

GB9

*Provide face
message services*

Unit GB9 (City & Guilds Unit 052)

Provide face massage services

Optional

This unit has four outcomes. As some are linked, you can be observed by your assessor for up to four outcomes at the same time.

Outcome 1

Maintain effective and safe methods of working when providing face massage services

Outcome 2

Prepare the skin for massage services

Outcome 3

Carry out face massage services

Outcome 4

Provide aftercare advice

Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standard for providing face massage services. The standards cover things you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your assessor will observe your performance on **at least 2 occasions**.

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

- used all the types of products
- considered all the factors
- used both types of massage media
- used all the massage techniques
- given all the advice

It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.

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What you must do

Outcome 1

Maintain effective and safe methods of working when providing face massage services by

- | |
|---|
| a) ensuring your client's clothing is effectively protected throughout the service |
| b) positioning your client to meet the needs of the service without causing them discomfort |
| c) ensuring your own posture and position whilst working minimises fatigue and the risk of injury |
| d) keeping your work area clean and tidy throughout the service |
| e) removing waste immediately at the end of the massage service |
| f) using working methods that <ul style="list-style-type: none">- minimise the wastage of products- minimise the risk of cross-infection- make effective use of your working time- ensure the use of clean resources- minimise the risk of harm or injury to yourself and others |
| g) ensuring your personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to your clients and colleagues |
| h) using the products identified as a result of consultation with your client |
| i) wearing gloves throughout the massage service, when necessary |
| j) completing the massage service within a commercially viable time |
| k) completing client records so that they are accurate, easy to read and up-to-date |

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

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What you must do (continued)

Outcome 2

Prepare the skin for massage services by

- a) accurately identifying **factors** that may influence the service prior to massage
- b) explaining and agreeing the procedure, potential benefits and possible contra-indications of the treatment to the client
- c) accurately choosing **products** based on the results of consultation with your client and other relevant **factors**
- d) cleansing the skin to meet the needs of the face massage service
- e) using a suitable skin exfoliation technique when required
- f) applying and adapting the use of hot towels to suit the needs of the service and the comfort of your client

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

“The face massage should be performed before the client’s hair has been shampooed, cut or styled, otherwise the style will be ruined during the massage.”

Maurice Lister

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What you must do (continued)

Outcome 3

Carry out face massage services by

- a) achieving adequate lubrication of the skin by using a suitable **massage medium**
- b) varying your **massage techniques** and pressure taking into account **factors** influencing the service and to meet your client's needs
- c) using massage techniques in a way that avoids discomfort to your client
- d) recognising any reactions during the treatment and taking the appropriate and prompt action *
- e) ensuring the skin is left clean, toned and suitably moisturised
- f) checking the finished result is to your client's satisfaction
- g) giving your client aftercare advice on the use of suitable facial products

Observation	1	2		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date				
Candidate signature				
Assessor signature				
IV signature (if sampled)				

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

“Before you continue with a new massage technique ask your client if the speed and pressure you are using are comfortable”

Maurice Lister

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What you must do (continued)

Outcome 4

Provide aftercare advice by

- a) giving **advice** and recommendations accurately and constructively
- b) giving your client suitable **advice** on the use of suitable facial products

Observation	1	2		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date				
Candidate signature				
Assessor signature				
IV signature (if sampled)				

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

“A face massage should be a relaxing experience for the client: it must not be rushed. A typical face massage will take about 15 – 30 minutes to complete.”

Maurice Lister

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What you must cover

Before ticking the circles below you must make sure that you have achieved 'What you must cover' in **all** the outcomes in which it occurs.

Products Tick the products used in each observation. **All** products must be used.

	1	2		
cleansers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
toners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
moisturisers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
exfoliators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors Tick the factors considered in each observation. **All** factors need to be considered.

	1	2		
previous shaving service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
skin types	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
adverse skin conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
unusual features on the face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
facial piercing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Massage media Tick the massage media used in each observation. **All** massage media must be carried out.

	1	2		
pre-blended oils	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
creams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

Massage techniques Tick the massage techniques used for each observation. **All** massage techniques must be used

	1	2		
effleurage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
petrissage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
tapotement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date				
Candidate signature				
Assessor signature				
IV signature (if sampled)				

“Check the client is comfortable at regular intervals, especially when commencing a new massage movement. Be alert to any non-verbal signs or discomfort shown by the client.”

Maurice Lister

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Comment form

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

Comments	Date
1	
2	

“Face massage is a great way of introducing men to the benefits of good skin care and thereby generating retail sales”

Maurice Lister

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What you must know

You need to understand:		Evidence type	Date	Portfolio ref.
Salon and legal requirements				
1.	your salon's requirements for client preparation	E3		
2.	your salon's expected service times for face massage	E3		
3.	how to complete client records	E3		
4.	your salon's and legal requirements for disposal of waste materials	E3		
5.	your responsibilities under current Data Protection legislation	E3		
6.	your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of massage products	E3		
How to work safely, effectively and hygienically when colouring hair				
7.	what is contact dermatitis and how to avoid developing it whilst carrying out face massage services	E4		Centre files
8.	the range of protective clothing that should be available for clients	E3		
9.	the type of personal protective equipment that should be available and used by yourself	E3		
10.	why and when it is important to use personal protective equipment for face massage	E3		
11.	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	E3		
12.	the safety considerations which must be taken into account when massaging the face	E3		
13.	why it is important to avoid cross-infection and infestation	E3		
14.	why it is important to keep your work area clean and tidy	E3		

Continues on the next page

15.	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	E3	
16.	the importance of personal hygiene	E3	
17.	methods of cleaning, disinfecting and/or sterilisation used in salons	E3	
Products			
18.	the types of products and massage media suitable for use with different skin types and massage techniques	E3	
19.	how the factors in the range can affect the choice and use of products and massage media	E3	
Massage preparation			
20.	how the factors in the range can affect the delivery of face massage	E3	
21.	how to cleanse the skin	E3	
22.	the reasons for and effects of using hot and cool towels on the skin	E3	
23.	the types of skin exfoliation techniques and how and when to use them	E3	
Massage techniques			
24.	why it is necessary to lubricate the skin	E3	
25.	how to achieve adequate lubrication of the skin	E3	
26.	how to carry out the massage techniques in the range	E3	
27.	how and why massage techniques should vary on the different areas of the face	E4	Centre files
28.	how to position and reposition your client for facial massage to avoid discomfort	E3	
29.	the types of reactions that can occur during the massage service and how to remedy them	E4	Centre files
30.	the purpose of toners and their action on the skin	E3	
Anatomy and physiology			
31.	how to cleanse, tone and moisturise the skin after massage	E3	
32.	the structure and function of the skin (ie epidermis, dermis, subcutaneous layer, nerve endings)	E4	Centre files
33.	the position and actions of the facial muscles (ie frontalis, corrugator, temporalis, orbicularis oculi, procerus, nasalis, quadratus labii superioris, orbicularis oris, buccinator, risorius, mentalis, zygomaticus, masseter)	E4	Centre files

Continues on the next page

34.	the names and positions of the facial bones (ie zygomatic, mandible, maxillae, nasal, vomer, turbinate, lachrymal, palatine)	E4	Centre files
35.	how to recognise skin types and conditions that may affect the massage service (ie sensitive, comedone, milia, dehydrated, broken capillaries, mature, pustules, papules, open pores, hyper pigmentation, hypo pigmentation, dermatosis papulosa nigra, pseudo folliculitis, keloids, ingrowing hair)	E4	Centre files
36.	how the natural ageing process affects facial skin and muscle tone	E4	Centre files
37.	how environmental and lifestyle factors affect the condition of the skin processing	E4	Centre files
38.	the function of blood and lymph and their roles in improving skin and muscle tone	E4	Centre files
39.	how massage affects blood flow and pulse rate	E4	Centre files
40.	the principles of lymph circulation and how massage affects the circulation of lymph	E4	Centre files
Aftercare advice for clients			
41.	products for home use that will benefit the client and those to avoid and why	E3	
42.	the importance of regular cleansing, toning and moisturising	E3	
Communication			
43.	how to use effective communication and consultation techniques	E3	
44.	why it is important to fully explain the service to the client	E3	
45.	how to give effective advice and recommendations to clients	E3	
Shaded knowledge is covered in cross unit knowledge test.			
Tick if E3 was a GOLA test		<input type="radio"/>	
Tick if E4 was a GOLA test		<input type="radio"/>	

Supplementary notes

[illegible]

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 requirement have been met for this unit.

Candidate signature	Date
Assessors signature	Date
IV signature (if sampled)	Date



Hair by Kevin Vorley - KBarbers Emporium

