



pevonia
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 a GOLA online test

Tick when complete

What you must do

Task 2: provide a facial skin care treatment

Grade

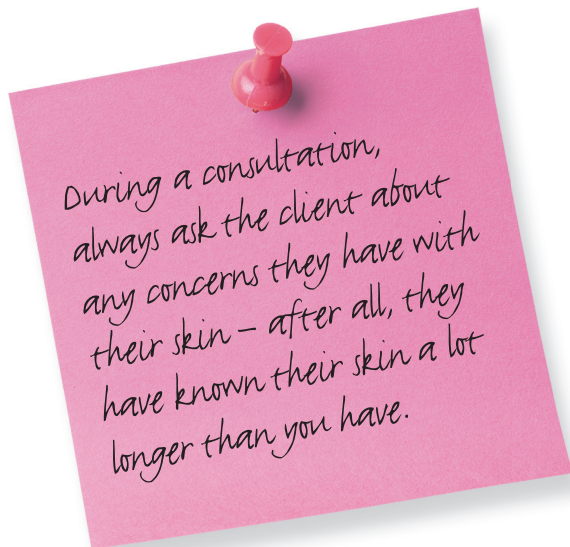
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Points

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Overall grade

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Candidate name:

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Candidate signature: Date:

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Assessor signature: Date:

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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.

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.**

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

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

Image courtesy of Dermalogica

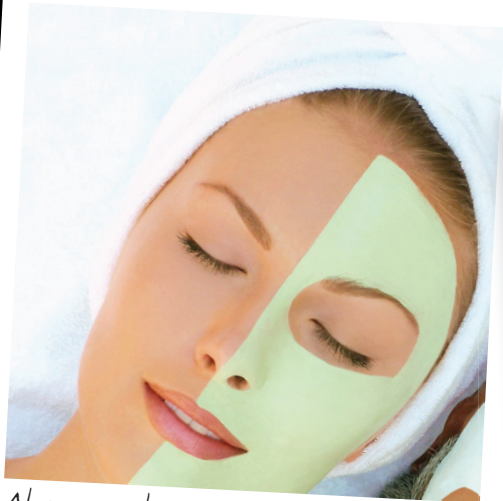


SKIN.

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



Image courtesy of Pevonia



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.

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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.

