote environmental and sustainable working practices
- K13 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K14 the legal requirements for waste disposal
- K15 the reasons for completing the service in a commercially viable time

Range

- (K1) **Health and safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations
- (K12) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)

reducing water usage and other resources
preventing pollution
using disposable items
using recycled, eco-friendly furniture
using low chemical paint
using environmentally friendly product packaging
choosing responsible domestic products (Fairtrade tea and coffee)
encouraging carbon reducing journeys to work

Outcome

5 Consult, plan and prepare for treatments

You need to know and understand:

- K16 why it is important to communicate with clients in a professional manner
 - K17 how to complete a consultation taking into account client's diverse needs
 - K18 the legal requirements for providing treatments to minors under 16 years of age
 - K19 the age at which an individual is classed as a minor and how this differs nationally
 - K20 the importance of agreeing the treatment that meets the client's needs
 - K21 the legal significance of gaining signed, informed client consent to carry out the treatment
 - K22 the legislative requirements for storing and protecting client data
 - K23 how to recognise contra-indications that would prevent or restrict the treatment and why
 - K24 the contra-indications requiring medical referral and why
 - K25 the necessary action to take in relation to specific contra-indications when referring clients
 - K26 the reasons for not naming specific contra-indications when referring clients
 - K27 how to recognise different types of hair growth, hair types, skin types and conditions
 - K28 why it is advisable to take photographs of the treatment area pre and post- treatments and how they should be taken
 - K29 how to describe the physical sensation of the treatment to the client and what can impact on client pain threshold
 - K30 the reasons why it is advisable to carry out a test patch prior to the treatment and provide aftercare instructions
 - K31 the importance of giving information including the use of visual aids to assist the client's understanding of hair growth cycle
 - K32 the constraints surrounding electrical epilation treatments such as cost, time, number of treatments, healing rate and client commitment
 - K33 how skin sensitivity is affected by other skincare treatments which may inhibit electrical epilation
 - K34 how to prepare the equipment, products and materials for electrical epilation treatments
-

Range

- (K17) **Diverse needs:** cultural
religious
age
disability
gender
-

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

- pacemakers
- haemophilia
- cochlear implants

which restrict treatment:

- psoriasis
- eczema
- acne
- epilepsy
- diabetes
- metal pins and plates
- infectious and contagious disease

(K27) **Different types of hair growth:** terminal

vellus

ingrown hairs

Outcome

6 Carry out electrical epilation

You need to know and understand:

- K35 the different types and use of equipment, products and materials available for electrical epilation
- K36 how to load and use needles to avoid damage and contamination
- K37 why it is important to use magnification and illuminate the treatment area
- K38 the type and size of needle to suit the hair type, diameter, skin type and treatment area
- K39 why and how you stretch and manipulate the skin during treatment
- K40 the reasons for working systematically with correct spacing across the area to be treated
- K41 how to insert the needle into the hair follicle with regard to depth, angle and direction and the consequences of inaccurate needle insertion
- K42 how to adapt the intensity and duration of current flow to suit client tolerance and skin sensitivity
- K43 how to release hairs from different types of follicles without traction
- K44 the principles, uses and benefit of the alternating current such as short wave, radio frequency and high frequency
- K45 possible contra-actions which may occur, how to deal with them and what advice to give to clients
- K46 the anatomy and physiology of the hair and skin
- K47 the hair growth cycle, the causes of hair growth and how this impacts on the treatment
- K48 the advice and recommendations on products and services

Range

(K45) **Contra-actions:** erythema

oedema

blanching

bleeding

- bruising
- (K46) **Anatomy and physiology:** the structure and function of the skin
the principles of skin healing
the structure of the hair and its follicle
the structure and function of the endocrine system
the effect of malfunctions of the endocrine system on hair growth
the principles of the circulatory and lymphatic system
- (K47) **Hair growth cycle:** anagen
catagen
telogen
- (K47) **Causes of hair growth:** topical
congenital
systemic
- (K48) **Advice and recommendations:** additional services
additional products
the normal reactions which occur after treatment and how to deal with any abnormal reactions
post treatment restrictions and future treatment needs
the reasons for avoiding the following activities post electrical epilation: heat treatments, touching the treated area, use of perfumed and chemical based products, wearing of restrictive clothing on the treated areas
products for home use that will benefit and protect the client and those to avoid and why suitable methods of dealing with regrowth between treatments

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing electrical epilation treatments.
3. Your assessor will observe your performance on **at least 6 separate occasions, on at least 4 different clients with 1 observation being carried out on the bikini line.**
4. From the range, you must practically demonstrate that you have:
 - used **all** consultation techniques
 - covered **all** the areas of a treatment plan
 - dealt with **at least one** of the necessary actions
 - dealt with **all** of the hair types
 - dealt with **all** the skin types and conditions
 - covered **all** the areas to be treated
 - carried out **both** of the epilation treatments
 - used **all** types of needle
 - provided **all** the types of advice and recommendations
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 310

Provide cosmetic skin peel treatments (SKABT33)

Unit level:	SCQF 7
Unit aim:	<p>This standard is about using legally available superficial cosmetic skin peel products* and techniques to rejuvenate skin condition. It covers the skills involved in providing a thorough consultation to establish the client's suitability for treatment and the formulation of a specific treatment plan tailored to suit individual client's needs. The ability to provide relevant aftercare advice is also required.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing cosmetic skin peel treatments2. consult, plan and prepare for treatments3. carry out cosmetic skin peel treatments <p>*NOTE: Cosmetic skin peel products are those approved by current EU Regulations for cosmetic use by therapists and conform to professional insurance requirements.</p>
Relationship to NOS:	SKABT33
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing cosmetic skin peel treatments

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the treatment
- P2 prepare and protect your client and yourself to meet legal and organisational requirements
- P3 maintain your client's modesty and privacy at all times
- P4 position your client to meet the needs of the treatment without causing them discomfort
- 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 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 treatments

You must be able to:

- P13 use consultation techniques to determine the client's treatment plan
 - P14 refuse cosmetic skin peel treatments for people under the age of 18
 - P15 recognise any contra-indications and take the necessary action
 - P16 identify the client's medical history, skin classification, skin condition and sensitivity
 - P17 take pre-treatment photographs of the areas to be treated following organisational procedures
 - P18 explain the physical sensation of the treatment and the appearance of the skin post-treatment, to the client
 - P19 carry out a skin sensitivity test on the client, prior to the treatment and record the results
 - P20 identify the client's needs, expectations and treatment objectives, and agree with the client
 - P21 obtain signed, informed consent from the client prior to carrying out the treatment
 - P22 select equipment and products to match the treatment objectives for the cosmetic skin peel treatment
-

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P15) **Necessary action:** explaining why the treatment cannot be carried out
 - encouraging the client to seek medical advice
 - modification of treatment
 - (P17) **Areas to be treated:** face
 - neck
 - chest
 - hands
 - back
 - (P20) **Treatment objectives:** general skin rejuvenation
 - improvement of superficial blemishes
 - improvement of pigmentation variations
 - improvement of skin texture
 - improvement of skin hydration
 - (P22) **Equipment and products:** skin analysis aids
-

- applicators
 - identifiable cosmetic skin containers
 - cosmetic skin peel agents
 - pre-treatment products
 - post-treatment products
- (P22) **Cosmetic skin peel treatments:** Alpha Hydroxy Acids -AHAs
Beta Hydroxy Acids – BHAs
-

Outcome

- 3 Carry out cosmetic skin peel treatments

You must be able to:

- P23 ensure the areas to be treated are clean, oil free and dry
 - P24 work systematically to ensure even coverage of skin peel products in the areas to be treated
 - P25 adjust the duration and intensity of the cosmetic skin peel treatment to suit the client's skin type and skin condition
 - P26 monitor the client's skin reaction and client response and discontinue treatment if adverse reactions occur
 - P27 remove the cosmetic skin peel product and apply a skin neutraliser, after the required time
 - P28 apply a sun protection product to the treated area
 - P29 take post-treatment photographs of the treated area following organisational procedures
 - P30 give your client advice and recommendations on the treatment provided
 - P31 ensure the client's records are completed and signed by you and the client
-

Range

- (P23, P24) **Areas to be treated:** face
 - neck
 - chest
 - hands
 - back
 - (P25) **Cosmetic skin peel treatments:** Alpha Hydroxy Acids -AHAs
Beta Hydroxy Acids – BHAs
 - (P25) **Skin types:** oily
 - dry
 - combination
 - Fitzpatrick scale 1-3
 - Fitzpatrick scale 4-6
 - (P25) **Skin conditions:** sensitive
 - mature
 - dehydrated
 - congested
 - acne
 - hyperpigmentation
 - (P30) **Advice and recommendations:** suitable aftercare products and their uses
-

avoidance of activities which may cause contra-actions
time intervals between treatments
present and future products and treatments

Outcome

- 4 Maintain safe and effective methods of working when providing cosmetic skin peel treatments

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the responsibilities under local authority licensing regulations for yourself and your premises, where applicable
- K3 the importance of checking the legality of the products against current EU Cosmetic Regulations and how to gain verification of legality
- K4 the reasons for checking current insurance guidelines for the delivery of cosmetic skin peel treatments
- K5 the legal and organisational requirements for client protection and preparation
- K6 the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
- K7 why it is important to maintain client's modesty and privacy
- K8 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K9 the necessary environmental conditions for treatments such as heating and ventilation and why these are important
- K10 methods of cleaning, disinfection and sterilisation
- K11 why it is important to avoid direct and indirect cross-infection by working safely and hygienically
- K12 the hazards and risks associated with the delivery of cosmetic skin peel treatments and how these can be minimised
- K13 the different types of working methods that promote environmental and sustainable working practices
- K14 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K15 the legal requirements for waste disposal
- K16 the reasons for completing the service in a commercially viable time

Range

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

The Management of Health and Safety at Work Regulations

The Health and Safety (Information for Employees) Regulations

- (K13) **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 (easy dry towels)
 - using recycled eco-friendly furniture
 - using low chemical paint
 - using environmentally friendly product packaging
 - choosing responsible domestic products (Fairtrade tea and coffee)
 - encouraging carbon reducing journeys to work
-

Outcome

- 5 Consult, plan and prepare for treatments

You need to know and understand:

- K17 the importance of communicating with clients in a professional manner
- K18 how to complete a consultation taking into account client's diverse needs
- K19 the reasons why cosmetic skin peel treatments should not be carried out on clients under the 18 years of age
- K20 the importance of agreeing the treatment that meets the client's needs
- K21 the legal significance of gaining signed, informed client consent to carry out the treatment
- K22 the legislative requirements for storing and protecting client data
- K23 how to recognise contra-indications that would prevent or restrict the treatment
- K24 the contra-indications requiring medical referral and why
- K25 the necessary action to take in relation to specific contra-indications when referring clients
- K26 the importance of and reasons for not naming specific contra-indications when referring clients
- K27 how to prepare consultation records
- K28 the reasons for considering the client's previous skin treatment history, sun exposure, scarring and medical history prior to any treatment
- K29 how to assess skin type and condition
- K30 the use of the Fitzpatrick classification scale in order to determine the outcome of the cosmetic skin peel treatments and avoid post-inflammatory hyperpigmentation
- K31 the preparation of equipment and products for cosmetic skin peel treatments
- K32 how to describe the physical sensation and post-treatment appearance to the client
- K33 how pain threshold and sensitivity varies from client to client
- K34 the procedure for carrying out a skin sensitivity test prior to skin peel treatments
- K35 the reasons for carrying out a skin sensitivity test and recording the results
- K36 the type of pre-treatment advice that should be given to clients classification to optimise results and why this needs to be relevant to their skin type and Fitzpatrick scale

Range

- (K18) **Diverse needs:** cultural
religious
age
disability
gender
- (K23) **Contra-indications:** which prevent treatment:
- recent radiation treatment
- active bacterial, viral, fungal or herpetic infection
- open wounds
- some drugs with photosensitising potential
- active inflammatory dermatoses such as psoriasis, atopic dermatitis, keloids and hypertrophic scarring
- uncooperative client
- client who is careless about sun exposure or application of medicine
- client with unrealistic expectations
- isotretinoin use in the last 6 months
- trying to conceive
- pregnant
- lactating
- any direct sun exposure
- the current use of any steroidal topical medication
- allergy to aspirin (salicylic acid) or use of retinoic acid or Retin A products
- under age 18 years of age
- failure to follow all the pre-treatment programme
which restrict treatment:
- skin type
- prior to cosmetic surgery
- poor mental and emotional state
- herpes
- history of hypertrophic scarring
- diabetes
- epilepsy
- anxiety
- bruises
- recent microdermabrasion or cosmetic skin peels
- IPL or laser
- epilation
- (K24) **Conditions that require medical approval:** clients taking certain medications including
blood thinners
diabetes
recent surgery
undiagnosed swellings in treatment area
evidence of medical conditions such as cardiac, hepatic, or renal diseases
any radiation treatment
- (K27) **Consultation records:** identified previous cosmetic skin peel treatments
-

identified previous cosmetic skin treatments such as microdermabrasion and laser/IPL
medical history
identified contra-indications
emotional and physical condition
sun tanning history
Fitzpatrick scale
client expectations
treatment aims
area to be treated

Outcome

6 Carry out cosmetic skin peel treatments

You need to know and understand:

- K37 the reasons for cleansing the skin prior to treatment
- K38 the reasons for protecting areas such as eyes, nostrils and lips with suitable barrier products when carrying out chemical peels
- K39 how to select, use and adapt the use of cosmetic skin peel agents to suit different skin types and conditions, the Fitzpatrick classification scale and different treatment objectives
- K40 the benefits and effects of cosmetic skin peeling
- K41 the pH scale and its relevance on skin sensitivity
- K42 the action of acids and alkalines and their concentrations on the skin
- K43 the classification of Alpha Hydroxy Acids (AHA) and Beta Hydroxy Acids (BHA)
- K44 the chemical peel agents only suitable for medical use and why
- K45 the chemical agents in different types of skin peels and their potential for harm
- K46 the reasons for prompt application, timing and removal of all cosmetic skin peel products
- K47 how to work systematically and methodically, avoiding excess treatment overlap across the areas to be treated
- K48 the circumstances in which re-application may be necessary and how this should be carried out
- K49 the treatments that could be given in conjunction with or after cosmetic skin peeling
- K50 the limitations of products and equipment used for AHA and BHA cosmetic skin peel treatments
- K51 the benefits and use of tyrosinase inhibitors to avoid post-inflammatory hyperpigmentation when treating Fitzpatrick classification scale 4-6
- K52 the type of chemicals that do and do not require neutralisation to be performed
- K53 possible contra-actions which may occur, how to deal with them and what advice to give to clients
- K54 the anatomy and physiology of the skin
- K55 the reasons for restoring pH levels of the skin following treatment
- K56 the products necessary to prevent infection and promote healing and how they should be used before and after cosmetic skin peeling treatments
- K57 why it is necessary to use a minimum of a SPF30 UVA and UVB product post treatment
- K58 the types of post-treatment products available and why they are necessary
- K59 the advice and recommendations on products and service

Range

- (K53) **Contra-actions:** blanching and frosting
excess erythema
flaking
pigmentary changes
discomfort
- (K54) **Anatomy and physiology:** structure and function of skin
the effects of genetics on the ageing process of the skin
the effects of lifestyle and environmental factors on the skin such as photo damage, smoking, alcohol, diet and premature ageing
the process of desquamation, exfoliation and skin resurfacing
the defensive role of the epidermis and the importance of barrier function
the skin healing process
the impact of a compromised healing process and how to recognise and respond to it
the process of collagen and elastin synthesis including fibroblastic stimulation
the importance of the extra cellular matrix and the role Alpha Hydroxy Acids play in stimulating glycosaminoglycans
the inflammation process including post-inflammatory hyperpigmentation
the topical effects of cosmetic peel ingredients on the skin and skin conditions
the process of melanogenesis
- (K59) **Advice and recommendations:** additional services
additional products
the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
ongoing maintenance to retain optimum results
post-treatment visual skin changes and recovery time
use of recommended skin care products during the healing process including use of minimum SPF30 UVA and UVB sun protection
post-treatment restrictions including avoiding sun exposure and wearing a hat, heat treatments, use of cosmetics, vigorous physical activity, to avoid other exfoliating/resurfacing treatments and products, to avoid chlorinated water, to avoid excessive abrasion
likely future treatment needs
post-treatment contra-actions and the need to check for signs of infection
post-treatment assessment through client feedback, including questionnaire, telephone call, next visit follow-up
the importance of giving the client written aftercare advice
the importance of ensuring the client is given a post-treatment point of contact
the benefits of a course of treatment

Unit 310

Provide cosmetic skin peel treatments (SKABT33)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing cosmetic skin peel treatments.
3. Your assessor will observe your performance on **at least 4 occasions with one observation being carried out on the face.**
4. From the range, you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - covered **4 of the 5** treatment areas
 - covered **3 out of 5** treatment objectives
 - used **all** the types of equipment and products
 - applied **both** types of cosmetic skin peel treatments
 - identified **all** skin types
 - identified **all** skin conditions
 - provided **all** the types of advice and recommendations
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 404

Contribute to the planning and implementation of promotional activities (CHB17)

Unit level:	SCQF 6
Unit aim:	This standard is about working with others to plan, implement and evaluate promotional activities. The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect of this standard.
Relationship to NOS:	SKACHB17
Endorsed by	habia

Outcome

- 1 Contribute to the planning and preparation of promotional activities

You must be able to:

- P1 make recommendations to the relevant person for suitable promotional activities and identify the potential benefits for the business
- P2 identify and agree specific, measurable, achievable, realistic and time bound objectives and target groups for the activity with the relevant person(s)
- P3 agree requirements for the activity with all relevant persons in sufficient detail to allow the work to be planned
- P4 produce an agreed plan showing the:
 - P4.1 type of promotional activity
 - P4.2 objectives of the activity
 - P4.3 roles and responsibilities of others involved
 - P4.4 resource requirements
 - P4.5 preparation and implementation activities
 - P4.6 timescales
 - P4.7 budget
 - P4.8 methods of evaluation
- P5 agree a plan that takes into account any legal requirements, when necessary
- P6 ensure resources are available to meet the planned timescale

Range

- (P1) **Promotional activities:** demonstrations
displays
advertising campaigns

(P4.2) **Objectives:** to enhance salon image
to increase salon business

Outcome

2 Implement promotional activities

You must be able to:

- P7 implement promotional activities to meet the agreed plan
 - P8 adapt promotional activities, when necessary, in response to changed circumstances and or problems
 - P9 use resources effectively throughout the promotional activities
 - P10 communicate the essential features and benefits of products and services to the target group
 - P11 use methods of communication that are suitable for the type of promotional activity being undertaken
 - P12 present information in logical steps
 - P13 encourage the target group to ask questions about the services and products being promoted
 - P14 respond to questions and queries in a way which promotes goodwill and enhances the salon image
 - P15 actively encourage the target group to take advantage of the services and products being promoted
 - P16 clear away products and equipment at the end of the promotional activities, when necessary, to meet the requirements of the venue
-

Outcome

3 Participate in the evaluation of promotional activities

You must be able to:

- P17 use the methods agreed in your promotional activity plan to gain feedback from the relevant sources
 - P18 collate and record the information gained from the feedback using a clear format and method of presentation
 - P19 draw conclusions on the effectiveness of the promotional activity in meeting the agreed objectives
 - P20 participate in discussions giving a clear and well structured summary of the results of the evaluation
 - P21 make recommendations for improvements to any future promotional activities based upon the outcomes of your evaluation
-

Outcome

4 Contribute to the planning and preparation of promotional activities

You need to know and understand:

- K1 the practical requirements and restrictions of any venue
 - K2 the contract requirements, local bye-laws and legislation which could restrict your promotional activity in any venue used
 - K3 the importance of considering health and safety and other legal requirements
 - K4 the health and safety procedures applicable to any venue you use
 - K5 the potential hazards you must consider when working at any venue
 - K6 the steps that should be taken to minimise risks when working at an external venue
 - K7 the purpose and value of detailed and accurate planning
 - K8 the type of resourcing requirements necessary for promotional activities such as individuals, tools and equipment, materials, time, venue
 - K9 how the nature of the target group can influence the choice of promotional activity
 - K10 how to match types of promotional activities to objectives
 - K11 how to present a plan for promotional activities
 - K12 why it is important to consider methods of evaluation at the planning stage
 - K13 how to write objectives that are SMART; Specific, Measurable, Achievable, Realistic and Time bound objectives
 - K14 the importance of working to a budget
 - K15 where and how to obtain resources
 - K16 the importance of clearly defining the roles and responsibilities of those involved in promotional activities
 - K17 the importance of allocating roles and responsibilities to match an individual's competence levels
 - K18 the importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity
 - K19 the types of foreseeable problems that occur and ways of resolving them
-

Range

- (K3) **Health and safety:** the importance of considering health and safety and other legal requirements
- Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence 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
 - Data Protection Act
 - Working Time Directives
 - Cosmetic Products Regulations
 - Sale of Goods Act
 - Distance Selling Act
 - Trade Descriptions Act
 - Consumer Protection Legislation
-

Outcome

5 Implement promotional activities

You need to know and understand:

- K20 the features and benefits of the products and or services being promoted
 - K21 how to recognise buying signals and to close sales
 - K22 the difference between the features of a product or service and the benefits of a product or service
 - K23 how to tailor your presentation of the benefits of products and or services to meet individual needs and interests
 - K24 how and when to participate in discussions
 - K25 how to give a short presentation taking into account the timing, pace, use of voice and use of graphics
 - K26 methods of presenting information such as pictorially, graphically, verbally
 - K27 methods of creating a visual impact
 - K28 how and when to make openings to encourage others to ask questions
 - K29 how to answer questions and manage queries in a way likely to maintain goodwill
-

Outcome

6 Participate in the evaluation of promotional activities

You need to know and understand:

- K30 the purpose of evaluation activities
- K31 the areas of the promotional activity which should be evaluated
- K32 the most suitable methods of gaining feedback for the promotional activities in the range
- K33 how to collate, analyse and summarise evaluation feedback in a clear and concise way
- K34 suitable ways of formatting and producing an evaluation report

Unit 404

Contribute to the planning and implementation of promotional activities (CHB17)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for contributing to the planning and implementation of promotional activities.
3. You will need to collect documentary evidence to show you have met all the requirements of the standard.
4. From the range, you must show that you have:
 - undertaken **all** the types of promotional activities
 - developed **both** types of objectives
5. If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Appendix 1 Values

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

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

Appendix 2 Behaviours

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

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

Appendix 3 Skills

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

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

Appendix 4 Glossary

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

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.

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 endomorphic 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.

Chakras

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

Clinical aromatherapist

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

Congestion

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

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.

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.

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.

Placement (stone therapy)

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.

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.

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 test

A test to determine if the client is allergic to a product being applied.

Tapping (stone therapy)

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

Test patch

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

Thermal test patch

This is to check that the temperature of the hot stones is comfortable for the client before continuing with the treatment.

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 (stone therapy)

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

Tucking (stone therapy)

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.

Appendix 5 Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

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Centres

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

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F: +44 (0)20 7294 2413

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Single subject qualifications

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

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International awards

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

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Employer

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