Level 2 Diploma for Beauty Professionals - Beauty Therapist (7003-12)

Candidate logbook

**August 2019 Version 1.1**

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

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# Introduction and useful words

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

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

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

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

What qualification am I doing?

You are taking the **Level 2 Diploma for Beauty Professional – Beauty Therapist**. The units in this qualification are based on the National Occupational Standards (NOS) for Beauty Therapy. This means that that work you do to achieve this qualification is mainly about practical skills and real work activities.

What do I need to achieve?

Your qualification is divided into ‘units’. Each unit covers a different area of your work as a beauty therapist.

To achieve the qualification you need to achieve units to meet the qualification structure, which is included in the Summary of unit achievement section. In order to achieve this qualification you must complete all units.

What qualification am I doing?

There are three main parts:

* What you must do
* What you must cover
* What you must know.

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

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

Who will decide whether I have achieved the standards?

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

1. **Your assessor**

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

1. **Internal Quality Assurer (IQA)**

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

1. **External Quality Assurer (EQA)**

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

How long will it take?

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

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

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

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

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

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

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

What do these words mean?

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

**Assessment plan**

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

**Assessor**

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

**Candidate**

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

**Candidate appeals procedure**

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

**Centre**

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

**City & Guilds**

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

**Competent**

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

**Evidence**

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

**External Quality Assurer (sometimes called an EQA)**

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

**Habia (Hairdressing and Beauty Therapy Industry Authority)**

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

**Internal Quality Assurer (sometimes called an IQA)**

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

**Observation**

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

**Outcome**

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

**Performance criteria**

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

**Portfolio**

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

**Range**

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

**Standards (National Occupational Standards, sometimes called NOS)**

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

**Unit (mandatory and optional)**

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

**Vocational**

This qualification is a vocational award because it is based on skills and knowledge that you need in order to work and build a career as a Beauty Professional.

# Summary of unit achievement

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

|  |  |
| --- | --- |
| **Candidate name** |  |
| **Candidate enrolment number** |  |
| **Centre name** |  |
| **Centre number** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification outcomes** | **Date achieved** | **Assessor signature** | **Candidate signature** | **IQA signature (if sampled)** |
| **Mandatory units** |  |  |  |  |
| 208 Provide waxing treatments |  |  |  |  |
| 209 Provide hand and nail treatments |  |  |  |  |
| 210 Provide foot treatments |  |  |  |  |
| 211 Provide facial treatments |  |  |  |  |
| 212 Provide eyelash and eyebrow treatments |  |  |  |  |
| 213 Provide make-up application |  |  |  |  |
| 214 Provide basic massage treatments |  |  |  |  |

Note: City & Guilds unit numbers are three-digit numbers in front of the unit titles e.g., 201, 202. These numbers are to be used for results entry purposes, conﬁrming achievement of units for which certiﬁcation is requested.

|  |  |
| --- | --- |
| **IQA signature** |  |
| **Date** |  |

# Complete list of units

|  |  |  |
| --- | --- | --- |
| **City & Guilds unit number** | **Unit title** | **Level** |
| **Mandatory** |  |  |
| 208 | Provide waxing treatments | 2 |
| 209 | Provide hand and nail treatments | 2 |
| 210 | Provide foot treatments | 2 |
| 211 | Provide facial treatments | 2 |
| 212 | Provide eyelash and eyebrow treatments | 2 |
| 213 | Provide make-up treatments | 2 |
| 214 | Provide basic massage treatments | 2 |

# 

Unit 208 Provide waxing treatments

This standard is about removing hair using waxing techniques. The areas to be treated include the eyebrows, face, legs, underarm and the bikini line. You will need to be able to consult with the client, prepare and plan for the service. You will also need to provide aftercare advice to the client, particularly around the avoidance of certain activities and the use of home care products.

The main outcomes of this standard are:

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

2. Consult, plan and prepare for waxing services

3. Remove unwanted hair

How to achieve this unit

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

1. What you must do

2. What you must cover

3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 2 occasions, completing 3 waxing services involving a minimum of 2 different clients.**

|  |  |
| --- | --- |
| Outcome | Assessor notes |
| **Outcome 1: Maintain safe and effective methods of working when removing hair by waxing** |  |
| 1.1 maintain their responsibilities for health and safety throughout the service  1.2 prepare the client and self to meet legal and organisational requirements  1.3 protect the client's clothing, hair and accessories throughout the service  1.4 maintain the client's modesty and privacy at all times  1.5 position the client to meet the needs of the service  1.6 ensure their own posture and working methods minimise fatigue and the risk of injury to self and others  1.7 ensure environmental conditions are suitable for the client and the service  1.8 keep their work area clean and tidy throughout the service  1.9 use working methods that minimise the risk of cross-infection  1.10 ensure the use of clean equipment and materials  1.11 promote environmental and sustainable working practices  1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products  1.13 dispose of waste materials to meet legal requirements  1.14 complete the service within a commercially viable time |  |
| **Outcome 2: Consult, plan and prepare for waxing services** |  |
| 2.1 use consultation techniques to determine the client's service plan  2.2 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service  2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16  2.4 recognise any contra-indications and take the necessary action  2.5 agree the service and outcomes that meet the client's needs  2.6 obtain signed, written informed consent from the client prior to carrying out the waxing service |  |
| **Outcome 3: Remove unwanted hair** |  |
| 3.1 apply pre-wax products to the treatment area  3.2 conduct a thermal test patch immediately prior to the waxing service  3.3 establish the hair growth pattern and trim over long hair prior to the application of the wax  3.4 apply wax, minimising the risk of cross-infection and contamination  3.5 apply and remove the wax according to the requirements of the hair removal method and hair growth patterns  3.6 ensure their work techniques minimise discomfort to the client  3.7 check the client's wellbeing throughout the waxing service  3.8 ensure the treatment area is left free of wax and hair and treated with an after-wax product  3.9 ensure that the finished result is to the client's satisfaction  3.10 give the client advice and recommendations on the services provided  3.11 ensure the client's records are completed and signed by self and the client |  |

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

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

What you must cover

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation | | | | | | |
|  | **1** | **2** | **3** | **4** |  |  |
| **All consultation techniques** | | | | | | |
| questioning |  |  |  |  |  |  |
| listening |  |  |  |  |  |  |
| visual |  |  |  |  |  |  |
| manual |  |  |  |  |  |  |
| written |  |  |  |  |  |  |
| **At least one necessary action** | | | | | | |
| encouraging the client to seek medical advice |  |  |  |  |  |  |
| explaining why the waxing service cannot be carried out |  |  |  |  |  |  |
| Modifying the service |  |  |  |  |  |  |
| **All waxing service** | | | | | | |
| eyebrows |  |  |  |  |  |  |
| upper lip |  |  |  |  |  |  |
| chin |  |  |  |  |  |  |
| full leg |  |  |  |  |  |  |
| half leg |  |  |  |  |  |  |
| underarm |  |  |  |  |  |  |
| bikini line |  |  |  |  |  |  |
| **All types of wax** | | | | | | |
| hot wax |  |  |  |  |  |  |
| warm wax |  |  |  |  |  |  |
| **All work techniques** | | | | | | |
| stretching and manipulating the skin during application and removal |  |  |  |  |  |  |
| speed of product removal |  |  |  |  |  |  |
| direction and angle of removal |  |  |  |  |  |  |
| on-going product temperature checks |  |  |  |  |  |  |
| **All types of advice and recommendations** | | | | | | |
| suitable homecare products and their uses |  |  |  |  |  |  |
| avoidance of activities which may cause contra-actions |  |  |  |  |  |  |
| time intervals between services |  |  |  |  |  |  |
| present and future products and services |  |  |  |  |  |  |

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

What you must know

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

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

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

|  |
| --- |
| Outcome 4: Know how to maintain safe and effective methods of working when removing hair by waxing |
| 4.1 your responsibilities for health and safety as defined by any specific legislation covering your job role  4.2 the legal and organisational requirements for client protection and preparation  4.3 the legal and organisational requirements for your own personal hygiene, protection and appearance  4.4 the reasons for maintaining the client's modesty and privacy at all times  4.5 safe positioning techniques for yourself and the client to prevent discomfort  4.6 the necessary environmental conditions for services such, as heating and ventilation, and why these are important  4.7 why it is important to keep your work area clean and tidy  4.8 methods of cleaning, disinfection and sterilisation  4.9 methods of working safely and hygienically to avoid the risk of cross- infection  4.10 the different types of working methods that promote environmental and sustainable working practices  4.11 the hazards and risks which exist in your workplace and the safe working practices which you must follow  4.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow  4.13 the legal requirements for waste disposal  4.14 the reasons for completing the service in a commercially viable time |
| **Outcome 5: Know how to consult, plan and prepare for waxing services** |
| 5.1 why it is important to communicate with clients in a professional manner  5.2 how to complete a consultation taking into account the client's diverse needs  5.3 the legal requirements for providing services to minors under 16 years of age  5.4 the age at which an individual is classed as a minor and how this differs nationally  5.5 the importance of agreeing the service that meets the client's needs  5.6 the legal significance of gaining signed, informed client consent to carry out the service  5.7 the legislative requirements for storing and protecting client data  5.8 the contra-indications requiring medical referral and why  5.9 how to recognise contra-indications that would prevent or restrict the service  5.10 the necessary action to take in relation to specific contra-indications when referring clients  5.11 the reasons for not naming specific contra-indications when referring clients  5.12 the reasons why it is advisable to conduct a skin sensitivity test prior to waxing services |
| **Outcome 6: Know how to remove unwanted hair** |
| 6.1 the reasons for conducting a thermal test patch procedure and for trimming over long hair prior to the waxing service  6.2 how to assess the skin condition and hair growth in the treatment area  6.3 the types of equipment and products used for waxing  6.4 the function and purpose of pre-wax and after-wax products  6.5 the ingredients and composition of different waxing products  6.6 the various techniques associated with and working temperatures for the different waxing products  6.7 how to match waxing products to different hair types  6.8 product application and removal requirements in relation to the direction of hair growth  6.9 the precautions which need to be taken when removing hair around conditions which restrict the treatment  6.10 the advantages, disadvantages and limitations of waxing treatments  6.11 other methods of hair removal and the effect of these methods on the waxing process  6.12 how to apply different working techniques to ensure client comfort  6.13 the expected skin reaction to waxing  6.14 the contra-actions that may occur, how to deal with them and what advice to give to clients  6.15 the structure and functions of the skin and hair  6.16 the hair growth cycle, the different types of hair growth and the causes of hair growth  6.17 the activities to avoid after waxing and why these are important  6.18 the advice and recommendations on products and services |

Knowledge and Understanding Range

**Contra-indications: which restrict:**

(5.9)

medication affecting skin, blood or immune system

heat rash

sunburn

diabetes

moles

infected ingrowing hairs

skin tags

recent scar tissue

**which prevent:**

thin and fragile skin

known allergies to products and ingredients such as rosin found in sticking plasters and wax

severe and infectious skin conditions

severe varicose veins

**Methods of hair removal:**

tweezing

(6.11)

shaving

depilatory creams

electrical depilatory

abrasive mitts

light based hair reduction

threading

electrical epilation

**Contra-actions:** bruising

(6.14)

blood spots

abrasions

broken hair

histamine reaction

excessive erythema

excessive and diminished regrowth

burns

inflammation

**Structure and functions of the skin:**

(6.15)

Structure of the skin:

layers of the epidermis

dermis

subcutaneous layer

hair follicle

hair shaft

sebaceous gland

arrector pili muscle

sweat gland

blood and lymph vessels

sensory nerve endings

Functions of the skin:

sensitivity

heat regulation

absorption

protection

excretion

secretion

vitamin D production

**Hair growth cycle:**

(6.16)

anagen

catagen

telogen

**Different types of hair growth:**

(6.16)

terminal  
vellus  
ingrown hairs

**Causes of hair growth:**

(6.16)

topical  
congenital  
systemic

**Activities to avoid after waxing:**

(6.17)

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

**Advice and recommendations:**

(6.18)

additional services  
additional products  
aftercare requirements for waxing and why these are important  
the recommendations for the client to return for waxing services every 6-8 weeks

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

Tick the ways in which the above knowledge was covered:

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

Declaration

**Supplementary notes**

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

|  |  |
| --- | --- |
| Comment | Date |
|  |  |

Unit sign-off

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

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

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

Unit 209 Provide hand and nail treatments

This standard is about providing manicure services to clients. It covers consulting with the client, recognising any contra-indications, preparing for the service and producing a service plan. It also covers shaping and buffing the nails, using skin and cuticle treatments, massaging the hand and lower arm and providing a suitable nail finish.

The main outcomes of this standard are:

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

2. Consult, plan and prepare for manicure services

3. Carry out manicure services

How to achieve this unit

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

1. What you must do

2. What you must cover

3. What you must know

What you must do:

* Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe these aspects of your performance on **at least 2 occasions** This must include **both** of the following finishes, one should be a gel finish:
* Dark polish
* French polish

|  |  |
| --- | --- |
| Outcome | Assessor notes |
| **Outcome 1: Maintain safe and effective methods of working when providing manicure services** |  |
| 1.1 maintain their responsibilities for health and safety throughout the service  1.2 prepare the client and self to meet legal and organisational requirements  1.3 protect the client's clothing, hair and accessories throughout the service  1.4 maintain the client's modesty and privacy at all times  1.5 position the client to meet the needs of the service  1.6 ensure their own posture and working methods minimise fatigue and the risk of injury to self and others  1.7 ensure environmental conditions are suitable for the client and the service  1.8 keep their work area clean and tidy throughout the service  1.9 use working methods that minimise the risk of cross-infection  1.10 ensure the use of clean equipment and materials  1.11 promote environmental and sustainable working practices  1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products  1.13 dispose of waste materials to meet legal requirements  1.14 complete the service within a commercially viable time |  |
| **Outcome 2: Consult, plan and prepare for manicure services** |  |
| 2.1 use consultation techniques to determine the client's service plan  2.2 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service  2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16  2.4 recognise any contra-indications and take necessary action  2.5 agree the service and outcomes that meet the client's needs  2.6 obtain signed, informed consent from the client prior to carrying out the service  2.7 cleanse the area to be treated and remove any existing nail finish  2.8 identify the condition of the nails and skin  2.9 recommend treatments and products for the client's skin type and nail condition |  |

|  |  |
| --- | --- |
| Outcome 3: Carry out manicure services |  |
| 3.1 confirm the desired nail length and shape with the client  3.2 shape the nails to ensure a smooth free edge  3.3 use tools and products to remove excess cuticle, without damaging the surrounding skin  3.4 create a smooth surface shine to the nail plate using buffing techniques  3.5 select and apply hand and nail treatments to suit the client's skin and nail condition  3.6 perform massage sequence to meet the needs of the client and the service plan  3.7 ensure the nail area is clean, dry and free of product  3.8 apply a base coat relevant to the client's needs  3.9 apply nail finish and top coat in the required sequence  3.10 ensure the cuticle and nail wall are free of product  3.11 ensure that the nail finish is to the client's satisfaction and meets the agreed service plan  3.12 give the client advice and recommendations on the service provided  3.13 ensure the client's records are completed and signed by self and the client |  |
| **Outcome 4: Apply and remove gel polish** |  |
| 4.1 confirm the desired nail length and shape with the client  4.2 prepare the nail to ensure maximum adhesion of gel polish finish  4.3 apply gel polish finish and leave a free margin around the cuticle and side wall area of the nail  4.4 remove gel polish and ensure the nail is free from product and undamaged |  |

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

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

**What you must cover**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation | | | | | | |
|  | **1** | **2** | **3** |  |  |  |
| **All consultation techniques** | | | | | | |
| questioning |  |  |  |  |  |  |
| listening |  |  |  |  |  |  |
| visual |  |  |  |  |  |  |
| manual |  |  |  |  |  |  |
| written |  |  |  |  |  |  |
| **At least one necessary action** | | | | | | |
| encouraging the client to seek medical advice |  |  |  |  |  |  |
| explaining why the treatment cannot be carried out |  |  |  |  |  |  |
| modifying the service |  |  |  |  |  |  |
| **All types of hand and nail treatments** | | | | | | |
| paraffin wax |  |  |  |  |  |  |
| hand masks |  |  |  |  |  |  |
| thermal mitts |  |  |  |  |  |  |
| exfoliators |  |  |  |  |  |  |
| **All types of nail finish** | | | | | | |
| dark colour |  |  |  |  |  |  |
| French |  |  |  |  |  |  |
| buffed |  |  |  |  |  |  |
| **All advice and recommendations** | | | | | | |
| suitable aftercare products and their uses |  |  |  |  |  |  |
| avoidance of activities which may cause contra-actions |  |  |  |  |  |  |
| recommended time intervals between services |  |  |  |  |  |  |
| present and future products and services |  |  |  |  |  |  |

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

What you must know

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

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

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

|  |
| --- |
| Outcome 5: Know how to maintain safe and effective methods of working when providing manicure services |
| 5.1 your responsibilities for health and safety as defined by any specific legislation covering your job role  5.2 the legal and organisational requirements for client protection and preparation  5.3 the legal and organisational requirements for your own personal hygiene, protection and appearance  5.4 safe positioning techniques for yourself and your client and why using these are important  5.5 the necessary environmental conditions for services, such as heating and ventilation and why these are important  5.6 why it is important to keep your work area clean and tidy  5.7 methods of cleaning, disinfection and sterilisation  5.8 methods of working safely and hygienically and which minimise the risk of cross-infection  5.9 the different types of working methods that promote environmental and sustainable working practices  5.10 the contra-actions that could occur, how to deal with them and what advice to give to clients  5.11 the hazards and risks which exist in your workplace and the safe working practices which you must follow  5.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow  5.13 the legal requirements for waste disposal  5.14 the reasons for completing the treatment in a commercially viable time |
| **Outcome 6: Know how to consult, plan and prepare for manicure services** |
| 6.1 the importance of communicating with clients in a professional manner  6.2 how to complete a consultation taking into account client's diverse needs  6.3 the legal requirements for providing treatment to minors under 16 years of age  6.4 the age at which an individual is classed as a minor and how this differs nationally  6.5 the reasons for agreeing a service that meets the client's needs  6.6 the legal significance of gaining signed, informed client consent to carry out the service  6.7 the legislative requirements for storing and protecting client data  6.8 the necessary action to take in relation to specific contra-indications when referring clients  6.9 how to recognise contra-indications that would prevent or restrict the service  6.10 the contra-indications requiring medical referral and why  6.11 the reasons for not naming specific contra-indications when referring clients  6.12 the different types of treatable skin and nail conditions  6.13 how to conduct a nail and skin analysis |

|  |
| --- |
| Outcome 7: Know how to carry out hand and nail treatments |
| 7.1 the different natural nail shapes that are likely to be encountered during hand and nail treatments  7.2 the techniques used within hand and nail treatments and how to carry them out  7.3 the different types of hand and nail products, tools and equipment and how to use them  7.4 the effects on the nail and skin of the incorrect use of products and equipment  7.5 the features and benefits of hand and nail products, services and treatments  7.6 how to adapt the hand and nail treatments to suit individual client needs  7.7 the different types of massage techniques used in a hand and nail treatments  7.8 the effects of massage techniques on the nails, skin, muscles and underlying structures  7.9 why it is important to clean and dry the natural nail prior to applying a nail finish  7.10 the importance of recommending a nail finish suitable for the client  7.11 the methods of applying different nail finishes  7.12 the methods used to remove different nail finishes  7.13 the anatomy of the hand and lower arm  7.14 the structure of the nail  7.15 the process of nail growth  7.16 the functions and structure of the skin  7.17 the contra-actions that could occur, how to deal with them and what advice to give to clients  7.18 the advice and recommendations on products and treatments |
| **Outcome 8: Know how to apply and remove gel polish** |
| 8.1 the different natural nail shapes you are likely to come across during gel polish services  8.2 the reasons for shaping the free edge prior to gel polish application  8.3 the different types of curing equipment, including UV or LED and the required setting times  8.4 the effects of over curing and under curing on the gel polish finish  8.5 the features and benefits of gel polish application and services  8.6 how to adapt the gel polish service to suit individual client needs  8.7 methods of applying different gel nail finishes  8.8 methods of removing gel polish  8.9 the effect on the nails and skin of the incorrect use of products and equipment  8.10 the implications of layering product and how it will affect the removal process  8.11 the difference between gel polish and polish and how they can be combined  8.12 the problems that can occur if the gel product is too thick or too thin  8.13 different types of gel polish and their chemical background  8.14 how to adapt the gel polish if combined with other nail services |

Knowledge and Understanding Range Range

**Diverse needs:**

(AC6.2)

* cultural
* religious
* age
* disability
* gender

**Contra-indications:**

(AC6.9)

* which prevent treatment:
  + medical condition
  + prescribed medication
  + fungal infections
  + viral infections
  + parasitic infections
  + severe skin conditions
* which restrict treatment
  + bacterial infections
  + psoriasis
  + dermatitis
  + severe nail separation
  + broken bones

**Nail conditions:**

(AC6.12)

* bitten
* discoloured
* misshapen
* split
* ridged
* dry
* dehydrated
* brittle
* pitted

**Diverse needs:**

(AC6.2)

* cultural
* religious
* age
* disability
* gender

**Contra-indications:**

(AC6.9)

* which prevent treatment:
  + medical condition
  + prescribed medication
  + fungal infections
  + viral infections
  + parasitic infections
  + severe skin conditions
* which restrict treatment
  + bacterial infections
  + psoriasis
  + dermatitis
  + severe nail separation
  + broken bones

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

Tick the ways in which the above knowledge was covered:

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

**Declaration**

**Supplementary notes**

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

|  |  |
| --- | --- |
| Comment | Date |
|  |  |

Unit sign-off

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

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

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

Unit 210 Provide foot treatments

This standard is about providing pedicure services to clients. It covers consulting with the client, recognising any contra-indications, preparing for the service and producing a service plan. It also covers shaping the nails, applying skin and cuticle treatments, cleaning and drying the feet, removing excessive hard skin, massaging the foot and lower leg and providing a suitable nail finish.

The main outcomes of this standard are:

1. maintain safe and effective methods of working when providing pedicure services

2. consult, plan and prepare for pedicure services

3. carry out pedicure services

How to achieve this unit

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

1. What you must do

2. What you just cover

3. What you must know

What you must do:

* Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe you completing a foot and nail treatment on **at least 2 occasions** This must include **both** of the following finishes, one should be a gel finish:
* Dark polish
* French polish

|  |  |
| --- | --- |
| Outcome | Assessor notes |
| **Outcome 1: Maintain safe and effective methods of working when providing pedicure services** |  |
| 1.1 maintain their responsibilities for health and safety throughout the service  1.2 prepare the client and self to meet legal and organisational requirements  1.3 protect the client's clothing, hair and accessories throughout the service  1.4 maintain the client's modesty and privacy at all times  1.5 position the client to meet the needs of the service  1.6 ensure own posture and working methods minimise fatigue and the risk of injury to self and others  1.7 ensure environmental conditions are suitable for the client and the service  1.8 keep their work area clean and tidy throughout the service  1.9 use working methods that minimise the risk of cross-infection  1.10 ensure the use of clean equipment and materials  1.11 promote environmental and sustainable working practices  1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products  1.13 dispose of waste materials to meet legal requirements  1.14 complete the service within a commercially viable time |  |
| **Outcome 2: Consult, plan and prepare for pedicure services** |  |
| 2.1 use consultation techniques to determine the client's service plan  2.2 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service  2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16  2.4 recognise any contra-indications and take necessary action  2.5 agree the service and outcomes that meet the client's needs  2.6 obtain signed, informed consent from the client prior to carrying out the service  2.7 clean and dry client's feet  2.8 cleanse the area to be treated and remove any existing nail finish  2.9 identify the condition of the nails and skin  2.10 recommend treatments and products for the client's skin type and nail condition |  |

|  |  |
| --- | --- |
| Outcome 3: Carry out pedicure services |  |
| 3.1 clean and dry the client's feet  3.2 confirm the desired nail length and shape with the client  3.3 shape the nails to ensure a smooth free edge  3.4 use tools and products to remove excess cuticle, without damaging the surrounding skin  3.5 remove excess hard skin, without causing discomfort to the client  3.6 select and apply foot and nail treatments to suit the client's skin type and nail condition  3.7 apply massage sequence to meet the needs of the client and the treatment plan  3.8 ensure the nail area is clean, dry and free of product  3.9 apply a base coat relevant to the client's needs  3.10 apply nail finish and top coat, in the required sequence  3.11 ensure the cuticle and nail wall are free of product  3.12 ensure that the nail finish is to the client's satisfaction and meets the agreed treatment plan  3.13 give the client advice and recommendations on the treatment provided  3.14 ensure the client's records are completed and signed by self and the client |  |

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

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

What you must cover

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation | | | | | | |
|  | **1** | **2** | **3** |  |  |  |
| **All consultation techniques** | | | | | | |
| questioning |  |  |  |  |  |  |
| listening |  |  |  |  |  |  |
| visual |  |  |  |  |  |  |
| manual |  |  |  |  |  |  |
| written |  |  |  |  |  |  |
| **At least one necessary action** | | | | | | |
| encouraging the client to seek medical advice |  |  |  |  |  |  |
| explaining why the treatment cannot be carried out |  |  |  |  |  |  |
| modifying the service |  |  |  |  |  |  |
| **All foot and nail treatments** | | | | | | |
| paraffin wax |  |  |  |  |  |  |
| foot masks |  |  |  |  |  |  |
| thermal boots |  |  |  |  |  |  |
| exfoliators |  |  |  |  |  |  |
| **All nail finish** | | | | | | |
| dark colour |  |  |  |  |  |  |
| French |  |  |  |  |  |  |
| buffed |  |  |  |  |  |  |
| **All advice and recommendations** | | | | | | |
| suitable aftercare products and their uses |  |  |  |  |  |  |
| avoidance of activities which may cause contra-actions |  |  |  |  |  |  |
| recommended time intervals between services |  |  |  |  |  |  |
| present and future products and services |  |  |  |  |  |  |

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

What you must know

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

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

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

|  |
| --- |
| Outcome 4: Know how to maintain safe and effective methods of working when providing foot treatments |
| 4.1 your responsibilities for health and safety as defined by any specific legislation covering your job role  4.2 the legal and organisational requirements for client preparation  4.3 the legal and organisational requirements for your own personal hygiene, protection and appearance  4.4 safe positioning techniques for yourself and your client and why using these are important  4.5 the necessary environmental conditions for services, such as heating and ventilation and why these are important  4.6 why it is important to keep your work area clean and tidy  4.7 methods of cleaning, disinfection and sterilisation  4.8 methods of working safely and hygienically and which minimise the risk of cross-infection  4.9 the different types of working methods that promote environmental and sustainable working practices  4.10 the contra-actions that could occur, how to deal with them and what advice to give to clients  4.11 the hazards and risks which exist in your workplace and the safe working practices which you must follow  4.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow  4.13 the legal requirements for waste disposal  4.14 the reasons for completing a service in a commercially viable time |
| **Outcome 5: Know how to consult, plan and prepare for foot treatments** |
| 5.1 the importance of communicating with clients in a professional manner  5.2 how to complete a consultation taking into account client's diverse needs  5.3 the legal requirements for providing treatment to minors under 16 years of age  5.4 the age at which an individual is classed as a minor and how this differs nationally  5.5 the reasons for agreeing a service that meets the client's needs  5.6 the legal significance of gaining signed, informed client consent to carry out the service  5.7 the legislative requirements for storing and protecting client data  5.8 the necessary action to take in relation to specific contra-indications when referring clients  5.9 how to recognise contra-indications that would prevent or restrict the service  5.10 the contra-indications requiring medical referral and why  5.11 the reasons for not naming specific contra-indications when referring clients  5.12 the different types of treatable skin and nail conditions  5.13 how to conduct a nail and skin analysis |

|  |
| --- |
| Outcome 6: Know how to carry out foot treatments |
| 6.1 the different natural nail shapes they are likely to come across during pedicure services  6.2 the techniques used within pedicure and how to carry them out  6.3 the different types of pedicure products, tools and equipment and how to use them  6.4 the effect on the nails and skin of the incorrect use of products and equipment  6.5 the features and benefits of different foot and nail products, services and treatments  6.6 how to adapt a pedicure service to suit individual client needs  6.7 the different types of massage techniques used in a pedicure service  6.8 the effects of massage techniques on the nails, skin, muscles and underlying structures  6.9 why it is important to clean and dry the natural nail prior to applying a nail finish  6.10 the reasons for recommending a nail finish to suit the client's needs  6.11 the methods of applying different nail finishes  6.12 the methods used to remove different nail finishes, including gel polish and nail art  6.13 the anatomy of the foot and lower leg  6.14 the structure of the nail  6.15 the process of nail growth  6.16 the function and structure of the skin  6.17 the contra-actions that could occur, how to deal with them and what advice to give to clients  6.18 the advice and recommendations on products and services |

Knowledge and Understanding Range

**Diverse needs:**

(AC5.2)

* cultural
* religious
* age
* disability
* gender

**Contra-indications:**

(AC5.9, AC5.11)

* which prevent treatment:
  + medical conditions - diabetes
  + prescribed medications
  + fungal infections
  + viral infections
  + parasitic infections
  + severe skin conditions
* which restrict treatment:
  + psoriasis
  + dermatitis
  + severe nail separation
  + broken bones
  + ingrown toe nails
  + bunions
  + hammer toes

**Nail conditions:**

(AC5.12)

* discoloured
* misshapen
* split
* ridged
* dry
* dehydrated
* brittle
* pitted

**Anatomy:**

(AC6.13)

* the bones of the foot and lower leg
* the muscles of the foot and lower leg
* the blood circulation to the foot and lower leg

**Structure of the nail:**

(AC6.14)

* nail plate
* nail bed
* matrix
* cuticle
* lunula
* hyponychium
* eponychium
* nail wall
* free edge
* lateral nail fold

**Nail growth:**

(AC6.15)

* nail formation
* growth rate
* factors affecting growth
* the effects of damage on growth
* nail thickness

**Structure of the skin:**

(AC6.16)

* dermis
* epidermis
* subcutaneous layer
* appendages

**Advice and recommendations:**

(AC6.18)

* additional treatments
* additional products

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

Tick the ways in which the above knowledge was covered:

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

Declaration

**Supplementary notes**

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

|  |  |
| --- | --- |
| Comment | Date |
|  |  |

Unit sign-off

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

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

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

Unit 211 Provide facial treatments

This standard is about improving and maintaining facial skin condition using a variety of treatments. These treatments include: skin exfoliation, skin warming, comedone extraction, facial massage and mask treatments. Such treatments must be successfully provided to a range of clients with a variety of skin types and conditions, as is the ability to provide relevant aftercare advice.

The main outcomes of this standard are:

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

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

3. Improve and maintain skin condition

How to achieve this unit

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

1. What you must do

2. What you just cover

3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 2 occasions.**

|  |  |
| --- | --- |
| Outcome | Assessor notes |
| **Outcome 1: Maintain safe and effective methods of working when improving and maintaining facial skin condition** |  |
| 1.1 maintain your responsibilities for health and safety throughout the treatment  1.2 prepare the client and self to meet legal and organisational requirements  1.3 protect the client's clothing, hair and accessories throughout the service  1.4 maintain the client's modesty and privacy  1.5 position the client to meet the needs of the treatment  1.6 ensure their own posture and working methods minimise fatigue and the risk of injury to self and others  1.7 ensure environmental conditions are suitable for the client and the treatment  1.8 keep their work area clean and tidy throughout the treatment  1.9 use working methods that minimise the risk of cross-infection  1.10 ensure the use of clean equipment and materials  1.11 promote environmental and sustainable working practices  1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products  1.13 dispose of waste materials to meet legal requirements  1.14 complete the treatment within a commercially viable time |  |
| **Outcome 2: Consult, plan and prepare for facial treatments** |  |
| 2.1 use consultation techniques to determine the client's treatment plan  2.2 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment  2.3 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16  2.4 recognise any contra-indications and take the necessary action  2.5 agree the treatment and outcomes that meet the client's needs  2.6 obtain signed, informed consent from the client prior to carrying out the treatment  2.7 cleanse the client's skin and carry out a skin analysis to determine the skin type and skin condition  2.8 select facial products and equipment for the client's skin type and skin condition |  |
| **Outcome 3: Improve and maintain skin condition** |  |
| 3.1 use facial products and equipment based on the results of the skin analysis  3.2 cleanse the skin and remove all traces of make-up  3.3 use exfoliation products and techniques suitable for the client's skin type and skin condition  3.4 use skin warming technique to meet the client's needs  3.5 carry out comedone extraction minimising discomfort to the client and with minimal damage to the skin  3.6 use and adapt massage techniques to meet the needs of the client and agreed treatment plan  3.7 apply and remove mask treatments without discomfort to the client and leave the skin clean, toned and moisturised  3.8 ensure the finished result is to the client's satisfaction and meets the agreed treatment plan  3.9 give the client advice and recommendations on the treatment provided  3.10 ensure the client's records are completed and signed by self and the client |  |

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

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

What you must cover

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation | | | | | | |
|  | **1** | **2** | **3** |  |  |  |
| **All consultation techniques** | | | | | | |
| questioning |  |  |  |  |  |  |
| listening |  |  |  |  |  |  |
| visual |  |  |  |  |  |  |
| manual |  |  |  |  |  |  |
| written |  |  |  |  |  |  |
| **At least one necessary action** | | | | | | |
| encouraging the client to seek medical advice |  |  |  |  |  |  |
| explaining why the treatment cannot be carried out |  |  |  |  |  |  |
| modification of the treatment |  |  |  |  |  |  |
| **All skin types** | | | | | | |
| oily |  |  |  |  |  |  |
| dry |  |  |  |  |  |  |
| combination |  |  |  |  |  |  |
| **All skin conditions** | | | | | | |
| sensitive skin |  |  |  |  |  |  |
| mature skin |  |  |  |  |  |  |
| dehydrated skin |  |  |  |  |  |  |
| young skin |  |  |  |  |  |  |
| **All facial products** | | | | | | |
| eye make-up remover |  |  |  |  |  |  |
| cleansers |  |  |  |  |  |  |
| toners |  |  |  |  |  |  |
| exfoliators |  |  |  |  |  |  |
| moisturisers |  |  |  |  |  |  |
| specialised skin products |  |  |  |  |  |  |
| massage medium |  |  |  |  |  |  |
| masks |  |  |  |  |  |  |
| **Both types of equipment** | | | | | | |
| magnifying light |  |  |  |  |  |  |
| skin warming devices |  |  |  |  |  |  |
| **All massage techniques** | | | | | | |
| effleurage |  |  |  |  |  |  |
| petrissage |  |  |  |  |  |  |
| tapotement |  |  |  |  |  |  |
| frictions |  |  |  |  |  |  |
| vibrations |  |  |  |  |  |  |
| **All massage mediums** | | | | | | |
| Oil |  |  |  |  |  |  |
| Cream |  |  |  |  |  |  |
| **All advice and recommendations** | | | | | | |
| suitable aftercare products and their uses |  |  |  |  |  |  |
| avoidance of activities which may cause contra-actions |  |  |  |  |  |  |
| time intervals between treatments |  |  |  |  |  |  |
| present and future products and treatments |  |  |  |  |  |  |

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

What you must know

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

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

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

|  |
| --- |
| Outcome 4: Know how to maintain safe and effective methods of working when improving and maintaining facial skin condition |
| 4.1 their responsibilities for health and safety as defined by any specific legislation covering their job role  4.2 the legal and organisational requirements for client protection and preparation  4.3 the legal and organisational requirements for own personal hygiene, protection and appearance  4.4 the reasons for maintaining the client's modesty and privacy  4.5 safe positioning techniques for self and the client to prevent discomfort  4.6 the necessary environmental conditions for treatments such as heating, sound and ventilation and why these are important  4.7 why it is important to keep their work area clean and tidy  4.8 methods of cleaning, disinfection and sterilisation  4.9 methods of working safely and hygienically to avoid the risk of cross- infection  4.10 the different types of working methods that promote environmental and sustainable working practices  4.11 the hazards and risks which exist in the workplace and the safe working practices which they must follow  4.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow  4.13 the legal requirements for waste disposal  4.14 the reasons for completing the treatment in a commercially viable time |
| **Outcome 5: Know how to consult, plan and prepare for facial treatments** |
| 5.1 why it is important to communicate with clients in a professional manner  5.2 how to complete a consultation taking into account the client's diverse needs  5.3 the legal requirements for providing treatment to minors under 16 years of age  5.4 the age at which an individual is classed as a minor and how this differs nationally  5.5 the importance of agreeing the treatment that meets the client's needs  5.6 the legal significance of gaining signed, informed client consent to receive the treatment  5.7 the legislative requirements for storing and protecting client data  5.8 the contra-indications requiring medical referral and why  5.9 how to recognise contra-indications that would prevent or restrict treatment  5.10 the necessary action to take in relation to specific contra-indications when referring clients  5.11 the reasons for not naming specific contra-indications when referring clients  5.12 how to recognise different skin types and conditions when conducting a skin analysis  5.13 the criteria for selecting products and equipment to suit the clients' skin type and condition |

|  |
| --- |
| Outcome 6: Know how to improve and maintain skin condition |
| 6.1 the range and uses of products and equipment available for facial skin care treatments  6.2 the different types of specialist skin products and how to apply them  6.3 the reasons for and benefits of using different types of facial products  6.4 the different types and effects of skin warming devices  6.5 the methods used to safely extract comedones from the skin  6.6 the different types of massage techniques and their effects  6.7 how to adapt the massage techniques to suit different skin types and skin conditions  6.8 the different types of mask treatments and their effects  6.9 the different application and removal techniques for mask treatments  6.10 the anatomy and physiology of the face and neck  6.11 how environmental and lifestyle factors affect the condition of the skin  6.12 how the natural ageing process affects facial skin and muscle tone  6.13 possible contra-actions which may occur, how to deal with them and what advice to give to clients  6.14 the advice and recommendations on the products and treatments |

Knowledge and Understanding Range

**Contra-indications requiring medical referral:**

(AC5.8)

* bacterial infection – impetigo
* viral infection – herpes simplex
* fungal infection – tinea
* systemic medical conditions
* conjunctivitis
* severe skin conditions
* eye infections
* acne
* boils
* herpes zoster and warts
* parasitic infection such as pediculosis and scabies

**Contra-indications that would prevent or restrict treatment:**

(AC5.9)

* recent scar tissue
* eczema
* psoriasis
* hyperkeratosis
* skin allergies
* cuts
* abrasions
* bruising
* styes

**Anatomy and physiology:**

(AC6.10)

* the structure and functions of the skin
* the actions of the face, neck and shoulder muscles, including the frontalis, corrugator, temporalis, orbicularis oculi, levators labii of the upper lip, orbicularis oris, buccinator, risorius, mentalis, zygomaticus, masseter, depressors of the lower lip, sternocleidomastoid, platysma, trapezius, pectoralis and deltoid
* bones of the head, neck and shoulder girdle, including:
  + for the skull: occipital, frontal, parietal, temporal, sphenoid, ethmoid
  + for the face: zygomatic, mandible, maxillae, nasal, vomer, turbinate, lacrimal, palatine
  + for the neck: cervical vertebrae
  + for the shoulder girdle: clavicle, scapula, humerus
  + for the chest: sternum
* the position of the head, face, neck, chest and shoulder girdle bones
* the position of the face, neck and shoulder muscles
* the composition and function of blood and lymph and their role in improving skin and muscle conditions

**Advice and recommendations:**

(AC6.14)

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

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

Tick the ways in which the above knowledge was covered:

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

Declaration

**Supplementary notes**

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

|  |  |
| --- | --- |
| Comment | Date |
|  |  |

Unit sign-off

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

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

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

Unit 212 Provide eyelash and eyebrow treatments

This unit is about providing treatments to enhance the appearance of eyelashes and eyebrows. You will need to be able to provide eyebrow shaping with tweezers, eyebrow artistry using a variety of different techniques and provide the relevant aftercare advice to clients. Eyebrow artistry will include eyebrow tinting for clients with different hair colour characteristics and temporary colour application using powder and pencil.

The main outcomes of this standard are:

1. maintain safe and effective methods of working when enhancing the appearance of eyelashes and eyebrows

2. consult, plan and prepare for the service

3. colour eyebrows

4. shape eyebrows

5. colour eyelashes

6. attach semi-permanent eyelashes  
7. maintain semi-permanent eyelashes  
8. apply temporary eyelashes  
9. remove eyelash systems

How to achieve this unit

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

1. What you must do

2. What you must cover

3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **a minimum of 3 occasions involving 3 different clients.**

|  |  |
| --- | --- |
| Outcome | Assessor notes |
| **Outcome 1: Maintain safe and effective methods of working when enhancing the appearance of eyebrows and eyelashes** |  |
| 1.1 maintain their responsibilities for health and safety throughout the service/treatment  1.2 prepare and protect the client and self to meet legal and organisational requirements  1.3 protect the client's clothing, hair and accessories throughout the service  1.4 maintain the client's modesty and privacy at all times  1.5 position the client to meet the needs of the service/treatment  1.6 ensure their own posture and working methods minimise fatigue and the risk of injury to self and others  1.7 ensure environmental conditions are suitable for the client and the service/treatment  1.8 keep their work area clean and tidy throughout the service/treatment  1.9 use working methods that minimise the risk of cross-infection  1.10 ensure the use of clean equipment and materials  1.11 promote environmental and sustainable working practices  1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products  1.13 dispose of waste materials to meet legal requirements  1.14 complete the service/treatment within a commercially viable time |  |
| **Outcome 2: Consult, plan and prepare for providing eyelash and eyebrow treatments** |  |
| 2.1 use consultation techniques to determine the client's treatment plan  2.2 ensure that informed and signed parent or guardian consent is obtained for minors prior to any treatment  2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16  2.4 recognise any contra-indications and take the necessary action  2.5 agree the treatment and outcomes that meet the client's needs  2.6 carry out a skin sensitivity test on the client, prior to the treatment and record the results  2.7 select and prepare equipment and materials for the service required  2.8 cleanse and prepare the brow/lash area  2.9 give the client advice and recommendations on the treatment provided  2.10 ensure the client's records are completed and signed by self and the client |  |

|  |  |
| --- | --- |
| Outcome 3: Colour eyebrows |  |
| 3.1 select eyebrow artistry to suit the client's hair colour characteristics and their requirements  3.2 colour and define the eyebrow using eyebrow artistry techniques  3.3 prevent the spread of products on to the client's skin, clothes and surrounding areas during application  3.4 remove excess product from the eyebrows with minimum discomfort to the client  3.5 ensure the finished result is to the client's satisfaction |  |
| **Outcome 4: Shape eyebrows** |  |
| 4.1 confirm the client's understanding of the service prior to commencement and clarify the eyebrow shape required  4.2 keep the skin taut to minimise discomfort to the client  4.3 remove the hair in the direction of the hair growth to meet client requirements  4.4 create a well-balanced, proportioned and defined eyebrow shape  4.5 ensure the area is free of unwanted hair and treated with a soothing product  4.6 ensure the finished shape is to the client's satisfaction |  |
| **Outcome 5: Colour eyelashes** |  |
| 5.1 select a colour to suit the client's lash colour characteristics  5.2 apply an even application of colour to the eyelashes and allow it to develop for the required time  5.3 prevent the spread of colour to the client's skin, clothes and surrounding areas during application  5.4 ensure all colour is removed from the lashes with minimum discomfort to the client  5.5 ensure finished result is to the client's satisfaction |  |
| **Outcome 6: Attach semi-permanent eyelashes** |  |
| 6.1 isolate single lash and secure lash extension in the required direction  6.2 leave a gap between the eyelash extension and the eyelid  6.3 add and attach single lash systems in a way that takes into account the factors influencing the treatment  6.4 remove excess adhesive throughout the attachment process  6.5 ensure client's wellbeing throughout the service  6.6 seal the eyelashes and achieve a well-balanced look that meets the client's requirements |  |
| **Outcome 7: Maintain semi-permanent eyelashes** |  |
| 7.1 replace eyelashes required, minimising damage to the client's natural eyelashes  7.2 achieve a well-balanced look that meets the client's requirements |  |

|  |  |
| --- | --- |
| Outcome 8: Apply temporary eyelashes |  |
| 8.1 position and secure temporary lash extensions onto the client's lashes  8.2 remove any excess adhesive from the lashes  8.3 achieve a well-balanced look that meets the client's requirements |  |

|  |  |
| --- | --- |
| Outcome 9: Remove eyelash systems |  |
| 9.1 use tools and products to remove eyelash enhancement systems avoiding damage to the client's natural eyelashes  9.2 leave the client's natural eyelashes clean and product free |  |

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

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

**What you must cover**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation | | | | | | |
|  | **1** | | **2** | | **3** | |
| **All consultation techniques** | | | | | | |
| questioning |  | |  | |  | |
| listening |  | |  | |  | |
| visual |  | |  | |  | |
| manual |  | |  | |  | |
| written |  | |  | |  | |
| **At least one necessary action** | | | | | | |
| encouraging the client to seek medical advice |  | |  | |  | |
| explaining why the treatment cannot be carried out |  | |  | |  | |
| modification of the treatment |  | |  | |  | |
| **All eyebrow artistry** | | | | | | |
| powder |  | |  | |  | |
| tint |  | |  | |  | |
| pencil |  | |  | |  | |
| **2 of the 4 hair colour characteristics** | | | | | | |
| fair |  | |  | |  | |
| red |  | |  | |  | |
| dark |  | |  | |  | |
| white |  | |  | |  | |
| **Both types of eyebrow shaping** | | | | | | |
| total reshape of the brow |  | |  | |  | |
| maintenance of original brow shape |  | |  | |  | |
| **All factors** | | | | | | |
| thickness of natural lash |  |  | |  | |  |
| length of natural lash |  |  | |  | |  |
| direction of growth |  |  | |  | |  |
| colour of the natural lash |  |  | |  | |  |
| curvature of the natural lash |  |  | |  | |  |
| eye shape |  |  | |  | |  |
| density of eyelashes |  |  | |  | |  |
| evident eyelash damage |  |  | |  | |  |
| lifestyle |  |  | |  | |  |
| **2 of the 4 lash colour characteristics** | | | | | | |
| fair |  |  | |  | |  |
| red |  |  | |  | |  |
| dark |  |  | |  | |  |
| white |  |  | |  | |  |
| **All eyelash enhancement systems** | | | | | | |
| strip |  |  | |  | |  |
| flare |  |  | |  | |  |
| single |  |  | |  | |  |
| **All types of aftercare advice and recommendations** | | | | | | |
| suitable aftercare products and their uses |  | |  | |  | |
| avoidance of activities which may cause contra-actions |  | |  | |  | |
| time intervals between treatments |  | |  | |  | |
| present and future products and treatments |  | |  | |  | |

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

**What you must know**

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

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

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

|  |
| --- |
| Outcome 10: Know how to maintain safe and effective methods of working when enhancing the appearance of eyebrows |
| 10.1 your responsibilities for health and safety as defined by any specific legislation covering your job role  10.2 the legal and organisational requirements for client protection and preparation  10.3 the legal and organisational requirements for your own personal hygiene, protection and appearance  10.4 safe positioning techniques for yourself and the client to prevent discomfort  10.5 the necessary environmental conditions for services such as heating and ventilation and why these are important  10.6 why it is important to keep your work area clean and tidy  3.7 methods of cleaning, disinfection and sterilisation  3.8 methods of working safely and hygienically to avoid the risk of cross- infection  3.9 the different types of working methods that promote environmental and sustainable working practices  3.10 the hazards and risks which exist in your workplace and the safe working practices which you must follow  3.11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow  3.12 the legal requirements for waste disposal  3.13 the reasons for completing the treatment in a commercially viable time |
| **Outcome 11: know how to consult, plan and prepare for providing eyelash and eyebrow treatments** |
| 11.1 why it is important to communicate with clients in a professional manner  11.2 how to complete a consultation taking into account the client's diverse needs  11.3 the legal requirements for providing services to minors under 16 years of age  11.4 the age at which an individual is classed as a minor and how this differs nationally  11.5 the importance of agreeing the service that meets the client's needs  11.6 the legal significance of gaining signed, informed client consent to carry out the service  11.7 the legislative requirements for storing and protecting client data  11.8 the contra-indications requiring medical referral and why  11.9 how to recognise contra-indications that would prevent or restrict the service  11.10 the necessary action to take in relation to specific contra-indications when referring clients  11.11 the reasons for not naming specific contra-indications when referring clients  11.12 the procedure for carrying out a skin sensitivity test prior to eyebrow enhancement services  11.13 the reasons for carrying out a skin sensitivity test and recording the results  11.14 the preparation requirements for different eyebrow enhancement treatments  11.15 the advice and recommendations on the products and services |

|  |
| --- |
| Outcome 12: Know how to colour eyebrows |
| 12.1 how to select and apply different eyebrow artistry techniques to suit the client's hair colour characteristics and their requirements  12.1. the different types of products used for eyebrow artistry and their effects  5.2 State how to shape eyebrows  5.2.a how to advise the client and assess the eyebrow shape and proportions in relation to clients facial features and existing eyebrow shape  5.2.b the types of equipment and products used for eyebrow shaping  5.2.c the features and benefits of using automatic and manual tweezers  5.2.d how to remove the hair in relation to the direction of hair growth  5.2.e the different methods used to ensure client comfort  5.2.f how to create a symmetrical and well balanced shape  5.2.g the expected skin reaction to eyebrow shaping  5.2.h the types of soothing agents available and their effects on the eye area |
| **Outcome 13: Know how to shape eyebrows** |
| 13.1 how to advise the client and assess the eyebrow shape and proportions in relation to clients facial features and existing eyebrow shape  13.2 the types of equipment and products used for eyebrow shaping  13.3 the features and benefits of using automatic and manual tweezers  13.4 how to remove the hair in relation to the direction of hair growth  13.5 the different methods used to ensure client comfort  13.6 how to create a symmetrical and well balanced shape  13.7 the expected skin reaction to eyebrow shaping  13.8 the types of soothing agents available and their effects on the eye area |
| **Outcome 14: Know how to colour eyelashes** |
| 14.1 how to select and apply eyelash tint to suit the client's hair colour characteristics and their requirements  14.2 how the client's hair colour characteristics can affect the development time  14.3 how to select, mix and remove tints and minimise wastage  14.4 how oxidisation affects the shelf life of tint and at what point in the tinting process the tint should be mixed  14.5 the possible contra-actions that may occur, how to deal with them and what advice to give to the client |
| **Outcome 15: Know how to attach, maintain and remove semi-permanent and temporary eyelash systems** |
| 15.1 the preparation requirements for temporary and semi-permanent lash systems  15.2 how to judge the type and quantity of eyelashes to be added to achieve a balanced look  15.3 the different application techniques for temporary and semi-permanent lash systems  15.4 the advantages and disadvantages of different eyelash extension systems  15.5 the possible contra-actions that can occur, how to deal with them and what advice to give to clients  15.6 the structure and cycle of hair growth  15.7 the basic structure and function of the eye  15.8 the physical effect of eyelash extensions on the eye  15.9 the reasons for removing excess adhesive throughout the lash application process  15.10 how to maintain and remove the temporary and semi-permanent lash systems  15.11 the recommendation of professional removal of single and flare lash systems and why this is important |

Knowledge and Understanding Range

**Diverse needs:**

(AC11.2)

* cultural
* religious
* age
* disability
* gender

**Contra-indications:**

(AC11.9)

* which prevent treatment:
  + conjunctivitis
  + chemotherapy
  + trichlotillomania
  + recent eye surgery
  + blepharitis
  + eye infections
* which restrict treatment:
  + psoriasis
  + styes
  + dry eye syndrome
  + glaucoma
  + contact lenses
  + thyroid disturbance

**Advice and recommendations:**

(AC11.15)

* additional services
* additional products
* the contra-actions that may occur and the action that clients should take
* time intervals between services

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

Tick the ways in which the above knowledge was covered:

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

Declaration

**Supplementary notes**

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

|  |  |
| --- | --- |
| Comment | Date |
|  |  |

Unit sign-off

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

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

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

Unit 213 Provide make-up application

This standard is about providing make-up services for a variety of make- up styles, including natural, evening and special occasions. You will need to show you can work with a variety of skin types and conditions. The standard covers the application of a wide range of make-up products to different skin tones and age groups.

The main outcomes of this standard are:

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

2. Consult, plan and prepare for make-up services

3. Apply make-up products

How to achieve this unit

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

1. What you must do

2. What you must cover

3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 2 occasions, covering both of the following make-up looks:**

* Intense make-up
* Special occasion make-up

|  |  |
| --- | --- |
| Outcome | Assessor notes |
| **Outcome 1: Maintain safe and effective methods of working when providing make-up application** |  |
| 1.1 maintain their responsibilities for health and safety throughout the service  1.2 prepare the client and self to meet legal and organisational requirements  1.3 protect the client's clothing, hair and accessories throughout the service  1.4 maintain the client's modesty and privacy at all times  1.5 position the client to meet the needs of the service  1.6 ensure own posture and working methods minimise fatigue and the risk of injury to self and others  1.7 ensure environmental conditions are suitable for the client and the service  1.8 keep their work area clean and tidy throughout the service  1.9 use working methods that minimise the risk of cross-infection  1.10 ensure the use of clean tools and equipment  1.11 promote environmental and sustainable working practices  1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of tools, materials and products  1.13 dispose of waste materials to meet legal requirements  1.14 complete the service within a commercially viable time |  |
| **Outcome 2: Consult, plan and prepare for providing make-up application** |  |
| 2.1 use consultation techniques to determine the client's service plan  2.2 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service  2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16  2.4 recognise any contra-indications and take the necessary action  2.5 identify and agree with the client the service plan that meets their needs  2.6 obtain signed, informed consent from the client prior to carrying out the service  2.7 ensure the skin is clean, toned and moisturised prior to the application of make-up  2.8 identify and record the client's skin type, skin condition, and underlying skin tone  2.9 select make-up products to suit the client's age group, skin type, skin condition, the make-up style and the client's preferences |  |

|  |  |
| --- | --- |
| Outcome 3: Apply make-up products |  |
| 3.1 blend foundation to create an even skin tone  3.2 apply corrective products to disguise skin blemishes  3.3 use a powder to achieve the desired finish, when required  3.4 use eyebrow products to define and shape the eyebrows  3.5 blend eye products to suit the texture, tone and colour required for the client  3.6 apply eyeliner to enhance the eye shape  3.7 evenly coat lashes with mascara  3.8 apply cheek products to suit the texture, tone and colour required for the client  3.9 use lip products to enhance the client's lips  3.10 ensure all elements of the make-up combine to complement each other and meet the required make-up style  3.11 ensure the finished result is to the client's satisfaction  3.12 give the client advice and recommendations on the service provided  3.13 ensure the client's records are completed and signed by self and the client |  |

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

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

What you must cover

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

|  |  |  |  |
| --- | --- | --- | --- |
| From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation | | | |
|  | **1** | **2** | **3** |
| **All consultation techniques** | | | |
| questioning |  |  |  |
| listening |  |  |  |
| visual |  |  |  |
| manual |  |  |  |
| written |  |  |  |
| **At least one necessary action** | | | |
| encouraging the client to seek medical advice |  |  |  |
| explaining why the treatment cannot be carried out |  |  |  |
| modification of the treatment |  |  |  |
| **All skin types** | | | |
| oily |  |  |  |
| dry |  |  |  |
| combination |  |  |  |
| **All skin conditions** | | | |
| mature |  |  |  |
| dehydrated |  |  |  |
| sensitive |  |  |  |
| **All make-up products** | | | |
| primers |  |  |  |
| tinted moisturisers |  |  |  |
| foundations |  |  |  |
| powders |  |  |  |
| facial bronzing products |  |  |  |
| concealers |  |  |  |
| corrective products |  |  |  |
| eyebrow products |  |  |  |
| eye products |  |  |  |
| eyeliners |  |  |  |
| mascara |  |  |  |
| cheek products |  |  |  |
| lip products |  |  |  |
| pencils |  |  |  |
| setting sprays |  |  |  |
| **All make-up styles** | | | |
| natural |  |  |  |
| evening |  |  |  |
| special occasion |  |  |  |
| **All advice and recommendations** | | | |
| suitable aftercare products and their uses |  |  |  |
| avoidance of activities which may cause contra-actions |  |  |  |
| present and future products and service |  |  |  |
| suitable make-up removal technique |  |  |  |

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

What you must know

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

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

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

|  |
| --- |
| Outcome 4: Know how to maintain safe and effective methods of working when providing make-up application |
| 4.1 your responsibilities for health and safety as defined by any specific legislation covering your job role  4.2 the legal and organisational requirements for client preparation  4.3 the legal and organisational requirements for your own personal hygiene, protection and appearance  4.4 safe positioning techniques for yourself and your client to prevent discomfort  4.5 the necessary environmental conditions for services, such as heating and ventilation and why these are important  4.6 why it is important to keep your work area clean and tidy  4.7 methods of cleaning, disinfection and sterilisation  4.8 methods of working safely and hygienically and which minimise the risk of cross-infection  4.9 the different types of working methods that promote environmental and sustainable working practices  4.10 the hazards and risks which exist in your workplace and the safe working practices which you must follow  4.11 suppliers' and manufacturers' instructions for the safe use of tools, materials and products which you must follow  4.12 the legal requirements for waste disposal  4.13 the reasons for completing the service in a commercially viable time |
| **Outcome 5: Know how to consult, plan and prepare for make-up application** |
| 5.1 why it is important to communicate with clients in a professional manner  5.2 how to complete a consultation taking into account the client's diverse needs  5.3 the legal requirements for providing treatment to minors under 16 years of age  5.4 the age at which an individual is classed as a minor and how this differs nationally  5.5 the importance of agreeing the service that meets the client's needs  5.6 the legal significance of gaining signed, informed client consent to carry out the service  5.7 the legislative requirements for storing and protecting client data  5.8 how to recognise contra-actions and contra-indications that would prevent or restrict the service  5.9 the contra-indications requiring medical referral and why  5.10 the necessary action to take in relation to specific contra-indications when referring clients  5.11 the reasons for not naming specific contra-indications when referring clients  5.12 how to recognise different skin types, characteristics and conditions  5.13 the different types of cleansing, toning and moisturising products  5.14 the methods used for cleansing, toning and moisturising the skin  5.15 the criteria for selecting make-up products to suit different client age groups and make-up styles  5.16 how to match make-up products to different skin types, skin tones and skin conditions |

|  |
| --- |
| Outcome 6: Know how to apply make-up products |
| 6.1 the different types of make-up products available for the eyes, lips and the face; application techniques and the guidelines for using them  6.2 how to adapt the make-up for clients who wear contact lenses or glasses  6.3 how to use corrective colours and concealers to balance skin tone  6.4 how to select and use make-up products to enhance face shapes  6.5 why certain make-up products should be applied in a particular sequence  6.6 the results of incorrect make-up selection and application  6.7 the structure and functions of the skin  6.8 how environmental and lifestyle factors affect the condition of the skin  6.9 how lighting affects the perception of colour and its influence on the effect of make-up  6.10 the reasons for matching lighting with the occasion for which the make-up will be worn  6.11 possible contra-actions which may occur, how to deal with them and what advice to give to clients  6.12 the advice and recommendations on products and services |

Knowledge and Understanding Range

**Tools:**

(AC4.11)

* make-up brushes
* containers
* disposables
* eyelash curlers
* tweezers

**Contra-actions that would prevent or restrict:**

(AC5.8)

* excessive perspiration
* adverse skin reactions
* watery eyes
* excessive erythema

**Contra-indications that would prevent or restrict:**

(AC5.8)

* viral – herpes simplex
* conjunctivitis
* open cuts and abrasions
* swelling
* skin irritation
* recent scar tissue
* eczema
* hyperkeratosis
* skin allergies
* bruising
* watery eyes
* healed eczema and psoriasis
* redness
* bruising

**Contra-indications requiring medical referral:**

(AC5.9)

* bacterial – impetigo
* fungal – tinea
* conjunctivitis
* severe skin conditions and eye infections
* acne
* boils
* herpes zoster and warts
* parasitic infections such as pediculosis and scabies

**Make-up products:**

(AC5.15, AC5.16)

* primers
* tinted moisturisers
* foundations
* powders
* facial bronzing products
* concealers
* corrective products
* eyebrow products
* eye products
* eyeliners
* mascara
* cheek products
* lip products
* pencils
* setting sprays

**Skin conditions:**

(AC5.16)

* sensitive
* dehydrated
* broken capillaries
* pustules
* papules
* open pores
* dark circles
* hyperpigmentation
* hypopigmentation
* sun damage
* scarring
* erythema
* mature

**Make-up products:**

(AC6.1)

* primers
* tinted moisturisers
* foundations
* powders
* facial bronzing products
* concealers
* corrective products
* eyebrow products
* eye products
* eyeliners
* mascara
* cheek products
* lip products
* pencils
* setting sprays

**Structure and functions of the skin:**

(AC6.7)

Structure

* layers of epidermis
* dermis
* subcutaneous layer
* hair follicle
* hair shaft
* sebaceous gland
* arrector pili gland
* sweat gland
* blood and lymph vessels
* sensory nerve endings

Function

* sensitivity
* heat regulation
* absorption
* protection
* excretion
* secretion
* vitamin D production

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

Tick the ways in which the above knowledge was covered:

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

Declaration

**Supplementary notes**

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

|  |  |
| --- | --- |
| Comment | Date |
|  |  |

Unit sign-off

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

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

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

Unit 214 Provide basic massage treatments

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.

The main outcomes of this standard are:

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

2. Consult, plan and prepare for pre-blended aromatherapy treatments

3. Massage the back, neck and shoulders using pre-blended aromatherapy oils

How to achieve this unit

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

1. What you must do

2. What you just cover

3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on at least **2 occasions**.

|  |  |
| --- | --- |
| Outcome | Assessor notes |
| **Outcome 1: Maintain safe and effective methods of working when providing massage** |  |
| 1.1 maintain their responsibilities for health and safety throughout the treatment  1.2 prepare the client and self to meet legal and organisational requirements  1.3 protect the client's clothing, hair and accessories throughout the service  1.4 maintain the client's modesty and privacy at all times  1.5 position the client to meet the needs of the treatment  1.6 ensure own posture and working methods minimise fatigue and the risk of injury to self and others  1.7 ensure environmental conditions are suitable for the client and the treatment  1.8 keep their work area clean and tidy throughout the service  1.9 use working methods that minimise the risk of cross-infection  1.10 ensure the use of clean equipment and materials  1.11 promote environmental and sustainable working practices  1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products  1.13 dispose of waste materials to meet legal requirements  1.14 complete the treatment within a commercially viable time |  |
| **Outcome 2: Consult, plan and prepare for massage treatments** |  |
| 2.1 use consultation techniques to determine the client's treatment plan  2.2 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment  2.3 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16  2.4 recognise any contra-indications and take the necessary action  2.5 assess the client's physical characteristics and agree the treatment objectives that meet the client's needs  2.6 obtain signed, informed consent from the client prior to carrying out the treatment |  |
| **Outcome 3: Perform massage treatments** |  |
| 3.1 adapt the massage techniques, sequence and massage mediums to meet the client's physical characteristics and treatment areas  3.2 vary the depth, rhythm and pressure of massage techniques to meet treatment objectives, treatment areas and the client's physical characteristics and preferences  3.3 ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives  3.4 give the client advice and recommendations on the treatment provided  3.5 ensure the client's records are completed and signed by self and the client |  |

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

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

What you must cover

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation | | | | | | |
|  | **1** | **2** | **3** |  |  |  |
| **All consultation techniques** | | | | | | |
| questioning |  |  |  |  |  |  |
| listening |  |  |  |  |  |  |
| visual |  |  |  |  |  |  |
| manual |  |  |  |  |  |  |
| written |  |  |  |  |  |  |
| **At least one necessary action** | | | | | | |
| encouraging the client to seek medical advice |  |  |  |  |  |  |
| explaining why the treatment cannot be carried out |  |  |  |  |  |  |
| modification of treatment |  |  |  |  |  |  |
| **All physical characteristics** | | | | | | |
| body type |  |  |  |  |  |  |
| posture |  |  |  |  |  |  |
| muscle tone |  |  |  |  |  |  |
| age |  |  |  |  |  |  |
| health |  |  |  |  |  |  |
| skin condition |  |  |  |  |  |  |
| **All treatment objectives** | | | | | | |
| relaxation |  |  |  |  |  |  |
| sense of well-being |  |  |  |  |  |  |
| uplifting |  |  |  |  |  |  |
| stimulating |  |  |  |  |  |  |
| **All massage techniques** | | | | | | |
| effleurage |  |  |  |  |  |  |
| petrissage |  |  |  |  |  |  |
| tapotement |  |  |  |  |  |  |
| pressure point |  |  |  |  |  |  |
| **All massage mediums** |  |  |  |  |  |  |
| Oil |  |  |  |  |  |  |
| Cream |  |  |  |  |  |  |
| **All treatment areas** | | | | | | |
| Face |  |  |  |  |  |  |
| head |  |  |  |  |  |  |
| chest and shoulders |  |  |  |  |  |  |
| arms and hands |  |  |  |  |  |  |
| back |  |  |  |  |  |  |
| legs and feet |  |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| All 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 |  |  |  |  |  |  |

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

What you must know

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

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

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

|  |
| --- |
| Outcome 4: Know how to maintain safe and effective methods of working when providing massage treatments |
| 4.1 your responsibilities for health and safety as defined by any specific legislation covering your job role  4.2 the legal and organisational requirements for client protection and preparation  4.3 the legal and organisational requirements for your own personal hygiene, protection and appearance  4.4 your responsibilities under local authority licensing regulations for yourself and your premises  4.5 the reasons for maintaining the client's modesty and privacy during the treatment  4.6 safe positioning techniques for yourself and your client and why using these are important  4.7 the necessary environmental conditions for services such as heating and ventilation and why these are important  4.8 methods of cleaning, disinfection and sterilisation  4.9 methods of working safely and hygienically to avoid cross-infection  4.10 the hazards and risks which exist in your workplace and the safe working practices which you must follow  4.11 the different types of working methods that promote environmental and sustainable working practices  4.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow  4.13 the legal requirements for waste disposal  4.14 the reasons for completing the treatment in a commercially viable time |
| **Outcome 5: Know how to consult, plan and prepare for massage treatments** |
| 5.1 why it is important to communicate with clients in a professional manner  5.2 how to complete a consultation taking into account the client's diverse needs  5.3 the legal requirements for providing treatment to minors under 16 years of age  5.4 the age at which an individual is classed as a minor and how this differs nationally  5.5 the importance of agreeing with the client the treatment that meets their needs  5.6 the legal significance of gaining signed, informed client consent to carry out the treatment  5.7 the legislative requirements for storing and protecting client data  5.8 how to recognise contra-indications that would prevent or restrict the treatment  5.9 the contra-indications requiring medical referral and why  5.10 the necessary action to take in relation to specific contra-indications when referring clients  5.11 the reasons for not naming specific contra-indications when referring clients  5.12 how to visually assess the client's physical characteristics  5.13 how to match massage medium to different skin types and conditions  5.14 the advice and recommendations on products and treatments to the client |

|  |
| --- |
| Outcome 6: Know how to perform massage treatments |
| 6.1 the use and application of massage techniques to meet a variety of treatment objectives  6.2 how the massage sequence, depth and pressure can be adapted to suit different client physical characteristics  6.3 how to adapt the massage treatments to suit different treatment objectives and treatment areas  6.4 the benefits and effect of different massage treatments  6.5 the benefits of massage and how these can be adapted to prevent work related injuries  6.6 the different skin types and skin characteristics  6.7 the anatomy and physiology of the body  6.8 the effects of massage on the individual systems of the body  6.9 the methods used to evaluate the effectiveness of body massage treatments |

Knowledge and Understanding Range

**Contra-indications:**

(AC5.8)

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.

**Anatomy and physiology:**

(AC6.7)

* 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

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

Tick the ways in which the above knowledge was covered:

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

Declaration

**Supplementary notes**

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

|  |  |
| --- | --- |
| Comment | Date |
|  |  |

Unit sign-off

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

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

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

1. Further information

**Health and Safety and other legislation**

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

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

**Environmental and sustainable working practices:**

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

**Diverse needs:**

* cultural
* religious
* age
* disability
* gender

**Professionalism and values**

You will be able to:

Demonstrate professionalism and a passion for the industry; have a commitment to quality, a positive attitude and team working; work under pressure; observe time management and self-management; show a willingness to learn; complete services in a commercially viable time and to a high standard; meet organisational and industry standards of appearance; and observe professional ethics.

You will know and understand:

Industry codes of practice and ethics; quality assurance systems; time management principles; self-management principles; commercially viable times for the completion of services; industry and organisational standards of appearance; the importance of continuing professional development, and equality and diversity.

**Professionalism**

This would include:

* professional ethics
* Employer Rights and Responsibilities and industry knowledge
* ensuring personal hygiene and protection meets accepted industry and organisational requirements
* a high standard of personal and professional conduct requirements
* a high level of technical skills and ability
* the completion of services in a commercially viable time
* a willingness to learn
* time management
* the ability to self-manage
* positive attitude

**Key Values**

This would include:

* meeting both organisational and industry standards of appearance
* a flexible working attitude
* a team worker
* maintaining customer care
* a professional attitude
* good verbal and non-verbal communication skills
* the maintenance of effective, hygienic and safe working methods
* adherence to workplace, suppliers or manufacturers’ instructions for the safe use of equipment, materials and product

**Behaviours and communication**

You will be able to:

Greet clients in a friendly manner; choose the most appropriate way of communicating with clients; be helpful and courteous at all times; adapt behaviour in response to each client; respond promptly to clients seeking assistance; establish client expectations and needs; explain clearly any reasons why the client’s needs or expectations cannot be met; and willingly undertake wider salon duties, including sales and reception duties where appropriate.

You will know and understand:

Industry standards of behaviour; how to meet and greet clients; verbal and non-verbal communication techniques; client care principles and practices; how to maintain rapport with clients; the role of the reception area; making appointments; taking payments; who to refer to with different types of enquiries; Sale of Goods and Services Act and the Data Protection Act; and how to provide advice and recommendations on the products and services provided in the salon.

**Communication**

This would include:

* providing a positive impression of yourself and your organisation
* customer care and the client journey, including reception
* basic communication skills
* how to communicate with the general public and colleagues

**The learner will be required to demonstrate at least 3 types of communication**

**Salon business systems and processes**

This would include:

* housekeeping
* front of house skills
* business basics
* selling and recommendation (retail)
* team worker
* flexible working
* adherence to workplace, suppliers or manufacturers’ instructions for the safe use of equipment, materials and product

**Behaviours**

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

* meeting the salon's standards of behaviour
* greeting the client respectfully and in a friendly manner
* communicate with the client politely and courteously
* identifying and confirming the client's expectations
* responding promptly and positively to the clients' questions and comments
* keeping the client informed and reassured
* responding promptly to a client seeking assistance
* quickly locating information that will help the client
* dealing with problems within the scope of your responsibilities and job role
* show clients and colleagues respect at all times and in all circumstances
* quickly seeking assistance from a senior member of staff when required
* giving the client the information they need about the services or products offered by the salon

1. Glossary

**AHA Skin Peel**

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

**AHB Skin Peel**

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

**Alternating current (electrical epilation treatment)**

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

**Ayurveda**

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

**Barrel bit**

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

**Bikini Line - general waxing**

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

**Blend (electrical epilation treatment)**

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

**Body types**

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

The *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.

**Buffed**

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

**Camouflage**

To cover or disguise any imperfections.

**Chakras**

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

**Cleansing hands**

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

**Clinical aromatherapist**

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

**Colour fading**

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

**Comedones**

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

**Confidential information**

May include personal aspects of conversations with clients, personal aspects of conversations with colleagues, contents of client records, client and staff personal details such as addresses and telephone numbers, financial aspects of the business, gossip.

**Congestion**

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

**Contra-actions**

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

**Contra-indications**

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

**Custom blend**

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

**Design plan**

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

**Embellishments**

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

**Exfoliation**

The removal of surface skin cells.

**Exothermic**

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

**Eyelash Extensions:**

*Full set*

This covers from the outer corner to the inner corner of the upper eyelid.

*Partial set*

This covers from the outer corner to the midpoint of the upper eyelid.

*Strip lashes*

These are a length of lashes pre-attached to a non-adhesive strip.

*Flare lashes*

These are a collection of individual lashes attached to a non-adhesive bulb.

*Single or individual lashes*

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

**Fabric**

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

**Fitzpatrick classification scale**

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

**Five elements of stone therapy**

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

**Freehand**

Freehand drawing using any nail art medium.

**French finish**

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

**Gel polish design**

Creating a nail art design with gel polish

**Gold needle**

A needle plated with gold.

**Gyratory massage**

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

**Hyperpigmentation**

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

**Hypopigmentation**

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

**Imprinting**

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

**In-fill**

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

**Legal requirements**

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

**Limits of own authority**

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

**Marma Points**

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

**Mask treatments**

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

**Marbling**

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

**Media consultant**

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

**Natural make-up**

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

**Overlay**

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

**Oxidisation**

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

**Painting nail art techniques**

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

**Personal presentation**

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

**Placement**

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

**Pre-heat treatments**

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

**Primers**

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

**PSI**

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

**Rebalance**

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

**Relevant person**

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

**Safeguarding**

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

**Semi-precious stones**

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

**Skin sensitivity tests**

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

**Skin warming devices**

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

**Special occasion**

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

**Specialised skin products**

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

**Stylist**

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

**Tapping**

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

**Tests**

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

**Test patch**

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

**Thermal test patch**

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

**Transfers**

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

**Treatment plan**

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

**Trigger point**

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

**Tucking**

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

**Two-piece needle**

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

**Warm wax**

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

**Wrap fabrics**

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

**Wraps**

Wraps can be heat released material or self-adhesive.

Useful contacts

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| **International learners** General qualification information | T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 **E: intcg@cityandguilds.com** |
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