
Candidate logbook
Level 2 VRQ

Beauty Therapy



Candidate logbook
Level 2 VRQ

Beauty Therapy

This logbook can also be used for qualifications in:

Beauty Consultancy

Nail Technologies

Hair and Media Make-up

Name:

City & Guilds enrolment number:

Date registered with City & Guilds:

Date enrolled with centre:

Centre name:

Centre number:

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Centre contact:

Assessor name:

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227 The art of dressing hair

310 Make and style a hair addition

A few words from Janice Brown

Congratulations on your choice of a career in the professional beauty industry! It is one of the most innovative and rewarding businesses to work in. I've been lucky enough to work in many areas of beauty therapy, beginning with working in and later managing a group of salons, through sales, teaching, training, research and development. I've travelled the world and worked with wonderful people.

My greatest achievements include running a successful business, Hof Beauty Ltd, and being a co-author of the *Encyclopedia of Hair Removal*. But I am most proud that I've been able to make a real difference to people's lives by helping to correct skin, body and hair growth issues.

Beauty therapy is a service industry; listen to your tutors when they say you must have excellent communication skills. Be flexible and have an endless supply of empathy. We are there for our clients. Getting bored is not an option! It's rewarding to be part of such a dynamic business – enjoy your personal learning journey.



Credit values

Unit no.	Unit title	Credits
Mandatory units (these are the units you will study in this logbook)		
201	Working in the beauty-related industries	4
202	Follow health and safety practice in the salon	3
203	Client care and communication in beauty-related industries	2
204	Provide facial skin care	7
205	Promote products and services to clients in a salon	3
206	Remove hair using waxing techniques	6
207	Provide manicure treatments	5
208	Provide pedicure treatments	5
209	Apply make-up	5
210	Provide eyelash and eyebrow treatments	4
212	Create an image based on a theme within the hair and beauty sector	7
214	Provide and maintain nail enhancement	7
215	Provide nail art	3
216	Salon reception duties	3
Optional downloadable units		
211	Instruction on make-up application	5
213	Display stock to promote sales in a salon	3
217	Provide ear piercing	2
218	Eyelash perming	2
219	Provide threading services for hair removal	4
220	The art of photographic make-up	5
221	Body art design	4
222	Head massage	4
223	Apply skin tanning techniques	4
224	Facial care for men	4
225	Shaping and colouring eyebrows	4
226	The art of colouring hair	7
227	The art of dressing hair	5
310	Make and style a hair addition	7



What kind of beauty therapist are you?

Answer the following questions, and then add up your answers to find out your possible career path.

Q. What type of beauty therapy work would you most like to do?

- 1 Freelance make-up artist
- 2 Photographic work
- 3 Don't mind
- 4 Be a good all-round beauty therapist

Q. When working as part of a team, which of these best describes you?

- 1 The person with the most ideas
- 2 The negotiator, working between the different people in the team
- 3 The leader
- 4 A good team player



Q. How would you like to be described in 10 years' time?

- 1 Well-travelled
- 2 Well-known in the professional field
- 3 Running your own business
- 4 In a secure job

Q. If you won £250,000 on the National Lottery, what would you prefer to do with it?

- 1 Spend six months travelling around the world
- 2 Plan lots of short holiday breaks
- 3 Set up your own business
- 4 Splash out on clothes and accessories

Q. Which one of the following best describes you?

- 1 Creative
- 2 Motivational
- 3 Organiser
- 4 Reliable

Q. What would be your ideal working patterns?

- 1 Day and evening work, rotating days off
- 2 Irregular work patterns with some weekend work as required
- 3 Working hours and days as the job demands, to ensure everything is covered
- 4 Set pattern of working days and hours

Q. Which of the following qualification routes would you most like to complete?

- 1 Beauty Therapy levels 2 and 3 in Nail Services and level 3 in Spa Therapy
- 2 Beauty Therapy levels 2 and 3, and a variety of manufacturers' Beauty Therapy skills courses
- 3 Beauty Therapy levels 2 and 3, and Salon Management level 4
- 4 Beauty Therapy levels 2 and 3

Image courtesy of Barnet College

Q. If you had to complete one of the following tasks on your own, which one would you select?

- 1 Plan and carry out a variety of make-up images for a special occasion
- 2 Demonstrate massage techniques to an audience of 50 people or more
- 3 Plan and implement an effective salon stock control system
- 4 Carry out a variety of different beauty therapy services on clients, working to time constraints

Q. How would you like to mix travel and work?

- 1 Prepared to work away from home for long periods of time
- 2 Prepared to work away from home regularly for up to a week at a time
- 3 Occasional travel if work commitments require it
- 4 Would rather work closer to home

Now add up your points ...

If you scored **9–14**, you have an irresistible desire to travel, you are flexible with working hours and enthusiastic with work demands. You could maximise your creativity by working in a salon on a cruise ship.

If you scored **15–22**, you love variety and enjoy working in different locations. You don't mind being on a stage and playing to a large audience. You could have a talent for demonstrating the beauty therapy skills you have learned to others.

If you scored **23–29**, you like being organised, and organising others around you. You are not shy of hard work or demanding hours – you could look to develop the skills and knowledge you'd need to run your own business.

If you scored **30–36**, you love beauty therapy, whatever the work, from waxing to reception work. Although you enjoy a holiday as much as the next person, you would prefer to work closer to home in a secure environment. You would make an excellent senior therapist, building up an established clientele for lots of repeat business.





Image courtesy of The Sanctuary

201

Working in the beauty-related industries
This unit introduces you to the exciting area of beauty therapy and related industries, looking at the various organisations that make up the beauty therapy and nail sector, from beauty salons, cruise ships and nail bars to manufacturers. You will learn about a range of treatments, including facials, manicures, pedicures, body massage and waxing. This unit will give you guidance on the occupational roles, progression routes and the employment characteristics that you must develop. Personal presentation is very important in these industries; you will learn how to portray a professional image to any future employer.

Assignment mark sheet

Unit 201 Working in the beauty-related industries

This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. There are no practical tasks in this unit.

What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a career guide	
Task 2: produce an information sheet	
Or tick if covered by an online test	

Overall grade

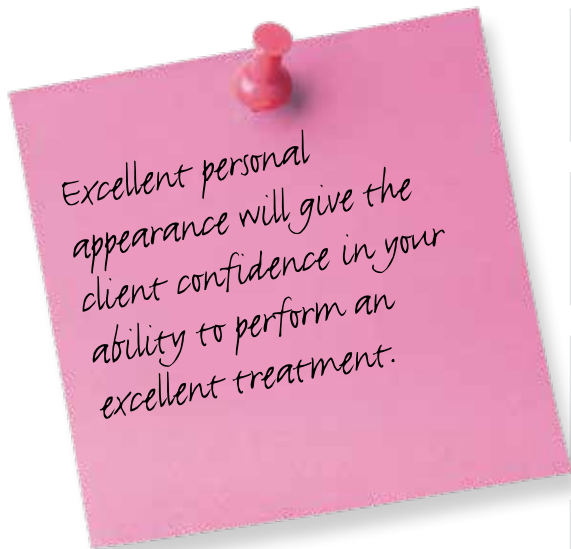
Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:

External Verifier signature (where applicable): Date:



What does it mean?

Some useful words are explained below

Contract of employment

A legal document, which details such things as salary, holidays and working hours.

COSHH (Control of substances hazardous to health)

This relates to products that could cause harm if used incorrectly and for which clear instructions need to be followed for storage and handling.

Data Protection Act

This law states how the salon must deal with the personal information of clients and employees.

Disinfection

The process of destroying some, but not all, micro-organisms.

Freelance

Somebody who is self-employed and works independently, for example a make-up artist, mobile therapist or nail technician.

Habia

The Hair and Beauty Industry Authority; they produce the National Standards that the industry works to.



Minimum wage

The minimum amount of money that may be earned per hour, which is set by the Government.

Personal presentation

The professional work-related appearance that is required in each establishment.



Personal Protective equipment (PPE)

Available for use in the workplace to protect you, your skin and clothes from damage. For example, aprons, uniforms, or gloves.

Sterilisation

The process of destroying all micro-organisms and their spores.

Training providers

Organisations that provide recognised training.



Image courtesy of hiveofbeauty.com

Image courtesy of Calcot Manor (right)

Image courtesy of iStockphoto.com/peepo (left)

Revision tip

Produce a mood board showing all the main services that are on offer in the beauty/nail industry.



Follow in the footsteps of... *Caroline Howe*



Caroline first qualified as a hairdresser and beauty therapist over 20 years ago. She worked in salons all over the world, including in Bermuda, the USA, Dubai and Thailand. She is now the Managing Director of HB Training Wales Ltd, where she oversees the management, quality assurance and apprentice contracts relating to the Welsh Assembly. **Look for the pink quote marks to see what she has to say to you!**

What you must know

You must be able to:

- 1 state the types of organisations within the beauty-related industries
- 2 state the main services offered by the beauty-related industries
- 3 describe occupational roles within the beauty-related industries
- 4 state the employment characteristics of working in the beauty-related industries
- 5 describe the education and training opportunities within the beauty-related industries
- 6 describe the opportunities to transfer to other sectors or industries
- 7 state the main legislation affecting the beauty-related industries
- 8 describe the basic principles of finance and selling within the beauty-related industries
- 9 describe the main forms of marketing and publicity used by the beauty-related industries
- 10 describe good working practices in the beauty-related industries
- 11 state the importance of personal presentation in reflecting a professional image when working in the beauty-related industries
- 12 describe opportunities for developing and promoting your own professional image within the beauty-related industries
- 13 state the basic employment rights and employer responsibilities
- 14 describe the importance of continual professional development for those working in the beauty-related industries

Image courtesy of Workwear World



“

Professional knowledge, good rapport and excellent treatment procedures will keep your clients returning to you for more.

Attend as many trade shows as possible to enable you to see demonstrations, to gather information and meet fellow therapists.

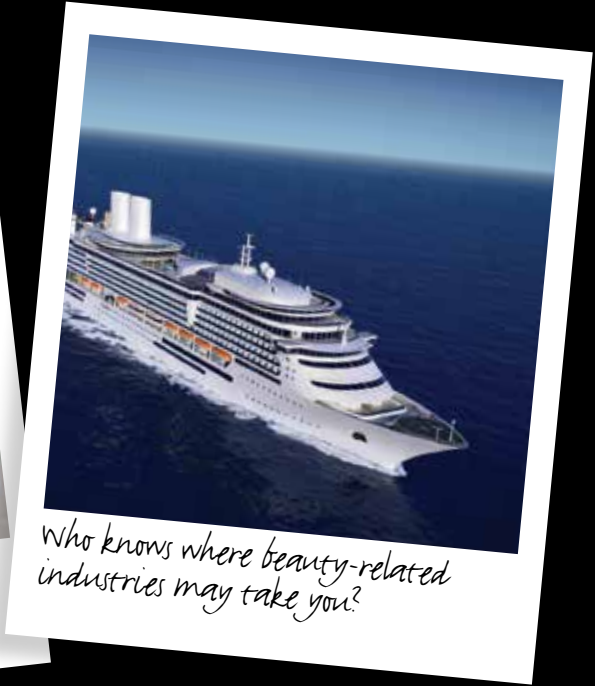
Beauty-relat



“

To develop a high level of personal communication skills you need to gain an understanding of client and staff relations.

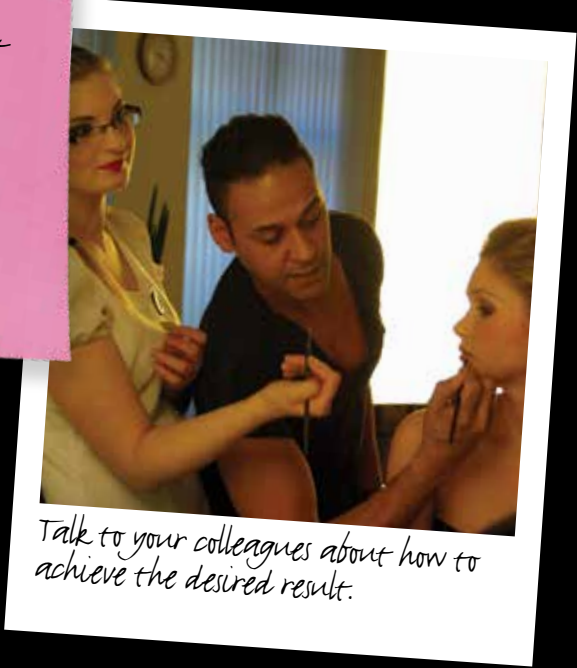
Image courtesy of Dermalogica (top left)



Who knows where beauty-related industries may take you?

Beauty-related industries

Trade journals keep you up to date with the latest techniques and products as well as providing useful working tips.



Talk to your colleagues about how to achieve the desired result.

Image courtesy of iStockphoto.com/James Group Studios (top right)

Comment form

Unit 201 Working in the beauty-related industries

This form can be used to record comments by you, your client, or your assessor.

“

A good beauty therapist must be able to adapt and develop, as the industry is constantly changing.



Image courtesy of IIAA College Programme



Image courtesy of Professionals



202

Follow health and safety practice in the salon

This may not seem like the most exciting unit, but it's essential for everyone who enters a salon. You'll learn about health and safety legislation and how it relates to your everyday work. You need to understand your own responsibilities, be aware of hazards, and play a part in reducing risks. Soon you'll be able to support the salon in maintaining a professional, safe and hygienic environment, for you and your colleagues to work in, and for the clients that visit.

Assignment mark sheet

Unit 202 Follow health and safety practice in the salon

This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to pass the unit. There are no practical tasks in this unit.

What you must know

Task 1a: produce a chart

Task 1b: produce a poster

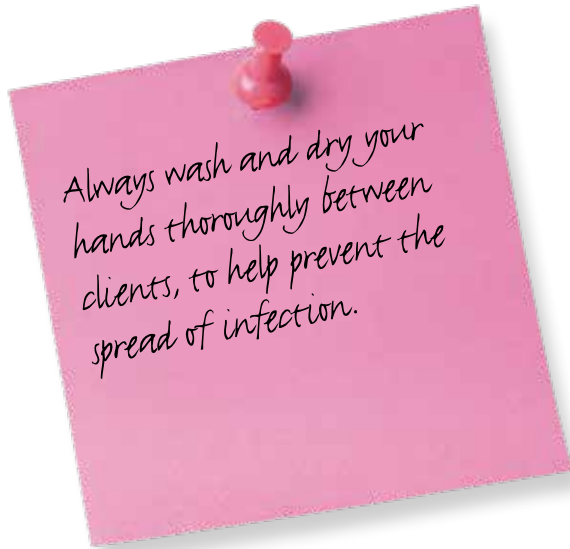
Task 1c: produce a leaflet

Task 1d: produce a chart

Or tick if covered by an online test

Tick when complete

Overall grade



Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:

External Verifier signature (where applicable): Date:

What does it mean?

Some useful words are explained below

Image courtesy of Ellisons



Autoclave

A device for sterilising beauty therapy tools in very hot pressurised steam.

COSHH

Standing for Control of Substances Hazardous to Health, this legislation covers the storage, handling, use and disposal of chemicals.

Image courtesy of Mundo

Cross-infection

The passing of infection from one individual to another.



Disinfectant

Chemical solutions used to kill bacteria when cleaning and sterilising tools, equipment and the salon.

Image courtesy of Ellisons

HASAWA

Standing for Health and Safety at Work Act, it states the responsibilities of the employer and employee. All the other health and safety acts come under this one.

Hazard

Something that may cause risk of an accident occurring, eg a cable trailing on the floor.

Health and safety legislation

Laws in place to protect people It is essential to follow all health and safety legislation.

Health and safety policy

The manager of a salon is required by law to draw up a health and safety policy for their business. This must be accessible to all employees, who must read and understand the requirements of the policy.

Image courtesy of Champneys

Legal requirements

These affect the way the salon operates, how it is set up and maintained, the staff employed in the salon, and their working practice.



Personal protective equipment (PPE)

Equipment available for use in the workplace to protect you, your skin and clothes from damage. For example, aprons, uniforms or gloves.



Risk

The likelihood of harm: a water spillage in the middle of the floor has a high risk, whereas one in a corner where nobody walks has a low risk.

Workplace policy

Rules and procedures relating to health and safety and other salon requirements. These minimise the risk of harm or injury to yourself and others.

What you must know

You must be able to:

- 1 Explain the difference between legislation, codes of practice and workplace policies
- 2 Outline the main provisions of health and safety legislation
- 3 State the employers' and employees' health and safety responsibilities
- 4 State the difference between a hazard and a risk
- 5 Describe hazards that may occur in a salon
- 6 State the hazards which need to be referred
- 7 State the purpose of personal protective equipment (PPE) used in a salon during different services
- 8 State the importance of personal presentation, hygiene and conduct in maintaining health and safety in the salon

Continues on next page

Revision tip

PPE regulations state that the employer must provide suitable protective clothing and equipment for the employee to use when handling chemicals in the salon. The employee must use the PPE provided.



Follow in the footsteps of... *Emma Piper* “

Emma has just qualified as a Beauty Therapist at the Folkestone Academy. During her training she won a make-up competition and was awarded Student Make-up Artist of the Year. Emma thinks health and safety is important as beauty therapists must be adaptable, consistent and capable of following treatment procedures. She now works in a salon called 'Emma's', where she follows all health and safety policies correctly. **Look for the pink quote marks to see what she has to say to you!**



- 9 State the importance of maintaining the security of belongings
- 10 Outline the principles of hygiene and infection control
- 11 Describe the methods used in the salon to ensure hygiene
- 12 Describe the effectiveness and limitations of different infection control techniques
- 13 Describe how to dispose of different types of salon waste
- 14 Outline the correct use of firefighting equipment for different types of fires
- 15 State the dangers of the incorrect use of firefighting equipment on different types of fires
- 16 State the importance of reporting and recording accidents
- 17 Describe the procedure for reporting and recording accidents
- 18 Describe procedures for dealing with emergencies

Revision tip

All fire extinguishers are coloured red, with a different coloured label to identify the contents. For example, an extinguisher with a red label contains water, and should not be used on electrical equipment.



Personal hygiene is important for preventing cross-infection. Ensure your uniform, hair and nails are clean. Present a professional appearance, even if you're not treating clients. You are still representing your industry!



Image courtesy of Carlton Professional

Whatever service you're carrying out, health and safety must always be at the front of your mind.

Comment form

Unit 202 Follow health and safety practice in the salon

This form can be used to record comments by you, your client, or your assessor.

“

Always read the labels on products, and concentrate when you're mixing chemicals. Wear rubber gloves to protect your hands, and plastic aprons to protect against spills.

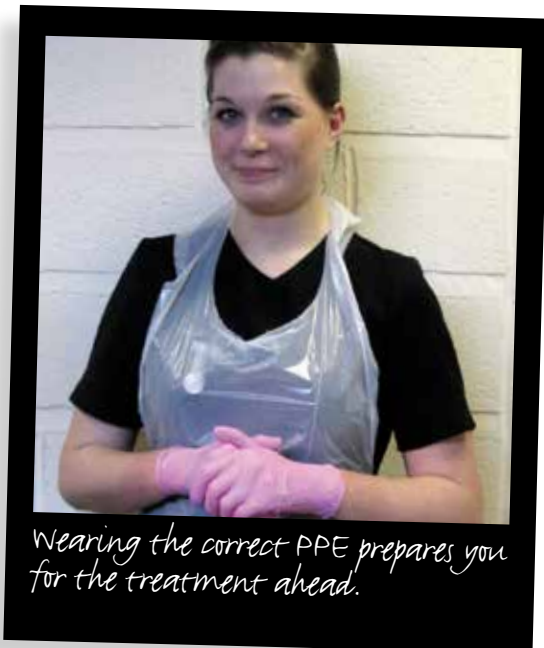




Image courtesy of Walsall College



203

Client care and communication in beauty-related industries

This unit introduces you to the important area of client care and communication – first impressions count, and this is the basic groundwork for all treatments and salon work. You will learn how to communicate in a professional manner with clients in relation to treatment enquiries, which will include advice and recommendations, consultation techniques and client complaints. You will also learn how to provide the best client care possible so your client will be totally satisfied and book further treatments. Selling retail products is an added bonus for any salon and this unit also includes ways of communicating product information to a client in an informative yet straightforward manner.

Assignment mark sheet

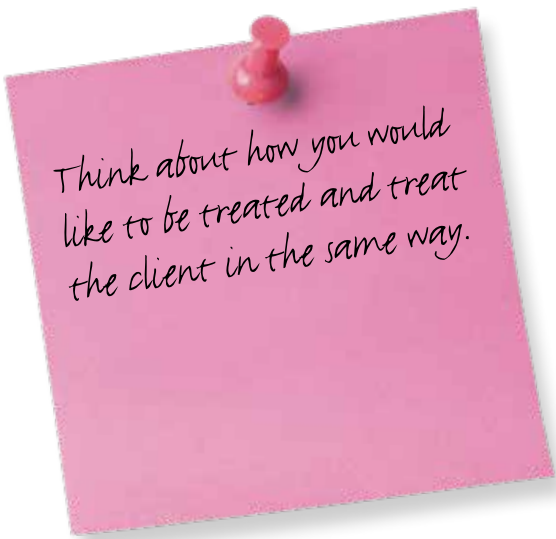
Unit 203 Client care and communication in beauty-related industries

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. **For the practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

What you must know	Tick when complete
Task 1: produce a fact sheet	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2: consultation		

Overall grade



Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:

External Verifier signature (where applicable): Date:

What does it mean?

Some useful words are explained below

Client

A person, sometimes referred to as customer, who visits the salon for treatments.



Consultation

A one-to-one discussion with the client to find out background information and develop an appropriate treatment plan.

Data Protection Act

This states how the salon must deal with the personal information of clients and employees.

Legislation

Laws, in this case relating to the sale of goods and client protection, that you will need to be aware of.

Non-verbal

Use of body language and writing to communicate with the client.

Personal space

The space or 'aura' around a person. Many people feel uncomfortable if this space is invaded, so take care not to get too close, as appropriate to the situation. For example, you will obviously be touching your client's face while giving a facial, but that doesn't mean they'd be comfortable with you doing this in the reception area!

Receptionist

A person who deals with clients at the reception via telephone bookings, retail sales and personal enquiries.

Relevant person

This is usually a senior therapist, manager or salon owner who deals with issues such as complaints and stock ordering.



Sale of Goods Act

Retail products must be of good quality, do what they claim to do, and fit their description.

Verbal

Use of the voice to communicate with the client.



The receptionist is the first person the client will meet when they enter the salon. They must be welcoming.

What you must know

You must be able to:

- 1 outline different forms of communication used to deal with clients
- 2 describe how to use consultation techniques to identify treatment objectives
- 3 state the importance of using effective communication to identify the client's needs and expectations
- 4 describe the term 'personal space'
- 5 state the importance of providing the client with clear advice and recommendations
- 6 describe client confidentiality in line with the Data Protection Act
- 7 explain the importance of communication techniques to support retail opportunities
- 8 state the importance of client feedback and responding constructively
- 9 outline how to refer and assist in client complaints

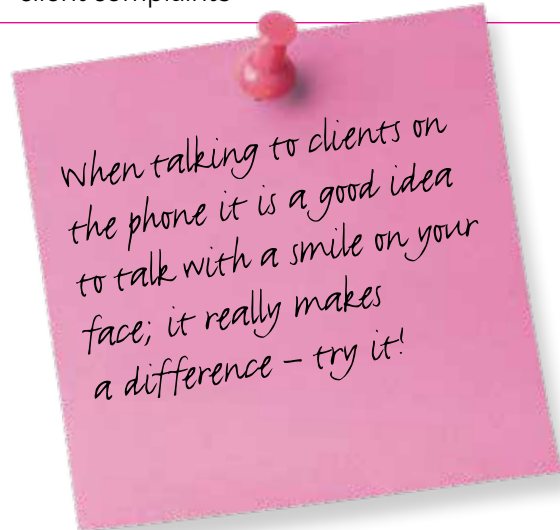
Revision tip

Take a salon brochure or price list home and learn all the treatments on offer then ask members of your family or friends to challenge you with enquiries.



Follow in the footsteps of... *Charlotte Burford* “

Charlotte studied NVQ Levels 2 and 3 in Beauty Therapy at South Staffordshire College. She competed in the World Skills UK competitions in Advanced Beauty Therapy and in later competitions she was chosen to represent the UK in Beauty Therapy. Charlotte went on to win a Bronze medal in Canada. She is now a Skills Ambassador, encouraging students to enter competitions and further their careers. Charlotte is also a judge for the World Skills UK competitions. **Look for the pink quote marks to see what she has to say to you!**





dermatologica
consultation card

dermatologica
face mapping
dermatologica
body mapping

name: _____

phone: _____

email: _____

work: _____

appointment times:
 under 21 21-30 31-40 41-50 51-60 61-70

1. Do you have any skin conditions?
 yes no
2. Do you have any skin conditions?
 yes no
3. Do you have any skin conditions?
 yes no
4. Do you have any skin conditions?
 yes no
5. Do you have any skin conditions?
 yes no
6. Do you have any skin conditions?
 yes no
7. Do you have any skin conditions?
 yes no
8. Do you have any skin conditions?
 yes no
9. Do you have any skin conditions?
 yes no
10. Do you have any skin conditions?
 yes no

Image courtesy of Walsall College



Treat your customers as you would like to be treated if you were receiving a service.

Client

Make sure price lists/ brochures are always available on reception and in treatment rooms.

“

Always give your client advice on their treatments and how she can make the effects of the treatment last longer.

Remember, the treatment doesn't end when the client leaves the salon. Retail products will further enhance the benefits.



to care

“

Be friendly to all of your clients but always remain professional. Smile and be polite!



What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use client consultation techniques to identify treatment objectives	Basic consultation is carried out. Examples: closed questions used throughout, questioning covered contra-indications.	Good consultation is carried out. Examples: candidate introduces themselves by name, open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.	Thorough consultation is carried out. Examples: candidate introduces themselves by name and uses client's name; open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.
3 Provide the client with clear advice and recommendations	A basic treatment plan is recommended. Examples: objectives of the treatment identified.	A good treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin/hair/nail type/condition and client expectations.	A thorough treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin/hair/nail type/condition, general health, medication, client lifestyle, expectations, adaptations, previous records.



Give every client your all – aim to give the best treatment you can every time.

Comment form

Unit 203 Client care and communication in beauty-related industries

This form can be used to record comments by you,
your client, or your assessor.

“

*Be confident with your treatments as
this will show your client that you are
competent, and will help them relax.*

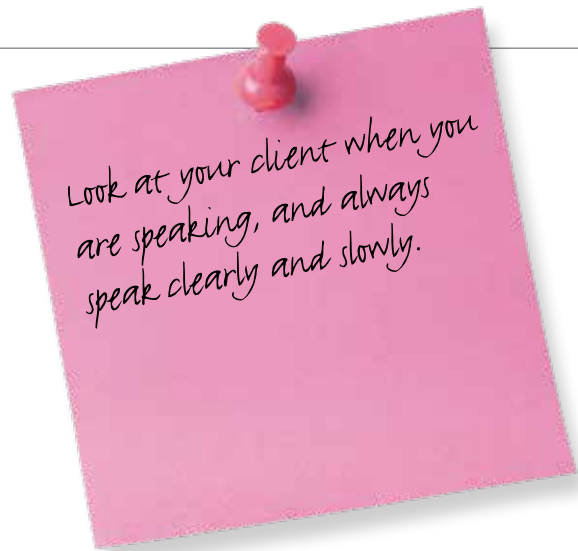




Image courtesy of Walsall College



pevonía
BOTANICA

204

Provide facial skin care

Facial skin care is one of the most popular treatments carried out in the salon, with both female and male clients. As well as improving the condition of the client's skin, it is a totally relaxing treatment and your client will leave the salon feeling on top of the world and thoroughly pampered. This unit is the foundation of all facial work and you will learn how to cleanse and carry out various methods of exfoliation, skin warming and comedone extraction, along with massage techniques and mask therapy. You will also learn about different skin types and conditions and how to match them to appropriate skin products.

Assignment mark sheet

Unit 204 Provide facial skin care

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

What you must know

Task 1a: produce an information sheet

Task 1b: produce a fact sheet

Task 1c: anatomy and physiology

Or tick if covered by an online test

Tick when complete

What you must do

Task 2: provide a facial skin care treatment

Grade

--

Points

--

Overall grade

--

Candidate name:

--

Candidate signature:

Date:

--

Assessor signature:

Date:

--

Quality assurance co-ordinator signature
(where applicable):

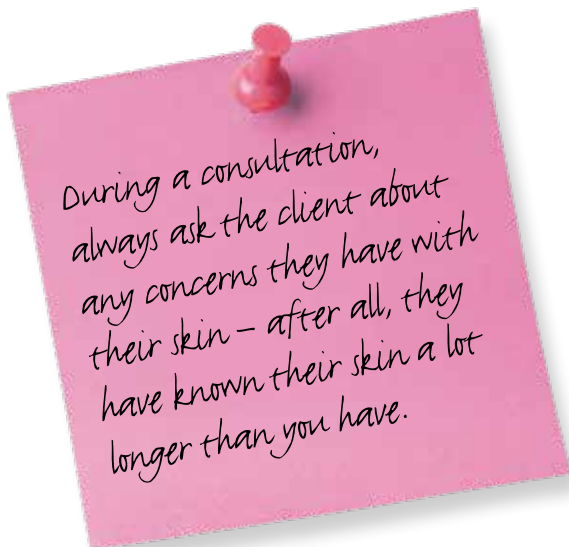
Date:

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External Verifier signature
(where applicable):

Date:

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What does it mean?

Some useful words are explained below

Image courtesy of Pevonia

Aftercare advice

Advice given following a facial in order for the client to benefit from the effectiveness of the treatment.

Body language

A way of communicating to our clients or colleagues using our gestures; not using speech.

Comedone

A spot with a black plug; may be found singularly or in clusters and is common on greasy/combination skin types.

Contra-action

An unfavourable reaction that may occur either during or after a treatment, for example skin swelling.

Contra-indication

A condition that will prevent a facial being carried out, such as conjunctivitis.

Dilated capillaries

Fine red lines that show through the skin, often found on sensitive fine skin on the cheeks or around the nostrils.

Exfoliation

A process to remove dead skin that can be done manually (with the hands and product) or mechanically (using a hand-held or electric brush).

Extraction

A term used to refer to the removal of comedones or milia.

Eye creams/gels

Products used around the eye area; ingredients used for specific effects may include moisturising, tightening or line reducing.

Image courtesy of Capital Hair & Beauty



Lip creams/balms

Products used around the lip area; ingredients used for specific effects may include lip plumping, line reducing or nourishing.



Mask

A skin-cleansing product that will contain different ingredients; it can be stimulating, moisturising and toning and may be classed as either a setting mask or a non-setting mask.

Skin analysis

The process of looking closely at the client's skin after cleansing, using a magnifier with a light. This is an important part of the facial, as the findings are used to create a suitable treatment plan.

Skin texture

A term used to describe whether the skin is thin or thick – sometimes referred to as fine or coarse.



Skin warming

Methods used to warm the skin; may be done using electrical steamers or damp, hot towels. Skin warming will cleanse, stimulate and soften the skin in preparation for extraction.

What you must know

You must be able to:

- 1 describe salon requirements for preparing yourself, the client and work area
- 2 state the environmental conditions suitable for facial skin care treatments
- 3 describe different consultation techniques used to identify treatment objectives
- 4 state the importance of carrying out a detailed skin analysis
- 5 describe how to select products, tools and equipment to suit client treatment needs, skin types and conditions
- 6 identify skin types, conditions and characteristics
- 7 describe the contra-indications which prevent or restrict facial treatments
- 8 state how to communicate and behave in a professional manner
- 9 describe health and safety working practices
- 10 state the importance of positioning yourself and the client correctly throughout the treatment
- 11 state the importance of using products, tools, equipment and techniques to suit clients' treatment needs, skin type and conditions
- 12 describe how treatments can be adapted to suit clients' treatment needs, skin types and conditions

Continues on next page

Revision tip

PPE (Personal Protective Equipment) is available in the workplace to protect you. Always wear disposable gloves for any extraction work that is carried out.



Follow in the footsteps of... *Catherine Foster*



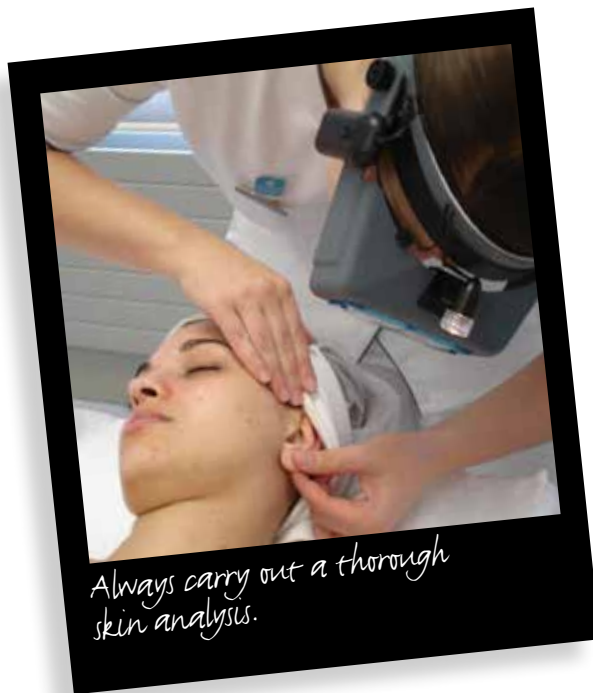
Catherine is a Level 3 NVQ Beauty Therapy student at South Tyneside College. She has won several awards, including the Tallow Chandler Award for Excellence in Beauty, World Skills Gold in Intermediate Beauty and the Medal of Excellence. Catherine was also the Level 2 NVQ City & Guilds Make-up Competition winner 2009. Facials are one of Catherine's favourite treatments. **Follow the pink quote marks to read what Catherine has to say.**

-
- 13** state the contra-actions that may occur during and following treatments and how to respond
-
- 14** state the importance of completing the treatment to the satisfaction of the client
-
- 15** state the importance of completing treatment records
-
- 16** state the aftercare advice that should be provided
-
- 17** describe the structure and functions of the skin
-
- 18** describe diseases and disorders of the skin
-
- 19** explain how natural ageing, lifestyle and environmental factors affect the condition of the skin and muscle tone
-
- 20** state the position and action of the muscles of the head, neck and shoulders
-
- 21** state the names and position of the bones of the head, neck and shoulders
-
- 22** describe the structure and function of the blood and lymphatic system for the head, neck and shoulders
-

“

Fingernails must be kept short with smooth edges to avoid catching any delicate skin on the client's face.

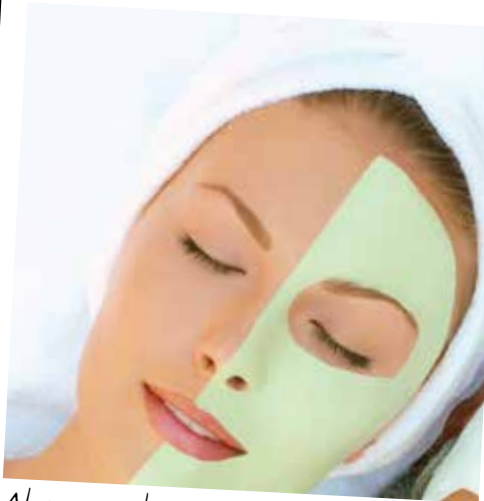
Image courtesy of Dermalogica



SKIN.

Recommend appropriate products from the salon's retail stock – this is not only professional, but boosts the salon's revenue.





Always make sure your client is either wearing a head band or towel to cover their hair.



care

Aftercare advice is essential to the treatment, enabling the client to continue to benefit from the effects of their facial at home.

“
Clients with low blood pressure sometimes need their head and lower legs to be slightly raised during a facial. If the couch is not adjustable, a rolled towel or a pillow underneath the head and lower legs or knees will give the same result.

What you must do

Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *****.

- 1 Prepare yourself, the client and the work area for facial skin care treatment
- 2 Use suitable consultation techniques to identify treatment objectives *****
- 3 Carry out a skin analysis *****
- 4 Provide clear recommendations to the client *****
- 5 Position yourself and the client correctly throughout the treatment
- 6 Select and use appropriate cleansing products
- 7 Select and use appropriate exfoliating and skin warming techniques
- 8 Apply a suitable massage medium
- 9 Use and adapt appropriate massage techniques *****
- 10 Select and use appropriate mask product to suit client skin type and condition *****
- 11 Complete the treatment using toning, moisturising and specialist products
- 12 Complete the treatment to the satisfaction of the client
- 13 Provide suitable aftercare advice *****
- 14 Record the results of the treatment
- 15 Follow health and safety working practices
- 16 Communicate and behave in a professional manner *****

Totals

Grade

Candidate signature and date

Assessor signature and date

Conversion chart

Grade	Marks
Pass	16–19
Merit	20–26
Distinction	27–30

Please tick when all pre-observation requirements have been met.

Facial treatment

1		
1	2	3
1	2	3
1	2	3
1		
1		
1		
1	2	3
1	2	3
1		
1		
1	2	3
1		
1		
1	2	3

What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify treatment objectives	Basic consultation carried out Examples: closed questions used throughout, questioning covered contra-indications	Good consultation carried out Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations	Thorough consultation carried out Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations, confirm understanding of treatment objectives with the client
3 Carry out skin analysis	Skin cleansed, magnifier and light used. Some recording of skin characteristics.	Skin cleansed, magnifier and light used, good observations of skin characteristics recorded	Skin cleansed thoroughly, magnifier and light used, detailed observations of skin characteristics recorded
4 Provide clear recommendations to the client	A basic treatment plan is recommended Examples: objectives of the treatment identified. A treatment plan is recommended.	A good treatment plan is recommended Examples: objectives of the treatment, and products used	A thorough treatment plan is recommended Examples: objectives of the treatment taking into account skin type/condition, products to be used and their specific effects; how the treatment will feel and benefits of each process
9 Use and adapt massage techniques to meet the needs of the client	Adapts the massage to suit skin type and skin condition	Adapts the massage to suit the skin type, skin condition, varies the rate and rhythm according to treatment objectives identified	Adapts the massage to suit the skin type, skin condition, varies the rate, rhythm, pressure, sequence and time according to treatment objectives identified

Continues on next page

What you must do

Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
10 Select and use mask products to suit client's skin type and condition	Mask is suitable for skin type and is removed without causing any discomfort to the client	Mask is suitable for skin type and condition, is applied to neck and face and removed without leaving any residue or causing any discomfort to the client	Mask is suitable for skin type and condition, applied evenly to neck, face and along hairline, removed without leaving any residue or causing any discomfort to the client
13 Provide suitable aftercare advice	Basic aftercare advice to include possible contra-actions	Good level of aftercare advice to include possible contra-actions, homecare products, advice on homecare routine and further treatments	Excellent aftercare advice to include possible contra-actions, homecare products, advice on homecare routine, recommended lifestyle changes and further treatments
16 Communicate and behave in a professional manner	Satisfactory communication and behaviour throughout the treatment Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour throughout the treatment Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client needs	Excellent communication and behaviour throughout the treatment Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's need, shows a reassuring and confident manner



Cleansing products should be warmed in the therapist's hands before application.

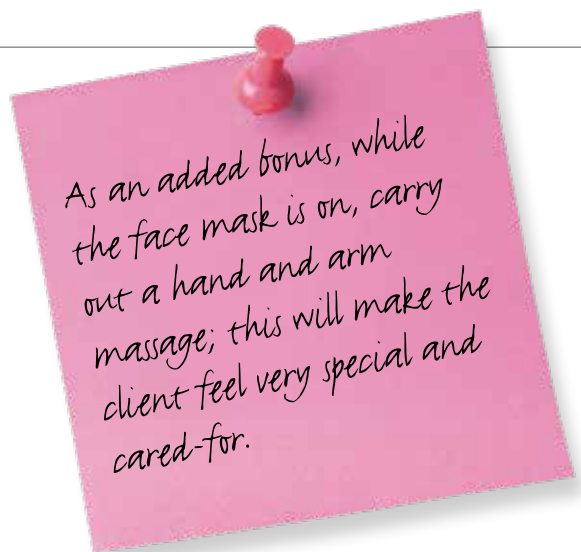
Comment form

Unit 204 Provide facial skin care

This form can be used to record comments by you, your client, or your assessor.

“

The facial massage is the client's time to relax and unwind. Avoid talking to them during the treatment, unless they want to have a conversation.





205

Promote products and services to clients in a salon

Retail sales are increasing every year in salons, so the skills you'll learn in this unit are crucial to your potential employers. Clients want expert advice on keeping themselves in top condition, and recreating the salon effects. You'll learn about different communication techniques, identifying selling opportunities and following through by closing sales. You'll gain the confidence to maintain client satisfaction and trust, while developing your understanding of all kinds of products and services.

Assignment mark sheet

Unit 205 Promote products and services to clients in a salon

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a leaflet	
Task 1c: produce a guide	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: promote new products/services to client		
Task 2b: promote products/services already used by client		

Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks
 Divided by
 =

÷ 2

Overall grade
 (see conversion chart)



Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:

External Verifier signature (where applicable): Date:

What does it mean?

Some useful words are explained below

Aftercare advice

Information given to the client on how to continue the benefits of the treatment.

Closed questions

Questions that lead to yes and no answers, for example 'would you like styling spray on your hair?'.



Client rights

Clients have legal rights to be protected. For example, under the The Sale of Goods Act, The Supply of Goods and Services Act, it's important to know what client's rights are, and to comply with them.

Contractual agreement

This is a verbal or written agreement undertaken by you, the salon and the client, to carry out the agreed standard of service, providing the benefits discussed at the agreed price.



Data Protection Act

The law that controls the way in which information is stored. For example, clients have the right to see the information that you have on your system about them, and to correct anything that they feel is inaccurate about them.

Equal opportunities

No one should be discriminated against on the grounds of their age, race, sex/gender or disability. There is legislation in place to prevent discrimination.

Open questions

A questioning technique used to obtain more information, for example 'how would you like your hair styled?' – the response has to include more detail than that of a closed question.



Personal presentation

The image you create with your appearance and personal hygiene.



Image courtesy of Champneys

Image courtesy of Buttercups Uniforms

Image courtesy of Walsall College

Image courtesy of Champneys

What you must know

You must be able to:

- 1 Describe the benefits to the salon of promoting services and products to the client
- 2 Describe the listening and questioning techniques used for promotion and selling
- 3 Describe the different consultation techniques used to promote products and services
- 4 Explain the terms 'features' and 'benefits' as applied to services and products
- 5 Describe the principles of effective face-to-face communication
- 6 State the importance of effective personal presentation
- 7 State the importance of good product and service knowledge
- 8 Outline the stages of the sale process
- 9 Describe how to interpret buying signals
- 10 Describe how to secure agreement and close the sale
- 11 Explain the legislation that affects the selling of services and products
- 12 Describe methods of payment for services and products

Revision tip

Features are descriptions of the product or service, including how long it will last, method of application, and cost. Benefits are how the service or product will enhance the face or body.



Follow in the footsteps of... *Sarah Thomas*

Sarah spent 20 years in Management Training, before retraining as a Beauty Therapist. In 2009 she set up 'Beauty Lodge', a beauty salon offering bespoke beauty treatments. From body massage to Botox, every treatment has been personally tested by her. In 2010 she received excellent tried and tested reviews and the salon went from strength to strength. Soon she will be able to employ a team of therapists.

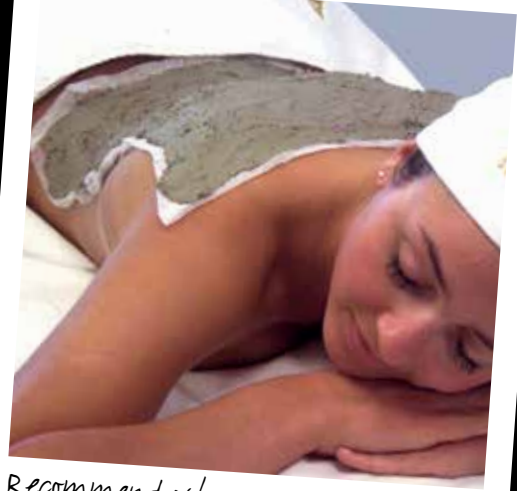
Follow the pink quote marks for Sarah's retail advice!



Offering a Champagne evening in your salon could attract new clients!



Prom



Recommend other treatments or services offered in your salon that your client may enjoy.

Smiling and maintaining eye contact will mean you come across as approachable and trustworthy.



A good receptionist will make sales without the client feeling pressurised.

“

Always add value to your treatment. Give your client the best experience possible and add your passion and enthusiasm to create an outstanding treatment.



show your client how much of the product they should use at home.

note

Always explain to clients how to use the product correctly to gain maximum benefit from it, and gain client trust.

“

I talk to clients about what I'm doing for them, the ingredients in products and how it will benefit them. Clients love a confident and knowledgeable therapist.

What you must do

Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

- 1 Establish the client's requirements
- 2 Use suitable communication techniques to promote products and services *
- 3 Identify services and/or products to meet the requirements of the client *
- 4 Introduce services and/or products to the client at the appropriate time
- 5 Give accurate and relevant information to the client *
- 6 Identify buying signals and interpret the client's intentions correctly

Totals

Grade

Candidate signature and date

Assessor signature and date

Conversion chart

Grade	Marks
Pass	6–7
Merit	8–10
Distinction	11–12

Promoting activity					
a Promote new products/ services to client			b Promote products/ services already used by client		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3
1			1		
1	2	3	1	2	3
1			1		



Think about your unique selling point. Why would clients want to come to you? Make your treatments unique and a 'must have'.

What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable communication techniques to promote products and services	Uses basic communication techniques Example: uses closed questions	Uses good communication techniques Examples: uses open and closed questions, uses visual aids, aware of own body language	Uses excellent communication techniques Examples: uses open and closed questions, good use of visual aids, effective use of body language, repeats instructions clearly to gain confirmation
3 Identify services and/or products to meet requirements of the client	Correctly identifies the main feature and benefit of the product or service	Correctly identifies two main features and benefits of the product or service	Correctly identifies all features and benefits of the product or service
5 Give accurate and relevant information to the client	Gives basic advice and information Example: describes the main feature and benefit of the suitable product or service	Gives good advice and information Examples: describes the use of products, describes two benefits and features of the suitable product or service	Excellent level of advice given Examples: describes all benefits and features of the suitable product or service, makes clear reference to the product or service meeting the client's requirements



Your clients will keep coming back and bringing new clients with them. Think about what you would expect from a treatment if you were the client – and then think about how you can exceed their expectations.

Comment form

Unit 205 Promote products and services to clients in a salon

This form can be used to record comments by you, your client, or your assessor.

“

Move display stock into a different position every four weeks, to give the salon a fresh look,



Image courtesy of Champneys





206

Remove hair using waxing techniques

Waxing is a very popular service offered by the salon, particularly during the summer months when bodies are more exposed. If carried out confidently and well, it is what is known as a 'bread and butter' treatment – it brings money into the salon because the clients return regularly. Waxing offers a quick and effective way of clearing small and large areas of unwanted hair on common areas such as legs, underarms, bikini line and upper lip. You will learn about the different types of wax and how to choose the most suitable product for the type of hair growth and area. You will also gain knowledge of other methods of hair removal, both temporary and permanent.

Assignment mark sheet

Unit 206 Remove hair using waxing techniques

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a fact sheet	
Task 1c: anatomy and physiology	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: remove underarm hair using waxing techniques		
Task 2b: remove bikini hair using waxing techniques		
Task 2c: remove lower leg hair using waxing techniques		

Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks	
Divided by	÷ 3
=	
Overall grade (see conversion chart)	



Candidate name:	
Candidate signature:	Date:
Assessor signature:	Date:
Quality assurance co-ordinator signature (where applicable):	Date:
External Verifier signature (where applicable):	Date:

What does it mean?

Some useful words are explained below

Aftercare advice

Advice given to the client following a waxing treatment to prevent any adverse reactions from occurring.

Contra-action

An unfavourable reaction that may occur either during or after the treatment, eg skin irritation.

Contra-indication

A condition that will prevent waxing treatments being carried out, eg sunburn.

Cross-infection

Transferring an infection from one person to another.

Depilatory creams

Chemical creams that dissolve the hair on the surface of the skin.

Electrolysis

A permanent method of hair removal using a fine needle and an electrical current.

Erythema

Irritation or injury to tissue, which makes the skin look red. This is a result of the blood vessels drawing blood to the surface.

Hair growth pattern

The direction the hair grows on the surface of the skin – it will vary according to body area.

Tests patch

These can be either heat-sensitive or tactile tests, which are carried out to check the client's reactions to heat and the products used.



PPE

Personal protective equipment, such as disposable gloves used while waxing.



Soothing products

Products that are used on the skin following a waxing treatment to reduce any irritation, redness and minor swelling that might have occurred.

Waxing Code of Practice

Suggested good practice to follow when carrying out waxing treatments.



Wax strips

Made of either paper or fabric and placed on the warm wax to remove it from the skin.

Revision tip

PPE is personal protective equipment that is available in the workplace to protect you. It is advisable to use disposable gloves for waxing treatments.

What you must know

You must be able to:

- 1 describe salon requirements for preparing yourself, the client and the work area
- 2 state the environmental conditions suitable for waxing treatments
- 3 describe different consultation techniques used to identify treatment objectives
- 4 describe the types of tests that are carried out prior to waxing treatment
- 5 describe how to select products, tools and equipment to suit the client's treatment needs
- 6 identify the different types of waxing methods and products available
- 7 state the advantages and disadvantages of alternative methods of hair removal
- 8 describe the effects alternative methods of hair removal may have on the skin and on waxing treatments
- 9 describe the contra-indications which prevent or restrict waxing treatments

Continues on next page



Follow in the footsteps of... *Natalie Johnstone*

Natalie has just completed her Level 2 Diploma in Beauty Therapy at Oldham College. As a full-time mum she wanted a way back into work. She chose beauty therapy because she knew the industry is always growing. At college Natalie improved her literacy by doing a functional skills award, and was nominated as student representative. In the future she plans to become a freelance beauty therapist.

Look for the pink quote marks to see what she has to say to you!



There are many different waxing systems on the market. Always follow the manufacturer's instructions.

Image courtesy of Carlton Professional

- 10 state how to communicate and behave in a professional manner
- 11 describe health and safety working practices and industry Code of Practice for Waxing Services
- 12 state the importance of positioning yourself and the client correctly throughout the treatment
- 13 state the importance of using products, tools, equipment and techniques to suit the client's treatment needs
- 14 describe how treatments can be adapted to suit the client's treatment needs, skin type and condition
- 15 state the contra-actions that may occur during and following treatments and how to respond
- 16 state the importance of completing the treatment to the satisfaction of the client
- 17 state the importance of completing treatment records
- 18 state the aftercare advice that should be provided
- 19 describe the structure and functions of the skin
- 20 describe the structure and growth cycle of the hair
- 21 describe diseases and disorders of the skin

Revision tip

Heat up beeswax gradually. If you heat it quickly at a high temperature it will become very brittle and removal will be difficult.



“

Make sure that the wax is hot enough to contract effectively around the hairs. Be careful it doesn't overheat though, as this could cause burns.

Wax

It is worth buying really good quality hot wax as it is most effective for strong underarm or bikini hairs.



“

Before you apply the after-wax lotion make sure that the treated area is free of wax and hair and that the client is satisfied. After-wax lotion cools the skin and helps to reduce redness.



CRINGE

Clean the wax pots when they are turned off but still hot, as it is far easier to remove warm wax than cold wax.



What you must do

Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *****.

- 1 Prepare yourself, the client and the work area for waxing treatment
- 2 Use suitable consultation techniques to identify treatment objectives *
- 3 Carry out necessary tests prior to the treatment
- 4 Provide clear recommendations to the client *
- 5 Position yourself and the client correctly throughout the treatment
- 6 Follow health and safety working practices
- 7 Communicate and behave in a professional manner
- 8 Select and use products, tools and equipment to suit the client's treatment needs, skin type and condition *
- 9 Complete the treatment to the satisfaction of the client *
- 10 Record the results of the treatment with the client
- 11 Provide suitable aftercare advice *

Totals

Grade

Candidate signature and date

Assessor signature and date

Conversion chart

Grade	Marks
Pass	11–13
Merit	14–18
Distinction	19–21

○ Please tick when all pre-observation requirements have been met.

Remove hair using waxing techniques								
a underarm			b bikini			c lower leg		
1			1			1		
1	2	3	1	2	3	1	2	3
1			1			1		
1	2	3	1	2	3	1	2	3
1			1			1		
1			1			1		
1	2	3	1	2	3	1	2	3
1	2	3	1	2	3	1	2	3
1			1			1		
1	2	3	1	2	3	1	2	3

What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify treatment objectives	Basic consultation carried out. Examples: closed questions used throughout, questioning covered contra-indications.	Good consultation carried out. Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.	Thorough consultation carried out. Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.
4 Provide clear recommendations to the client	A basic treatment plan is recommended. Examples: objectives of the treatment identified.	A good treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin and hair type/condition and client expectations.	A thorough treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin and hair type/condition, general health, medication, client lifestyle, expectations, pain threshold, and current use of hair removal.
8 Select and use products, tools and equipment to suit treatment needs, skin and hair types and conditions	Selected and used correct products, tools and equipment to suit hair growth patterns.	Selected and used correct products, tools and equipment to suit hair growth patterns and skin types. Examples: Client position adjusted accordingly throughout treatment, light and magnifying lamp used correctly.	Selected and use correct products, tools and equipment to suit hair growth patterns and skin types. Examples: Client position adjusted accordingly throughout the treatment, light and magnifying lamp used correctly, ingrowing hairs released and any stray hairs removed.

Continues on next page

What you must do

Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
9 Complete the treatment to the satisfaction of the client	The treatment is completed within the agreed time and brought to a satisfactory close.	The treatment is completed within the agreed time and the client is shown the result.	The treatment is completed within the agreed time, brought to a satisfactory close, the client is shown the result, result is adapted if necessary, client is assisted where necessary.
11 Provide suitable aftercare advice	Basic aftercare advice is provided to include possible contra-actions.	Good level of aftercare advice to include homecare products and future treatments.	Excellent aftercare advice to include homecare products, application and removal techniques and future treatment and recommendations.



Trim very long hairs before carrying out the waxing treatment. This will help to lessen discomfort for the client and will also reveal any hidden contra-indications beneath the hairs.

Comment form

Unit 206 Remove hair using waxing techniques

This form can be used to record comments by you, your client, or your assessor.



The thinner the wax is, the easier it is to remove hairs. You will also use fewer strips and wax.

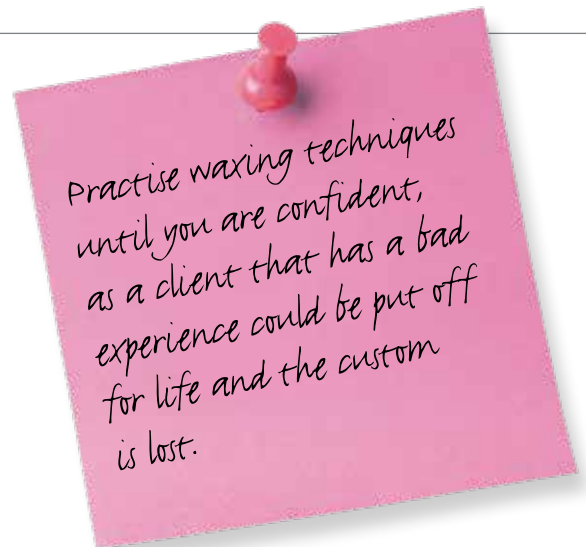




Image courtesy of Creative Nail Design

207

Provide manicure treatments

Manicures can instantly improve the appearance of the nails and skin of the hands and is a popular treatment for both female and male clients. Techniques include shaping the nails, treating the cuticles, massaging the hands and applying nail enamel. The hand and arm massage carried out during the manicure is nourishing to the skin and relaxing for the client. You will also learn about specialised treatments that can be used to further enhance the condition of the client's nails and skin. These treatments are chosen to target your client's needs and can include hand exfoliation, paraffin wax, hand masks and even heat treatments such as hot oil and thermal mitts.

Assignment mark sheet

Unit 207 Provide manicure treatments

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a fact sheet	
Task 1c: anatomy and physiology	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2: provide a manicure treatment		

Overall grade

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:

External Verifier signature (where applicable): Date:



What does it mean?

Some useful words are explained below

Aftercare advice

Advice given following a manicure in order for the client to benefit from the effectiveness of the treatment.

Contra-action

An unfavourable reaction that may occur either during or after the manicure treatment, eg skin swelling.

Contra-indication

A condition that will stop the manicure being carried out, eg paronychia.

Crystalline coloured enamel

This gives a slightly pearlescent, shimmery or iridescent appearance; you may need to apply additional coats.



Cuticle

The flexible fold of skin around the base of the nail.

Disinfection

The process of destroying some but not all micro-organisms.

Exfoliators

Slightly abrasive products used to remove the uppermost layer of dead skin cells.

Hand masks

Nourishing, moisturising products applied to the hands for a period of time. To increase absorption hands are often placed in hot mitts.

Heat treatments

Products such as hot oil or paraffin wax, or equipment such as thermal mitts used to heat the hands and aid absorption of products.



Manicure tools

A variety of tools used during a manicure to reduce nail length, carry out cuticle work and shine the nail plate.

Nail plate

The pink-coloured part of the nail.

Paraffin wax treatment

Covering the hands in a warm paraffin wax liquid, building up several layers to retain the heat and wrapping in towels for a period of time. This will moisturise, soften and nourish the hands.

Sterilisation

The process of destroying all micro-organisms and their spores.



Practise on friends and family to unleash your creative side!

What you must know

You must be able to:

- 1 describe salon requirements for preparing yourself, the client and the work area
- 2 describe the environmental conditions suitable for manicure treatments
- 3 describe different consultation techniques used to identify treatment objectives
- 4 explain the importance of carrying out a nail and skin analysis
- 5 describe how to select products, tools and equipment to suit the client's treatment needs, skin and nail conditions
- 6 identify nail and skin conditions
- 7 describe the contra-indications which prevent or restrict manicure treatments
- 8 state how to communicate and behave in a professional manner
- 9 describe health and safety working practices

Continues on next page

Revision tip

Practise applying dark enamels to the nail plate, as once you have mastered this technique all other colours will be easy.



Follow in the footsteps of... “ *Sezen Diyenli*”

Sezen is currently studying her NVQ Level 2 Beauty Therapy at the London College of Beauty Therapy. She has gained good experience from the events she has attended there, such as the Guinness World Record attempt for the highest number of files and varnishes performed in eight hours. This experience helped her to win the LCBT Manicurist of the Year 2009-10 at the LCBT annual student awards. In the future, Sezen hopes to work for a top London spa and to own her own beauty company.

Look for the pink quote marks to see what she has to say to you!



- 10** explain the importance of positioning yourself and the client correctly throughout the treatment
- 11** explain the importance of using products, tools, equipment and techniques to suit the client's treatment needs, nail and skin conditions
- 12** describe how treatments can be adapted to suit the client's treatment needs, nail and skin conditions
- 13** describe the different massage techniques and their benefits
- 14** state the contra-actions that may occur during and following treatments and how to respond
- 15** state the importance of completing the treatment to the satisfaction of the client
- 16** state the importance of completing treatment records
- 17** state the aftercare advice that should be provided
- 18** describe diseases and disorders of the nail and skin
- 19** describe the structure and functions of the nail and skin
- 20** describe the structure and function of the muscles of the lower arm and hand
- 21** describe the structure and function of the bones of the lower arm and hand
- 22** describe the structure and function of the arteries and veins of the arm and hand
- 23** describe the structure and function of the lymphatic vessels of the arm and hand



“

Practise your French polish over and over again! A perfect French polish will guarantee your client's return.

“

Sealing the top coat under the free edge of the nail will make sure the polish lasts for an extra long time and will give added protection to the manicure.



Manicure treatments are a chance to have a chat with your client and show an interest in them.

Mani



Recommend a course of manicure treatments to maximise results.



nail culture

“

For shorter nails, choose pale, neutral colours. Leave the dark, dramatic colours for long, strong nails.



Your client will remember the finished result of enamelling, so make sure it is perfect.

What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify treatment objectives	Basic consultation carried out. Examples: closed questions used throughout, questioning covered contra-indications.	Good consultation carried out. Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.	Thorough consultation carried out. Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.
4 Provide clear recommendations to the client	A basic treatment plan is recommended. Examples: objectives of the treatment identified.	A good treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin and nail condition and client expectations.	A thorough treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin type/condition, general health, medication, client lifestyle, expectations, occasion established, colour preferences and current use of manicure products.
8 Select and use products, tools and equipment to suit client's treatment needs, skin and nail conditions	Selected and used products, tools and equipment to suit treatment objectives. Examples: Product choice adapted to suit skin and nail conditions.	Selected and used products, tools and equipment to suit treatment objectives. Examples: Consistent finish across all of the nails, communicated with the client throughout to confirm satisfaction at every stage.	Selected and used products, tools and equipment to suit treatment objectives. Examples: Consistent finish across all of the nails, provided explanation to client about products, tools and equipment selected and confirmed client's satisfaction at every stage.

Continues on next page

What you must do

Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
9 Use and adapt massage techniques to meet the needs of the client	Adapted the massage to suit skin type and skin and nail condition.	Adapted the massage to suit skin type and skin and nail condition. Examples: Varied the rate, rhythm and time.	Adapted the massage to suit skin type and skin and nail condition. Examples: Varied the rate, rhythm, time and pressure.
11 Complete the treatment to the satisfaction of the client	The treatment is completed within the agreed time and brought to a satisfactory close.	The treatment is completed within the agreed time and the client is shown the result.	The treatment is completed within the agreed time, brought to a satisfactory close, the client is shown the result, result is adapted if necessary, client is assisted where necessary.
13 Provide suitable aftercare advice	Basic aftercare advice is provided including possible contra-actions.	Good level of aftercare advice includes homecare products and future treatments.	Excellent aftercare advice includes homecare products, application and removal techniques and future treatment and recommendations.



Make sure the client's nails are clean before applying the polish. This ensures all oils and creams are removed from the nail plate to guarantee the polish adheres to the nail, and lasts.

Comment form

Unit 207 Provide manicure treatments

This form can be used to record comments by you, your client, or your assessor.



Image courtesy of The London College of Beauty Therapy



208

Provide pedicure treatments

Pedicures are popular treatments that can instantly improve the appearance of the nails and skin of the feet. Techniques include shaping the nails, treating the cuticles, massaging the feet and applying nail enamel. The leg and foot massage carried out during the pedicure is softening and nourishing to the skin as well as totally relaxing for the client. In this unit you will also learn about specialised treatments, which are a hit with clients and can be used to further enhance the condition of the nails and skin. These treatments can be chosen to target your client's needs and can include foot exfoliation, paraffin wax, foot masks and may even include heat treatments such as hot oil and thermal booties. The client's lower legs and feet will feel cared for, fresh and luxuriously soft.

Assignment mark sheet

Unit 208 Provide pedicure treatments

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a fact sheet	
Task 1c: anatomy and physiology	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2: provide a pedicure treatment		

Overall grade

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:

External Verifier signature (where applicable): Date:



What does it mean?

Some useful words are explained below

Aftercare advice

Advice given to the client following a manicure in order for the client to benefit from the effectiveness of the treatment.

Contra-action

An unfavourable reaction that may occur either during or after the manicure treatment, eg skin swelling.

Contra-indication

A condition that will prevent the pedicure being carried out, eg tinea pedis.

Disinfection

The process of destroying some but not all micro-organisms.

Exfoliators

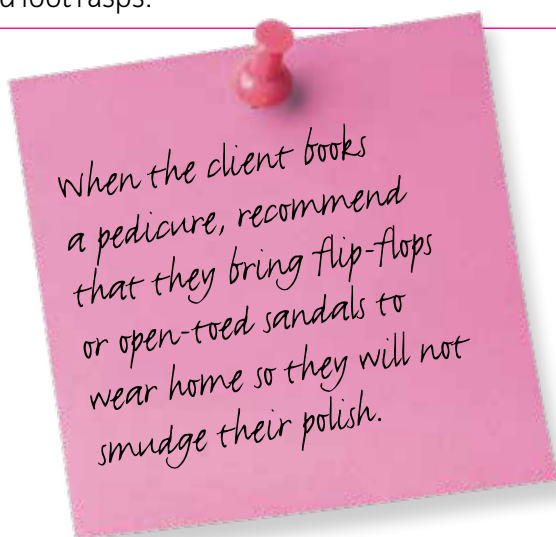
Slightly abrasive products used to remove the uppermost layer of skin cells.

Foot masks

Nourishing, moisturising products applied to the feet for a period of time. To increase absorption, feet are placed in hot booties.

Hard skin

Thick, yellow-coloured skin usually found on the soles of the feet around the heel and under the ball of the foot; can be treated with exfoliators, soaking and foot rasps.



Heat treatments

Products such as hot oil or paraffin wax, or equipment such as thermal booties, used to heat the feet and aid absorption of products.

Horizontal ridges

Ridges that run from side to side across the nails. Sometimes they are so deep they form furrows.



Ingrowing toenail

A common condition where the corners of the nail plate grow into the nail walls, causing swelling and pain.

Longitudinal ridges

Ridges that run from the cuticle to the free edge of the nail; very common on the toenails.

Paraffin wax treatment

Covering the feet in a warm paraffin wax liquid, building up several layers to retain the heat and wrapping in towels for a period of time. This will moisturise, soften and nourish the feet.



Pedicure tools

A variety of tools used during a pedicure to reduce nail length, carry out cuticle work and remove hard skin.

Pterygium

Over-growth of the cuticle, sometimes covering the whole of the nail plate, particularly if the nail is tiny, for example the little toenail.

Sterilisation

The process of destroying all micro-organisms and their spores.

Revision tip

To remove nail length, clip or cut nails straight across to prevent them growing into the nail walls, and then smooth the edges with an emery board.



Follow in the footsteps of... *Thuy Duong* “

Thuy is currently studying her NVQ Level 2 Beauty Therapy at the London College of Beauty Therapy. She aims to complete her NVQ Level 3 at LCBT too. Thuy has always wanted to enter the beauty therapy industry and feels that her college has helped her through all the live working salon experiences and industry talks she has attended. Thuy's ambition is to open her own beauty salon, with the latest treatments available. **Look for the pink quote marks to see what she has to say to you!**

What you must know

You must be able to:

- 1 describe salon requirements for preparing yourself, the client and the work area
- 2 describe the environmental conditions suitable for pedicure treatments
- 3 describe different consultation techniques used to identify treatment objectives
- 4 explain the importance of carrying out a nail and skin analysis
- 5 describe how to select products, tools and equipment to suit the client's treatment needs, skin and nail conditions
- 6 identify nail and skin conditions
- 7 describe the contra-indications which prevent or restrict pedicure treatments
- 8 state how to communicate and behave in a professional manner
- 9 describe health and safety working practices

Continues on next page



Massage upwards to aid venous blood flow and reduce any ankle swelling by stimulating the lymph flow.



- 10 explain the importance of positioning yourself and the client correctly throughout the treatment
- 11 explain the importance of using products, tools, equipment and techniques to suit the client's treatment needs, nail and skin conditions
- 12 describe how treatments can be adapted to suit the client's treatment needs, nail and skin conditions
- 13 describe the different massage techniques and their benefits
- 14 state the contra-actions that may occur during and following treatments and how to respond
- 15 state the importance of completing the treatment to the satisfaction of the client
- 16 state the importance of completing treatment records
- 17 state the aftercare advice that should be provided
- 18 describe diseases and disorders of the nail and skin
- 19 describe the structure and functions of the nail and skin
- 20 describe the structure and function of the muscles of the lower leg and foot
- 21 describe the structure and function of the bones of the lower leg and foot
- 22 describe the structure and function of the arteries and veins of the lower leg and foot
- 23 describe the structure and function of the lymphatic vessels of the lower leg and foot

To maintain a good posture throughout the treatment, make your chair slightly lower than the client's chair.



Why not put on a pedicure 'spring offer' as feet have been tucked away for the winter and could do with some care and attention before being exposed!

“

Always support the weight of your client's leg and foot. This will make the treatment more relaxing and comfortable for them.

Pedicures



Soaking feet in a foot bath will allow hard skin to be removed more easily.



Pretty feet are a summer essential, but pedicures can make clients feel pampered all year round.

“

Let your client take the lead in choosing a nail polish colour, but give your opinion if they ask for it.

cure

Always use a base coat to prevent staining of the nail plate, particularly if a dark colour is being used.



What you must do

Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *****.

- 1 Prepare yourself, the client and the work area for pedicure treatment
- 2 Use suitable consultation techniques to identify treatment objectives *****
- 3 Carry out a nail and skin analysis
- 4 Provide clear recommendations to the client *****
- 5 Position yourself, the client and the equipment correctly throughout the treatment
- 6 Follow health and safety working practices
- 7 Communicate and behave in a professional manner
- 8 Select and use products, tools, equipment and techniques to suit the client's treatment needs, nail and skin conditions *****
- 9 Use and adapt correct massage techniques to meet the needs of clients *****
- 10 Apply base coat, varnish and top coat evenly without flooding the cuticles and nail wall
- 11 Complete the treatment to the satisfaction of the client *****
- 12 Record the results of the treatment with the client
- 13 Provide suitable aftercare advice *****

Totals

Grade

Candidate signature and date

Assessor signature and date

Conversion chart

Grade	Marks
Pass	13–15
Merit	16–21
Distinction	22–25

Please tick when all pre-observation requirements have been met.

Provide pedicure treatments			
1			
1	2	3	
1			
1	2	3	
1			
1			
1	2	3	
1	2	3	
1			
1	2	3	
1			
1	2	3	
1			
1	2	3	
1			
1			
1			

What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify treatment objectives	Basic consultation carried out. Examples: closed questions used throughout, questioning covers contra-indications.	Good consultation carried out. Examples: open and closed questions, positive body language, questioning covers contra-indications, general health, lifestyle and expectations.	Thorough consultation carried out. Examples: open and closed questions, positive body language, questioning covers contra-indications, general health, lifestyle and expectations.
4 Provide clear recommendations to the client	A basic treatment plan is recommended. Examples: objectives of the treatment identified.	A good treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin and nail condition and client expectations.	A thorough treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin type/condition, general health, medication, client lifestyle, expectations, occasion established, colour preferences and current use of manicure products.
8 Select and use products, tools and equipment to suit client's treatment needs, skin and nail conditions	Selects and uses products, tools and equipment to suit treatment objectives. Example: Product choice adapted to suit skin and nail conditions.	Selects and uses products, tools and equipment to suit treatment objectives. Examples: Consistent finish across all of the nails, communicates with the client throughout to confirm satisfaction at every stage.	Selects and uses products, tools and equipment to suit treatment objectives. Examples: Consistent finish across all of the nails, provides explanation to client about products, tools and equipment selected and confirmed client's satisfaction at every stage.

Continues on next page

What you must do

Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
9 Use and adapt correct massage techniques to meet the needs of the client	Adapts the massage to suit skin type and skin and nail condition.	Adapts the massage to suit skin type and skin and nail condition. Varies the rate, rhythm and time.	Adapts the massage to suit skin type and skin and nail condition. Varies the rate, rhythm time and pressure.
11 Complete the treatment to the satisfaction of the client	The treatment is completed within the agreed time and brought to a satisfactory close.	The treatment is completed within the agreed time and the client is shown the result.	The treatment is completed within the agreed time, brought to a satisfactory close, the client is shown the result, result adapted if necessary, client is assisted where necessary.
12 Provide suitable aftercare advice	Basic aftercare advice is provided including possible contra-actions.	Good level of aftercare advice to include homecare products and future treatments.	Excellent aftercare advice given, including homecare products, application and removal techniques and future treatment and recommendations.



Give specific and detailed aftercare advice to your clients. This will make them feel extra special and they will request you as their therapist next time.

Comment form

Unit 208 Provide pedicure treatments

This form can be used to record comments by you, your client, or your assessor.



Image courtesy of Professionals

“

Remember the client's soles! A pedicure isn't just about making the top of the feet look pretty. Thorough exfoliation and hard skin removal ensures the client will return to your salon.



Image courtesy of iStockphoto.com/SV Photo

209

Apply make-up

Applying make-up is a very creative but also personal treatment to carry out on clients. Some clients may have worn make-up for years and want a new look. Some may not have worn make-up before and are wanting ideas and advice. Others will want make-up for a special occasion such as a wedding. In this unit, you will learn how to consult with the client, and select products appropriate for their skin type, colour and age. You will be able to practise application techniques in order to create a balanced look that meets the client's treatment plan. The end result will make your client feel – and look – amazing.

Assignment mark sheet

Unit 209 Apply make-up

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a fact sheet	
Task 1c: anatomy and physiology	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2: apply make-up		

Overall grade

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:

External Verifier signature (where applicable): Date:



What does it mean?

Some useful words are explained below

Aftercare advice

Advice given to the client following a make-up treatment in order to maintain the look and prevent any adverse reactions.

Blushers

These come in a variety of different forms including creams, powders and liquids, and are used to enhance the cheekbones.

Body language

A way of communicating to our clients or colleagues using our bodies but not using speech.

Concealer

A product used to cover any imperfections, usually applied before foundation.

Contra-action

An unfavourable reaction which may occur either during or after the treatment, eg skin swelling.

Contra-indication

A condition that will prevent the make-up treatment being carried out, eg conjunctivitis.

Dehydrated

A skin condition where the surface is tight and parched, often with very fine lines.

Environmental conditions

The appropriate conditions necessary to carry out a professional make-up treatment. Covers areas such as warmth, lighting, privacy and music.



Eyeshadow

Product applied to the eyes; may be in powder, cream or gel form.



Face shape

The shape of the client's face; common ones include square, round, oval, oblong and diamond. This affects the make-up products and techniques that may be used for best results.



Foundation

A make-up product used all over the face to enhance the natural colour, providing an even base on which to work; also gives the skin protection.

Highlighter

Product used to draw attention to an area or feature.

Shader

Product used to take attention away from a feature.

Skin texture

A term that refers to whether the skin is thin or thick (sometimes called fine or coarse).

Treatment plan

A plan that has been discussed and agreed with the client during the consultation and will be followed to achieve the required look.

Buy good quality make-up brushes as they will last you a lifetime.

What you must know

You must be able to:

- 1 describe workplace requirements for preparing yourself, the client and the work area
- 2 state the environmental conditions suitable for applying make-up
- 3 describe different consultation techniques used to identify treatment objectives
- 4 describe the importance of carrying out a detailed skin analysis
- 5 describe how to select products, tools and equipment to suit the client's treatment needs, skin type and condition
- 6 identify skin types, conditions and characteristics
- 7 describe the contra-indications which prevent or restrict make-up application
- 8 state how to communicate and behave in a professional manner
- 9 describe health and safety working practices
- 10 state the importance of positioning yourself and the client correctly throughout the treatment

Continues on next page



Follow in the footsteps of... “ *Afshan Islam*”

Afshan is a Level 3 Media Make-Up student at Sheffield City College. Afshan opened her own women-only hair and beauty salon called 'Beauty Beneath' in 2008. The salon caters especially for women who wear headscarves. Afshan was also the Level 3 NVQ City & Guilds Make-up Competition winner in 2009. She did the make-up for Meicia Simson (winner of *Britain's Next Top Model*, 2009), who was the front cover model for the Level 3 NVQ Logbook. Eventually, Afshan hopes to become a professional make-up artist. **Look for the pink quote marks to see what she has to say to you!**



- 11 state the importance of using products, tools, equipment and techniques to suit the client's treatment needs, skin type and condition
- 12 describe how to use corrective methods to suit the client's treatment needs, skin types and condition
- 13 state the contra-actions that may occur during and following treatments and how to respond
- 14 state the importance of completing the treatment to the satisfaction of the client
- 15 state the importance of completing treatment records
- 16 state the aftercare advice that should be provided
- 17 describe the structure and functions of the skin
- 18 describe diseases and disorders of the skin
- 19 explain how natural ageing, lifestyle and environmental factors affect the condition of the skin and muscle tone
- 20 state the position and action of the muscles of the head, neck and shoulders
- 21 state the names and position of the bones of the head, neck and shoulders
- 22 describe the structure and function of the blood and lymphatic system for the head, neck and shoulders

“

Updating portfolios and networking with photographers will get yourself noticed within the fashion, hair and make-up industries. This will support your good reputation.





Have all your products ready before the make-up application.

Mak

Always give your client advice on how to touch up their make-up look throughout the day or evening.

“

Take the time to really practise your talents and perfect your make-up skills.

After cleansing, toning
and moisturising the face,
either blot with a tissue or
leave for five minutes before
applying foundation.



Pre-up

What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify treatment objectives	Basic consultation carried out. Examples: closed questions used throughout, questioning covers contra-indications.	Good consultation carried out. Examples: open and closed questions, positive body language, questioning covers contra-indications, general health, lifestyle and expectations.	Thorough consultation carried out. Examples: open and closed questions, positive body language, questioning covers contra-indications, general health, lifestyle and expectations.
4 Provide clear recommendations to the client	A basic treatment plan is recommended. Examples: objectives of the treatment identified.	A good treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin type/condition and client expectations.	A thorough treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin type/condition, general health, medication, client lifestyle, expectations, occasion established, colour preferences and current use of make-up.
6 Select and use products, tools and equipment for make-up treatments to suit the client's treatment needs, skin type and condition	Some consideration given to treatment objectives (eg occasion, lighting, skin type and conditions) and adaptation of the treatment. Examples: Range of products and tools used.	Consideration given to all treatment objectives (eg occasion, lighting, skin type and conditions, make-up duration). Examples: Full range of products, tools and techniques used, finished make-up blended well.	Consideration given to all treatment objectives (eg occasion, lighting, skin type and conditions, make-up duration). Examples: Full range of products, tools and techniques used, corrective eye make-up applied and contouring techniques used, finished make-up blended well.

Continues on next page

What you must do

Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
9 Complete the treatment to the satisfaction of the client	The treatment is completed within the agreed time and brought to a satisfactory close.	The treatment is completed within the agreed time and the client is shown the result.	The treatment is completed within the agreed time, brought to a satisfactory close, the client is shown the result, result adapted if necessary, client is assisted where necessary.
11 Provide suitable aftercare advice	Basic aftercare advice is provided including possible contra-actions.	Good level of aftercare advice includes homecare products and future treatments.	Excellent aftercare advice includes homecare products, application and removal techniques and future treatment and recommendations.



“

Your priority should be to use your skill to make clients feel beautiful. It is a great achievement to make clients feel confident about themselves.

Comment form

Unit 209 Apply make-up

This form can be used to record comments by you, your client, or your assessor.

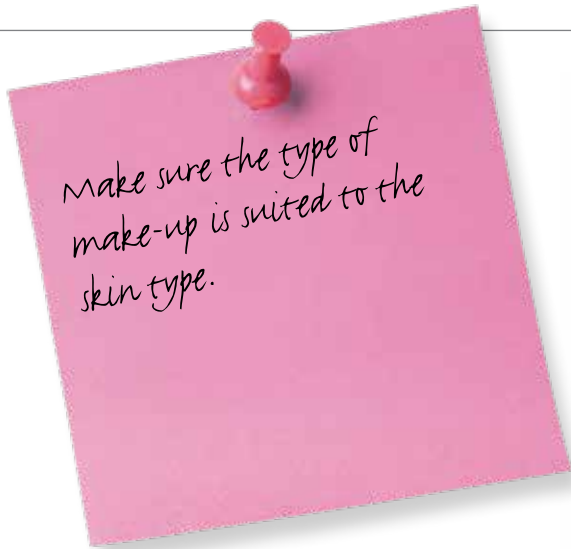




Image courtesy of [iStockphoto.com/DodzLarysa](https://www.iStockphoto.com/DodzLarysa)

210

Provide eyelash and eyebrow treatments
Eyelash and eyebrow treatments are some of the most satisfying treatments to carry out, and their popularity among male clients is also growing. You will learn how to assess the client's natural eyebrow and advise them on the most suitable shape, taking into account their face shape, existing eyebrow shape and hair density. Tweezing away the hairs may result in a dramatic enhancing of the eyes. You will also learn how to use permanent colour to define brows and lashes, giving the appearance of longer and thicker lashes. Other treatments are also covered in this unit, including threading, semi-permanent make-up and lash perming.

Assignment mark sheet

Unit 210 Provide eyelash and eyebrow treatments

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. **For each completed practical task a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a fact sheet	
Task 1c: anatomy and physiology	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: provide eyebrow shape treatment		
Task 2b: provide eyelash tint treatment		
Task 2c: provide eyelash extension treatment		

Conversion chart

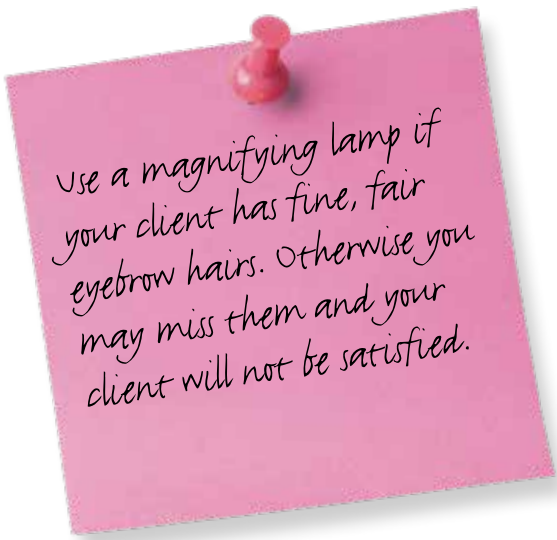
Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks _____

Divided by _____

= _____

Overall grade
(see conversion chart)



Candidate name: _____

Candidate signature: _____ Date: _____

Assessor signature: _____ Date: _____

Quality assurance co-ordinator signature (where applicable): _____ Date: _____

External Verifier signature (where applicable): _____ Date: _____

What does it mean?

Some useful words are explained below

Conjunctivitis

A nasty eye condition where the eyes are red, swollen and sticky.

Contaminated waste

Consumables that have been soiled with bodily fluids. This type of waste requires special disposal methods.

Contra-action

An unfavourable reaction that may occur either during or after the treatment, eg skin swelling or excessive erythema.

Erythema

Redness of the skin due to the blood vessels bringing blood to the surface.



Eye shields

These can be damp half-moons of cotton wool or pre-prepared pads used to protect the eye area from tint.



False lash application

The use of strip or flared lashes that are applied to the client for a special occasion, usually lasting for the evening or if treated carefully, a week.

Hydrogen peroxide

A chemical that is mixed with the tint to activate the colour.

Ice packs

Cold compresses, either flannel, damp cotton pads, or ice wrapped in a small towel. All are used to calm an irritated area.

Lash extension

Advanced technique used to lengthen the client's eyelashes. An individual false lash is attached to an existing lash and will last for up to six weeks.

Patch test

A test carried out 24 hours before the treatment to see if the client is allergic to the tinting products.

Sterilisation

The process of destroying all micro-organisms and their spores.

Stye

A small infection at the base of the eyelash follicle; it is red, sore and swollen.

Threading

A specialised method of hair removal using the swift action of fingers, thumbs and tight thread.



Warming devices

These may be steam, hot flannels or hot, damp pads that are used to open the hair follicles to make the removal of the hairs easier.

Image courtesy of Maria Retter

Image courtesy of Malika

What you must know

You must be able to:

- 1 describe salon requirements for preparing yourself, the client and the work area
- 2 describe the environmental conditions suitable for eyelash and eyebrow treatments
- 3 describe different consultation techniques used to identify treatment objectives
- 4 describe the types of tests that are carried out before providing eyelash and eyebrow treatments
- 5 state the importance of carrying out tests prior to the treatment and accurately recording the results
- 6 describe the contra-indications that prevent or restrict eyelash and eyebrow treatments
- 7 describe how to select products, tools and equipment to suit the client's treatment needs
- 8 describe the types of eyelash and eyebrow treatments available and their benefits
- 9 outline the types of tests that are carried out before providing an eyelash and eyebrow tinting treatment

Continues on next page

Revision tip

If the eyebrow hairs are thick and coarse, apply a hot compress to each brow for a few minutes. This will open up the follicles, making the hair removal easier and less painful.



Follow in the footsteps of... *Gabie Williams* “

Gabie started studying the VRQ Beauty Consultancy Diploma at The Folkestone Academy at 14 years old. She enjoyed it so much that she is now studying Beauty Therapy at sixth form. Gabie is particularly interested in lash and brow treatments, as she loves making people feel good about themselves. **Look for the pink quote marks to see what she has to say to you!**



Image courtesy of AH Francis

- 10 state the importance of assessing facial characteristics prior to carrying out eyelash and eyebrow treatments
- 11 state how to communicate and behave in a professional manner
- 12 describe health and safety working practices
- 13 explain the importance of positioning yourself and the client correctly throughout the treatment
- 14 explain the importance of using products, tools, equipment and techniques to suit the client's treatment needs
- 15 describe how treatments can be adapted to suit the client's treatment needs and facial characteristics
- 16 describe the normal reaction of the skin to eyebrow shaping treatments
- 17 state the contra-actions that may occur during and following treatments and how to respond
- 18 describe the chemical reaction which creates the tinting effect
- 19 state the importance of completing the treatment to the satisfaction of the client
- 20 state the importance of completing treatment records
- 21 state the aftercare advice that should be provided
- 22 describe the structure and function of the skin and hair
- 23 describe diseases and disorders of the skin and hair

Image courtesy of iStockphoto.com/Inga Ivanova

“

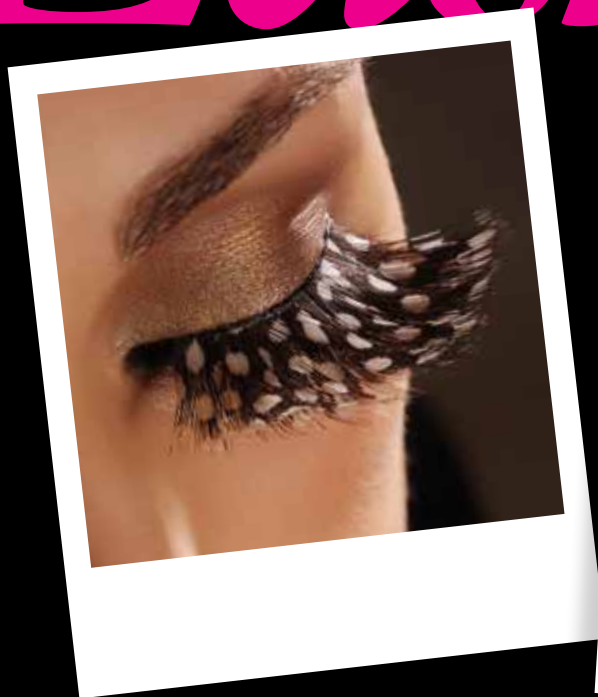
Eyelash and brow tinting is great for mature clients with fine lashes or when their natural colour has faded. It defines the eye area, giving the appearance of mascara.



“

Brow shaping can create a dramatic change to a client's eyes but it is important to do this in stages. I always ask my client to check in the mirror to make sure they are happy before I remove more hairs.

Lashes and



Consider the whole look of your client before you treat lashes and brows.

Strong sunlight can easily fade tinted lashes and brows so advise your client on the use of sunglasses.



and brows



Threading is an alternative to waxing on the eyebrow area.

“

Always check that the client has had a recent skin test and that the result was negative and recorded before giving an eyelash or brow tint.

What you must do

Practical observations

This page shows what you need to do during your practical tasks. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical tasks. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *****.

- 1 Prepare yourself, the client and the work area for an eyebrow and eyelash treatment
- 2 Use suitable consultation techniques to identify treatment objectives *
- 3 Interpret and accurately record results of test carried out prior to treatment
- 4 Provide clear recommendations to the client *
- 5 Position yourself and the client correctly throughout the treatment
- 6 Follow health and safety working practices
- 7 Communicate and behave in a professional manner
- 8 Select and use products, tools, equipment and techniques to suit the client's treatment needs *
- 9 Complete the treatment to the satisfaction of the client *
- 10 Record the results of the treatment with the client
- 11 Provide suitable aftercare advice *

Totals

Grade

Candidate signature and date

Assessor signature and date

Conversion chart

Grade	Marks ranges		
	A	B	C
Pass	10–12	11–13	11–12
Merit	13–17	14–18	13–16
Distinction	18–20	19–21	17–19

○ Please tick when all pre-observation requirements have been met.

Provide eyelash and eyebrow treatments									
a Eyebrow shape			b Eyelash tint			c Eyelash extension			
1			1			1			
1	2	3	1	2	3	1	2	3	
			1			1			
1	2	3	1	2	3	1	2	3	
1			1			1			
1			1			1			
1	2	3	1	2	3	1	2	3	
1			1			1			
1	2	3	1	2	3	1	2	3	
1			1			1			
1	2	3	1	2	3	1	2	3	

What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify treatment objectives	Basic consultation carried out. Examples: closed questions used throughout, questioning covered contra-indications.	Good consultation carried out. Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.	Thorough consultation carried out. Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.
4 Provide clear recommendations to the client	A basic treatment plan is recommended. Examples: objectives of the treatment identified.	A good treatment plan is recommended. Examples: objectives of the treatment identified, taking into account client expectations.	A thorough treatment plan is recommended. Examples: objectives of the treatment identified, taking into account hair growth or colour characteristics, general health, medication, client lifestyle, expectations, pain threshold, and current method of eyebrow/ eyelash treatment.

Continues on next page

What you must do

Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
8 Select and use products, tools equipment and techniques to suit the client's treatment needs	<p>Eyelash tinting Tint is applied and removed safely, in accordance with the treatment plan.</p> <p>Eyebrow shaping Brows are prepared correctly. Hairs are removed swiftly and safely to achieve the desired result.</p>	<p>Eyelash tinting Tint is applied and removed safely, in accordance with the treatment plan. All traces of tint are removed from the area.</p> <p>Eyebrow shaping Brows are prepared correctly. Hairs are removed swiftly and safely to achieve the desired result. The finished brow shape complements the face and eye shape.</p>	<p>Eyelash tinting Tint is applied and removed safely, in accordance with the treatment plan. All traces of tint are removed from the area. Client's skin tone and hair colour are complemented.</p> <p>Eyebrow shaping Brows are prepared correctly. Hairs are removed swiftly and safely to achieve the desired result. The finished brow shape complements the face and eye shape.</p> <p>Extra measures are taken to minimise discomfort, eg heating the skin before tweezing. During the treatments, client is consulted using a mirror to check brow shape is satisfactory.</p>

Continues on next page



When tinting lashes tell your client that you need them to keep their eyes closed until you tell them to open them. Clients will keep opening their eyes if you do not give clear instructions.

	1 mark	2 marks	3 marks
9 Complete the treatment to the satisfaction of the client	The treatment is completed within the agreed time and brought to a satisfactory close.	The treatment is completed within the agreed time and the client is shown the result.	The treatment is completed within the agreed time, brought to a satisfactory close, the client is shown the result, result is adapted if necessary, client is assisted where necessary.
11 Provide suitable aftercare advice	Basic aftercare advice is provided, including possible contra-actions.	Good level of aftercare advice provided, including homecare products and future treatments.	Excellent aftercare advice provided, including homecare products, application and removal techniques and future treatment and recommendations.



Comment form

Unit 210 Provide eyelash and eyebrow treatments

This form can be used to record comments by you, your client, or your assessor.

To get the best results, clients should be encouraged to re-book regularly for maintenance treatments.







Image courtesy of TONI & GUY/Indira Schauwecker

212

Create an image based on a theme within the hair and beauty sector. Beauty therapists often need to be creative and innovative, combining a variety of skills to produce design images for fashion magazines, catwalks, theatre, film (or anything you want). Within this unit you will learn how to plan and develop an image with mood boards, working independently and as part of a team. This unit is about hard work, effective planning, using your imagination, and having fun!

Assignment mark sheet

Unit 212 Create an image based on a theme within the hair and beauty sector

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

What you must know

Task 1: mood board

Or tick if covered by an online test

Tick when complete

What you must do

Task 2: create an image

Grade

Points

Overall grade

Candidate name:

Candidate signature:

Date:

Assessor signature:

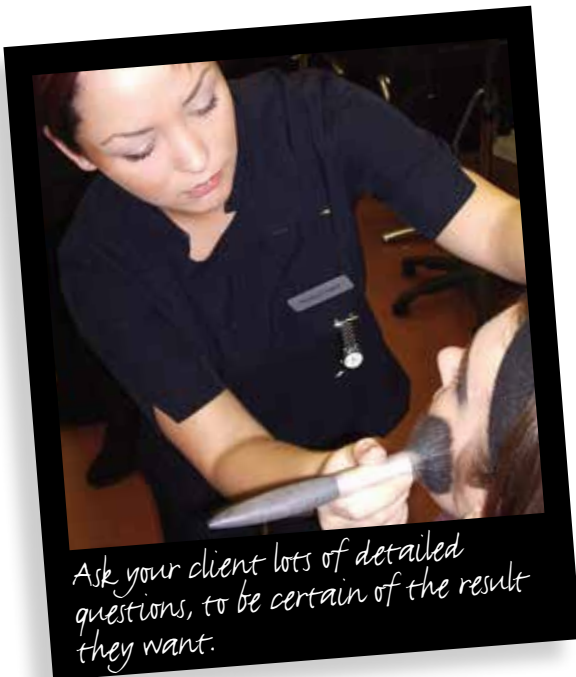
Date:

Quality assurance co-ordinator signature
(where applicable):

Date:

External Verifier signature
(where applicable):

Date:



What does it mean?

Some useful words are explained below

Evaluation methods

Different ways of getting feedback – these could include team meetings, feedback from your tutor, or self-evaluation.

Mood board

A combination of images, colours, and textures – a collection of all your first ideas.

Personal protective equipment (PPE)

Equipment available for use in the workplace to protect you, your skin and clothes from damage, for example gloves or aprons.



Techniques

The different methods used to create the finished image, for example make-up techniques, application of false eyelashes, clothes and hair.



Theme

A set outline, for example images reflecting an era, or the front cover of a fashion magazine.



Follow in the footsteps of... *Sita Gill* “

After studying Media Studies, it was clear to Sita that the media and make-up world was where she wanted to be. She took several make-up courses and is now a professional, specialist make-up artist. Sita's career has included working for Elizabeth Arden and Dior as a Beauty Consultant. She has also worked for two magazines as a make-up columnist, giving tips and advice on make-up application. Sita is now a teacher, passing on her skills and knowledge to others who share her passion for make-up. **Look out for the pink quote marks for Sita's creative tips!**

What you must know

You must be able to:

- 1 Outline how to identify media images to create a theme
- 2 Outline the purpose of a mood board
- 3 Outline how to present a mood board to others
- 4 Describe the concepts of advertising to a target audience
- 5 Describe the salon's requirements for client preparation, preparing yourself and the work area
- 6 State how to communicate in a salon environment
- 7 Describe the technical skills required for creating a theme-based image
- 8 Describe methods of evaluating the effectiveness of the creation of a theme-based image
- 9 Outline safe and hygienic working practices

Revision tip

When presenting a mood board to other people, you need to include the theme as a heading, and work images around this for the make-up, hair, clothes, colour, etc with lots of samples (eg colour palette or fabric swatches) and supported by brief text where required.

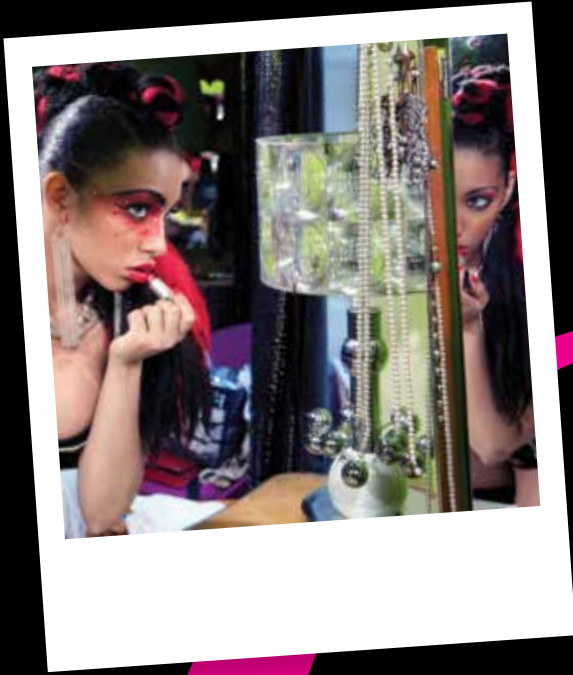


Right image courtesy of Melissa Jenkins (www.melissajenkinsphotography.com)

Left image courtesy of Wigan and Leigh College



Image courtesy of Marcus Scott



“

To create an image for nails you need to plan the design.

Image courtesy of Sita Gill

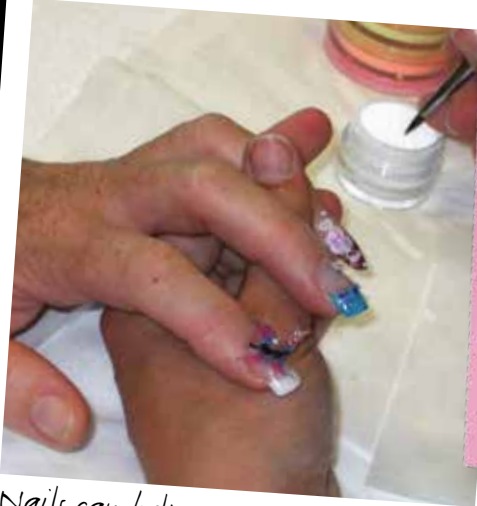
care



Always stand back and look at the whole image from a distance: this is how others first see it.

Image courtesy of The Folkestone Academy

Image courtesy of Stephenson College



Nails can help create an image too!

Practising your ideas on friends is a great way of trying things out!

create

Image courtesy of iStockphoto.com/A-Motion Media Productions

“

Try to do some model test shoots with photographers for experience. This will also help you to get bookings.



Think about the total look when creating an image.

What you must do

Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

Please highlight your chosen theme:

- Historical look
- Fantasy look
- Special occasion look

- 1 Prepare yourself, the client and the work area for creating an image based on a theme
- 2 Use technical skills to create a theme-based image *
- 3 Evaluate the effectiveness of the theme-based image *
- 4 Follow safe and hygienic working practices
- 5 Communicate and behave in a professional manner *

Totals

Grade

Candidate signature and date

Assessor signature and date

Conversion chart

Grade	Marks
Pass	5–6
Merit	7–9
Distinction	10–11

Creating an image

1		
1	2	3
1	2	3
1		
1	2	3

“

Apply a lip balm to the model's lips if they are dry. This will ensure the lip colour application is smooth.

What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use technical skills to create a theme-based image	Applies the technical skills to create a theme-based image. Examples: Some basic blending techniques, basic interpretation of the mood board	Applies the technical skills to create a theme-based image. Examples: good blending techniques, good interpretation of the mood board	Applies the technical skills to create a theme-based image. Examples: good blending techniques, excellent interpretation of the mood board
3 Evaluate the effectiveness of the theme-based image	Verbal feedback is gained to ascertain if service met with expectations	Verbal feedback is gained to ascertain if service met with expectations Example: verbal feedback is recorded on record card	Verbal and written feedback is gained to ascertain if service met with expectations Examples: requirements for future treatments, visual and verbal feedback are recorded on record card
5 Communicate and behave in a professional manner	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner

Comment form

Unit 212 Create an image based on a theme within the hair and beauty sector

This form can be used to record comments by you, your client, or your assessor.

“

Always practise the make-up application if you have designed it for a themed shoot, as the make-up artist needs to ensure the model and theme work well together.



Image courtesy of iStockphoto.com/photo_graf



Image courtesy of Marcus Scott



214

Provide and maintain nail enhancements

Nail enhancements have become very popular in the salon. The end result can dramatically change the appearance of the nails and hands. This unit is all about working with one system: the choice is between UV gel, wraps, or liquid and powder. You will learn how to consult and communicate with your client, analyse their nails and skin, make clear recommendations with a detailed treatment plan, prepare the nail and apply the chosen nail enhancement. Once the treatment is completed to the satisfaction of the client you will need to know how to maintain and repair their enhancements and also how to remove them safely. You will also learn about health, safety and hygiene, which must be adhered to throughout each treatment, and the chemical processes that takes place with your chosen nail enhancement system.

Assignment mark sheet

Unit 214 Provide and maintain nail enhancements

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a fact sheet	
Task 1c: anatomy and physiology	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: apply nail enhancements		
Task 2b: maintain nail enhancements		

Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks _____

Divided by _____

= _____

Overall grade
(see conversion chart)

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor signature: _____ Date: _____

Quality assurance co-ordinator signature
(where applicable): _____ Date: _____

External Verifier signature
(where applicable): _____ Date: _____

What does it mean?

Some useful words are explained below

Acetone

A solvent used to remove nail enhancements.

Aftercare advice

Advice given to the client following a nail enhancement in order for the client to benefit from the effectiveness of the treatment.

Contra-action

An unfavourable reaction that may occur either during or after the nail enhancement treatment, eg skin swelling.

Contra-indication

A condition that will stop the nail enhancement being carried out, eg paronychia.

Cuticle

The flexible fold of skin around the base of the nail.



Dappen dish

A small container used to hold liquid products while working.

Dehydrator

A product used to remove water or dry out the nail plate.

Disinfection

The process of destroying some but not all micro-organisms.

Recommending retail products and having them available to sell will increase the longevity of the enhancements, and can earn extra money for the salon.

Fibreglass

The strong and durable material used in the wrap system.

Liquid and powder

The two products are mixed together to form a strong and durable enhancement system.

Nail plate

The pink-coloured part of the nail.



Resin

An adhesive used in the wrap system.

Sterilisation

The process of destroying all micro-organisms and their spores.



Tips

These are made of plastic and are strong, durable and flexible; they are applied to the nail plate to extend the length of the nail.

UV gel

A thick gel that is cured into a hard, durable, flexible enhancement using a UV curing lamp.

What you must know

You must be able to:

- 1 describe the salon requirements for preparing yourself, the client and the work area
- 2 describe the environmental conditions suitable for nail enhancement services
- 3 describe different consultation techniques used to identify treatment objectives
- 4 explain the importance of carrying out a detailed nail and skin analysis
- 5 describe how to select products, tools and equipment to suit the client's treatment needs, skin and nail conditions
- 6 identify nail and skin conditions
- 7 describe the contra-indications which prevent or restrict manicure treatments
- 8 state how to communicate and behave in a professional manner
- 9 describe health and safety working practices and industry Code of Practice for Nail Services
- 10 explain the importance of positioning yourself and the client correctly throughout the service

Continues on next page

Revision tip

Keep familiarising yourself with COSHH regulations in relation to exposure, handling, storage and disposal.



Follow in the footsteps of... *Beverley Braisdell*

Beverley trained at Wigan and Leigh College and is now the Programme Development Coordinator for the college. She started out as a beauty therapist, before owning a salon. She quickly became a full-time lecturer who specialised in nails. Beverley joined the Habia Nail Services Forum, where she helps make changes within the industry. She has had other exciting opportunities, eg judging the Greek National Nails Competition and writing for *Scratch* magazine. On top of all that, she works for City & Guilds as an Examiner, External Verifier and Qualification Advisor for Nail Services. **Look for the pink quote marks to see what she has to say to you!**



Image courtesy of Professionnails

- 11 explain the importance of using products, tools, equipment and techniques to suit the client's service needs, nail and skin conditions
- 12 describe how services can be adapted to suit the client's service needs, nail and skin conditions
- 13 describe how to maintain and remove nail enhancements
- 14 state the contra-actions that may occur during and following service and how to respond
- 15 state the importance of completing the service to the satisfaction of the client
- 16 state the aftercare advice that should be provided
- 17 describe the chemical process involved in the nail enhancement system
- 18 describe the structure and functions of the nail and skin
- 19 describe the different natural nail shapes

Revision tip

Practise application on training hands to perfect your technique.

“

Hygiene and thorough preparation are vital when performing nail enhancement services to avoid cross-infection.



Image courtesy of iStockphoto.com/Ivan & Monika

Spend time choosing the correct tip; this can make all the difference to a professional finish.

“

Gels are a great way of adding shine to any nail enhancement system.

Nail enba

“

Liquid and powder takes time and skill to master, but it is one of the most popular nail services that can be used on finger or toe nails.



Think of your client's complete look when consulting on nail enhancements.

Support the fingers firmly when you are working. This will help with your application technique.



Encements



If the client is happy with the end result, they are much more likely to return in the future.

What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify treatment objectives	Basic consultation carried out. Examples: closed questions used throughout, questioning covered contra-indications.	Good consultation carried out. Examples: open and closed questions, positive body language, questioning covers contra-indications, general health, lifestyle and expectations.	Thorough consultation carried out. Examples: open and closed questions, positive body language, questioning covers contra-indications, general health, lifestyle and expectations.
4 Provide clear recommendations to the client	A basic service plan is recommended. Examples: objectives of the service identified.	A good service plan is recommended. Examples: objectives of the service identified, taking into account nail condition and client expectations.	A thorough service plan is recommended. Examples: objectives of the service identified, taking into account nail condition, general health, medication, client lifestyle, expectations, occasion established, length of artificial nail preferences and current use of nail enhancements.
7 Select and use appropriate products, tools, equipment and techniques to suit the client's service needs, nail and skin conditions	Selected and used products, tools and equipment to suit the service objectives, blending and balancing techniques evident on each nail.	Selected and used products, tools and equipment to suit the service objectives, blending and balancing techniques evident with a consistent finish to the look across all nails.	Selected and used products, tools and equipment to suit the service objectives, blending and balancing techniques evident with a consistent finish to the look across all nails, each nail is left free from debris, communicates with the client to confirm satisfaction at every stage.

Continues on next page

What you must do

Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
9 Complete the service to the satisfaction of the client	The service is completed within the agreed time and brought to a satisfactory close.	The service is completed within the agreed time and the client is shown the result.	The service is completed within the agreed time, brought to a satisfactory close, the client is shown the result, result adapted if necessary, client is assisted where necessary.
11 Provide suitable aftercare advice	Basic aftercare advice is provided including possible contra-actions.	Good level of aftercare advice includes homecare products and future services.	Excellent aftercare advice includes homecare products, application and removal techniques and future services and recommendations.

“

Wraps are a great system to use when repairing a natural nail, as they are thin and look natural.

Comment form

Unit 214 Provide and maintain nail enhancements

This form can be used to record comments by you, your client, or your assessor.





215

Provide nail art

Nail art is a creative additional treatment that can be carried out on both natural nails and nail enhancements on the hands and feet. This unit is all about creating various designs using lots of different techniques. You will learn how to consult and communicate with your client, devise a treatment plan to suit the nails and skin condition, and apply these designs to the nails. You will also learn many techniques to create lots of different designs, including polishing, application of gems, glitters, transfers, and techniques using tape and a striping pen. Health, safety and hygiene must be adhered to throughout each treatment, and you must learn the conditions that will prevent you carrying out the treatment.

Assignment mark sheet

Unit 215 Provide nail art

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. **For the practical tasks, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a fact sheet	
Task 1c: anatomy and physiology	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2: provide nail art		

Overall grade



Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:

External Verifier signature (where applicable): Date:

What does it mean?

Some useful words are explained below

Aftercare advice

Advice given to the client following a nail art application in order for the client to maintain the design.

Contra-action

An unfavourable reaction that may occur either during or after nail art application, eg skin swelling.

Contra-indication

A condition that will prevent nail art being carried out, eg nail loss.

COSHH (Control of Substances Hazardous to Health)

This relates to products that could cause harm if used incorrectly and for which clear instructions need to be followed for storage and handling.

Cuticle

The flexible fold of skin around the base of the nail.

Disinfection

The process of destroying some but not all micro-organisms.

Foils

These are available in many patterns and colours and can be applied to the nail to give a metallic sheen.



Gem stones

Various little stones that can be adhered to the nail, such as rhinestones, flat stones or pearls.



Glitter

A heavy, sparkly powder used to give sparkle to the nail.

Nail plate

The pink-coloured part of the nail.

Nail separation

When the nail lifts away from the nail bed.

PPE

Personal protective equipment, such as disposable gloves and face masks.

Sterilisation

The process of destroying all micro-organisms and their spores.

Striping pen

A very fine brush used to make stripes or tapering stripes on the nail.

Transfers

These are usually self-adhesive and can easily be applied to nails by first peeling off the backing sheet.



Revision tip

Draw your design on paper before attempting to apply it to the nail.

What you must know

You must be able to:

- 1 describe salon requirements for preparing yourself, the client and the work area
- 2 state the environmental conditions suitable for nail art
- 3 describe different consultation techniques used to identify treatment objectives
- 4 explain the importance of carrying out a nail and skin analysis
- 5 describe how to select products, tools and equipment to suit the client's treatment needs and nail condition
- 6 identify the different nail conditions
- 7 describe the contra-indications which prevent or restrict nail art
- 8 state how to communicate and behave in a professional manner
- 9 describe health and safety working practices
- 10 state the importance of positioning yourself and the client correctly throughout the treatment

Continues on next page



Follow in the footsteps of... *Jackie O'Sullivan* “

Nails have been Jackie's passion since watching her mum get her nails done nearly 20 years ago. She started with a Star Nails course and gained her first NVQ. Her first big break was as an educator for Grafton International. Jackie was then offered the chance to work with the nail artist, Christian Cesar. Jackie now runs her own business, 'Naughty Nails', and also lectures at South Trafford College. **Look for the pink quote marks to see what she has to say to you!**



- 11 state the importance of using products, tools, equipment and techniques to suit the client's treatment needs and nail condition
- 12 describe how treatments can be adapted to suit the client's treatment needs and nail condition
- 13 state the contra-actions that may occur during and following treatments and how to respond
- 14 state the importance of completing the treatment to the satisfaction of the client
- 15 state the importance of completing treatment records
- 16 state the aftercare advice that should be provided
- 17 describe diseases and disorders of the nail
- 18 describe the structure and functions of the nail

Revision tip

Allow enough time for the polish to dry, particularly between coats.

“

Remember that all nail art needs to be sealed with a clear or glitter top coat.



“

Every time you create a new design for a client, copy it on to a tip. You'll soon have enough tips to create a design board.

Nails



Consider the season when planning your designs. For example, floral patterns are great for summer!

Develop a range of designs on nail tips and display them on a tray so clients can see various ideas.

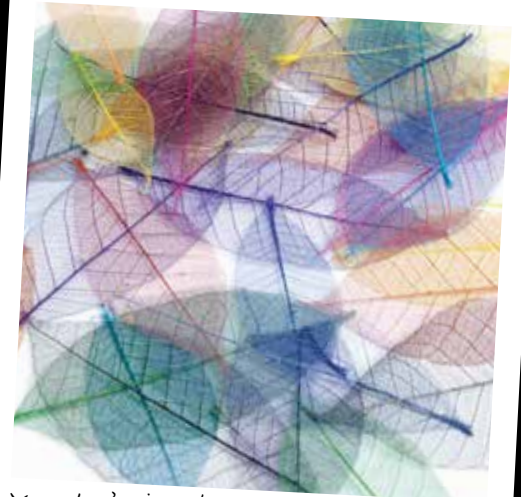


Make sure you have a steady surface on which to work, and if possible rest your hand on a manicure pad.

Nail Art

“

Remember your clients' nails are an accessory to them, just like a handbag, pair of shoes or jewellery.



You don't just have to stick with glitter in your nail art - be creative!

What you must do

Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

- 1 Prepare yourself, the client and the work area for nail art service
- 2 Use suitable consultation techniques to identify service objectives *
- 3 Carry out a nail and skin analysis
- 4 Provide clear recommendations to the client *
- 5 Position yourself, the client and the equipment correctly throughout the service
- 6 Follow health and safety working practices
- 7 Communicate and behave in a professional manner
- 8 Select and use products, tools, equipment and techniques to suit the client's service needs and nail conditions *
- 9 Complete the service to the satisfaction of the client *
- 10 Record the results of the service with the client
- 11 Provide suitable aftercare advice *

Totals

Grade

Candidate signature and date

Assessor signature and date

Conversion chart

Grade	Marks
Pass	11–13
Merit	14–18
Distinction	19–21

Please tick when all pre-observation requirements have been met.

Provide nail art		
1		
1	2	3
1		
1	2	3
1		
1		
1		
1	2	3
1	2	3
1		
1	2	3

What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify service objectives	Basic consultation carried out. Examples: closed questions used throughout, questioning covers contra-indications.	Good consultation carried out. Examples: open and closed questions, positive body language, questioning covers contra-indications, general health, lifestyle and expectations.	Thorough consultation carried out. Examples: open and closed questions, positive body language, questioning covers contra-indications, general health, lifestyle and expectations.
4 Provide clear recommendations to the client	A basic service plan is recommended. Examples: objectives of the service identified.	A good service plan is recommended. Examples: objectives of the service identified, taking into account nail condition and client expectations.	A thorough service plan is recommended. Examples: objectives of the service identified, taking into account nail condition, general health, medication, client lifestyle, expectations, occasion established, colour preferences and current use of nail art.
8 Select and use products, tools, equipment and techniques to suit the client's service needs and nail conditions	Select and use products, tools and equipment to suit service objectives. Examples: All excess nail products are removed from the surrounding skin.	Select and use products, tools and equipment to suit service objectives. Examples: All excess nail products are removed from the surrounding skin, nail design is balanced and consistent on all nails, communicates with the client throughout to confirm satisfaction.	Select and use products, tools and equipment to suit service objectives. Examples: All excess nail products are removed from the surrounding skin, nail design is balanced and consistent on all nails, techniques chosen are successful, eg well blended or clearly defined detail, communicates with the client throughout to confirm satisfaction.

Continues on next page

What you must do

Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
9 Complete the service to the satisfaction of the client	The service is completed within the agreed time and brought to a satisfactory close.	The service is completed within the agreed time and the client is shown the result.	The service is completed within the agreed time, brought to a satisfactory close, the client is shown the result, result adapted if necessary, client is assisted where necessary.
11 Provide suitable aftercare advice	Basic aftercare advice is provided including possible contra-actions.	Good level of aftercare advice includes homecare products and future services.	Excellent aftercare advice includes homecare products, application and removal techniques and future services and recommendations.

Image courtesy of Becky Orme

“

Creating seasonal designs is a great way to boost your income at Christmas, Hallowe'en and during summer holidays.



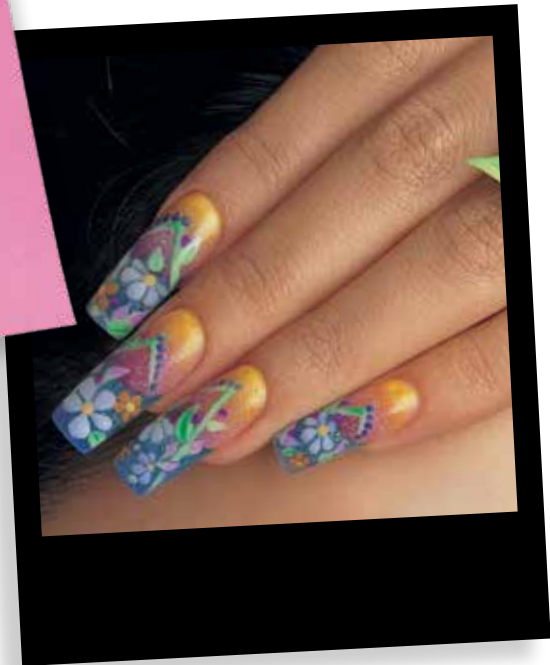
Comment form

Unit 215 Provide nail art

This form can be used to record comments by you, your client, or your assessor.

Image courtesy of EzFlow

Give your client clear aftercare advice. A good idea is to develop an aftercare leaflet so your client can take it home and refer to it later.





216

Salon reception duties

The reception is one of the most crucial areas of the salon; it is where the client will form that all-important first judgement. You'll learn how to portray the professional image of the salon when dealing with clients, as well as casual enquiries. You will find out about all the methods of payment, and how to check for validity. You'll become integral to the smooth running of the salon, maximising the efficiency of all the services offered.

Assignment mark sheet

Unit 216 Salon reception duties

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

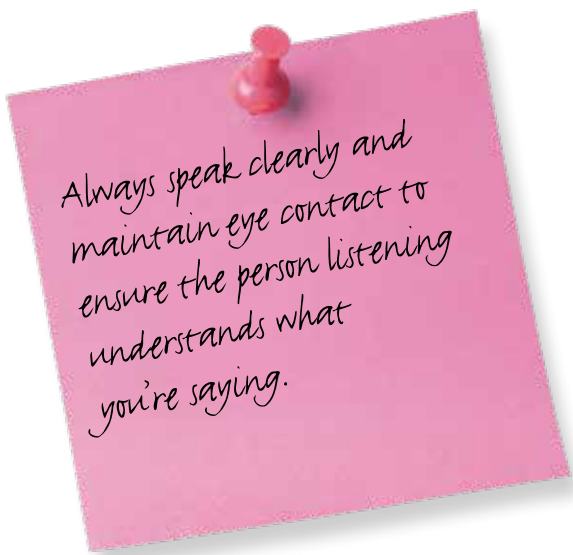
What you must know	Tick when complete
Task 1a: produce a chart	
Task 1b: produce a guide	
Task 1c: produce a chart	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: first observation		
Task 2b: second observation		

Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks	
Divided by	÷ 2
=	
Overall grade (see conversion chart)	



Candidate name:

Candidate signature: _____ Date: _____

Assessor signature: _____ Date: _____

Quality assurance co-ordinator signature (where applicable): _____ Date: _____

External Verifier signature (where applicable): _____ Date: _____

What does it mean?

Some useful words are explained below



Appointment system

A method used for recording client appointment bookings – it could be on a computer, or in a book.



Methods of payment

The different ways payments can be made, for example cash and debit card.

Confidential information

Private information that must not be passed on. It may include personal aspects of conversations with clients or colleagues, client details held on record cards, staff personal details, or financial aspects of the business.

Data Protection Act

Legislation designed to protect clients' rights to privacy and confidentiality.

External enquiry

A query that comes from someone outside the salon, for example a phone call from a manufacturer or client.

Fraudulent card

A card that has been stolen or is a fake.

Internal enquiry

A question that comes from someone inside the salon, for example a client enquiring about appointment availability.

Invalid card

When the card has expired, or is refused due to insufficient funds in the account.



Invalid currency

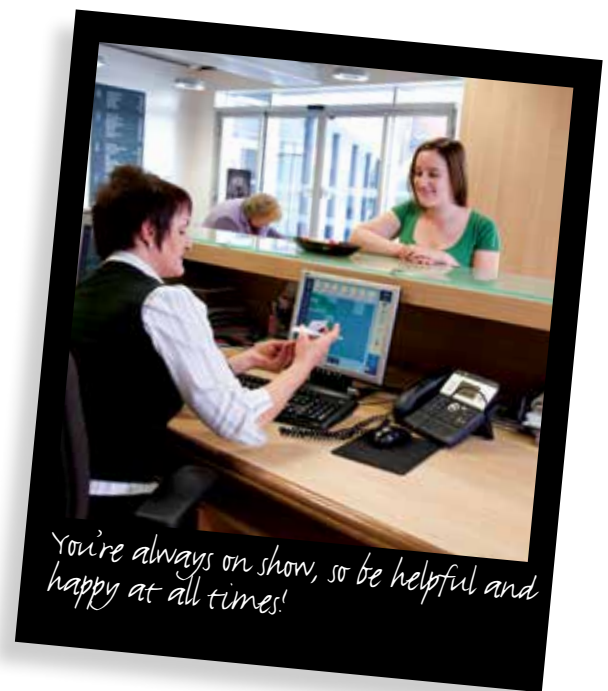
Currency from another country, or old versions of coins and notes, that cannot be used.

Payment dispute

When there is a problem with a payment, for example an invalid debit/credit card, or if you suspect the card is fraudulent.

Workplace policies

Documentation prepared by the employer on the procedures to be followed in the workplace.



You're always on show, so be helpful and happy at all times!

Revision tip

When processing a credit card payment, the client will be asked to enter their PIN number. It is a good idea to look away at this point, to give the client some privacy.



Follow in the footsteps of... *Georgina McKinney* “

Georgina's mother was in the beauty therapy industry and often worked from home. Georgina loved watching her carry out the various treatments and began to ask lots of questions. When she went to Bournemouth and Poole College she started her Level 1 VRQ in Beauty Therapy and loved it! She progressed to level 2 and particularly enjoyed facials. Georgina has been offered a job at the Marriot Highcliffe Hotel in Bournemouth. After gaining a few years' experience she would love to travel the world finding out about different treatments and products. **Look for the pink quote marks to see what she has to say to you!**

What you must know

You must be able to:

- 1 Describe procedures for taking messages for a variety of enquiries
- 2 State how to communicate and behave within a salon environment
- 3 List salon services available, their duration and cost
- 4 Outline the importance of dealing with enquiries promptly and politely
- 5 Explain how to deal with enquiries that cannot be dealt with promptly
- 6 Describe how to make and record appointments
- 7 State the potential consequences of failing to record appointments or messages accurately
- 8 State the importance of passing on messages and appointment details to the appropriate colleagues
- 9 Outline the legislation designed to protect the privacy of clients' details
- 10 State the possible consequences of a breach of confidentiality
- 11 State how to process different methods of payment
- 12 Describe how to deal with problems that may occur with payments
- 13 Explain how to keep payments safe and secure



What you must do

Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

- 1 Deal with a variety of enquiries
- 2 Identify the nature of the enquiry *
- 3 Handle requests for services in a prompt and polite manner *
- 4 Provide information about services and/or products that is clear and accurate *
- 5 Schedule appointments to meet with salon policy and client requirements
- 6 Confirm and record client appointment details
- 7 Deal with confidential information to meet with salon and legal requirements
- 8 Maintain appropriate levels of reception stationery
- 9 Maintain a hygienic and tidy reception area
- 10 Calculate service costs accurately
- 11 Deal with payments for services and/or products to meet with salon policy
- 12 Follow security procedures when handling payments
- 13 Communicate and behave in a professional manner *

Totals

Grade

Candidate signature
and date

Assessor signature
and date

Conversion chart

Grade	Marks
Pass	13–14
Merit	15–18
Distinction	19–21

Salon reception duties					
a First observation			b Second observation		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3
1	2	3	1	2	3
1			1		
1			1		
1			1		
1			1		
1			1		
1			1		
1			1		
1			1		
1			1		
1	2	3	1	2	3
Totals			Totals		
Grade			Grade		
Candidate signature and date			Candidate signature and date		
Assessor signature and date			Assessor signature and date		

What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 points for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Identify the nature of the enquiry	Basic facts about enquiry established through questioning	Good use of open questions to establish client enquiry Examples: uses non-technical language, maintains good level of eye contact	Uses open and closed questions to accurately establish the client's enquiry Examples: uses technical and non-technical language appropriately, displays good listening skills (for example, mirroring and good level of eye contact) to confirm requirement
3 Handle requests for services in a prompt and polite manner	Shows open body language and welcoming facial expressions. Acknowledges initial request promptly	Shows open body language, welcoming facial expressions and keeps good eye contact throughout. Handles request promptly	Shows open body language, welcoming facial expressions and keeps good eye contact throughout. Good use of gesturing and nodding to confirm listening skills. Handles request promptly while balancing the needs of others

Continues on next page



Image courtesy of Walsail College

“

The first time working on the reception is nerve-racking as everything seems to happen at once. Take a deep breath to keep yourself calm.

What you must do

Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
4 Provide information about services and/or products that is clear and accurate	Gives basic information about services	Information about services is clear and accurate and supported by materials, for example, leaflets	Information about services is clear, accurate, and supported by materials, for example, leaflets. Prompts and responds to client questions, making suitable suggestions
13 Communicate and behave in a professional manner	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Example: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner

“

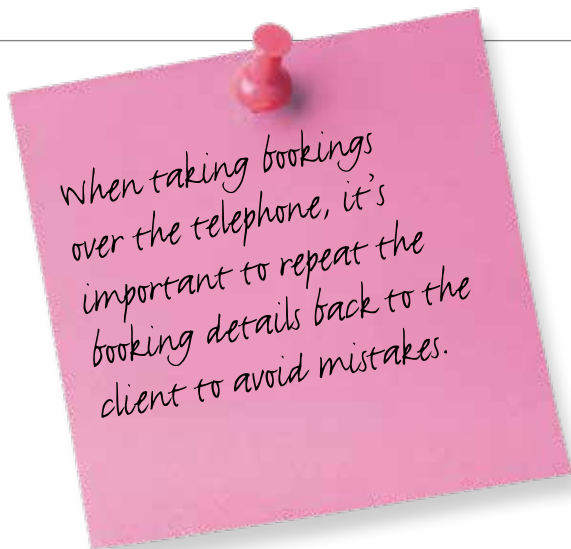
When booking an appointment that may be a little out of the ordinary, always go and ask either the Senior Receptionist or Therapist before confirming with the client.



Comment form

Unit 216 Salon reception duties

This form can be used to record comments by you, your client, or your assessor.



“

Don't be afraid to ask a client at the reception to wait for a moment whilst you answer the phone. Then explain to the person on the phone that you will be with them as soon as possible, once you've dealt with the person at reception.





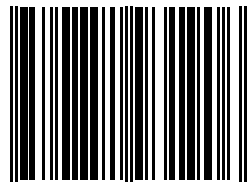


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