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*Candidate logbook*

Level 3 NVQ Diploma/SVQ 3 at SCQF level 6 in:

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# Beauty Therapy





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*Candidate logbook*

Level 3 NVQ Diploma/SVQ 3 at SCQF level 6 in:

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# Beauty Therapy

Name:

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City & Guilds enrolment number:

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Date registered with City & Guilds:

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Date enrolled with centre:

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Centre name:

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Centre number:

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Centre address:

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Centre contact:

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Assessor name:

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Internal Quality Assurer name:

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### **About City & Guilds**

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## (continued)

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**Download these at:**  
[www.cityandguilds.com](http://www.cityandguilds.com)

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UV tanning (B21/030)

Female waxing (B26/032)

Male waxing (B27/033)

Sauna, steam and hydrotherapy (S2/052)

Body wrapping and flotation treatments (S3/053)

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**Melissa Peacock** is an Advanced Practitioner at Bedford College, where she is responsible for teaching, learning and mentoring new lecturers. She has also done consultancy and examining work. Melissa has worked in beauty therapy for 18 years. She is the author of your Level 3 *Candidate Logbook*.



**Sarah Farrell** studied beauty therapy at the London College of Fashion over 25 years ago, and has worked in several salons since then. She is now heavily involved in education. She is an External Quality Assurer consultant, Smartscreen author and technical advisor for your Level 3 *Candidate Logbook*.



**Maria Retter** has been a make-up artist for 15 years, and a teacher for 11 years. She's had a diverse career, involving film, theatre and fashion work, as well as work for magazines and tabloid newspapers. Maria is a qualified assessor, Internal Quality Assurer and author of the make-up units in your Level 3 *Candidate Logbook*.

**City & Guilds would like to thank all the contributors. These are some of the top names in the industry, and they want you to benefit from their experience!**



**Eve Lom** is one of the world's most respected beauty professionals. Eve studied anatomy, nutrition and massage techniques, and opened her first salon in 1984. Today, Eve's range of skincare products and the famous Eve Lom facial are available around the world.



**Anita Crosland** has been in the hair and beauty industry for 27 years, working in spas, salons and health farms. She taught for 17 years and was an External Quality Assurer, examiner and consultant before she came to City & Guilds as Beauty Therapy Product Manager in 2007.



**Sally Biles** has worked in the beauty industry for over 17 years as a therapist, spa manager, college lecturer and trainer, gaining experience and knowledge. Sally currently works at The Sanctuary in Covent Garden and is responsible for training and treatment development.



**Janice Brown** has 25 years' experience in the beauty industry, covering a wide range of roles, including sales representative, FE lecturer and company trainer. She is the co-author of the *Encyclopedia of Hair Removal* and currently director of the House of Famuir Ltd.

## Meet the contributors (continued)



**Lisa Fulton** has been International Training Manager for Fake Bake for the last six years, during which time she's seen the brand grow to become a world leader. As well as teaching in 38 colleges, her job allows her to travel the world working on TV ads, catwalk shows and pop videos. She's even tanned royalty!



**Leslie Lyon** began her career in the beauty industry over 25 years ago and today works as a consultant, educator, speaker, columnist and freelance writer. Leslie is also the President of Spas2b Inc, a full-service spa development, consulting and training company based in Ontario, Canada.



**Dean Nathanson** is the co-founder and Managing Director of CACI International, a leading supplier of electro-therapy equipment. They have received numerous awards and now supply systems to more than 30 countries and over 5000 clinics and spas in the UK.



**Adele O'Keefe** is Head of Hairdressing, Beauty and Holistic Therapy at Bolton Community College. She is the author of numerous resources, including textbooks and SmartScreen, and has been a City & Guilds External Quality Assurer and examiner for over 20 years.



**Kym Menzies-Foster** became a beauty therapist 15 years ago. Her first job was in a salon where she assisted make-up artists. Kym soon became a make-up artist too, working on fashion shows, magazines and music videos, with celebs like Naomi Campbell, Pixie Lott and Alesha Dixon.



**Narendra Mehta** developed his own unique therapy of Indian head massage (Champissage). He has been working for over 10 years as a physical therapist and has been running Indian head massage (now known as Indian Champissage) courses for several years.



**Lorraine Nordmann** has worked in the beauty therapy industry for 27 years. She currently teaches at Hugh Baird College, Liverpool. Lorraine is a published author, and has been a City & Guilds External Quality Assurer for 17 years. She is an active member of the Habia Beauty Therapy Standards Committee.



**Sally Penford** has worked in spas and ran her own skin therapy business before moving into teaching. She is the Education Manager for The International Dermal Institute and Dermalogica and manages a team of over 60 dedicated professionals.





**Natalie Roche** is managing director of Skin Solutions UK Ltd, the UK distributor for Xen-Tan, a self-tanning range sold in salons throughout the UK. Natalie educates self-tanners on how to get the best out of their products.



**Bharti Vyas** revolutionised the industry 25 years ago by combining holistic and beauty therapies. In 1997, Bharti developed her Ultimate Therapy System, which was soon adopted by many companies. She recently appeared on *The Salon* and *The Clothes Show*.



**Bobbi Brown's** career began with a B.F.A. in theatrical make-up. She later moved to New York to become a make-up artist, where she did work for *Vogue* and *Cosmopolitan*. Bobbi revolutionised the industry with her natural approach to make-up. Today she also creates runway looks for New York Fashion week.



**Val Ross** is a skin camouflage specialist. She works throughout the UK and in private consultation in Harley Street, taking referrals from dermatologists and consultants. She gives demonstrations, talks and workshops to a variety of audiences and is one of the foremost practitioners in this specialised field.



**Elaine Stoddart** has worked in the industry as a therapist, salon owner, college lecturer and author. She now leads a team of ten regional trainers in her role as director of training for Sterex, the leading epilation needle manufacturer.



**Sally Watkins** first became interested in the holistic side of the industry while travelling around Australia and Indonesia. After retraining and working for a large health club and from home, she set up the Eve & Adam Day Spa, in St Albans, in 2003 – an aesthetic and holistic haven from the stresses of daily life!

# A few words from the beauty experts

I began my career with an interest in beauty therapy. In time I went on to study anatomy, nutrition and massage techniques, such as lymphatic drainage, and also travelled to China to learn about acupuncture. My experience in all these areas helped me enormously as I moved on to establish my own salon and devise the facial treatments that have made me famous.

A person's skin is a mirror of their body's physical and mental state and it can be affected by a range of dietary and environmental factors. It is important to encourage wellbeing in all areas of your clients' lives. I also believe that many women do too much to their skin. For me, less is definitely more and when a moisturiser is required it should not only hydrate but also protect against the rigours and damage of modern life. The minimalist regime I recommend works for all skin types and places a strong emphasis on cleansing and exfoliation.

I don't profess to have any miracle beauty cures. I believe beauty demands commitment.



**Eve Lom**

Beauty therapist and businesswoman

As a working make-up artist in New York, I found that I could never find the right shades of foundation, or the perfect lip colour to use on models. So I started mixing my own lip colour. The models loved it, and before I knew it, I'd developed a range of 10 lipstick shades.

I believe true beauty is simple and achievable. Make-up is a way for a woman to look and feel like herself, only prettier and more confident. My beauty secret is to focus on what you like about yourself, instead of what you don't like. Self-confidence is the key – it makes a person glow from within.

The philosophy that permeates both my business and my personal life is that it's important to achieve and maintain balance, cultivate a positive outlook, and love yourself the way you are. You should never underestimate the value of always being on time, looking people in the eye, telling the truth, not smoking, drinking lots of water, exercising, eating healthily, reading, being nice and never giving up.

I also believe in keeping things simple, straightforward and organised – it's the only way I'm able to juggle work, family and home. As a result, the products I've created over the years have always been easy to use and always flattering. After all, who has the time to fuss in front of the mirror?



**Bobbi Brown**

Make-up artist and businesswoman

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When I first started working in beauty therapy, I wasn't aware of all the opportunities it would hold for me but I made sure I kept learning and furthering my knowledge from day one. Now, some 30 years later I own three successful salons, have my own product range, have written several books, have a website and am the skin care consultant to Tesco. I have earned a very decent living from beauty therapy but it also gives me enormous satisfaction to know that my therapies have really helped people.

When I first began, many people saw beauty therapy as a profession for those who were a bit dim or couldn't do anything else. However, today it is acknowledged that beauty therapists play a vital role in helping people take control of their health and wellbeing. By applying the knowledge you learn and truly understanding how and what changes you want to create for your client, you will bring them long-term and enriching benefits.

It's a wonderful and rewarding profession and one that you should be proud of entering. From a basic starting point, you can continue to add to your skills and develop your therapeutic repertoire. Knowledge is power and it can open up a personal and financial world of opportunities for you.



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### **Bharti Vyas**

Beauty therapist,  
author and  
businesswoman

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My career in beauty therapy started with an evening make-up course, which I enjoyed so much that I gave up my job to do a full-time course. During my second year, I started working part-time in a local salon, which led to a permanent position. Working in a salon, I loved making the beauty area into a welcoming cocoon for clients and getting to choose the product houses I wanted to work with. As part of a well-respected chain of salons, it was also a great opportunity to meet some of the big names in the industry.

I carried on training and adding to my skills so when the opportunity came to teach an evening class at the local college I felt confident to go ahead. I discovered my passion was in teaching and moved into it full time.

If you are prepared to work hard and give a little extra there are so many opportunities out there. I've done consultancy work and been an examiner for awarding bodies as well as helping to develop new product lines. Three years ago I gained my present post as an Advanced Practitioner at Bedford College, where my role involves mentoring new lecturers.

The industry never stands still. I'm constantly learning new skills and techniques and no two days are ever the same. When I'm asked what I do, I'm really proud to say that I'm a beauty therapist!



---

### **Melissa Peacock**

Beauty therapist  
and tutor

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# Introduction and useful words

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

showing you what you need to achieve

helping you to record your achievements and evidence.

In this logbook, you will find the forms that you and your assessor will use for your NVQ/SVQ. You'll also find helpful pictures, hints, tips and more from leading people in beauty therapy – all designed to make the qualification simple to understand and more fun to do!

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

## What qualification am I doing?

The Level 3 NVQ Diploma in Beauty Therapy. NVQ stands for National Vocational Qualification. 'Vocational' means that the work you do for this qualification is mainly about practical beauty therapy skills and real work activities. 'Diploma' refers to the size of the qualification that you are doing (see 'What do I need to achieve?', below). If you are in Scotland you may be doing the SVQ (Scottish Vocational Qualification).

## What do I need to achieve?

Your NVQ/SVQ is divided into 'units'. Each unit covers a different area of your work as a beauty therapist. There are **two** core units that you must complete (called 'core' mandatory units). If you follow the Beauty Therapy general route you must also complete **four** more mandatory units and at least **ten** credits from the optional group. If you follow the Beauty Therapy massage route you must complete **four** more mandatory units and **seven** credits. If you follow the Beauty Therapy make-up route you must complete **two** more mandatory units and at least **twenty** credits from the optional group. You can choose your optional units from a list of **fourteen**. This means you can follow your interests and the needs of the salon where you are working. You can find the complete list of units on pages 22–23.

## What's in a unit?

There are three main parts:

What you must do

What you must cover

What you must know



You need to achieve all three of these parts to complete the unit. The 'What you must do' part has a number of 'outcomes'. These cover different aspects of practical work you'll do for the unit. They are linked, so you can usually work towards all of the outcomes at once.

## Who decides what I need to achieve?

There are two organisations involved in creating your qualification.

### 1 Habia (Hairdressing and Beauty Therapy Industry Authority)

Habia works with a group of experts in the beauty therapy industry to decide the skills and knowledge you need at Level 3. Habia then writes 'standards' to describe all the different things that you must be able to do, and these are what your NVQ/SVQ is based on.

### 2 City & Guilds

Habia passes the standards it has written to City & Guilds and City & Guilds decides how the standards will be assessed. City & Guilds is an 'awarding organisation', which means that it checks that you are assessed correctly and fairly and provides you with your certificate once you've achieved your NVQ/SVQ.

## Who will decide whether I have achieved the standards?

In an NVQ/SVQ you are either 'competent' or 'not yet competent'. This means that if you have not quite got everything right when you do something, you will have a chance to do it again after more practice – remember, practice makes perfect! There are a number of people who will help to decide when you are competent:

### 1 Your assessor

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

### 2 Internal Quality Assurer (IQA)

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

### 3 External Quality Assurer (EQA)

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



# Introduction and useful words

## (continued)

### What steps will I need to take to complete my qualification?

There are four main steps:

#### Step 1 Planning

Your assessor will tell you about the units that you're going to be doing and will talk about how to approach them. Your assessor will want to find out if you have any experience of working in beauty therapy, because it may count towards your award. At the end of this discussion, you should have an 'assessment plan', which sets out how you will go about achieving the award.

#### Step 2 Producing evidence

You will produce your 'evidence'. You will find out much more about this later, but 'evidence' for an NVQ/SVQ consists of:

- being observed by your assessor
- being asked questions by your assessor
- keeping documents, eg work logs or client records
- for some units, doing a written or online test.

You will keep all this evidence in a portfolio.

#### Step 3 Feedback

You will regularly be given feedback by your assessor and you will receive further training if you need it. If your assessor tells you that you are competent after an assessment, it will be recorded on the forms in your logbook. You will need to keep track of how much you have achieved and what you have still to achieve, but don't worry as you will discuss your progress with your assessor on a regular basis. You can also use the 'Tracking your progress' form on pages 18–21 to help you.

#### Step 4 Achievement

When you have completed your units and your assessor is sure that you have all the evidence that you need, your centre will apply to an awarding organisation such as City & Guilds for your certificate. You will receive the full qualification certificate only if you have completed all the required units, with the required number of credits. Otherwise, you will receive a certificate listing the units you have achieved. Your centre will give you your certificate as soon as it is received from the awarding organisation.

### How long will it take?

There is no time limit set by City & Guilds for you to complete your NVQ/SVQ but your centre may have some requirements that they will explain to you. Many candidates complete the Level 3 NVQ/SVQ qualification within 12 months.



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## Where do I go if I need more information about my assessments and qualification?

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

Your tutor/assessor is the most important source of information about your qualification.

Your centre's student handbook or prospectus

On very rare occasions if you disagree with an assessor's decision, you should use your centre's appeals procedure. Ask an assessor or your Internal Quality Assurer (IQA) to help you if you are unsure of how to do this. Your centre will refer any unresolved problems to City & Guilds.

Your centre's website. Make a note of the address here:

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The City & Guilds website ([www.cityandguilds.com](http://www.cityandguilds.com)) or City & Guilds Customer Relations (01924 930800)

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

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# Introduction and useful words

## (continued)

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### What do these words mean?

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

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**Assessment plan** An action plan set by you and your assessor at the beginning of your course and then updated as you progress through your assessments. It shows the order in which you are going to work towards all the units. It has key dates for collecting evidence for the units and for reviewing your progress and explains who will assess you, what type of assessment will be used and when and where the assessments will take place.

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

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**Awarding organisation** An approved organisation that issues certificates that are recognised by places of education and employers. For Beauty Therapy Level 3, your awarding organisation is City & Guilds.

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**Candidate** A person working towards a qualification, ie yourself.

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

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

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**City & Guilds** An awarding organisation for beauty therapy and many other qualifications. City & Guilds checks and approves centres, sets and monitors assessment and issues certificates to candidates who complete its qualifications. City & Guilds is the UK's leading vocational awarding organisation and has over 8500 centres in 100 countries offering awards in over 500 areas of work. In 2008 it awarded almost 4500 Level 3 Beauty Therapy certificates in the UK. See [www.cityandguilds.com](http://www.cityandguilds.com) for more information.

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

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

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**External Quality Assurer (EQA)** An expert from City & Guilds who visits centres to check that all assessment is carried out correctly and to the same standard. They also check that your centre is operating the qualification properly and fairly and has all the systems and equipment in place for your NVQ/SVQ.

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**Habia (Hairdressing & Beauty Therapy Industry Authority)** The government-approved standards setting body for hairdressing, beauty therapy and related areas. The standards for your Level 3 Beauty Therapy NVQ/SVQ (the lists of 'What you must do', 'What you must cover' and 'What you must know') were created by the experts at Habia.

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**Internal Quality Assurer (IQA)** Someone in your centre who ensures that assessment is carried out correctly and that accurate records are kept.

**Maximum service time** The time specified by Habia in some units within which the practical work must be completed in order to be judged as competent. These times are included in each unit of your logbook, and a full list is on page 300.

**Modification** This is any way it is necessary to adapt a service according to the client's treatment requirements identified at consultation. Your assessor will need to witness this action taken.

**NVQ/SVQ** National Vocational Qualifications and Scottish Vocational Qualifications. These awards are based on real work activities. To gain an NVQ (or in Scotland an SVQ) you need to show that you have the skills and knowledge to do your job effectively by meeting the National Occupational Standards, such as those created by Habia for beauty therapy.

**Observation** Generally speaking, this means to watch or pay attention to something in great detail. For this award, it is one of the main types of evidence. Your assessor will watch you work, and judge whether you consistently meet the national standards. They will then give you feedback and an updated assessment plan.

**Outcome** A specific practical work activity that you need to achieve. Each unit is made up of between two and six outcomes.

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

**Range** This term is sometimes used for the things listed in the 'What you must cover' part of the unit. You can tick these areas in your logbook following guidance from your assessor to record the work you cover when being assessed.

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**Simulation** A copy of events, rather than the actual events. Evidence for most Level 3 units must come from real work, and not simulation.

**Standards (National Occupational Standards)** These describe the things that an employee, or a potential employee, must be able to do consistently in a work situation as well as the things that they must know and understand to do their job role competently. Habia sets the standards for beauty therapy.

**Unit (mandatory and optional)** The main building blocks of your award; each unit describes one aspect of your work. In the Beauty Therapy NVQ/SVQ Level 3 there are three 'core' mandatory units, which means you must achieve them. There are also a number of additional mandatory units, depending on which route you take (ie general, massage or make-up). You will also have to choose one or more optional units and achieve these.

**Vocational** An NVQ/SVQ is a vocational award because it's based on skills and knowledge that you need in order to work and build a career in beauty therapy.

**What you must do** Sometimes referred to as 'performance criteria'. Your assessor will complete the 'What you must do' areas of your logbook when your work is competent.

**Witness statement** A witness is someone who testifies that something happened and comments on it. For some units in this award, a witness statement can be used as evidence. A witness may be a client, a colleague, a manager other than your assessor, or someone else qualified to testify about your work. Your assessor will tell you when a witness statement may be used and will explain how it should be written.

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# Summary of unit achievement

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

Candidate name: \_\_\_\_\_

Candidate enrolment number: \_\_\_\_\_

Centre name: \_\_\_\_\_

Centre number: \_\_\_\_\_

Qualification outcomes

	Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
<b>Core mandatory units (all must be completed)</b>				
Unit G22 (036) Monitor procedures to safely control work operations				
Unit H32 (048) Contribute to the planning and implementation of promotional activities				
<b>General route mandatory units</b>				
Unit B13 (016) Provide body electrical treatments				
Unit B14 (017) Provide facial electrical treatments				
Unit B20 (026) Provide body massage treatments				
Unit B29 (035) Provide electrical epilation treatments				
<b>Massage route mandatory units</b>				
Unit B20 (026) Provide body massage treatments				
Unit B23 (029) Provide Indian head massage				
Unit B24 (030) Carry out massage using pre-blended aromatherapy oils				
Unit B28 (034) Provide stone therapy treatment				
<b>Make-up route mandatory units</b>				
Unit B11 (014) Design and create fashion and photographic make-up				
Unit B22 (028) Provide specialist skin camouflage services				

Optional units	Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
Unit G11 (046) Contribute to the financial effectiveness of the business				
Unit G25 (055) Undertake freelance work *				
Unit B12 (015) Plan and provide airbrush make-up				
Unit B13 (016) Provide body electrical treatments				
Unit B14 (017) Provide facial electrical treatments				
Unit B15 (018) Provide single eyelash extension treatments				
Unit B21 (030) Provide UV tanning services				
Unit B23 (029) Provide Indian head massage				
Unit B24 (030) Carry out massage using pre-blended aromatherapy oils				
Unit B25 (031) Provide self tanning services				
Unit B26 (032) Provide female intimate waxing services				
Unit B27 (033) Provide male intimate waxing services				
Unit B28 (034) Provide stone therapy treatments				
* Credit values for these units to be confirmed.				

Note: City & Guilds unit numbers are shown in brackets. These numbers are to be used for results entry purposes, confirming achievement of units for which certification is requested.

IQA signature

Date

# Tracking your progress

You may find it useful to keep track of how you're progressing through the units.

On the following four pages, you can tick off when you have achieved:

each observation

each outcome

all of 'What you must cover'

all the 'What you must know'

Once you have ticked this off, you will know you've achieved the unit and your assessor can check and sign. You can refer back to these pages at any time to see which units you have achieved and which still need to be achieved.

## Core mandatory units

### G22 Monitor procedures to safely control work operations

Observations 1

Outcomes achieved 1  2

All Knowledge and understanding achieved

Sign

Date

### H32 Contribute to the planning and implementation of promotional activities

Observations 1

Outcomes achieved 1  2  3

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

## General route mandatory units

### B13 Provide body electrical treatments

Observations 1  2  3  4  5

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

### B14 Provide facial electrical treatments

Observations 1  2  3  4  5

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

### B20 Provide body massage treatments

Observations 1  2  3  4

Outcomes achieved 1  2  3  4  5

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

### B29 Provide electrical epilation treatments

Observations 1  2  3  4  5  6

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

---

## Massage route mandatory units

---

### **B20 Provide body massage treatments**

Observations 1  2  3  4   
Outcomes achieved 1  2  3  4  5   
All 'What you must cover' achieved   
All Knowledge and understanding achieved

Sign

Date

---

Tracking your progress

19

### **B23 Provide Indian head massage**

Observations 1  2  3   
Outcomes achieved 1  2  3  4   
All 'What you must cover' achieved   
All Knowledge and understanding achieved

Sign

Date

---

### **B24 Carry out massage using pre-blended aromatherapy oils**

Observations 1  2  3  4   
Outcomes achieved 1  2  3  4   
All 'What you must cover' achieved   
All Knowledge and understanding achieved

Sign

Date

---

### **B28 Provide stone therapy treatment**

Observations 1  2  3  4   
Outcomes achieved 1  2  3  4   
All 'What you must cover' achieved   
All Knowledge and understanding achieved

Sign

Date

---

## Make-up route mandatory units

---

### **B11 Design and create fashion and photographic make-up**

Observations 1  2  3  4   
Outcomes achieved 1  2  3   
All 'What you must cover' achieved   
All Knowledge and understanding achieved

Sign

Date

---

### **B22 Provide specialist skin camouflage services**

Observations 1  2  3  4   
Outcomes achieved 1  2  3  4  5  6   
All 'What you must cover' achieved   
All Knowledge and understanding achieved

Sign

Date

---

## Optional units

---

**Highlight the optional unit(s) that you've chosen to do.**

### **G11 Contribute to the financial effectiveness of the business**

Observations 1   
Outcomes achieved 1  2   
All 'What you must cover' achieved   
All Knowledge and understanding achieved

Sign

Date

---

---

## Optional units (continued)

---

Highlight the optional unit(s) that you've chosen to do.

### G25 Undertake freelance work

Observations 1

Outcomes achieved 1

All Knowledge and understanding achieved

Sign

Date

---

### B12 Plan and provide airbrush make-up

Observations 1  2  3  4

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

---

### B13 Provide body electrical treatments

Observations 1  2  3  4  5

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

---

### B14 Provide facial electrical treatments

Observations 1  2  3  4  5

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

---

### B15 Provide single eyelash extension treatments

Observations 1  2  3

Outcomes achieved 1  2  3  4  5

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

---

### B21 Provide UV tanning services

Observations 1  2  3

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

---

### B23 Provide Indian head massage

Observations 1  2  3

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

---

### B24 Carry out massage using pre-blended aromatherapy oils

Observations 1  2  3  4

Outcomes achieved 1  2  3  4

All 'What you must cover' achieved

All Knowledge and understanding achieved

Sign

Date

---

**B25 Provide self tanning services**Observations 1  2  3 Outcomes achieved 1  2  3  4 All 'What you must cover' achieved All Knowledge and understanding achieved 

Sign

Date

**B26 Provide female intimate waxing services**Observations 1  2  3  4 Outcomes achieved 1  2  3  4 All 'What you must cover' achieved All Knowledge and understanding achieved 

Sign

Date

**B27 Provide male intimate waxing services**Observations 1  2  3  4 Outcomes achieved 1  2  3  4 All 'What you must cover' achieved All Knowledge and understanding achieved 

Sign

Date

**B28 Provide stone therapy treatment**Observations 1  2  3  4 Outcomes achieved 1  2  3  4 All 'What you must cover' achieved All Knowledge and understanding achieved 

Sign

Date



# Complete list of units

---

## Core mandatory units Credits

Unit G22 (036) Monitor procedures to safely control work operations	4
Unit H32 (048) Contribute to the planning and implementation of promotional activities	5

---

## General route mandatory units

Unit B13 (016) Provide body electrical treatments	12
Unit B14 (017) Provide facial electrical treatments	12
Unit B20 (026) Provide body massage treatments	10
Unit B29 (035) Provide electrical epilation treatments	12

---

## Massage route mandatory units

Unit B20 (026) Provide body massage treatments	10
Unit B23 (029) Provide Indian head massage	7
Unit B24 (030) Carry out massage using pre-blended aromatherapy oils	8
Unit B28 (034) Provide stone therapy treatment	10

---

## Make-up route mandatory units

Unit B11 (014) Design and create fashion and photographic make-up	8
Unit B22 (028) Provide specialist skin camouflage services	8

---

## Optional units

### **You must achieve the relevant number of units**

Unit G11 (046) Contribute to the financial effectiveness of the business	4
Unit G25 (055) Undertake freelance work	*
Unit B12 (015) Plan and provide airbrush make-up	8
Unit B13 (016) Provide body electrical treatments	12
Unit B14 (017) Provide facial electrical treatments	12
Unit B15 (018) Provide single eyelash extension treatments	5
Unit B21 (030) Provide UV tanning services	2
Unit B23 (029) Provide Indian head massage	7
Unit B24 (030) Carry out massage using pre-blended aromatherapy oils	8

\* Credit values for these units to be confirmed.



# Complete list of units

## (continued)

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Unit B25 (031) Provide self tanning services	3
Unit B26 (032) Provide female intimate waxing services	5
Unit B27 (033) Provide male intimate waxing services	5
Unit B28 (034) Provide stone therapy treatments	10

---

Each unit has a 'credit' value, where one credit is equal to 10 hours of notional learning time. So, every time you successfully complete a unit, you are awarded the credit (see list above). This means that if you ever wanted to build on your current qualification or change to a different qualification, your credits may count towards this. If you want to know more about what credits mean, ask your assessor.



# Beauty therapist

## Career planner

Qualified to Beauty Therapy NVQ/SVQ Level 3 you will carry out the following treatments, depending on your chosen route:

### General route

#### Epilation

Removing hair permanently using a fine probe

#### Body massage

Incorporating massage of the body, face and scalp

#### Body/facial electrical treatments

Improving the appearance or condition of the body and face

You can also study two optional units from a possible 14.

### Employment opportunities

- Self employed
- In a beauty salon
- In a department store
- In hotels, leisure centres and clubs
- In health spas
- On a cruise ship
- In training

### Massage route

#### Body massage

Massage of the body, face and scalp

#### Indian head massage

Massage of the upper body, face and scalp

#### Pre-blended aromatherapy massage

Using the benefits of essential oils

#### Stone therapy

Using the benefits of heated stones

You can also study two optional units from a possible 14.

### Employment opportunities

- Self employed
- In a complementary therapy clinic
- In hotels, leisure centres and clubs
- In a gym
- In health spas
- On a cruise ship
- In training

### Make-up route

#### Cosmetic camouflage

Correcting, concealing and disguising imperfections

#### Fashion and photographic make-up

Developing artistic make-up skills for photography, catwalk shows and personal appearances

You can also study four optional units from a possible 14.

### Employment opportunities

- Freelance work
- In a department store
- For a make-up house
- In the theatre
- On photoshoots
- On television and films
- As a personal make-up artist
- In training



## Meet a fellow student

### Afshan Islam

Afshan Islam is a 28-year-old Media Make-Up Level 3 student at Sheffield City College. She has also completed Levels 2 and 3 Hairdressing and Level 3 Cosmetic Make-up. Here's what she had to tell us.

'My two passions in life are sport and beauty. Before becoming a make-up artist and hairdresser I taught physical education - I really enjoyed the practical side of teaching, but after I had my children I decided to go back to college to study hairdressing. During the course I opened a women-only hair salon and I've now also expanded into beauty treatments. The salon caters especially for women who wear headscarves, as it offers an environment in which they can take their scarves off in privacy. Women who wear the headscarf still want to go out and get pampered!

I decided to do the Media Make-Up course to expand on the day-to-day type of make-up usually requested in the salon. It's given me the chance to create high-fashion looks, which are more diverse and vibrant. The best part of the course has been working backstage on catwalk shows and photo shoots. I've really enjoyed recreating looks from different eras, such as the 1940s, which have been inspired by Hollywood stars like Judy Garland.

I was very proud and delighted to hear that I had won the City & Guilds make-up competition. I felt so excited to be working on a model who had won *Britain's Next Top Model!* (Mecia Simson - our Level 3 front cover model.) My colleagues were all really impressed. Eventually I hope to represent myself and my salon as a make-up artist, and to continue developing my unique flair for make-up.'





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# G22 safety control work operations



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The salon should be a place where both staff and clients can be safe. Potential risks and hazards must be identified and dealt with promptly to avoid accidents. You should familiarise yourself with workplace policies and the health and safety information for all of

the treatments you carry out. As part of your training you will realise why hygiene is so highly regarded in the industry and that the best therapists pay as much attention to reducing risks to health and safety as they do to performing great treatments!



# Unit G22 (City & Guilds Unit 036)

## Monitor procedures to safely control work operations

### *Core mandatory*

Image courtesy of Workwear World

28 Level 3 NVQ/SVQ Beauty

**This unit has two outcomes.**

**Outcome 1**

**Check that health and safety instructions are followed**

**Outcome 2**

**Make sure that risks are controlled safely and effectively**

### Evidence requirements

The Common Evidence Requirements below are in addition to the ENTO Assessment Strategies approved by UKCG in February 2008.

The standards require evidence of consistent occupational competence, as defined by the standards, to be demonstrated through relevant work activities. A variety of assessment methods should be used to confirm competence. Assessment of knowledge should be integrated with the assessment of performance wherever possible and appropriate.

Monitoring the operation of workplace health and safety procedures is the legal responsibility of all senior staff in a salon, not just that of the manager or proprietor. These responsibilities extend beyond salon staff to all people entering the business eg clients, suppliers, contract cleaners, etc. Therefore, in the context of this unit, 'other people' includes not only other employees, but all those who have a reason to be on salon premises at any time.

Evidence for outcomes relating to 'other people', therefore, may be drawn from a wide base of possibilities eg politely instructing clients to hang coats in the place provided and stow their bags at reception to comply with workplace procedures to avoid obstructions and accidents in salon work areas; briefing a new starter on some aspect of workplace health and safety procedures (Outcome 1e).

All evidence must be derived from performance in the workplace or approved Realistic Working Environment conforming to current Habia criteria.

Image courtesy of Carlton Group (p 27)

Image courtesy of Carlton Group



*A range of products are needed to maintain good hygiene. Many are hazardous, so always use them safely!*

## What you must do

Your assessor will observe you on at least **one** occasion. You must carry out correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is **not** allowed for any performance evidence within this unit as the outcomes can be demonstrated by a combination of assessment methods drawn from:

- Direct observation of the candidate in the workplace
- Witness testimony by colleagues and line managers of the candidate's successful performance of activities in the workplace
- Documentary and other product-based evidence
- A personal report by the candidate endorsed by colleagues
- Questions
- Discussion
- Professional discussion

## What you must cover

There is no 'What you must cover' for this unit.

## What you must know

You will be assessed on your knowledge of the points on page 34. This will be completed through written and oral questioning by your assessor, or by an online test.



## Useful words

Some terms that you will come across in this unit are explained below.

**Contact dermatitis** A skin condition that can be sore, red and itchy.

**Disinfectant** A chemical solution used to kill the growth of bacteria when cleaning and sterilising tools and equipment in the salon.

**Hazard** Something with the potential to cause harm.

**Hazardous substances** A substance is hazardous if it could cause harm to the person who comes into contact with it. Some of the chemicals or cleaning products used in the salon could harm the skin if they come into contact with it.

**Health and safety legislation** Legally binding acts for reducing the risk of hazards and helping to provide a safe working environment. Refer to [www.hse.gov.uk](http://www.hse.gov.uk) and the glossary on pages 310–311 of this logbook.

**Legal requirements** This affects the way the salon operates, how it is set up and maintained, the salon employees and working practices, eg COSHH.

**Personal Protective Equipment (PPE)** Equipment available for use in the workplace to protect you from harm and damage, eg gloves and an apron.

**Risk** The likelihood of a hazard occurring, eg if a spillage is left on the floor there is a greater risk of someone slipping.

**Safe working methods** Working in a way that will not increase the risk of someone in your workplace being injured.

**Workplace policy** Your salon will have rules about various procedures relating to health and safety, eg COSHH Regulations referring to the use of chemicals. These policies are often recorded in an employee handbook.



*Keep equipment clean and stored safely at all times.*



# Observation sign-off sheet

*Unit G22 Monitor procedures to safely control work operations*

## What you must do

30

Level 3 NVQ/SVQ Beauty

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **one** occasion.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

### Outcome 1

#### Check that health and safety instructions are followed

- a Keep up-to-date with health and safety regulations and workplace instructions, making sure that information is from reliable sources
- b Conduct your monitoring of workplaces at agreed intervals and in accordance with workplace instructions
- c Confirm that worker health and safety competence is up-to-date
- d Confirm that the health and safety training needs of other people have been identified and met \*
- e Effectively communicate workplace instructions to other people and obtain feedback from them
- f Respond promptly to any breaches of health and safety instructions in a way which meets workplace and legal requirements \*\*

*Continues on next page*

#### Hints and tips

*Make sure you know what the health and safety symbols mean and how they relate to your day-to-day work.*





- g Make recommendations for changes to workplace instructions to the responsible people \*\*\*
- h Maintain records relating to health and safety matters that
  - comply with legal and workplace requirements, and
  - are accessible to those who are authorised to use them



	1		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date			
Candidate signature			
Assessor signature			
IQA signature (if sampled)			
EQA signature (if sampled)			

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

Image courtesy of Mundo ([www.mundoproducts.co.uk](http://www.mundoproducts.co.uk))





# Observation sign-off sheet

*Unit G22 Monitor procedures to safely control work operations*

## What you must do (continued)

### Outcome 2

**Make sure that risks are controlled safely and effectively**

- a Keep accurate and legible records of workplace risks identified or reported to you
- b Report the existence of hazards in accordance with workplace health and safety instructions \*
- c Confirm that appropriate precautions to control these risks have been agreed with the people responsible for health and safety
- d Confirm that the precautions are in accordance with legal and workplace health and safety instructions
- e Check that other people are aware of the risks and know the actions to be taken to minimise them
- f Review the operational controls to make sure that workplace hazards are eliminated or controlled
- g Report promptly and accurately any conflicts which still exist between workplace and legal requirements to the people responsible for health and safety \*\*



	1		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date			
Candidate signature			
Assessor signature			
IQA signature (if sampled)			
EQA signature (if sampled)			

- \* Covered by observation            Date
- Covered by oral questioning            Date
- \*\* Covered by observation            Date
- Covered by oral questioning            Date

# Comment form

## Unit G22



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

### Comments

### Date

1


Image courtesy of Buttercups Uniforms ([www.buttercupuniforms.com](http://www.buttercupuniforms.com))



*Your personal presentation works as an advertisement for both you and your salon's professionalism!*

“

*You will regularly come into close contact with your clients, so to prevent cross-infection it is vital that your personal presentation and hygiene are constantly kept to the highest standards.*

Janice Brown

”



# Knowledge sign-off sheet

## *Unit G22 Monitor procedures to safely control work operations*

### What you must know

34

Level 3 NVQ/SVQ Beauty

**You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either by asking you questions within a conversation, or with a written test (evidence type E3). This could be an online test. Your assessor will let you know how s/he intends to assess you.**

**Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.**

You need to understand:		Evidence type
1	the employers' and employees' main legal responsibilities for health and safety in the workplace	E3
2	your responsibilities for health and safety as defined by any specific legislation covering your job role	E3
3	the scope of your job, your competency and capabilities	E3
4	the work areas and the people for whom you have responsibility	E3
5	the difference between a hazard and a risk	E3
6	the particular health and safety risks which may be present in your own job role and the precautions to take	E3
7	why you should remain alert to the presence of hazards in the workplace	E3
8	why you should promptly deal with or report hazards and risks in the workplace	E3
9	the specific health and safety arrangements covering your job role	E3
10	the health and safety instructions at your workplace	E3
11	how to keep health and safety records	E3
12	effective communication methods	E3
13	effective methods of monitoring other people's activities and communicating results	E3
14	agreed intervals for monitoring health and safety compliance	E3
15	hazard notices and alerts relevant to your work	E3
16	reliable sources of health and safety information	E3
Tick if E3 was an online test		<input type="radio"/> Date
Tick if E3 was an oral/written test		<input type="radio"/> Date

# Supplementary notes

## Unit G22



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

**Comment**

**Date**

Comment	Date

## Unit sign-off

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

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

Candidate signature \_\_\_\_\_ Date \_\_\_\_\_

Assessor signature \_\_\_\_\_ Date \_\_\_\_\_

IQA signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_

EQA signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_

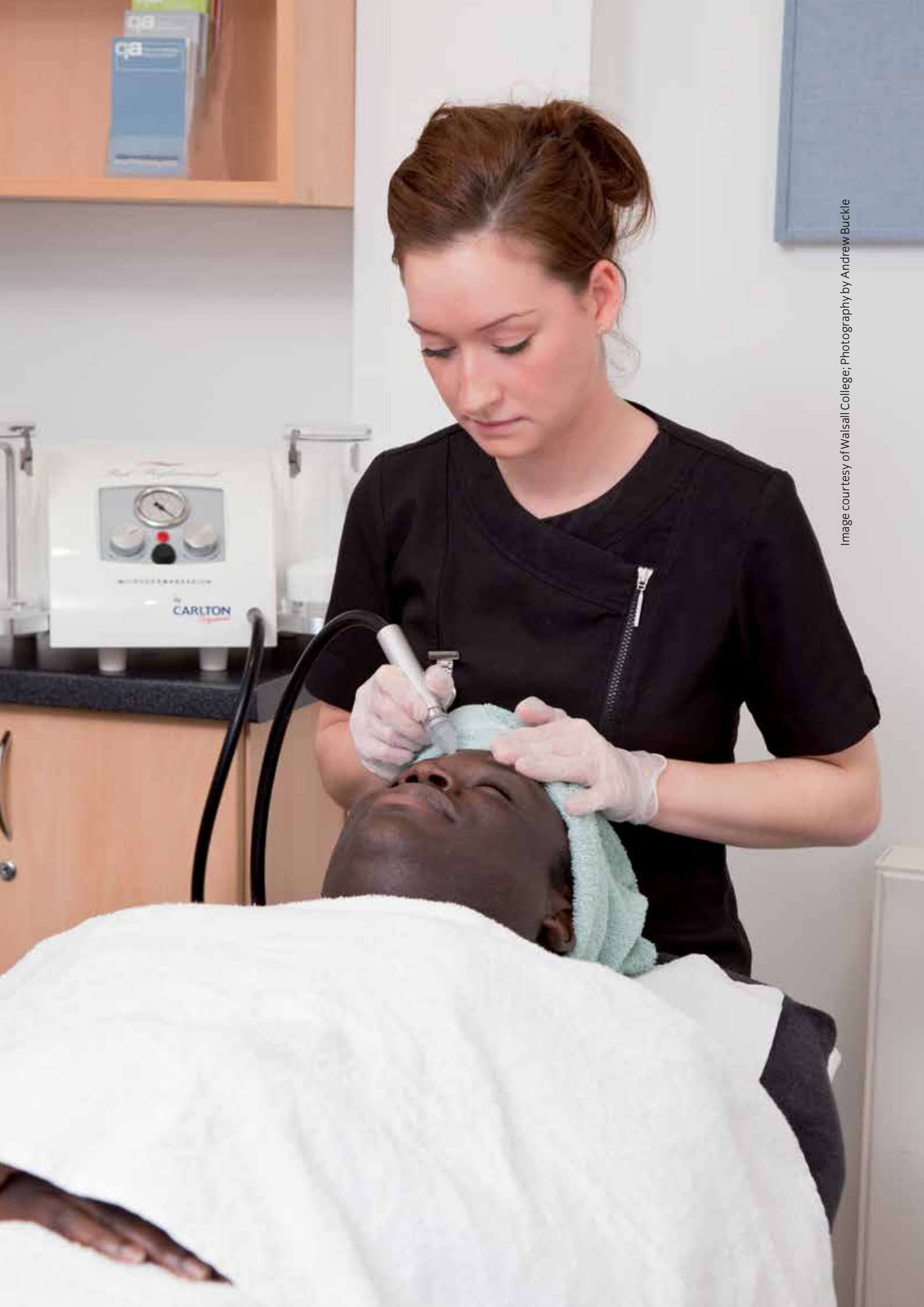


Image courtesy of Walsall College; Photography by Andrew Buckle

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# HB2

# promotional activities



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Salon promotions are important to generate interest in the salon's products and services. The main objective is to increase salon business, but they are also good for introducing new staff, services and products. Promotional activities are exciting and should be fun for all involved. This unit is about developing the skills required to work with others and take

responsibility for the planning and implementation of promotional activities. You will carry out demonstrations to potential clients, participate in advertising campaigns and create promotional displays. You will also learn how to evaluate promotional activities and make recommendations for future promotions.



# Unit H32 (City & Guilds Unit 048)

## Contribute to the planning and implementation of promotional activities

### *Core mandatory*

Image courtesy of Workwear World

38 Level 3 NVQ/SVQ Beauty

This unit has three outcomes.

**Outcome 1**  
Contribute to the planning and preparation of promotional activities

**Outcome 2**  
Implement promotional activities

**Outcome 3**  
Participate in the evaluation of promotional activities



### Evidence Requirements

You must practically demonstrate in your everyday work that you have met the standards for contributing to the planning and implementation of promotional activities.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Your assessor will make **one** observation of your performance when planning and implementing promotional activities. In addition, you will need to collect further documentary evidence to show you have met all the requirements of the standards. Although some evidence of your performance will be gathered from the observations made by your assessor, it is likely you will need to assemble relevant documentary evidence in your portfolio to meet the requirements of the standards and qualification.

### What you must cover

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

**Undertaken the following types of promotional activities:**

Demonstrations

Displays

Advertising campaigns

**Developed the following objectives:**

To enhance salon image

To increase salon business

Image courtesy of iStockphoto.com/Arman Zhenikev (p37)

Image courtesy of Fake Bake



## What you must know

You will be assessed on your knowledge of the following:

Venue and legal requirements

Promotional event planning and preparation

Services and products

Selling skills

Communication techniques

Evaluation techniques

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 45–47.



*Brides-to-be often want beauty treatments before their big day – why not make them your target group?*



## Useful words

Some terms that you will come across in this unit are explained below.

**Demonstration** A physical display that may include explanation or description.

**Display** An arrangement of products and other media to attract attention.

**Evaluation** Measuring how successful or not the promotional activity has been.

**Flier** Advertising leaflet for a promotion.

**SMART objectives** A management acronym to describe how objectives should be written and planned: Specific, Measurable, Achievable, Realistic, Timebound.

**Target group** The clientele you are trying to attract into the salon. For example, a promotional activity to increase single eyelash extension treatments would probably be aimed at female clients.

**Timebound** An activity or objective that has set dates for tasks to be completed or started by.

**Venue** The place where a promotional event is held; it might be at the local theatre, for instance.



*Displaying products in an attractive way will encourage your clients to buy.*



# Sign-off sheet

## Unit H32 Contribute to the planning and implementation of promotional activities

### What you must do

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **one** occasion. In addition, you will need to collect further documentary evidence to show you have met all the requirements of the standard.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.



### Outcome 1

#### Contribute to the planning and preparation of promotional activities

- a Make recommendations to the relevant person for suitable **promotional activities** and identify the potential benefits for the business
- b Identify and agree specific, measurable, achievable, realistic and timebound **objectives** and target groups for the activity with the relevant person(s)
- c Agree requirements for the activity with all relevant persons in sufficient detail to allow the work to be planned
- d Produce an agreed plan showing the
  - type of **promotional activity**
  - **objectives** of the activity
  - roles and responsibilities of others involved
  - resource requirements
  - preparation and implementation activities
  - timescales
  - budget
  - methods of evaluation
- e Agree a plan that takes into account any legal requirements, when necessary
- f Ensure resources are available to meet the planned timescale

Image courtesy of Ahava UK

Achieved \_\_\_\_\_

Date \_\_\_\_\_

Candidate signature \_\_\_\_\_

Assessor signature \_\_\_\_\_

IQA signature (if sampled) \_\_\_\_\_

EQA signature (if sampled) \_\_\_\_\_

1		
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## Outcome 2

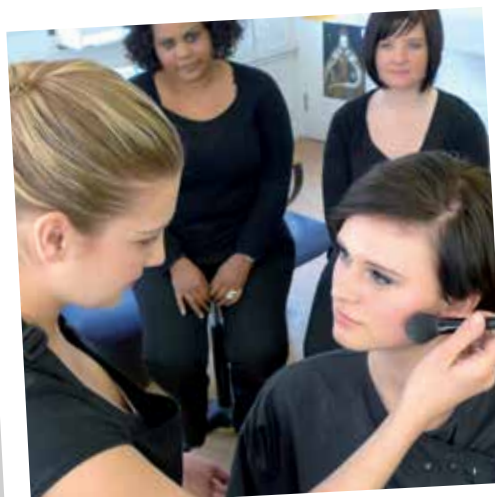
### Implement promotional activities

- a Implement **promotional activities** to meet the agreed plan
- b Effectively adapt **promotional activities**, when necessary, in response to changed circumstances and/or problems \*
- c Use resources effectively throughout the **promotional activities**
- d Clearly and accurately communicate the essential features and benefits of products and services to the target group
- e Use methods of communication that are suitable for the type of **promotional activity** being undertaken
- f Present information in logical steps
- g Encourage the target group to ask questions about the services and products being promoted
- h Respond to questions and queries in a way which promotes goodwill and enhances the salon image
- i Actively encourage the target group to take advantage of the services and products being promoted
- j Clear away products and equipment at the end of the **promotional activity**, when necessary, to meet the requirements of the venue



Promotional activities

Image courtesy of Barnet College; Photography by Mark Phillips



*Make-up promotions are always very popular with potential clients.*

	1		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date			
Candidate signature			
Assessor signature			
IQA signature (if sampled)			
EQA signature (if sampled)			

- \* Covered by observation  Date
- Covered by oral questioning  Date

*Continues on next page*



# Sign-off sheet

*Unit H32 Contribute to the planning and implementation of promotional activities*

## What you must do (continued)

### Outcome 3

#### Participate in the evaluation of promotional activities

- a Use the methods agreed in your **promotional activity** plan to gain feedback from the relevant sources
- b Collate and record the information gained from the feedback using a clear and concise format and method of presentation
- c Draw accurate and clear conclusions on the effectiveness of the **promotional activity** in meeting the agreed **objectives**
- d Participate in discussions, giving a clear and well structured summary of the results of the evaluation
- e Make recommendations for improvements to any future **promotional activities** based upon the outcomes of your evaluation



*Work as a team to think of as many promotional ideas as possible.*

Image courtesy of IIAA College Programme

Achieved

Date

Candidate signature

Assessor signature

IQA signature  
(if sampled)

EQA signature  
(if sampled)

1		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Hints and tips

*Good planning, involving everyone actively, will help the promotion to run smoothly.*

# Observation sign-off sheet

*Unit H32 Contribute to the planning and implementation of promotional activities*

## What you must cover



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

### Promotional activities

Tick the promotional activities undertaken for each observation.  
You must undertake **all** types of promotional activity.

	1		
Demonstrations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Displays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advertising campaigns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Objectives

Tick the objectives to be developed for each observation.  
You must develop **both** objectives.

	1		
To enhance salon image	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To increase salon business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date			
Candidate signature			
Assessor signature			
IQA signature (if sampled)			
EQA signature (if sampled)			



# Comment form

## Unit H32

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

Comments	Date
1	



*Don't be afraid to promote completely new services to clients.*

“  
*Learning everything about your products and treatments leads to self-confidence. This makes the client trust you, and selling becomes easy!*  
Sally Watkins  
”

# Knowledge sign-off sheet

## Unit H32 Contribute to the planning and implementation of promotional activities

### What you must know



You need to understand:	Evidence type
<b>Venue and legal requirements</b>	
1 the practical requirements and restrictions of any venue	E3
2 the contract requirements, local by-laws and legislation which could restrict your promotional activity in any venue used	E3
3 the importance of considering health and safety and other legal requirements	E3
4 the health and safety procedures applicable to any venue you use	E3
5 the potential hazards you must consider when working at any venue	E3
6 the steps that should be taken to minimise risks when working at an external venue	E3
<b>Promotional event planning and preparation</b>	
7 the purpose and value of detailed and accurate planning	E3
8 the type of resourcing requirements necessary for promotional activities (eg individuals, tools and equipment, materials, time, venue)	E3
9 how the nature of the target group can influence the choice of promotional activity	E3
10 how to match types of promotional activities to objectives	E3
11 how to present a plan for promotional activities	E3
12 why it is important to consider methods of evaluation at the planning stage	E3
13 how to write objectives that are Specific, Measurable, Achievable, Realistic and Timebound (ie SMART objectives)	E3

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor, either by asking you questions within a conversation, or with a written test (evidence type E3). This could be an online test. Your assessor will let you know how s/he intends to assess you.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

*Continues on next page*



# Knowledge sign-off sheet

## *Unit H32 Contribute to the planning and implementation of promotional activities*

### What you must know

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You need to understand:	Evidence type
14 the importance of working to a budget	E3
15 where and how to obtain resources	E3
16 the importance of clearly defining the roles and responsibilities of those involved in promotional activities	E3
17 the importance of allocating roles and responsibilities to match an individual's competence levels	E3
18 the importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity	E3
19 the types of foreseeable problems that occur and ways of resolving them	E3
<b>Services and products</b>	
20 the features and benefits of the products and/or services being promoted	E3
<b>Selling skills</b>	
21 how to recognise buying signals and to close sales	E3
22 the difference between the features of a product or service and the benefits of a product or service	E3
23 how to tailor your presentation of the benefits of products and/or services to meet individual needs and interests	E3
<b>Communication techniques</b>	
24 how and when to participate in discussions	E3
25 how to give a short presentation (eg timing, pace, use of voice, use of graphics, etc)	E3
26 methods of presenting information (eg pictorially, graphically, verbally)	E3
27 methods of creating a visual impact	E3

#### Hints and tips

*When helping to run a salon promotion, ensure that everyone understands what is expected of them during the event.*

*Continues on next page*



You need to understand:	Evidence type
28 how and when to make openings to encourage others to ask questions	E3
29 how to answer questions and manage queries in a way likely to maintain goodwill	E3
<b>Evaluation techniques</b>	
30 the purpose of evaluation activities	E3
31 the areas of the promotional activity which should be evaluated	E3
32 the most suitable methods of gaining feedback for the promotional activities in the range	E3
33 how to collate, analyse and summarise evaluation feedback in a clear and concise way	E3
34 suitable ways of formatting and producing an evaluation report	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date



Promotional activities

47

#### Hints and tips

*Let the client hold the product and encourage them to smell it. Put a small amount on the back of their hand so they can feel the texture.*



Image courtesy of Spa Find Skincare

*Allowing your clients to touch and smell a good product can encourage them to spend money in your salon.*

“

*It's much more efficient to keep the clients you have than seek out new ones. Keep clients excited by always sampling new services and products.*

Sally Penford

”



# Supplementary notes

## *Unit H32*

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Level 3 NVQ/SVQ Beauty

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

**Comment**

**Date**


## Unit sign-off

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

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date

---

# BIB body electrical treatments



Body electrical treatments can be used to relax the client or improve the body's appearance, via toning, firming or slimming. The equipment may be 'electrical', whereby a current has specific effects on the body, or it may be 'mechanical', whereby the

current is used purely to power the machine. In this unit you will learn how to diagnose body type and condition, and choose a treatment to achieve what the client wants. Soon you'll be making your clients look and feel fantastic!



Image courtesy of Walsall College; Photography by Andrew Buckle

# Unit B13 (City & Guilds Unit 016)

## Provide body electrical treatments

### *Mandatory (General route)*



### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for providing body electrical treatments.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

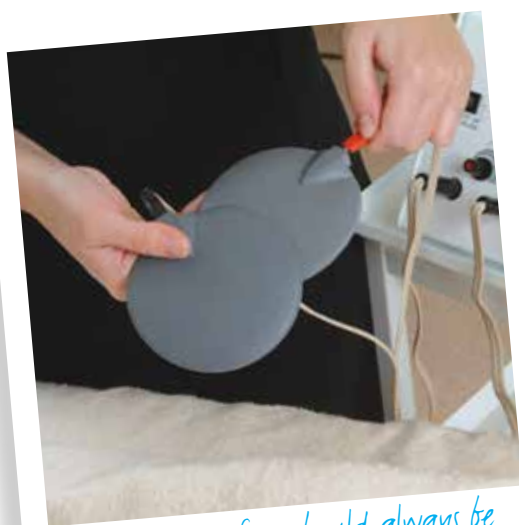
Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **five** separate occasions, involving at least **three** different clients.



This unit has four outcomes.

- Outcome 1**  
Maintain safe and effective methods of working when providing body electrical treatments
- Outcome 2**  
Consult, plan and prepare for treatments with clients
- Outcome 3**  
Carry out body electrical treatments
- Outcome 4**  
Provide aftercare advice



*Health and safety should always be at the forefront of your mind when performing electrical treatments.*

“

*I love any treatments which involve lymphatic drainage, as it's the best way to flush out the skin toxins, and really see a difference.*

Eve Lom

”



# Unit B13 (City & Guilds Unit 016)

## Provide body electrical treatments

### *Mandatory (General route) (continued)*

### What you must cover

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

**Used all of the following types of equipment:**

- Galvanic unit
- Electro muscle stimulator (EMS)
- Micro-current unit
- Lymphatic drainage equipment
- Micro-dermabrasion unit

**Used all of the following consultation techniques:**

- Questioning
- Visual
- Manual
- Reference to client records

**Treated all of the following body types:**

- Endomorph
- Mesomorph
- Ectomorph

**Treated all of the following body conditions:**

- Cellulite
- Poor muscle tone
- Sluggish circulation
- Uneven skin texture

**Carried out at least one of the three necessary actions \***

- Encouraging the client to seek medical advice
- Explaining why the treatment cannot be carried out
- Modification of treatment

\* However, you must prove to your assessor that you are able to deal with the other **two**.

**Met all of the following treatment objectives:**

- Improved skin and body condition
- Improved contour and muscle condition

**Provided all of the following types of advice:**

- Avoidance of activities which may cause contra-actions
- Future treatment needs
- Modifications to lifestyle patterns
- Healthy eating and exercise advice
- Suitable homecare products and their use

“  
*To get the best results from a treatment system, think of it as part of yourself. Use your own expertise and training to personalise treatments according to your client’s needs.*  
 Dean Nathanson



## What you must know

You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when providing body electrical treatments

Client consultation

Anatomy and physiology

Contra-indications and contra-actions

Equipment and products

Treatment specific knowledge

Aftercare advice for clients

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 64–70.



*Cleansing and exfoliating before a body treatment is not only pampering but can improve results.*



*Clients love the visible results seen after a course of body faradic treatments.*



## Useful words

Some terms that you will come across in this unit are explained below.

**Adipose tissue** The layer of fat cells, otherwise known as the subcutaneous layer.

**Body galvanic** This uses the principle of iontophoresis to introduce beneficial substances into the skin. In the case of body treatments the substance will usually be diuretic, to help reduce the appearance of cellulite.

**Body micro-current** An electrical treatment used in various ways to lift and firm body contours.

**Cellulite** Congested tissue, cold to the touch, with a dimply orange peel appearance, often found on hips, thighs, insides of knees, and upper arms.

**Ectomorph** The body type where the limbs are long and slender, and weight gain is uncommon.

**Electrical muscle stimulator** A treatment used to tighten and tone muscles, giving a lifting and slimming effect. Electrical muscle stimulator is used to stimulate motor nerves and muscles. It is sometimes also called body faradic.

**Endomorph** The body type where the limbs tend to be short and the hips wider than the shoulders. Weight gain is common.

**Iontophoresis** A treatment using a direct galvanic current where the selected product is 'pushed' into the skin using a charged electrode.

**Lifestyle patterns** Habits including smoking, alcohol intake, sleeping, relaxation and exercise patterns, and diet and fluid intake.

**Mesomorph** The body type where the shoulders tend to be wider than the hips, and muscle tone is usually well developed.

**Micro-dermabrasion** Mechanical exfoliation using a high speed flow of crystals.



# Observation sign-off sheet

*Unit B13 Provide body electrical treatments*

## What you must do

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Level 3 NVQ/SVQ Beauty

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **five** separate occasions. You must involve at least **three** different clients.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

### Outcome 1

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

- Set up and monitor the treatment area to meet organisation procedures and manufacturers' instructions
- Wear suitable personal protective **equipment**, when necessary
- Make sure that environmental conditions are suitable for the client and the treatment
- Ensure your personal hygiene, protection and appearance meet accepted industry and organisational requirements
- Effectively disinfect your hands prior to treatment
- Ensure your own posture and position minimises fatigue and risk of injury whilst working
- Ensure all tools and **equipment** are cleaned using the correct methods

*Continues on next page*



*A wide range of electrodes are available – make sure you know the correct applications for the ones you use.*

“  
*Further reading and research on electro-therapy will give you extra knowledge, so you can give your clients extra value for money.*

Bharti Vyas

”



- h Position **equipment** and products for ease and safety of use
- i Ensure the client is in a comfortable and relaxed position suitable for the treatment
- j Maintain accepted industry hygiene and safety practices throughout the treatment
- k Adopt a positive, polite and reassuring manner towards the client throughout the treatment
- l Maintain the client's modesty, privacy and comfort at all times
- m Check the client's wellbeing at regular intervals according to organisational policy
- n Dispose of waste materials safely and correctly
- o Ensure the treatment is cost-effective and is carried out within a commercially viable time
- p Ensure client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- q Leave the treatment area and **equipment** in a condition suitable for future treatments



	1	2	3	4	5		
Observation							
Achieved	○	○	○	○	○	○	○
Date							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

*Continues on next page*



# Observation sign-off sheet

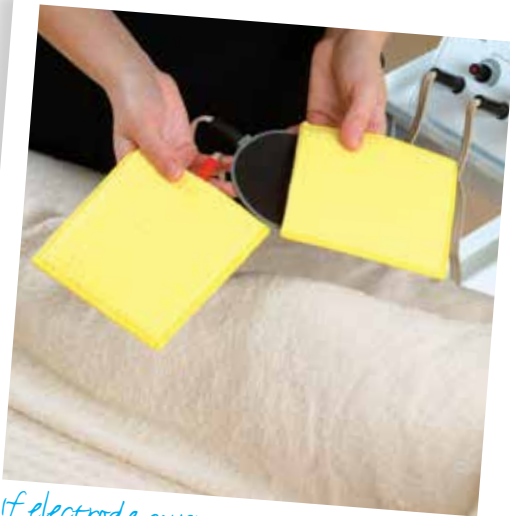
## Unit B13 Provide body electrical treatments

### What you must do (continued)

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#### Hints and tips

*Look at your client's underlying body type to gauge the realistic outcome of a course of treatments.*



*if electrode covers are needed, make sure they are damp throughout to allow a safe and even conduction of current.*

#### Outcome 2

##### Consult, plan and prepare for treatments with clients

- a Use **consultation techniques** in a polite and friendly manner to determine the client's treatment needs
- b Ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment \*
- c Ensure that a parent or guardian is present throughout the body electrical treatment for minors under the age of 16 \*\*
- d Obtain signed, written informed consent from the client prior to carrying out the treatment
- e Clearly explain to the client what the treatment entails in a way they can understand
- f Encourage clients to ask questions to clarify any points
- g Ask your client appropriate questions to identify their medical history, **body type**, **body condition** and lifestyle pattern
- h Ask your client appropriate questions to identify if they have any contra-indications to body electrical treatments
- i Accurately record your client's responses to questioning
- j Take the **necessary action** in response to any identified contra-indications \*\*\*
- k Ensure client **advice** is given without reference to a specific medical condition and without causing undue alarm and concern \*\*\*\*

*Continues on next page*



- l Correctly carry out thermal and tactile tests to accurately determine the client's skin response to heat and pressure stimuli
- m Accurately carry out a test patch, if necessary, to determine skin sensitivity and to avoid adverse reactions
- n Recommend alternative treatments which are suitable for the client's **condition** and needs if contra-indicated for body electrical treatments \*\*\*\*\*
- o Clearly explain and agree the projected cost, likely duration, frequency and types of treatment needed
- p Agree in writing the client's needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- q Ensure that the client's skin is clean and prepared to suit the type of **equipment** to be used
- r Select suitable **equipment** and related products to suit the **treatment objectives**

Observation	1	2	3	4	5		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

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

*Continues on next page*



# Observation sign-off sheet

## Unit B13 Provide body electrical treatments

### What you must do (continued)



*Consider warming the skin before treatment, to maximise the therapeutic response to electro-therapy.*

### Outcome 3

#### Carry out body electrical treatments

- a Clearly explain the sensation created by the **equipment** being used
- b Explain the treatment procedure to the client in a clear and simple way at each stage in the process
- c Safely use the correct treatment settings, applicator and accessories on the body throughout the treatment in accordance with manufacturers' instructions
- d Adjust the intensity and duration of the treatment to suit the client's **body type** and **condition** and the areas of the body being treated
- e Take prompt remedial action if the client experiences discomfort or contra-actions
- f Apply a suitable post-treatment product to the treated area, if required
- g Ensure the finished result is to the client's satisfaction and meets the agreed **treatment objectives**

Image courtesy of Goddess International

Observation	1	2	3	4	5		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

*Continues on next page*

## Outcome 4

### Provide aftercare advice

- Give **advice** and recommendations accurately and constructively
- Give your clients suitable **advice** specific to their individual needs



Observation	1	2	3	4	5		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

Image courtesy of Lynton



#### Hints and tips

*Thoroughly clean the machine at the end of each working day and, if appropriate, regularly check the de-humidifying beads for colour change.*



# Observation sign-off sheet

## Unit B13 Provide body electrical treatments

### What you must cover

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

#### Equipment

Tick the types of equipment used for each observation.

You must use **all** types of equipment.

- Galvanic unit

---

- Electro muscle stimulator (EMS)

---

- Micro-current unit

---

- Lymphatic drainage equipment

---

- Micro-dermabrasion unit

---

1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Consultation techniques

Tick the consultation techniques used for each observation.

You must use **all** consultation techniques.

- Questioning

---

- Visual

---

- Manual

---

- Reference to client records

---

1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Body types

Tick the body types treated for each observation.

You must treat **all** body types.

- Endomorph

---

- Mesomorph

---

- Ectomorph

---

1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



**Body conditions**

Tick the body conditions treated for each observation.  
You must treat **all** types of body condition.

	1	2	3	4	5		
Cellulite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor muscle tone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sluggish circulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uneven skin texture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Necessary actions**

Tick the necessary action carried out if it occurs during an observation.  
You must carry out at least **one** of the necessary actions, but you must prove to your assessor that you are able to carry out the other **two**.

	1	2	3	4	5		
Encouraging the client to seek medical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining why the treatment cannot be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modification of treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Treatment objectives**

Tick the treatment objectives met for each observation. You must meet **all** treatment objectives.

	1	2	3	4	5		
Improved skin and body condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved contour and muscle condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



# Observation sign-off sheet

*Unit B13 Provide body electrical treatments*

## What you must cover (continued)

### Advice

Tick the advice provided for each observation.

You must provide **all** types of advice.

Avoidance of activities which may cause contra-actions

Future treatment needs

Modifications to lifestyle patterns

Healthy eating and exercise advice

Suitable homecare products and their use

1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation

Achieved

Date

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Hints and tips

*Always test your equipment before use. Not only will this prevent possible injury to the client, but it will also save time if there is a problem.*



# Comment form

## Unit B13



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

### Comments

### Date

1

2

3

4

5

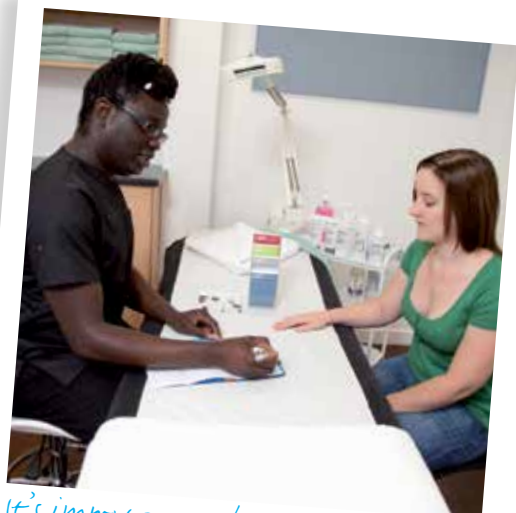
Image courtesy of Walsall College, Photography by Andrew Buckle

“

*Question the client thoroughly to offer supportive advice, and recommend suitable body treatment products for home use.*

Lorraine Nordmann

”



*It's important to be sensitive when discussing lifestyle patterns and dietary advice.*



# Knowledge sign-off sheet

## *Unit B13 Provide body electrical treatments*

### What you must know

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker blue). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:		Evidence type
<b>Organisational and legal requirements</b>		
1	your responsibilities under current health & safety legislation, standards and guidance eg the Health & Safety at Work Act (and any other relevant legislation)	E3
2	the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
3	the age at which an individual is classed as a minor and how this differs nationally	E3
4	why it is important, when treating minors under 16 years of age, to have a parent or guardian present	E3
5	why minors should not be given treatments without informed and signed parental or guardian consent	E3
6	the legal significance of gaining signed, informed client consent to treatment	E3
7	manufacturer's and organisational requirements for waste disposal	E3
8	the importance of the correct storage of client records in relation to the Data Protection Act	E3
9	how to complete the client records used in your organisation and the importance of, and reasons for, keeping records of treatments and gaining client signatures	E3
10	your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements	E3
11	the organisation's requirements for client preparation	E3

*Continues on next page*

You need to understand:	Evidence type
12 your organisation's service times for body electrical treatments	E3
13 your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes	E3
<b>How to work safely and effectively when providing body electrical treatments</b>	
14 how to set up the work area for body electrical treatments	E3
15 the necessary environmental conditions for body electrical treatments (including lighting, heating, ventilation and general comfort) and why these are important	E3
16 the type of personal protective equipment that should be worn for micro-dermabrasion treatments and why (eg powder-free nitrile or powder-free vinyl gloves)	E3
17 the importance and reasons for disinfecting hands and how to do this effectively	E3
18 how to position yourself and the client for body electrical treatments	E3
19 reasons for maintaining client modesty, privacy and comfort during the treatment	E3
20 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	E3
21 why it is important to check the client's wellbeing at regular intervals	E3
<b>Client consultation</b>	
22 why it is important to encourage and allow time for clients to ask questions	E3
23 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
24 the importance of questioning clients to establish any contra-indications to body electrical treatments	E3
25 why it is important to record client responses to questioning	E3



*Continues on next page*



# Knowledge sign-off sheet

## Unit B13 Provide body electrical treatments

### What you must know (continued)

**Hints and tips**

*Make sure you use the correct amount of medium when applying the equipment. Too much will act as an insulator and the treatment will not be successful; too little and you risk damaging the client's skin.*

You need to understand:	Evidence type
26 the legal significance of client questioning and recording the client's responses	E3
27 how to give effective advice and recommendations to clients	E3
28 how to work out body mass index (BMI)	E3
29 how to visually assess muscle tone	E3
30 how to assess body fat and fluid retention	E3
31 how to assess posture	E3
32 how to assess skin type	E3
33 the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice	E3
34 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
35 why it is important to maintain client's modesty and privacy	E3
36 the characteristics of different body types and body conditions (eg endomorph, ectomorph and mesomorph, cellulite, poor muscle tone, uneven skin tone and sluggish circulation)	E4
37 the importance of using electrical treatments in conjunction with other treatments, healthy eating and exercise to maximise results	E3
38 the types of treatments that could be given in conjunction with, or after, body electrical treatments	E3
39 the types of alternative treatments which could be recommended in the event of contra-indications to electrical treatments	E3

*Continues on next page*

You need to understand:	Evidence type
40 structure and function of the skeleton	E4
41 the structure and function of muscles, including the types of muscles (ie voluntary and involuntary)	E4
42 the effect of exercise on muscle tone and how it can vary	E4
43 the positions and actions of the main muscle groups in the part of the body specified in the range (ie Deltoid, Biceps, Triceps, Brachialis, Radialis Trapezius, Latissimus Dorsi, Erector Spinae, Pectorals, Intercostals, Diaphragm, Rectus Abdominis, Obliques, Gluteals, Hamstrings, Quadriceps Extensor, Abductors, Adductors of upper leg, Gastrocnemius, Soleus, Tibialis Anterior)	E4
44 the definition of 'origin' and 'insertion' of a muscle	E4
45 the causes of muscle fatigue and how to recognise it	E4
46 the basic structure and function of skin (ie the layers of the epidermis, subcutaneous layer, the dermis, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)	E4
47 the skin characteristics and skin types of different ethnic client groups	E4
48 the structure, location and the body's utilisation of adipose tissue	E4
49 the function of the endocrine system and its relationship to weight gain and loss	E4
50 the function of the digestive system	E4
51 the basic principles of healthy eating	E4
52 how ageing affects the body and skin	E4
53 how age limits the effectiveness of the treatment	E4
54 the function of blood and the principles of circulation, blood pressure and pulse	E4
55 the structure and function of the heart and arteries, veins and capillaries	E4
56 how to identify erythema and its causes	E4



Hints and tips

*Always check the intensity dials are at zero before treatment, to ensure client comfort and avoid accidental current transference.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit B13 Provide body electrical treatments

### What you must know (continued)

You need to understand:	Evidence type
57 the structure and function of the lymphatic system, including lymphatic vessels, nodes and lymph of the body	E4
58 the principles of lymph circulation and the interaction of lymph and blood within the circulatory system	E4
59 the basic principles of the central nervous system, motor points and autonomic system	E4
60 the effect of electrical treatment on the muscles, skin, circulatory, skeletal, lymphatic, endocrine, digestive and nervous systems	E4
<b>Contra-indications and contra-actions</b>	
61 those contra-indications which prevent body electrical treatment and why (eg contagious skin diseases, dysfunction of the nervous system, heart disease/disorder, undergoing medical treatment, pacemaker, any cancer related treatments, recent scar tissue, undiagnosed lumps, inflammations and swellings, medication causing a thinning or inflammation of the skin (eg steroids, accutane, retinols, diagnosed sclerodema)	E4
62 those contra-indications which restrict treatment and why (eg diabetes, epilepsy, high/low blood pressure, history of thrombosis or embolism, metal pins or plates, medication, pregnancy, piercings, anxiety, varicose veins, cuts, abrasions, bruises, recent dermabrasion or chemical peels, IPL or laser and epilation)	E4

*Continues on next page*

You need to understand:	Evidence type
63 possible contra-actions which may occur during the treatment and how to deal with them (eg galvanic burn, bruising, irritation, allergic reaction, excessive erythema, muscle fatigue, hyper-pigmentation etc)	E4
<b>Equipment and products</b>	
64 how to prepare and use the equipment and products for body electrical treatments	E3
65 use and limitations of products used for body electrical treatments	E3
66 methods of disinfecting, sterilising and maintaining equipment	E3
67 the benefits and effects of electro-therapy machines which combine different currents and their effects	E4
68 the benefits of products available for electrical treatments and their effects	E4
69 the type of currents produced by galvanic units, EMS units, micro-current units and lymphatic drainage equipment	E4
<b>Treatment specific knowledge</b>	
70 how to select, use and adapt the use of body electrical equipment to suit different body types, body conditions and treatment objectives and why	E3
71 the importance of cleansing the skin prior to treatment	E3
72 how to carry out and interpret thermal, tactile and skin sensitivity tests	E3
73 the dangers associated with body electrical treatments in the range	E3
74 the physical effects created by the use of the equipment in the range	E4
75 why some body treatments should be conducted in a certain direction	E3



**Hints and tips**

*Think about the effects of the treatment and what you are trying to achieve. This will help you to decide the correct direction in which to work, and the most beneficial electrode placement.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit B13 Provide body electrical treatments

### What you must know (continued)

You need to understand:	Evidence type
76 the types of post-treatment products available and why they are necessary	E4
77 how to evaluate the effectiveness of body treatments	E3
78 the benefits of a course of treatment	E3
79 why it is important to give aftercare advice	E3
<b>Aftercare advice for clients</b>	
80 the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	E4
81 post-treatment restrictions and future treatment needs	E4
82 products for home use that will benefit and protect the client and those to avoid and why	E3
83 how <i>current</i> eating and exercise habits can affect the effectiveness of treatment	E4
84 how <i>healthy</i> eating and exercise can improve the effectiveness of the treatment	E4
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



# Supplementary notes

## Unit B13



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

**Comment**

**Date**


## Unit sign-off

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

Candidate signature \_\_\_\_\_ Date \_\_\_\_\_

Assessor signature \_\_\_\_\_ Date \_\_\_\_\_

IQA signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_

EQA signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_



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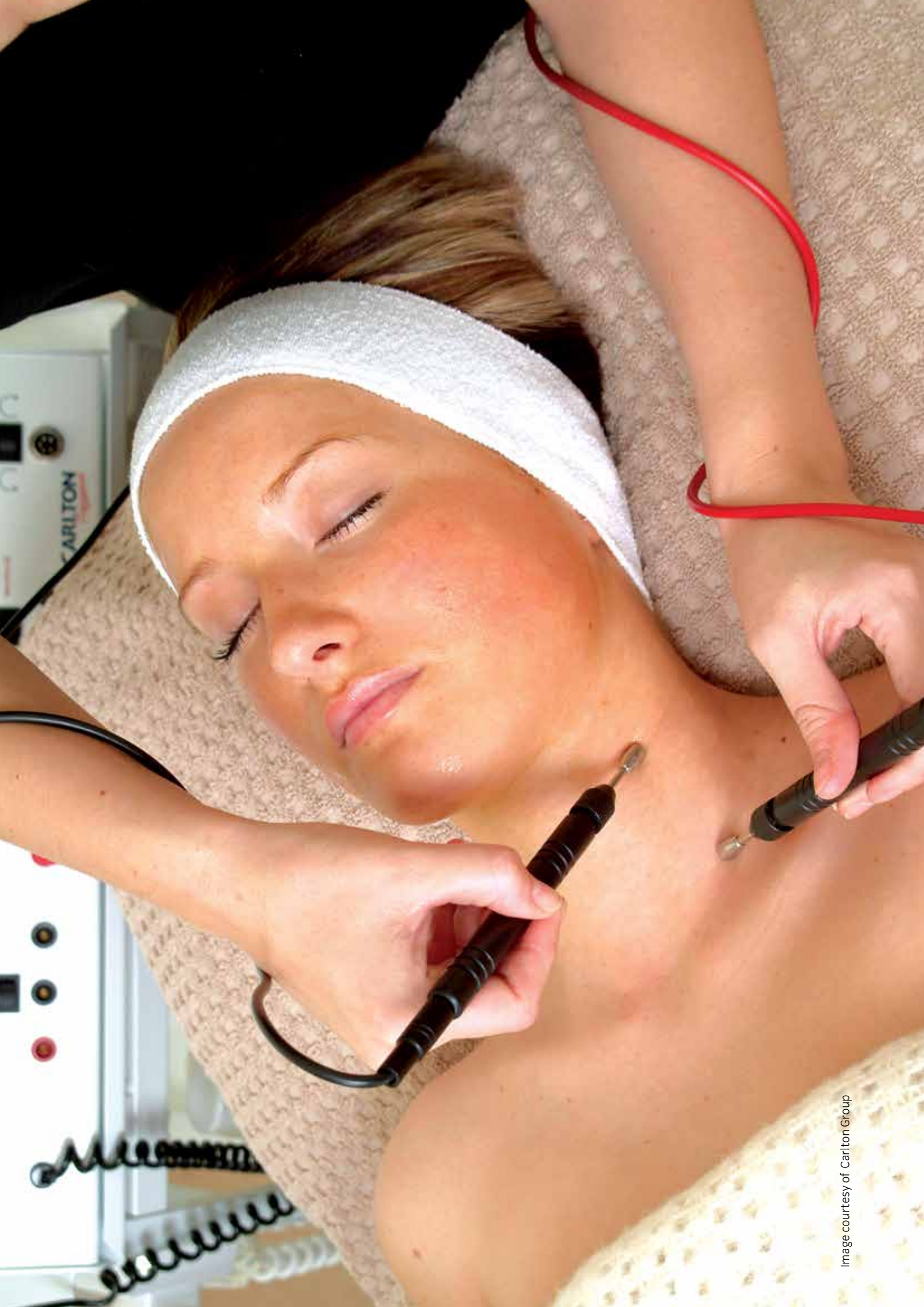
# B14 facial electrical treatments



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Everyone wants clear, fresh-looking skin, but only some people are lucky enough to have it naturally. This unit will teach you how to choose the best equipment to help rectify any skin problems your client may have, from true deep-cleansing comedone

removal on an oily skin, to reducing the appearance of lines and wrinkles for a mature client. You will also be able to recommend the best products and lifestyle advice to help the client to maintain your professional results!



# Unit B14 (City & Guilds Unit 017)

## Provide facial electrical treatments

### *Mandatory (General route)*



Facial electrical treatments

75

### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for providing facial electrical treatments.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **five** separate occasions, involving at least **three** different clients.

This unit has four outcomes.

#### Outcome 1

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

#### Outcome 2

Consult, plan and prepare for treatments with clients

#### Outcome 3

Carry out facial electrical treatments

#### Outcome 4

Provide aftercare advice



*Microcurrent can show immediate results, but you must know the muscles to ensure correct electrode placement.*

“

*Galvanic electro-therapy is ideal for clearing and deep cleansing the skin by desincrustation.*

Janice Brown

”



# Unit B14 (City & Guilds Unit 017)

## Provide facial electrical treatments

### Mandatory (General route) (continued)

### What you must cover

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

**Used all of the following types of tools and equipment:**

- Direct high frequency unit
- Galvanic unit
- Electro muscle stimulator
- Micro-current unit
- Lymphatic drainage equipment
- Micro-dermabrasion unit
- Micro-lance

**Used all of the following consultation techniques:**

- Questioning
- Visual
- Manual
- Reference to client records

**Treated all of the following skin types:**

- Oily
- Dry
- Combination

**Treated all of the following skin conditions:**

- Sensitive
- Mature
- Dehydrated
- Congested

**Carried out at least one of the following necessary actions\*:**

- Encouraging the client to seek medical advice
- Explaining why the treatment cannot be carried out
- Modification of treatment

\* However, you must prove to your assessor that you are able to deal with the other **two**.

**Met all of the following treatment objectives:**

- Improved skin condition
- Improved contour and muscle condition
- Improved skin texture

**Provided all of the following types of advice:**

- Avoidance of activities which may cause contra-actions
- Future treatment needs
- Modifications to lifestyle patterns
- Suitable homecare products and their use



*Correctly maintain and store equipment to prevent crystals from contamination or absorbing water.*

## What you must know

You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when providing facial electrical treatments

Client consultation

Anatomy and physiology

Contra-indications and contra-actions

Tools, equipment and products

Treatment specific knowledge

Aftercare advice for clients

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 88–93.



Image courtesy of Crystal Clear

### Hints and tips

*Always familiarise yourself with facial electrical equipment before you use it as all machines vary.*



Facial electrical treatments

## Useful words

Some terms that you will come across in this unit are explained below.

**Acid mantle** The layer of sebum and sweat on the skin's surface that provides lubrication and protection against bacteria.

**Comedone** A blackhead – a plug of oxidised sebum in the follicle or pore opening.

**Desincrustation** A treatment using a negatively charged galvanic current to break down the acid mantle, soften keratin, dilate pores, and saponify sebum to make deep extraction work possible.

**Direct high frequency** A treatment often used to control a seborrhoeic, acne, or oily skin.

**Electro muscle stimulator** A treatment used to tighten and tone muscles, giving a lifting, anti-ageing effect. A faradic current, described as a direct, interrupted, surging current, is used to stimulate nerves and muscles.

**Facial micro-current** A treatment with many benefits including toning, lifting, firming and re-educating muscles, and increasing collagen and elastin production, which slows down skin ageing.

**Iontophoresis** A treatment using a constant direct galvanic current where the selected product is 'pushed' into the skin using a charged electrode.

**Lifestyle patterns** Habits including smoking, alcohol intake, sleeping, relaxation and exercise patterns, and diet and fluid intake.

**Micro-dermabrasion** A mechanical exfoliating or skin peeling facial. A controlled, high-speed flow of crystals is applied over the skin's surface.

**Micro-lance** A tiny, sharp, sterile needle used to superficially pierce the epidermis, allowing trapped milia to be removed.

**Post-treatment** What should happen after treatment, eg advice, or necessary restrictions to activities.



# Observation sign-off sheet

## Unit B14 Provide facial electrical treatments

### What you must do

78

Level 3 NVQ/SVQ Beauty

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **five** separate occasions, on at least **three** different clients.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

### Outcome 1

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

- a Set up and monitor the treatment area to meet organisation procedures and manufacturers' instructions
- b Wear suitable personal protective equipment, when necessary
- c Make sure that environmental conditions are suitable for the client and the treatment
- d Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- e Effectively disinfect your hands prior to treatment
- f Ensure your own posture and position minimises fatigue and risk of injury whilst working
- g Ensure all **tools and equipment** are cleaned using the correct methods
- h Position **tools and equipment** and products for ease and safety of use
- i Ensure the client is in a comfortable and relaxed position suitable for the treatment
- j Maintain accepted industry hygiene and safety practices throughout the treatment
- k Adopt a positive, polite and reassuring manner towards the client throughout the treatment
- l Maintain the client's modesty, privacy and comfort at all times

“

*Try to describe the treatment without using jargon, which might confuse or worry the client.*

Janice Brown

”



*Continues on next page*



- m Check the client's wellbeing at regular intervals according to organisational policy
- n Dispose of waste materials safely and correctly
- o Ensure the treatment is cost-effective and is carried out within a commercially viable time
- p Ensure client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- q Leave the treatment area, **tools and equipment** in a condition suitable for future treatments



Observation	1	2	3	4	5		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

*Continues on next page*

Image courtesy of Walsall College; Photography by Andrew Buckle



*Match the method of galvanism carefully to meet your clients' needs.*

“

*Always challenge yourself to put your knowledge to practical application.*  
Bharti Vyas

”



# Observation sign-off sheet

## Unit BI4 Provide facial electrical treatments

### What you must do (continued)

80

Level 3 NVQ/SVQ Beauty



#### Outcome 2

##### Consult, plan and prepare for treatments with clients

- a Use **consultation techniques** in a polite and friendly manner to determine the client's treatment needs
- b Ensure that informed and signed parent or guardian consent is obtained for minors prior to any treatment \*
- c Ensure that a parent or guardian is present throughout the facial electrical treatment for minors under the age of 16 \*\*
- d Obtain signed, written informed consent from the client prior to carrying out the treatment
- e Clearly explain to the client what the treatment entails in a way they can understand
- f Encourage clients to ask questions to clarify any points
- g Ask your client appropriate questions to identify their medical history, **skin type**, **skin condition** and life style pattern
- h Ask your client appropriate questions to identify if they have any contra-indications to facial electrical treatments
- i Accurately record your client's responses to questioning
- j Take the **necessary action** in response to any identified contra-indications \*\*\*
- k Accurately carry out a test patch to accurately determine the client's skin response to heat and pressure stimuli
- l Recommend alternative treatments which are suitable for the client's condition and needs if contra-indicated for facial electrical treatments \*\*\*\*

#### Hints and tips

*Don't be frightened of a mild erythema! It is proof that circulation is being improved, thereby improving cell metabolism.*

Image courtesy of Carlton Group

*Continues on next page*



- m Ensure client **advice** is given without reference to a specific medical condition and without causing undue alarm and concern \*\*\*\*\*
- n Clearly explain and agree the projected cost, likely duration, frequency and types of treatment needed
- o Agree in writing the client's needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- p Ensure that the client's skin is clean and prepared to suit the type of equipment to be used
- q Select suitable **tools and equipment** and related products for the facial treatment and client's skin type and condition

Observation	1	2	3	4	5		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

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

*Continues on next page*



# Observation sign-off sheet

## Unit BI4 Provide facial electrical treatments

### What you must do (continued)



*For a gentler micro-dermabrasion treatment keep the crystal flow high and the vacuum flow low.*

Sarah Farrell



### Outcome 3

#### Carry out facial electrical treatments

- a Clearly explain the sensation created by the equipment being used
- b Explain the treatment procedure to the client in a clear and simple way at each stage in the process
- c Safely use the correct treatment settings, applicator and accessories on the face throughout the treatment in accordance with manufacturers' instructions
- d Adjust the intensity and duration of the treatment to suit the client's facial **skin type** and **condition**
- e Carry out necessary comedone and milia extraction, when required, minimising discomfort to the client and minimal damage to the skin
- f Take prompt remedial action if the client experiences discomfort or contra-actions
- g Apply a suitable post-treatment product to the treated area
- h Ensure the finished result is to the client's satisfaction and meets the agreed **treatment objectives**

Observation	1	2	3	4	5		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

*Continues on next page*

## Outcome 4

### Provide aftercare advice

- Give **advice** and recommendations accurately and constructively
- Give your clients suitable **advice** specific to their individual needs



Observation	1	2	3	4	5		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							



*Remember to adjust the intensity for different facial areas if needed.*

“

*Electro-therapy allows you to combine the power of touch with the best of modern technology, for outstanding results!*

Sally Penford

”



# Observation sign-off sheet

## Unit BI4 Provide facial electrical treatments

### What you must cover

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

#### Tools and equipment

Tick the types of tools and equipment used for each observation. You must use **all** types of tools and equipment.

	1	2	3	4	5		
Direct high frequency unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Galvanic unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electro muscle stimulator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Micro-current unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lymphatic drainage equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Micro-dermabrasion unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Micro-lance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Consultation techniques

Tick the consultation techniques used for each observation. You must use **all** consultation techniques.

	1	2	3	4	5		
Questioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference to client records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Skin types

Tick the skin types treated for each observation. You must treat **all** skin types.

	1	2	3	4	5		
Oily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Combination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



**Skin conditions**

Tick the skin conditions treated for each observation.  
You must treat **all** skin conditions.

	1	2	3	4	5		
Sensitive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dehydrated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Congested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Necessary actions**

Tick the necessary action carried out if it occurs during an observation.  
You must carry out at least **one** of the necessary actions, but you must prove to your assessor that you are able to carry out the other **two**.

	1	2	3	4	5		
Encouraging the client to seek medical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining why the treatment cannot be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modification of treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Treatment objectives**

Tick the treatment objectives met in each observation.  
You must meet **all** treatment objectives.

	1	2	3	4	5		
Improved skin condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved contour and muscle condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved skin texture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



# Observation sign-off sheet

## Unit BI4 Provide facial electrical treatments

### What you must cover (continued)

#### Advice

Tick the advice provided for each observation.  
You must provide **all** types of advice.

- Avoidance of activities which may cause contra-actions

---

- Future treatment needs

---

- Modifications to lifestyle patterns

---

- Suitable homecare products and their use

1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Observation

---

- Achieved

---

- Date

---

- Candidate signature

---

- Assessor signature

---

- IQA signature (if sampled)

---

- EQA signature (if sampled)

1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



*Micro-current can help reduce the appearance of wrinkles and lines on mature skins.*



# Comment form

## Unit BI4



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

### Comments

### Date

1

2

3

4

5



Image courtesy of Collin UK

“

*If you have a spare outlet when using EMS, use it to apply a pair of pads to the trapezius muscle. It can then be worked on at the same time as the face.*

Sarah Farrell

”



# Knowledge sign-off sheet

## Unit BI4 Provide facial electrical treatments

### What you must know

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker blue). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:		Evidence type
<b>Organisational and legal requirements</b>		
1	your responsibilities under current health & safety legislation, standards and guidance eg the Health & Safety at Work Act (and any other relevant legislation)	E3
2	the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
3	the age at which an individual is classed as a minor and how this differs nationally	E3
4	why minors should not be given treatments without informed and signed parental or guardian consent	E3
5	why it is important, when treating minors under 16 years of age, to have a parent or guardian present	E3
6	the legal significance of gaining signed, informed client consent to treatment	E3
7	local authority and organisational requirements for sharps and hazardous waste disposal	E3
8	the importance of the correct storage of client records in relation to the Data Protection Act	E3
9	how to complete the client records used in your organisation and the importance of, and reasons for, keeping records of treatments and gaining client signatures	E3
10	your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements	E3
11	the organisation's requirements for client preparation	E3

*Continues on next page*

You need to understand:	Evidence type
12 your organisation's service times for facial electrical treatments	E3
13 your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes	E3
<b>How to work safely and effectively when providing facial electrical treatments</b>	
14 how to set up the work area for facial electrical treatments	E3
15 the necessary environmental conditions for facial electrical treatments (including lighting, heating, ventilation and general comfort) and why these are important	E3
16 the type of personal protective equipment that should be worn for micro-dermabrasion treatments and why (eg powder-free nitrile or powder-free vinyl gloves)	E3
17 the importance and reasons for disinfecting hands and how to do this effectively	E3
18 how to position yourself and the client for facial electrical treatments	E3
19 reasons for maintaining client modesty, privacy and comfort during the treatment	E3
20 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	E3
21 why it is important to check the client's wellbeing at regular intervals	E3
<b>Client consultation</b>	
22 why it is important to encourage and allow time for clients to ask questions	E3
23 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
24 the importance of questioning clients to establish any contra-indications to facial electrical treatments	E3
25 why it is important to record client responses to questioning	E3



**Hints and tips**

*It is advisable to finish on a positive polarity when carrying out a galvanic facial. It will create a fake acid mantle until the skin rebalances itself.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit B14 Provide facial electrical treatments

### What you must know (continued)

You need to understand:	Evidence type
26 the legal significance of client questioning and recording the client's responses	E3
27 how to give effective advice and recommendations to clients	E3
28 how to visually assess facial muscle tone	E3
29 how to assess facial skin type and condition	E3
30 the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice	E3
31 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
32 the characteristics of different skin types and conditions	E3
33 the importance of using electrical treatments in conjunction with other treatments to maximise results	E3
34 the types of treatments that could be given in conjunction with, or after, facial electrical treatments	E3
35 the types of alternative treatments which could be recommended in the event of contra-indications to electrical treatments	E3
<b>Anatomy and physiology</b>	
36 the position of the primary bones of the skull and shoulder girdle and the functions of the skull	E4
37 the positions and actions of the facial muscles (eg Frontalis, Sterno Mastoid, Platysma, Orbicularis Oris, Masseter, Orbicularis Occuli, Buccinator, Zygomatic, Digastric, Corrugator, Risorius)	E4

**Hints and tips**

*Your client's lifestyle often impacts on the condition of their skin. The client will appreciate your professional advice on how to support the treatment results at home.*

*Continues on next page*

You need to understand:	Evidence type
38 the definition of 'origin' and 'insertion' of a muscle	E4
39 the basic structure and function of skin (ie the layers of the epidermis, subcutaneous layer, the dermis, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)	E4
40 the skin characteristics and skin types of different ethnic client groups	E4
41 how ageing affects the skin and limits the effectiveness of treatment	E4
42 how the endocrine system affects the skin	E4
43 the function of blood and the principles of circulation, blood pressure and pulse	E4
44 the structure and function of the arteries, veins and capillaries in the face	E4
45 the structure and function of the lymphatic system, including lymphatic vessels, nodes and lymph in the face and neck	E4
46 how to identify erythema and its causes	E4
47 the principles of lymph circulation and the interaction of lymph and blood within the circulatory system	E4
48 the basic principles of the central nervous system, motor points and autonomic system	E4
49 the effect of electrical treatment on the facial muscles, skin, circulatory, lymphatic and nervous systems	E4
<b>Contra-indications and contra-actions</b>	
50 those contra-indications which prevent facial electrical treatment and why (eg contagious skin diseases, dysfunction of the nervous system, heart disease/disorder, undergoing medical treatment, pacemaker, recent scar tissue, undiagnosed lumps and swellings, medication causing a thinning or inflammation of the skin (eg steroids, accutane, retinols), recent dermabrasion)	E4



**Hints and tips**

*While the effects of micro-dermabrasion are cumulative, it is also ideal as a 'one-off' to leave the skin brighter and rejuvenated.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit BI4 Provide facial electrical treatments

### What you must know (continued)



#### Hints and tips

*Always test the facial machine before using it on a client.*

You need to understand:	Evidence type
51 those contra-indications which restrict treatment and why (eg diabetes, epilepsy, high/low blood pressure, micro-pigmentation, history of thrombosis or embolism, botox, dermal fillers, metal pins or plates, medication, pregnancy, piercings, anxiety, cuts, abrasions, bruises, chemical peels, IPL or laser and epilation)	E4
52 possible contra-actions which may occur during the treatment and how to deal with them (eg galvanic burn, bruising, irritation, allergic reaction, excessive erythema, muscle fatigue, hyper/hypo-pigmentation)	E4
<b>Tools, equipment and products</b>	
53 how to prepare and use tools, equipment and products for facial electrical treatments, including a micro-lance	E3
54 use and limitations of products used for facial electrical treatments	E3
55 methods of disinfecting, sterilising and maintaining equipment	E3
56 the benefits and effects of electro-therapy machines which combine different currents and their effects	E4
57 the benefits of products available for facial electrical treatments and their effects	E4
58 the type of currents produced by direct high frequency units, galvanic units, EMS units, micro-current units and lymphatic drainage equipment	E4

Image courtesy of Guinot

*Continues on next page*

You need to understand:	Evidence type
<b>Treatment specific knowledge</b>	
59 how to select, use and adapt the use of facial electrical equipment to suit different skin types, skin conditions and treatment objectives and why	E3
60 how to use a micro-lance to safely remove milia	E3
61 the importance of cleansing and preparing the skin prior to treatment	E3
62 how to carry out and interpret thermal, tactile and skin sensitivity tests	E3
63 the dangers associated with the facial electrical treatments in the range	E3
64 the physical effects created by the use of the equipment in the range	E4
65 why some facial treatments should be conducted in a certain direction	E4
66 the types of post-treatment products available and why they are necessary	E3
67 how to evaluate the effectiveness of facial treatments	E3
68 the benefits of a course of treatment	E3
69 why it is important to give aftercare advice	E4
<b>Aftercare advice for clients</b>	
70 the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	E4
71 post treatment restrictions and future treatment needs	E4
72 products for home use that will benefit and protect the client and those to avoid and why	E3
73 how current skin care routines can affect the effectiveness of treatment	E3
74 how changes in skin care routines can improve the effectiveness of the treatment	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



**Hints and tips**

*When treating stretch marks always work from the outside in, to determine the level of skin resistance on the more stretched areas.*



# Supplementary notes

## *Unit BI4*

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

**Comment**

**Date**


## Unit sign-off

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

Candidate signature \_\_\_\_\_ Date \_\_\_\_\_

Assessor signature \_\_\_\_\_ Date \_\_\_\_\_

IQA signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_

EQA signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_



---

# B20

# body

# massage



---

Body massage doesn't only relax and invigorate your client, it also improves the look and condition of their skin. In this unit you will learn various massage techniques, which medium is right to use on your client, and how to incorporate scalp and facial movements to add an extra dimension

to the treatment. You will also learn about additional treatments that can be incorporated, such as gyratory massage, audio sonic and infra-red, to tailor the massage treatment specifically to your client. Your client will leave feeling relaxed, refreshed and pampered!



Image courtesy of Daylesford Day Spa

# Unit B20 (City & Guilds Unit 026)

## Provide body massage treatments

### *Mandatory (General and massage routes)*



### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for providing body massage treatments.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **four** separate occasions, each on **four** different clients, which must include **two** full body massage treatments, incorporating the face. **One** of the full body massages must incorporate the use of mechanical massage and infra-red treatment.

This unit has five outcomes.

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

**Outcome 2**  
Consult, plan and prepare for treatments with clients

**Outcome 3**  
Perform manual massage treatments

**Outcome 4**  
Perform mechanical massage treatments

**Outcome 5**  
Provide aftercare advice

“  
*Body massage is one of the most enjoyable and relaxing treatments a person can experience. It benefits the client both physically and psychologically.*  
Adele O’Keefe

”



# Unit B20 (City & Guilds Unit 026)

## Provide body massage treatments

### *Mandatory (General and massage routes)*

#### *(continued)*

### What you must cover

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

**Used all of the following types of equipment on suitable treatment areas:**

Gyratory massager  
Audio sonic  
Infra-red

**Used all of the following massage mediums:**

Oil  
Cream  
Powder

**Used all of the following consultation techniques:**

Questioning  
Visual  
Manual  
Reference to client records

**Dealt with all of the following types of a client's physical characteristics:**

Weight  
Height  
Posture  
Muscle tone  
Age  
Health  
Skin condition

**Dealt with at least one of the following necessary actions: \***

Encouraging the client to seek medical advice  
Explaining why the treatment cannot be carried out  
Modification of treatment

\* However, you must prove to your assessor that you are able to deal with the other **two**.

**Met all of the following treatment objectives:**

Relaxation  
Sense of wellbeing  
Uplifting  
Anti-cellulite  
Stimulating

**Used all of the following massage techniques:**

Effleurage  
Petrissage  
Tapotement  
Vibration  
Friction

**Covered all of the following treatment areas:**

Face  
Head  
Chest and shoulders  
Arms and hands  
Abdomen  
Back  
Gluteals  
Legs and feet

**Given all of the following types of advice:**

Avoidance of activities which may cause contra-actions  
Future treatment needs  
Modifications to lifestyle patterns  
Healthy eating and exercise advice  
Suitable homecare products and their use

## What you must know

You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when providing body massage treatments

Client consultation

Preparation for treatment

Anatomy and physiology

Contra-indications and contra-actions

Equipment and massage mediums

Treatment specific knowledge

Aftercare advice for clients

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 111–117.



## Useful words

Some terms that you will come across in this unit are explained below.

**Audio sonic** A hand-held device utilising sound waves, which penetrate the skin to a depth of 2.5 inches and which travel and vibrate along the inside of the muscle sheath.

**Effleurage** A stroking technique used to begin the massage and complete an area. This is also useful to link movements together to keep the massage flowing.

**Gyratory massager** A piece of mechanical equipment with interchangeable heads, each of which gives a different deep massage effect. It can be a free standing or hand-held appliance.

**Infra-red lamp** A lamp that uses infra-red light waves, which penetrate the skin, having a warming and relaxing effect.

**Massage techniques** These are specific movements applied to achieve a stimulating or relaxing effect, and include effleurage, petrissage, tapotement/percussion, vibration and friction. The speed and depth at which they are applied can alter their effect.

**Medium** A substance that allows the massage to be carried out, providing slip and glide. These may include oils, creams, emulsions, gels and powders.

**Petrissage** A movement that compresses body tissues and lifts them away from underlying structures.

**Tapotement/percussion** These movements are performed in a brisk manner to tone and stimulate the skin and muscle tissue.

**Vibrations** Trembling movements that can stimulate or relax the nerves depending on how they are applied.



*Massaging the client's face and scalp promotes deep relaxation.*



# Observation sign-off sheet

## Unit B20 Provide body massage treatments

### What you must do

100

Level 3 NVQ/SVQ Beauty

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **four** separate occasions, on **four** different clients. This must include **two** full body massage treatments, incorporating the face. **One** of the full body massages must incorporate the use of **mechanical massage** and **infra-red treatment**.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

### Outcome 1

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

- a Set up and monitor the treatment area to meet organisation procedures and manufacturers' instructions
- b Make sure that environmental conditions are suitable for the client and the treatment
- c Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- d Ensure that your nails are short, clean, well manicured and free of polish
- e Effectively disinfect your hands prior to and after treatment
- f Ensure your own posture and position minimises fatigue and risk of injury whilst working
- g Ensure all tools and **equipment** are cleaned using the correct methods
- h Position **equipment** and **massage mediums** for ease and safety of use
- i Ensure the client is in a comfortable and relaxed position suitable for the treatment
- j Maintain accepted industry hygiene and safety practices throughout the treatment
- k Adopt a positive, polite and reassuring manner towards the client throughout the treatment

*Continues on next page*



*Body massage is a favourite treatment with many clients.*

- l Maintain the client's modesty, privacy and comfort at all times
- m Dispose of waste materials safely and correctly
- n Ensure the treatment is cost-effective and is carried out within a commercially viable time
- o Ensure client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- p Leave the treatment area and **equipment** in a condition suitable for future treatments



Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

*Continues on next page*

“

*To perform a great massage you need to use a variety of movements, swapping from effleurage, kneading and petrissage throughout the treatment.*

Sally Biles

”



# Observation sign-off sheet

## Unit B20 Provide body massage treatments

### What you must do (continued)

102

Level 3 NVQ/SVQ Beauty

#### Hints and tips

*Select your massage medium carefully – it should help enhance and improve the client's skin and body condition.*



*Always keep at least one hand in contact with the part of the body you are working on during the massage.*

#### Outcome 2

##### Consult, plan and prepare for treatments with clients

- a Use **consultation techniques** in a polite, sensitive and friendly manner to determine the client's treatment needs
- b Obtain signed, written informed consent from the client prior to carrying out the treatment
- c Ensure that informed and signed parent or guardian consent is obtained for minors prior to any massage treatment \*
- d Ensure that a parent or guardian is present throughout the massage treatment for minors under the age of 16 \*\*
- e Clearly explain to the client what the treatment entails in a way they can understand
- f Use suitable **consultation techniques** to identify your client's medical history, **physical characteristics** and lifestyle pattern
- g Ask your client appropriate questions to identify if they have any contra-indications to massage treatments
- h Accurately record your client's responses to questioning
- i Actively encourage clients to ask questions and clarify any points
- j Take the **necessary action** in response to any identified contra-indications \*\*\*
- k Ensure client **advice** is given without reference to a specific medical condition and without causing undue alarm and concern

*Continues on next page*





- l Clearly explain and agree the projected cost, likely duration, frequency and types of treatment needed
- m Agree in writing the client's needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- n Ensure that the client's skin is clean and prepared to suit the type of massage to be used
- o Ensure that clothing, hair and accessories are effectively protected or removed
- p Select suitable **equipment** and **massage mediums** to meet the **treatment objectives**

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

- \* Covered by observation  Date
- Covered by oral questioning  Date
- \*\* Covered by observation  Date
- Covered by oral questioning  Date
- \*\*\* Covered by observation  Date
- Covered by oral questioning  Date

*Continues on next page*

Images courtesy of Spa Find Skincare



**Hints and tips**

*Make sure you know which parts of the arm and hands to use on your client.*



# Observation sign-off sheet

## Unit B20 Provide body massage treatments

### What you must do (continued)

**Timing tip**

*The maximum commercially viable time for a back massage is 30 mins. This does not include consultation and preparation time.*

### Outcome 3

**Perform manual massage treatments**

- a Provide suitable support and cushioning to specific areas of the body during the treatment if necessary
- b Adapt your **massage techniques**, sequence and **massage mediums** to meet the client's **physical characteristics** and **treatment area(s)**
- c Effectively vary the depth, rhythm and pressure of massage movements to meet **treatment objectives, treatment area(s)** and client's **physical characteristics** and preferences
- d Ensure the application and use of **massage medium** minimises waste
- e Take appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- f Allow the client sufficient post-treatment recovery time
- g Ensure the finished result is to the client's satisfaction and meets the agreed **treatment objectives**

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

*Continues on next page*

## Outcome 4

### Perform mechanical massage treatments

- a Clearly explain the sensation created by the **equipment** being used
- b Explain the treatment procedure to the client in a clear and simple way at each stage in the process
- c Provide suitable support and cushioning to specific areas of the body during the treatment if necessary
- d Safely use the correct treatment settings, application and applicator heads on the body throughout the treatment to meet manufacturers' instructions
- e Adjust the intensity and duration of the treatment to suit the client's **physical characteristics** and the **treatment area(s)**
- f Effectively vary the sequence, depth and pressure of massage movements to meet **treatment objectives** and **treatment area(s)**
- g Check the client's wellbeing throughout the mechanical massage treatment
- h Take appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment \*
- i Allow the client sufficient post-treatment recovery time
- j Ensure the finished result is to the client's satisfaction and meets the agreed **treatment objectives**

Image courtesy of Carlton Group



Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

- \* Covered by observation  Date \_\_\_\_\_  
 Covered by oral questioning  Date \_\_\_\_\_

*Continues on next page*



# Observation sign-off sheet

*Unit B20 Provide body massage treatments*

## What you must do (continued)

### Outcome 5

#### Provide aftercare advice

- a Give **advice** and recommendations accurately and constructively
- b Give your clients suitable **advice** specific to their individual needs

Observation

Achieved

Date

Candidate signature

Assessor signature

IQA signature  
(if sampled)

EQA signature  
(if sampled)

	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

#### Timing tip

*The maximum commercially viable time for a full body massage, not including the face and scalp, is 60 mins. A full body massage including the face and scalp is 75 mins.*



*Men often need a deeper, firmer massage than women as their muscle bulk is usually larger and denser.*

# Observation sign-off sheet

## Unit B20 Provide body massage treatments

### What you must cover



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

#### Equipment

Tick the types of equipment to be used for each observation.

You must use **all** types of equipment on suitable treatment areas.

	1	2	3	4		
Gyratory massager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio sonic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infra-red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Massage mediums

Tick the massage mediums used for each observation.

You must use **all** massage mediums.

	1	2	3	4		
Oil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cream	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Powder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Consultation techniques

Tick the consultation techniques used for each observation.

You must use **all** consultation techniques.

	1	2	3	4		
Questioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference to client records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Physical characteristics

Tick the types of client physical characteristics dealt with for each observation. You must deal with **all** client physical characteristics.

	1	2	3	4		
Weight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Posture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Muscle tone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skin condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continues on next page



# Observation sign-off sheet

## Unit B20 Provide body massage treatments

### What you must do (continued)

#### Necessary actions

Tick the necessary action dealt with if it occurs during an observation. You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

- Encouraging the client to seek medical advice

---

- Explaining why the treatment cannot be carried out

---

- Modification of treatment

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Treatment objectives

Tick the treatment objectives met for each observation. You must meet **all** treatment objectives.

- Relaxation

---

- Sense of wellbeing

---

- Uplifting

---

- Anti-cellulite

---

- Stimulating

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Massage techniques

Tick the massage techniques used for each observation. You must use **all** massage techniques.

- Effleurage

---

- Petrissage

---

- Tapotement

---

- Vibration

---

- Friction

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



**Treatment areas**

Tick the treatment areas covered for each observation.  
You must cover **all** treatment areas.

	1	2	3	4		
Face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chest and shoulders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arms and hands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Abdomen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Back	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gluteals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legs and feet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Advice**

Tick the types of advice given for each observation.  
You must give **all** types of advice.

	1	2	3	4		
Avoidance of activities which may cause contra-actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Future treatment needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modifications to lifestyle patterns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Healthy eating and exercise advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suitable homecare products and their use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4		
Observation						
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						



# Comment form

## Unit B20

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

Comments	Date
1	
2	
3	
4	

“

*When learning any theory work think about how you would apply it practically. The theory will help you connect with your client's body, allowing you to give a knowledge-based treatment, rather than just doing what you have been taught.*

Bharti Vyas

”



*Audio sonic is an excellent tool to use where deep manipulation is painful.*



# Knowledge sign-off sheet

## Unit B20 Provide body massage treatments

### What you must know



You need to understand:	Evidence type
<b>Organisational and legal requirements</b>	
1 your responsibilities under current health & safety legislation, standards and guidance eg the Health & Safety at Work Act (and any other relevant legislation)	E3
2 your responsibilities under local authority licensing regulations for yourself and your premises	E3
3 the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
4 the age at which an individual is classed as a minor and how this differs nationally	E3
5 why minors should not be given treatments without informed and signed parental or guardian consent	E3
6 why it is important, when treating minors under the age of 16, to have a parent present	E3
7 the legal significance of gaining signed, informed client consent to treatment	E3
8 manufacturer's and organisational requirements for waste disposal	E3
9 the importance of the correct storage of client records in relation to the Data Protection Act	E3
10 how to complete the client records used in your organisation and the importance of, and reasons for, keeping records of treatments and gaining client signatures	E3
11 your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements	E3

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker blue). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

*Continues on next page*



# Knowledge sign-off sheet

## Unit B20 Provide body massage treatments

### What you must know (continued)

112

Level 3 NVQ/SVQ Beauty

You need to understand:	Evidence type
12 your responsibilities, and reasons for, keeping your nails short, clean, well manicured and free of polish for massage treatments	E3
13 the organisation's requirements for client preparation	E3
14 your organisation's service times for body massage treatments and the importance of completing the service in a commercially viable time	E3
15 your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes	E3
<b>How to work safely and effectively when providing body massage treatments</b>	
16 how to set up the work area for body massage treatments	E3
17 the necessary environmental conditions for body massage treatments (including lighting, heating, ventilation and general comfort) and why these are important	E3
18 the importance and reasons for disinfecting hands and how to do this effectively	E3
19 how to position yourself and the client for body massage treatments taking into account individual physical characteristics	E3
20 what is repetitive strain injury (RSI), how it is caused and how to avoid developing it when delivering massage treatments	E3
21 the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment	E3

#### Hints and tips

*Some clients may feel embarrassed if it is their first massage. Be tactful and reassuring during the consultation.*

*Continues on next page*

You need to understand:	Evidence type
22 reasons for maintaining client modesty, privacy and comfort during the treatment	E3
23 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	E3
24 how to minimise and dispose of waste from treatments	E3
25 why it is important to check the client's wellbeing at regular intervals during mechanical massage	E3
<b>Client consultation</b>	
26 why it is important to encourage and allow time for clients to ask questions	E3
27 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
28 the importance of questioning clients to establish any contra-indications to head and body massage treatments	E3
29 why it is important to record client responses to questioning	E3
30 the legal significance of client questioning and recording the client's responses	E3
31 how to give effective advice and recommendations to clients	E3
32 how to visually assess the physical characteristics in the range	E3
33 how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routine	E3
34 how to recognise different skin types and conditions	E3
35 the reasons why it is important to encourage clients with contra-indications to seek medical advice	E3
36 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
37 relationship between lifestyle patterns and effectiveness of treatment	E3



**Hints and tips**

*Always check for allergies before choosing your medium, in case your client is allergic to an ingredient, such as nuts.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit B20 Provide body massage treatments

### What you must know (continued)

You need to understand:	Evidence type
38 the beneficial effects which can result from changes to the client's lifestyle pattern (eg healthy eating and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation)	E3
<b>Preparation for treatment</b>	
39 the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment	E3
40 why it is important to reassure clients during the preparation process whilst also maintaining the client's modesty and privacy	E3
41 how to select the appropriate massage medium suitable for skin type and condition	E3
42 the different types, use and benefits of pre-massage heat treatments	E3
43 how to cleanse different areas of the body in preparation for treatment, eg face and feet	E3
<b>Anatomy and physiology</b>	
44 the structure and function of cells and tissues	E4
45 the structure and function of muscles, including the types of muscles (ie voluntary and involuntary)	E4
46 the positions and actions of the main muscle groups within the treatment areas of the body specified in the range	E4
47 the position and function of the primary bones and joints of the skeleton	E4
48 how to recognise postural faults and conditions (eg lordosis, kyphosis, scoliosis)	E4

**Hints and tips**

*Infra-red is an excellent technique for relaxing tight and aching muscles, making the treatment more effective.*

*Continues on next page*

You need to understand:	Evidence type
49 the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse	E4
50 the interaction of lymph and blood within the circulatory system	E4
51 the structure and function of lymphatic system	E4
52 the basic principles of the central nervous system and autonomic system	E4
53 the basic principles of the endocrine, respiratory, digestive and excretory systems	E4
54 the structure and function of skin (ie the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)	E4
55 the skin characteristics and skin types of different ethnic client groups	E4
56 the structure and location of the adipose tissue	E4
57 the effects of massage on the individual systems of the body	E4
58 the physical and psychological effects of body massage	E4
<b>Contra-indications and contra-actions</b>	
59 those contra-indications that prevent treatment and why (eg deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin diseases, etc.)	E4
60 those contra-indications which may restrict treatment or where caution should be taken, in specific areas and why (eg diabetes, epilepsy, varicose veins, high and low blood pressure, product allergies, etc)	E4
61 possible contra-actions which may occur during and post treatment, why and how to deal with them (eg bruising, inflammation)	E4
<b>Equipment and massage mediums</b>	
62 the preparation and application of the massage equipment in the range	E3
63 the benefits of using the massage equipment in the range	E3



*Continues on next page*



# Knowledge sign-off sheet

## *Unit B20 Provide body massage treatments*

### What you must know (continued)

You need to understand:	Evidence type
64 the different types and uses of massage mediums (eg oils, creams, powder, emulsion, gel)	E3
65 the types and benefits of pre-heat treatments which can be used prior to massage (eg infra-red, hot towels, sauna, steam)	E3
<b>Treatment specific knowledge</b>	
66 how to recognise erythema and hyperemia and its causes	E3
67 why it is important to maintain correct posture during massage and complete your own stretching exercises to prevent repetitive strain injury	E3
68 the correct use and application of massage techniques to meet a variety of treatment objectives, including those in the range	E3
69 how to adapt the massage sequence, depth and pressure to suit different client physical characteristics, areas of the body and client preferences for manual massage	E3
70 how to adapt the massage sequence, depth and pressure to suit different client physical characteristics and areas of the body for mechanical massage	E3
71 how to adapt massage treatments for male and female clients	E3
72 the areas of the body and body characteristics needing particular care when undertaking mechanical treatments	E3
73 the advantages of mechanical and manual massage	E3
74 the advantages of combining mechanical and manual massage	E3

*Continues on next page*

You need to understand:	Evidence type
75 how to select and utilise massage equipment, media and techniques to achieve maximum benefits to the client	E3
76 how and why support and cushioning would be used during the treatment	E3
77 the importance of evaluating the effectiveness of body massage treatments	E3
<b>Aftercare advice for clients</b>	
78 the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	E3
79 post-treatment restrictions and future treatment needs	E3
80 products for home use that will benefit and protect the client and those to avoid and why	E3
81 how current eating and exercise habits can affect the effectiveness of treatment	E3
82 how healthy eating and exercise can improve the effectiveness of the treatment	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



Image courtesy of Spa Find Skincare





# Supplementary notes

## *Unit B20*

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Level 3 NVQ/SVQ Beauty

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

**Comment**

**Date**

Comment	Date

## Unit sign-off

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

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



---

# B29

# electrical epilation



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Electrical epilation is a skilled treatment for the removal of hair – permanently! This can really make a difference to the way clients see themselves. A good electrical epilation practitioner needs to be able to handle the embarrassment clients may feel, and put them at ease. In this unit you will learn how to insert a probe

painlessly into the follicle, discharging a small electrical current to destroy the hair. You'll choose the most suitable method of removal according to hair and skin type, and will learn which needles to select for best results. The technique takes time to learn, but is one of the most rewarding treatments for both the client and therapist.



# Unit B29 (City & Guilds Unit 035)

## Provide electrical epilation treatments

### *Mandatory (General route)*



Electrical epilation

121

### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for providing electrical epilation treatments.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **six** separate occasions, on at least **four** different clients. These must include **two** observations each for the **upper lip, chin** and **bikini line**.

This unit has four outcomes.

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

**Outcome 2**  
Consult, plan and prepare for treatments with clients

**Outcome 3**  
Carry out electrical epilation

**Outcome 4**  
Provide aftercare advice



*Always select the right probe for the treatment!*



# Unit B29 (City & Guilds Unit 035)

## Provide electrical epilation treatments

### *Mandatory (General route) (continued)*

### What you must cover

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

**Used all of the following consultation techniques:**

Questioning

Visual

Reference to client records

**Dealt with at least one of the following necessary actions\*:**

Encouraging the client to seek medical advice

Explaining why the treatment cannot be carried out

Modification of treatment

\* However, you must prove to your assessor that you are able to deal with the other **two**.

**Covered all of the following areas to be treated:**

Upper lip

Chin

Bikini line

Eyebrows

Underarms

Neck

Breast

**Used all of the following types of needle:**

One Piece

Two piece

Insulated

Gold

**Dealt with all of the following hair types:**

Fine

Coarse

Curly

**Dealt with all of the following skin types and conditions:**

Dry

Oily

Sensitive

Dehydrated

Mature

**Carried out all of the following electrical epilation treatments:**

Alternating current

Blend

**Provided all of the following types of advice:**

Avoidance of activities which may cause contra-actions

Future treatment needs

Home care

Dealing with regrowth between treatments

**Hints and tips**

*A gold needle is the best choice for Asian or black skin types, to prevent hypopigmentation. It is also a good choice for clients with a low pain threshold or reactive skin, as less current is needed.*

## What you must know

You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when providing electrical epilation treatments

Client consultation

Anatomy and physiology

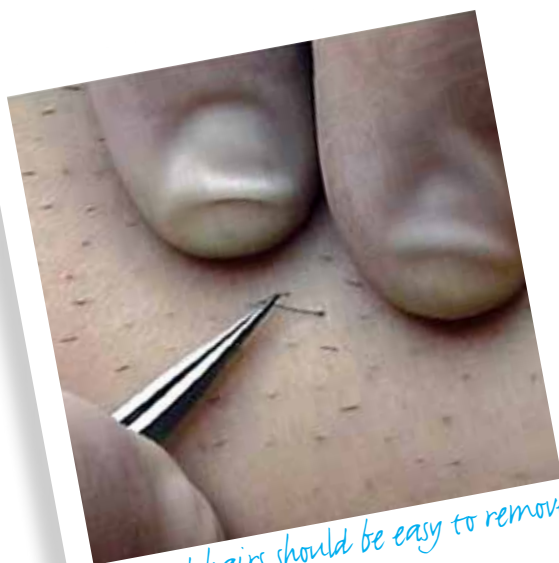
Contra-indications and contra-actions

Equipment and materials

Treatment specific knowledge

Aftercare advice for clients

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 134–141.



### Hints and tips

*A firm three-way stretch of the skin makes insertion easier for the therapist and less painful for the client.*



Some terms that you will come across in this unit are explained below.

**Anaphoresis** The use of a negative galvanic current to help dilate small, tight follicles before treatment, making insertions easier.

**Blend** Galvanic direct current and high-frequency alternating current, passing down the same needle.

**Cataphoresis** A technique used after epilation to help constrict follicles, reduce redness and rebalance the acid mantle.

**Compound hair** A single follicle producing two or more hairs.

**Congenital hair growth** Normal growth, including excessive natural hairiness.

**Electrical epilation** A permanent method of hair removal, using an alternating high frequency current (referred to as diathermy) to produce heat.

**Electrolysis** A permanent method of hair removal, involving chemical destruction of the hair follicle.

**Gender dysphoria** A recognised medical condition whereby people view themselves as the opposite sex. Male pattern hair growth is a distressing problem for male-to-female gender dysphorics.

**Hirsutism** A male hair growth pattern in women, caused by hormonal imbalance.

**Hypertrichosis** Excessive hair growth in males or females.

**Insulated needle** A needle with a coating covering the shaft, leaving only the tip exposed.

**Superfluous hair** A general term used to describe any unwanted hair.

**Systemic hair growth** Hormonal changes, either normal or abnormal, that may stimulate hair growth. Normal changes include puberty and the menopause; abnormal changes include Cushing's syndrome and polycystic ovary syndrome.

**Topical hair growth** Caused by an increase in blood supply to the area – this may result from plucking and waxing.



# Observation sign-off sheet

## Unit B29 Provide electrical epilation treatments

### What you must do (continued)

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Level 3 NVQ/SVQ Beauty

Within your work, you must show your assessor that you can do the following. Your assessor will make at least **six** observations of your work on at least **six** separate occasions, on at least **four** different clients. This must include **two** observations each for the upper lip, chin and bikini line.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

#### Outcome 1

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

- a Set up and monitor the **treatment area** to meet organisation procedures and manufacturers' instructions
- b Make sure that environmental conditions are suitable for the client, the treatment and meet legal and safety requirements
- c Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- d Effectively disinfect your hands throughout the treatment as required
- e Wear the recommended personal protective equipment to avoid cross-infection and exposure to hazardous waste
- f Ensure your own posture and position minimises fatigue and risk of injury whilst working
- g Ensure all reusable tools and equipment are disinfected or sterilised using the correct methods
- h Position equipment and products for ease and safety of use
- i Ensure the client is in a comfortable and relaxed position suitable for the treatment

*Continues on next page*



*It can take a while to get used to the equipment, but with practice you'll soon be producing amazing results.*

- j Maintain accepted industry hygiene and safety practices throughout the treatment
- k Maintain the client's modesty, privacy and comfort at all times
- l Check the client's wellbeing at regular intervals according to organisational policy
- m Dispose of single use items, hazardous waste and waste materials safely and correctly
- n Ensure the treatment is cost-effective and is carried out within a commercially viable time
- o Ensure client records are up-to-date, accurate, complete, legible and signed by the client and practitioner
- p Leave the **treatment area** and equipment in a condition suitable for future treatments



Observation	1	2	3	4	5	6		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date								
Candidate signature								
Assessor signature								
IQA signature (if sampled)								
EQA signature (if sampled)								

*Continues on next page*

“

*Fine, straight hairs are easily treated with high frequency, while strong, deep hairs in the same area may require treatment by blend.*

Janice Brown

”

Image courtesy of Carlton Group





# Observation sign-off sheet

## Unit B29 Provide electrical epilation treatments

### What you must do (continued)

126

Level 3 NVQ/SVQ Beauty



#### Outcome 2

##### Consult, plan and prepare for treatments with clients

- a Use **consultation techniques** in a polite, sensitive and supportive manner to determine the client's treatment needs
- b Obtain signed, written informed consent from the client prior to carrying out the treatment
- c Ensure that informed and signed parental or guardian consent is obtained for minors prior to any **electrical epilation** treatments \*
- d Ensure that a parent or guardian is present throughout the **electrical epilation** treatment for minors \*\*
- e Clearly explain to the client what the treatment entails in a way they can understand
- f Use suitable visual aids effectively to aid client understanding
- g Use **consultation techniques** which accurately identify the client's medical history, **hair type**, causes of hair growth, **skin type and condition** and emotional state
- h Establish and record the client's past and present hair management techniques and the implication for treatments
- i Ask your client appropriate questions to identify if they have any contra-indications to **electrical epilation** treatments
- j Accurately record your client's responses to questioning
- k Take the **necessary action** in response to any identified contra-indications \*\*\*
- l Actively encourage the client to ask questions and clarify any points of which they are unsure
- m Encourage clients with suspected contra-indications to seek medical advice without reference to specific conditions and without causing undue alarm or concern \*\*\*\*

Image courtesy of Carlton Group

*Continues on next page*





- n Take consistent, clear high quality pre-treatment photographs of the **area(s) to be treated** with the consent of the client as and when required
- o Clearly explain the physical sensation created by the treatment
- p Correctly prepare the **area to be treated** and carry out a test patch to establish suitability for treatment
- q Ensure written aftercare procedures are given to the client following the test patch
- r Recommend alternative treatments or products which are suitable for the client if contra-indicated for **electrical epilation** treatment \*\*\*\*\*
- s Clearly explain and agree the projected cost, likely duration, frequency, types of treatment and client commitment needed
- t Clearly identify and agree in writing the **area(s) to be treated**, client expectations and treatment objectives, ensuring they are realistic and achievable
- u Select and prepare equipment to meet legal and safety requirements and treatment objectives

Observation	1	2	3	4	5	6		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date								
Candidate signature								
Assessor signature								
IQA signature (if sampled)								
EQA signature (if sampled)								

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

*Continues on next page*



# Observation sign-off sheet

## Unit B29 Provide electrical epilation treatments

### What you must do (continued)

128

Level 3 NVQ/SVQ Beauty

“

*Client pain thresholds and sensitivity vary from client to client, and appointment to appointment.*

Elaine Stoddart

”

### Outcome 3

#### Carry out electrical epilation

- a Leave the **area to be treated** clean, oil free and dry prior to treatment
- b Use the size and type of **needle** which is appropriate for treating the client's follicle size, **hair type** and **skin type**, and the type of **electrical epilation** treatment
- c Load and use **needles** avoiding damage and contamination throughout the treatment
- d Illuminate and magnify the **treatment area** to ensure maximum visibility during treatment
- e Stretch and manipulate the skin in a way suitable for the **area to be treated**
- f Ensure the needleholder and **needle** is used at the correct angle, direction and **needle** depth for the hair follicle and the **area to be treated**
- g Adjust the intensity and duration of current flow to ensure effective hair release to suit client tolerance, sensitivity and safety
- h Smoothly remove the hair from the treated follicle without traction

*Continues on next page*





- i Work systematically to remove hair within the **area(s) to be treated** and the skin's tolerance
- j Discontinue treatment where contra-actions occur in accordance with manufacturers' instructions \*
- k Soothe the treated area using suitable techniques and products
- l Take treatment progress photographs of the **area(s) treated** with consent of the client as and when required
- m Ensure that the finished result is to the client's satisfaction and meets the agreed treatment plan

Observation	1	2	3	4	5	6		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date								
Candidate signature								
Assessor signature								
IQA signature (if sampled)								
EQA signature (if sampled)								

- \*  Covered by observation  Date
- Covered by oral questioning  Date

## Outcome 4

### Provide aftercare advice

- a Give **advice** and recommendations accurately and constructively
- b Give your clients suitable **advice** specific to their individual needs

Observation	1	2	3	4	5	6		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date								
Candidate signature								
Assessor signature								
IQA signature (if sampled)								
EQA signature (if sampled)								



# Observation sign-off sheet

## Unit B29 Provide electrical epilation treatments

### What you must cover

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

#### Consultation techniques

Tick the consultation techniques used for each observation.

You must use **all** consultation techniques.

- Questioning

---

- Visual

---

- Reference to client records

---

1	2	3	4	5	6		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Necessary actions

Tick the necessary actions dealt with in each observation. You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to carry out the other **two**.

- Encouraging the client to seek medical advice

---

- Explaining why the treatment cannot be carried out

---

- Modification of treatment

---

1	2	3	4	5	6		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Treatment areas

Tick the treatment areas covered for each observation.

You must cover **all** treatment areas.

- Upper lip

---

- Chin

---

- Bikini line

---

- Eyebrows

---

- Underarms

---

- Neck

---

- Breast

---

1	2	3	4	5	6		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



**Needles**

Tick the types of needle used for each observation.  
You must use **all** types of needle.

	1	2	3	4	5	6		
One piece	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Two piece	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insulated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Hair types**

Tick the hair types dealt with for each observation.  
You must deal with **all** of the hair types.

	1	2	3	4	5	6		
Fine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coarse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Curly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Skin types and conditions**

Tick the skin types and conditions dealt with for each observation.  
You must deal with **all** the skin types and conditions.

	1	2	3	4	5	6		
Dry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sensitive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dehydrated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Electrical epilation**

Tick the electrical epilation treatments carried out for each observation.  
You must carry out **all** of the electrical epilation treatments.

	1	2	3	4	5	6		
Alternating current	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Continues on next page*



# Observation sign-off sheet

## Unit B29 Provide electrical epilation treatments

### What you must cover (continued)

#### Advice

Tick the types of advice provided for each observation.  
You must provide **all** of the types of advice.

- Avoidance of activities which may cause contra-actions

---

- Future treatment needs

---

- Home care

---

- Dealing with regrowth between treatments

1	2	3	4	5	6		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Observation

---

- Achieved

---

- Date

---

- Candidate signature

---

- Assessor signature

---

- IQA signature (if sampled)

---

- EQA signature (if sampled)

1	2	3	4	5	6		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

“  
*Feel your way into the follicle: you can't rush!*  
 Janice Brown  
 ”



Image courtesy of Sterex

# Comment form

## Unit B29



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

### Comments

### Date

1

2

3

4

5

6





# Knowledge sign-off sheet

## *Unit B29 Provide electrical epilation treatments*

### What you must know

134

Level 3 NVQ/SVQ Beauty

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker blue). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:		Evidence type
<b>Organisational and legal requirements</b>		
1	your responsibilities under current health & safety legislation, standards and guidance eg the Health & Safety at Work Act (and any other relevant legislation)	E3
2	your responsibilities under local authority licensing regulations for yourself and your premises	E3
3	the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
4	the age at which an individual is classed as a minor and how this differs nationally	E3
5	the importance of checking current insurance guidelines for the delivery of electrical epilation treatment	E3
6	the importance of following the current guidance relating any age restrictions for electrical epilation treatments	E3
7	why minors should only be treated with informed and signed parental or guardian consent	E3
8	why it is important when treating minors to have a parent or guardian present	E3
9	the legal significance of gaining signed, informed client consent to treatment	E3
10	local authority and organisational requirements for waste disposal	E3
11	the importance of the correct storage of client records in relation to the Data Protection Act	E3
12	how to complete the client records used in your organisation and the importance of, and reasons for, keeping records of treatments and gaining client and practitioner signatures	E3

*Continues on next page*



You need to understand:	Evidence type
13 your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements	E3
14 the organisation's requirements for client preparation	E3
15 your organisation's service times for electrical epilation treatments	E3
16 your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes	E3
<b>How to work safely and effectively when providing electrical epilation treatments</b>	
17 how to set up the work area for electrical epilation treatments	E3
18 the necessary environmental conditions for electrical epilation treatments (including lighting, heating, ventilation and general comfort) and why these are important	E3
19 the type of personal protective equipment that should be worn for electrical epilation treatments and why (eg powder-free, nitrile or vinyl gloves, disposable masks)	E3
20 what is contact dermatitis and how to avoid developing it whilst carrying out electrical epilation treatments	E3
21 what is repetitive strain injury (RSI), how it is caused and how to avoid developing it when delivering electrical epilation treatments	E3
22 the causes and hazards of accidental exposure to clinical waste	E3
23 the importance and reasons for disinfecting hands and how to do this effectively	E3
24 how to position yourself and the client for electrical epilation treatments	E3
25 reasons for maintaining client modesty, privacy and comfort during the treatment	E3



**Hints and tips**

*Remember that anaphoresis is a useful technique to carry out before epilation if the skin has small, tight follicles, as it will soften and relax them.*

*Continues on next page*



# Knowledge sign-off sheet

## *Unit B29 Provide electrical epilation treatments*

### What you must know (continued)

You need to understand:	Evidence type
26 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	E3
27 why it is important to check the client's wellbeing at regular intervals	E3
<b>Client consultation</b>	
28 how to use effective consultation techniques when communicating with people from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
29 the importance of effective communication and discussion	E3
30 why it is important to encourage and allow time for clients to ask questions	E3
31 the importance of questioning clients to establish any contra-indications to electrical epilation treatments	E3
32 why it is important to record client responses to questioning	E3
33 the legal significance of client questioning and recording the client's responses	E3
34 how to give effective advice and recommendations to clients	E3
35 the importance of explaining the commitment required to maintain optimum results	E3
36 why it is advisable to take photographs of the treatment area pre and post-treatment and how they should be taken to maintain client confidentiality	E3
37 how to recognise skin types, conditions and their response to treatment	E3

*Continues on next page*

You need to understand:	Evidence type
38 the importance of and how to carry out a test patch to identify allergies to needle type and products used, to establish pigmentation issues, degree of skin reaction and healing response	E3
39 why it is important to maintain client's confidentiality	E3
40 the types of alternative treatments which could be recommended in the event of contra-indications to electrical epilation treatments	E3
41 the importance of giving relevant and accurate information to assist the client's understanding of hair growth cycle, causes, hair management techniques and the implications of these for the treatment	E3
42 the constraints surrounding electrical epilation treatments (eg cost, time, number of treatments, healing rate)	E3
43 how to describe the physical sensation of the treatment and how pain threshold and sensitivity varies from differing treatment areas, treatment method, clients and appointments	E3
44 how skin sensitivity is affected by other skincare treatments which may inhibit electrical epilation, ie glycolic peel, micro-dermabrasion, laser	E3
45 the importance of consulting with previous record cards	E3
46 the importance of giving clients written aftercare instructions immediately after the test patch and reinforcing this on all subsequent visits	E3
<b>Anatomy and physiology</b>	
47 the structure and function of the skin (ie epidermis, dermis, appendages, subcutaneous layer and nerve endings)	E4
48 the skin characteristics and skin types of different ethnic client groups	E4
49 the principles of skin healing	E4
50 the structure of the hair and its follicle (the pilosebaceous unit)	E4
51 the growth pattern of the hair and how this influences present and future treatments	E4
52 the hair growth cycle ie anagen, catagen, telogen	E4





# Knowledge sign-off sheet

## *Unit B29 Provide electrical epilation treatments*

### What you must know (continued)

You need to understand:	Evidence type
53 the causes of hair growth ie topical, congenital, systemic	E4
54 the definition of hair growth ie superfluous, hirsutism, hypertrichosis	E4
55 the structure and function of the endocrine system	E4
56 the effects of malfunctions of the endocrine system on hair growth	E4
57 the principles of the blood and lymphatic system	E4
58 how the hormones are circulated via the blood stream	E4
<b>Contra-indications and contra-actions</b>	
59 the contra-indications that prevent treatment and why (eg infectious and contagious diseases, pacemakers and haemophilia)	E4
60 the conditions that require medical approval and why (eg heart problems and hair growth from moles)	E4
61 the conditions that restrict treatment and why (eg psoriasis, eczema, acne, epilepsy and diabetes)	E4
62 the potential consequences of carrying out electrical epilation on a contra-indicated client	E4
63 possible contra-actions which may occur during the treatment and how to deal with them (eg erythema, oedema, blanching, bleeding)	E4
64 the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice	E3
65 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3

*Continues on next page*

You need to understand:	Evidence type
<b>Equipment and materials</b>	
66 how to prepare and use the equipment and materials for electrical epilation treatments	E3
67 how to recognise equipment, products and materials which are unsuitable for use	E3
68 the different types of equipment available for electrical epilation and the importance of following manufacturer's instructions	E3
69 the range and uses of materials and products available for electrical epilation	E3
70 the available types and sizes of needles for electrical epilation	E3
<b>Treatment specific knowledge</b>	
71 the importance of magnifying and lighting the treatment area	E3
72 the importance of reassuring the client during the treatment	E3
73 how to work systematically and methodically with dense and scattered hair growth	E3
74 the principles, uses and benefits of the galvanic current	E4
75 the principles, uses and benefits of the alternating current (eg short wave, radio frequency and high frequency)	E4
76 the principles, uses and benefits of blending the galvanic and alternating current	E4
77 how to select the type and size of needle to suit the hair type, skin type and area(s) to be treated	E4
78 why and how you stretch and manipulate the skin	E3
79 how to correctly insert the needle into the hair follicle with regard to depth and angle and the consequences of inaccurate needle insertion	E4
80 the causes of skin sensitivity	E3
81 how to adapt electrical epilation methods to suit skin condition, hair type and area(s) to be treated	E3



*Continues on next page*



# Knowledge sign-off sheet

## *Unit B29 Provide electrical epilation treatments*

### What you must know (continued)

You need to understand:	Evidence type
82 how to adapt electrical epilation methods to suit fine, fragile, mature skin lacking in elasticity	E3
83 how to adapt electrical epilation methods to client's emotional state and physical condition	E3
84 how to remove hairs from different types of follicle (ie single, compound and distorted)	E4
85 the importance of recognising and treating unusual hair growth (eg compound hair growth, ingrowing hair)	E4
86 the benefits and effects of post treatment Cataphoresis	E4
87 how to identify erythema and oedema, its causes and the limits of acceptability during treatment	E3
88 the importance of knowing how to treat the follicles of red and non-pigmented hair	E4
89 why moisture affects the electrical epilation treatment	E4
90 the importance of giving precise, accurate and complete aftercare advice to clients relating to product use, hygiene and hair management in between treatments	E3
<b>Aftercare advice for clients</b>	
91 the normal reactions which occur after treatment and how to deal with any abnormal reactions	E3
92 the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	E3
93 post treatment restrictions and future treatment needs	E3

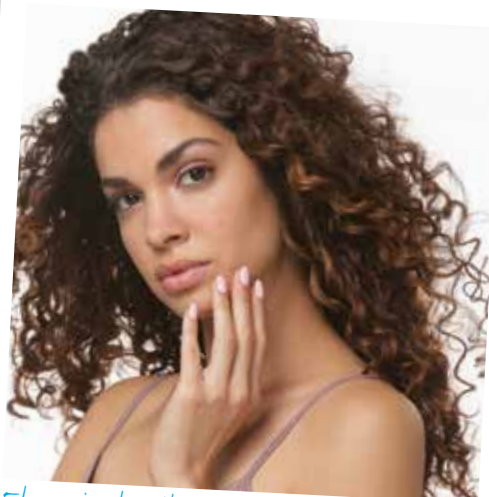
*Continues on next page*

You need to understand:	Evidence type
94 the reasons for avoiding the following activities post electrical epilation: heat treatments, touching the treated area, use of perfumed and chemical based products, wearing of restrictive clothing on the treated areas	E3
95 products for home use that will benefit and protect the client and those to avoid and why	E3
96 suitable methods of dealing with regrowth between treatments	E3

Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



Images courtesy of Orly (right) and Ahava UK (left)



*Electrical epilation gives clients the confidence to show off their skin!*



# Supplementary notes

## *Unit B29*

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

Comment	Date

## Unit sign-off

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

Candidate signature \_\_\_\_\_ Date \_\_\_\_\_

Assessor signature \_\_\_\_\_ Date \_\_\_\_\_

IQA signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_

EQA signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_



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# B23 Indian head massage



Indian head massage has been practised for thousands of years. The treatment is carried out on the upper body, in particular on the scalp and shoulders. It is beneficial in helping to relieve stress and tension, and also helps to improve the condition of the hair and scalp. It is based on the ancient system of medicine known as Ayurveda, the aim of

which is to promote health, beauty and a long life. This unit will teach you how to plan the best treatment for the client, how to select appropriate oils, how to coordinate your breathing to the best effect and how to carry out suitable massage techniques. You will also learn about Chakras and Marma points, as well as body, mind and spiritual awareness.



Image courtesy of Daylesford Day Spa

# Unit B23 (City & Guilds Unit 029)

## Provide Indian head massage

### *Mandatory (Massage route)*



Indian head massage

### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for providing Indian head massage treatment.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **three** separate occasions, on **three** different clients. **One** massage must include the use of massage oil and **one** massage must exclude the use of oil.

“

*An Indian head massage is a wonderfully relaxing treatment, which helps to relieve the client's stresses and leaves them feeling great.*

Adele O'Keefe

”



This unit has four outcomes.

#### Outcome 1

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

#### Outcome 2

Consult, plan and prepare for treatments with clients

#### Outcome 3

Perform Indian head massage

#### Outcome 4

Provide aftercare advice



# Unit B23 (City & Guilds Unit 029)

## Provide Indian head massage

### *Mandatory (Massage route) (continued)*

### What you must cover

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

#### **Used all of the following consultation techniques:**

Questioning

Visual

Manual

Reference to client records

#### **Dealt with all of the following client physical characteristics:**

Posture

Muscle tone

Age

Health

Skin condition

Hair condition

Scalp condition

#### **Dealt with at least one of the following necessary actions\*:**

Encouraging the client to seek medical advice

Explaining why the treatment cannot be carried out

Modification of treatment

\* However, you must prove to your assessor that you are able to deal with the other **two**.

#### **Met all of the following treatment objectives:**

Relaxation

Sense of wellbeing

Uplifting

Improvement of hair and scalp condition

#### **Used all of the following massage techniques:**

Effleurage

Petrissage

Tapotement

Friction

Marma (pressure) points

#### **Covered all of the following treatment areas:**

Face

Head

Chest and shoulders

Arms and hands

Back

Chakras

#### **Given all of the following types of advice:**

Avoidance of activities which may cause contra-actions

Future treatment needs

Modifications to lifestyle patterns

Suitable homecare products and their use

“  
*Indian head massage is a very powerful treatment, so become familiar with the term 'Healing Crisis' and the symptoms.*  
Sarah Farrell

”

## What you must know

You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when providing Indian head massage

Client consultation

Preparation for treatment

Anatomy and physiology

Contra-indications and contra-actions

Indian head massage mediums

Treatment specific knowledge

Aftercare advice for clients

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 158–164.



*Indian head massage began in India, where the skills were passed down through each generation.*

### Hints and tips

*Have fresh water nearby to offer your client, to ensure their comfort and minimise contra-actions.*



Indian head massage

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## Useful words

Some terms that you will come across in this unit are explained below.

**Alopecia** This is the term used for hair loss, whether it is a small bald patch or total hair loss over the whole body. It usually results from shock, trauma, illness or prolonged stress.

**Ayurveda** A healing system that comes from a sacred Hindu text, describing how the mind, body and spirit should be in harmony to improve the health and wellbeing of the person.

**Chakras** Energy centres that do not have a physical form and are a way of describing energies and energy flow. They are the focal points for restoring balance to the body. There are seven major Chakras – Indian head massage refers to the three higher Chakras.

**Coconut oil** Derived from coconuts, this is a light moisturising oil which relieves inflammation.

**Fibromyalgia** A condition that causes musculoskeletal pain. Deep massage on the local area should be avoided.

**Hair tugging** A scalp technique where the hair is lifted and pulled at scalp level to stimulate blood flow.

**Marma points** Pressure points on the body that stimulate life force, similar to acupuncture. During Indian head massage you may cover 37 points in the treatment area.

**Mustard oil** A popular oil in India, useful during cold spells due to the hot warming sensation it creates. It is good for tense, tight muscles and dryness of the scalp. Not for use on sensitive skin.

**Sesame oil** Popular in Ayurveda, it has a high mineral content and so is useful for nourishing the hair.

**Whiplash** A condition produced when the muscles, ligaments, discs or nerves in the neck region are damaged due to sudden trauma. Indian head massage can help to relieve pain and discomfort.



# Observation sign-off sheet

## Unit B23 Provide Indian head massage

### What you must do

148

Level 3 NVQ/SVQ Beauty

Within your work, you must show your assessor that you can do the following. Your assessor will make at least **three** observations of your work on at least **three** separate occasions, on **three** different clients. This must include **one** massage with the use of massage oil and **one** massage that excludes the use of oil.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

### Outcome 1

#### Maintain safe and effective methods of working when providing Indian head massage

- a Set up and monitor the treatment area to meet organisation procedures and manufacturers' instructions
- b Make sure that environmental conditions are suitable for the client and the treatment
- c Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- d Ensure that your nails are short, clean, well manicured and free of polish
- e Effectively disinfect your hands prior to and after treatment
- f Ensure your own posture and position minimises fatigue and risk of injury whilst working
- g Ensure all tools and equipment are cleaned using the correct methods
- h Position equipment and massage medium for ease and safety of use
- i Ensure the client is in a comfortable and relaxed position suitable for the treatment
- j Maintain accepted industry hygiene and safety practices throughout the treatment

*Continues on next page*



*Always make sure the treatment area is ready before your client arrives.*

- k Adopt a positive, polite and reassuring manner towards the client throughout the treatment
- l Maintain the client's modesty, privacy and comfort at all times
- m Dispose of waste materials safely and correctly
- n Ensure the treatment is cost-effective and is carried out within a commercially viable time
- o Ensure client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- p Leave the treatment area in a condition suitable for future treatments



Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

*Continues on next page*

“

*The ambience of a treatment room is very important in ensuring the client feels comfortable.*

Anita Crosland

”



# Observation sign-off sheet

## Unit B23 Provide Indian head massage

### What you must do (continued)

150

Level 3 NVQ/SVQ Beauty

#### Hints and tips

*If carrying out a seated treatment, make sure your client's legs are uncrossed and feet are placed firmly on the floor.*



#### Outcome 2

##### Consult, plan and prepare for treatments with clients

- a Use **consultation techniques** in a polite, sensitive and friendly manner to determine the client's treatment needs
- b Ensure that informed and signed parent or guardian consent is obtained for minors prior to any massage treatment \*
- c Ensure that a parent or guardian is present throughout the massage treatment for minors under the age of 16 \*\*
- d Clearly explain to the client what the treatment entails in a way they can understand
- e Use suitable **consultation techniques** to identify your client's medical history, **physical characteristics** and lifestyle pattern
- f Ask your client appropriate questions to identify if they have any contra-indications to massage treatments
- g Accurately record your client's responses to questioning
- h Actively encourage clients to ask questions and clarify any points
- i Take the **necessary action** in response to any identified contra-indications \*\*\*
- j Ensure client **advice** is given without reference to a specific medical condition and without causing undue alarm and concern
- k Clearly explain and agree the projected cost, likely duration and frequency treatment needed
- l Agree in writing the client's needs, expectations and **treatment objectives**, ensuring they are realistic and achievable

*Continues on next page*



- m Adapt client preparation procedures to suit the environment in which the massage is to be undertaken
- n Ensure that clothing, hair and accessories are effectively protected or removed
- o Select suitable resources and massage medium, if required, to meet the **treatment objectives**



Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

- \* Covered by observation  Date
- Covered by oral questioning  Date
- \*\* Covered by observation  Date
- Covered by oral questioning  Date
- \*\*\* Covered by observation  Date
- Covered by oral questioning  Date

*Continues on next page*



*You can select an oil to help and improve your client's hair condition.*

**Hints and tips**

*If your client has long or thick hair, section it into quarters to ensure even coverage of oil and prevent using too much.*



# Observation sign-off sheet

## Unit B23 Provide Indian head massage

### What you must do (continued)

### Outcome 3

#### Perform Indian head massage

- a Provide suitable support and cushioning to specific areas of the body during the treatment if necessary
- b Adapt your massage techniques, sequence and use of massage medium to meet the client's **physical characteristics** and treatment area(s)
- c Effectively vary the depth, rhythm and pressure of massage movements to meet **treatment objectives**, treatment area(s) and client's **physical characteristics** and preferences
- d Ensure that correct breathing techniques are co-ordinated with that of the client
- e Ensure the application and use of massage medium minimises waste, when used
- f Take appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- g Allow the client sufficient post-treatment recovery time
- h Ensure the finished result is to the client's satisfaction and meets the agreed **treatment objectives**



Observation

Achieved

Date

Candidate signature

Assessor signature

IQA signature  
(if sampled)

EQA signature  
(if sampled)

	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

## Outcome 4

### Provide aftercare advice

- Give **advice** and recommendations accurately and constructively
- Give your clients suitable **advice** specific to their individual needs



Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

#### Timing tip

*The maximum commercially viable time for an Indian head massage is 45 mins.*



*Relax as you perform the massage and your client will relax too.*

“  
*An Indian head massage performed by an expert is a fantastic experience. It seems to lift weight, worries and stress, leaving your client feeling free and exhilarated.*  
 Narendra Mehta

”



# Observation sign-off sheet

## Unit B23 Provide Indian head massage

### What you must cover (continued)

#### Consultation techniques

- Questioning

---

- Visual

---

- Manual

---

- Reference to client records

---

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

Tick the consultation techniques used for each observation.

You must use **all** consultation techniques.

	1	2	3		
Questioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference to client records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Physical characteristics

- Posture

---

- Muscle tone

---

- Age

---

- Health

---

- Skin condition

---

- Hair condition

---

- Scalp condition

---

Tick the types of client physical characteristics dealt with for each observation. You must deal with **all** physical characteristics.

	1	2	3		
Posture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Muscle tone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skin condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Necessary actions

- Encouraging the client to seek medical advice

---

- Explaining why the treatment cannot be carried out

---

- Modification of treatment

---

Tick the necessary action dealt with if it occurs during an observation.

You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

	1	2	3		
Encouraging the client to seek medical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining why the treatment cannot be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modification of treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



**Treatment objectives**

Tick the treatment objectives met in each observation.  
You must meet **all** treatment objectives.

	1	2	3		
Relaxation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sense of wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uplifting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improvement of hair and scalp condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Massage techniques**

Tick the massage techniques used for each observation.  
You must use **all** of the massage techniques.

	1	2	3		
Effleurage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Petrissage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tapotement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marma (pressure) points	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Treatment areas**

Tick the treatment areas covered for each observation.  
You must cover **all** of the treatment areas.

	1	2	3		
Face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chest and shoulders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arms and hands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Back	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chakras	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



# Observation sign-off sheet

*Unit B23 Provide Indian head massage*

## What you must cover (continued)

### Advice

Tick the types of advice given for each observation.  
You must give **all** types of advice.

- Avoidance of activities which may cause contra-actions

---

- Future treatment needs

---

- Modifications to lifestyle patterns

---

- Suitable homecare products and their use

1	2	3		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Observation

---

- Achieved

---

- Date

---

- Candidate signature

---

- Assessor signature

---

- IQA signature (if sampled)

---

- EQA signature (if sampled)

1	2	3		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# Comment form

## Unit B23



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

Comment	Date
1	
2	
3	



Support the client's head throughout the treatment, so the sternocleidomastoid muscle isn't strained.



# Knowledge sign-off sheet

## Unit B23 Provide Indian head massage

### What you must know

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker blue). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:		Evidence type
<b>Organisational and legal requirements</b>		
1	your responsibilities under current health & safety legislation, standards and guidance eg the Care Standards Act, the Health & Safety at Work Act (and any other relevant legislation)	E3
2	your responsibilities under local authority licensing regulations for yourself and your premises	E3
3	the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
4	the age at which an individual is classed as a minor and how this differs nationally	E3
5	why minors should not be given treatments without informed and signed parental or guardian consent	E3
6	why it is important, when treating minors under the age of 16, to have a parent present	E3
7	the legal significance of gaining signed, informed client consent to treatment	E3
8	manufacturer's and organisational requirements for waste disposal	E3
9	the importance of the correct storage of client records in relation to the Data Protection Act	E3
10	how to complete the client records used in your organisation and the importance of, and reasons for, keeping records of treatments and gaining client signatures	E3
11	your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements	E3

*Continues on next page*



You need to understand:	Evidence type
12 the organisation's requirements for client preparation	E3
13 your organisation's service times for Indian head massage and the importance of completing the service in a commercially viable time	E3
14 your organisation's requirements for treatment area maintenance	E3
<b>How to work safely and effectively when providing Indian head massage</b>	
15 how to set up the work area for Indian head massage	E3
16 the necessary environmental conditions for Indian head massage (including lighting, heating, ventilation and general comfort) and why these are important	E3
17 the importance and reasons for disinfecting hands and how to do this effectively	E3
18 how to position yourself and the client for Indian head massage taking into account individual physical characteristics	E3
19 what is repetitive strain injury (RSI), how it is caused and how to avoid developing it when delivering massage treatments	E3
20 the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment	E3
21 reasons for maintaining client modesty, privacy and comfort during the treatment	E3
22 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	E3
23 how to minimise and dispose of waste from treatments	E3
<b>Client consultation</b>	
24 why it is important to encourage and allow time for clients to ask questions	E3
25 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3



*Continues on next page*



# Knowledge sign-off sheet

## Unit B23 Provide Indian head massage

### What you must know (continued)

You need to understand:	Evidence type
26 the importance of questioning clients to establish any contra-indications to Indian head massage	E3
27 why it is important to record client responses to questioning	E3
28 the legal significance of client questioning and recording the client's responses	E3
29 how to give effective advice and recommendations to clients	E3
30 how to visually assess the physical characteristics in the range	E3
31 how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routine	E3
32 how to recognise different skin types and conditions	E3
33 how to recognise different scalp conditions and hair types	E3
34 the reasons why it is important to encourage clients with contra-indications to seek medical advice	E3
35 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
36 why it is important to maintain client's modesty, privacy and comfort	E3
37 relationship between lifestyle patterns and effectiveness of treatment	E3
38 the beneficial effects which can result from changes to the client's lifestyle pattern (eg dietary and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation)	E3

**Hints and tips**

*A client suffering from tension headaches should be encouraged to relax their upper body muscles with specific exercises before treatment, and to continue with these at home.*

*Continues on next page*

You need to understand:	Evidence type
<b>Preparation for treatment</b>	
39 the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment	E3
40 why it is important to reassure clients during the preparation process whilst also maintaining the client's modesty and privacy	E3
41 how to select the appropriate massage oil suitable for skin, scalp and hair type and condition	E3
42 how and when to adapt client preparation when working in different environments (eg cleansing the face, suitable positioning of the client etc)	E3
43 how to practically and mentally prepare yourself for carrying out the treatment	E3
<b>Anatomy and physiology</b>	
44 the structure and function of muscles, including the types of muscles (ie voluntary and involuntary) within the treatment areas	E4
45 the positions and actions of the main muscle groups within the treatment areas	E4
46 the position and function of the primary bones and joints of the skeletal system within the treatment areas	E4
47 how to recognise postural faults and conditions within the treatment areas (eg kyphosis, scoliosis)	E4
48 the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse within the treatment areas	E4
49 the interaction of lymph and blood within the circulatory system	E4
50 the structure and function of lymphatic system	E4
51 the position and function of the sinuses	E4
52 the basic principles of the central nervous system and autonomic system	E4
53 the basic principles of the endocrine and respiratory systems	E4



**Hints and tips**

*Think carefully about the most appropriate time of day for carrying out treatments, in order to fully meet the client's needs.*

*Continues on next page*



# Knowledge sign-off sheet

## *Unit B23 Provide Indian head massage*

### What you must know (continued)

162

Level 3 NVQ/SVQ Beauty

You need to understand:	Evidence type
54 the structure and function of skin (ie the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)	E4
55 the skin characteristics and skin types of different ethnic client groups	E4
56 the effects of Indian head massage on the individual systems of the body	E4
57 the physical and psychological effects of Indian head massage	E4
<b>Contra-indications and contra-actions</b>	
58 those contra-indications that prevent treatment and why (eg during chemotherapy and radiotherapy, skin diseases and disorders, hair and scalp disorders etc.)	E4
59 those contra-indications which may restrict treatment or where caution should be taken, in specific areas and why (eg diabetes, epilepsy, high and low blood pressure, product allergies, sebaceous cysts, eczema, acne, any medical condition with specialist or general practitioner approval etc)	E4
60 possible contra-actions which may occur during and post treatment and how to deal with them (eg light-headedness, headache)	E4
<b>Indian head massage mediums</b>	
61 how to store and maintain Indian head massage mediums in a safe and hygienic manner (eg in date and away from light and heat) and why this is important	E3

*Continues on next page*

You need to understand:	Evidence type
62 how to use Indian head massage mediums safely and effectively	E3
63 the types of Indian head massage oils available and their beneficial properties (eg mustard, coconut, olive and sesame)	E3
<b>Treatment specific knowledge</b>	
64 key aspects of the origins and traditions of Indian head massage	E3
65 the basic principles of Ayurveda	E3
66 principles of body, mind and spiritual wellness	E3
67 the principles and practices of Marma (pressure) points application (of which 37 are in the treatment area) and their purpose	E3
68 the principles and practices of the 7 primary Chakras and their importance in relation to the Indian head massage treatment	E3
69 the importance of getting the client to remove their shoes before treatment	E3
70 why it is important to maintain correct posture during Indian head massage and complete your own stretching exercises to prevent repetitive strain injury	E3
71 the correct use and application of Indian head massage techniques to meet a variety of treatment objectives, including those in the range	E3
72 how to adapt the Indian head massage sequence, depth and pressure to suit different client physical characteristics, areas of the body and preferences	E3
73 why effective client breathing is necessary prior to starting the treatment	E3
74 how your own breathing techniques can enhance the effectiveness of the treatment process (eg to maintain stamina and concentration)	E3
75 the advantages of Indian head massage	E3
76 how and why support and cushioning would be used during the treatment	E3
77 the importance of evaluating the effectiveness of Indian head massage treatments	E3



*Continues on next page*



## Knowledge sign-off sheet

### *Unit B23 Provide Indian head massage*

## What you must know (continued)

You need to understand:	Evidence type
78 why it is important to give post-treatment <b>advice</b>	E3
79 the benefits of a course of treatment	E3
<b>Aftercare advice for clients</b>	
80 the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	E3
81 post-treatment restrictions and future treatment needs	E3
82 products for home use that will benefit the client and those to avoid and why	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date

“

*It is always best to take time to ground yourself prior to an Indian head massage treatment. If you don't you could take on your client's negative energy and feel drained.*

Sarah Farrell

”





Image courtesy of iStockphoto.com/Neustock



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# B24 massage using pre- blended oils



Massage using pre-blended aromatherapy oils is a wonderfully relaxing treatment, which harnesses the effects of both massage and natural plant oils on the body and mind. It uses a combination of different techniques to bring about balance and harmony. In this unit you will learn the

specialised massage of the face, scalp and body. You will learn how to select an appropriate pre-blend, whether your client needs relaxing, uplifting or to achieve a sense of wellbeing. You will also learn about blends and techniques to help deal with cellulite.



# Unit B24 (City & Guilds Unit 030)

## Carry out massage using pre-blended aromatherapy oils

### *Mandatory (Massage route)*



Massage using pre-blended oils 169

### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for providing massage using pre-blended aromatherapy oils.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **four** separate occasions, on **four** different clients. These must include **two** full body massage treatments that incorporate the face.

This unit has four outcomes.

**Outcome 1**  
Maintain safe and effective methods of working when carrying out massage using pre-blended aromatherapy oils

**Outcome 2**  
Consult, plan and prepare for treatments with clients

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

**Outcome 4**  
Provide aftercare advice



“

*Using pre-blended oils is a good way to relax, energise or uplift the client.*

Anita Crosland

”



# Unit B24 (City & Guilds Unit 030)

## Carry out massage using pre-blended aromatherapy oils

### *Mandatory (continued)*

Image courtesy of Collin UK

### What you must cover

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

**Used all of the following consultation techniques:**

- Questioning
- Visual
- Manual
- Reference to client records

**Dealt with all of the following client physical characteristics:**

- Weight
- Height
- Posture
- Muscle tone
- Age
- Health
- Skin condition

**Dealt with at least one of the following necessary actions\*:**

- Encouraging the client to seek medical advice
- Explaining why the treatment cannot be carried out
- Modification of treatment

\* However, you must prove to your assessor that you are able to deal with the other **two**.

**Met all of the following treatment objectives:**

- Relaxation
- Sense of wellbeing
- Uplifting
- Anti-cellulite
- Stimulating

**Used all of the following massage techniques:**

- Effleurage
- Petrissage
- Tapotement
- Pressure point

**Covered all of the following treatment areas:**

- Face
- Head
- Chest and shoulders
- Arms and hands
- Abdomen
- Back
- Gluteals
- Legs and feet

**Given all of the following types of advice:**

- Avoidance of activities which may cause contra-actions
- Future treatment needs
- Modifications to lifestyle patterns
- Healthy eating and exercise advice
- Suitable homecare products and their use

**Hints and tips**

*During the consultation, ask about nut allergies and always check the ingredients of your pre-blend.*



Image courtesy of Ellisons

---

## What you must know

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You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when carrying out massage using pre-blended aromatherapy oils

Client consultation

Preparation for treatment

Anatomy and physiology

Contra-indications and contra-actions

Pre-blended aromatherapy oils

Treatment specific knowledge

Aftercare advice for clients

---

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 182–188.



Massage using pre-blended oils 171

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## Useful words

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Some terms that you will come across in this unit are explained below.

**Erythema** Reddening of the skin due to dilation of blood capillaries on the skin's surface.

**Limbic system** The area of the brain concerned with instinct, memory and behaviour.

**Neuro-muscular** A firm form of massage used to stimulate nerves.

**Olfactory system** The system in the body that provides us with the sense of smell.

**Phototoxicity** The effect certain oils have of making the skin more sensitive in the presence of sunlight.

**Physiological effects** The effects that the oils have on the systems of the body.

**Pre-blended aromatherapy oils** Essential oils that have been pre-mixed with a vegetable oil base to achieve specific effects.

**Pressure points** Specific points on the body which, when stimulated, help to unblock energy flow.

**Psychological effects** The effects that essential oils have on the mind, memory and instincts.

**Repetitive Strain Injury (RSI)** Injury resulting from doing one type of action too much. The wrist and fingers are especially prone to RSI.

**Volatility** How quickly the essential oil evaporates.

---

Image courtesy of House of Famuir





# Observation sign-off sheet

## Unit B24 Carry out massage using pre-blended aromatherapy oils

### What you must do

172 Level 3 NVQ/SVQ Beauty

Within your work, you must show your assessor that you can do the following. Your assessor will make at least **four** observations of your work on at least **four** separate occasions, on **four** different clients. These must include **two** full body massage treatments that incorporate the face.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

#### Outcome 1

##### Maintain safe and effective methods of working when carrying out massage using pre-blended aromatherapy oils

- a Set up and monitor the treatment area to meet organisation procedures and manufacturers' instructions
- b Make sure that environmental conditions are suitable for the client and the treatment
- c Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- d Effectively disinfect your hands prior to and after treatment
- e Ensure your own posture and position minimises fatigue and risk of injury whilst working
- f Ensure all equipment is cleaned using the correct methods
- g Position equipment and pre-blended oils for ease and safety of use
- h Ensure the client is in a comfortable and relaxed position suitable for the treatment
- i Maintain accepted industry hygiene and safety practices throughout the treatment

*Continues on next page*



*Never forget to disinfect your hands before performing a massage treatment.*

- j Adopt a positive, polite and reassuring manner towards the client throughout the treatment
- k Maintain the client's modesty, privacy and comfort at all times
- l Dispose of waste materials safely and correctly
- m Ensure the treatment is cost-effective and is carried out within a commercially viable time
- n Ensure client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- o Leave the treatment area and equipment in a condition suitable for future treatments



Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

*Continues on next page*



*Vary your pressure according to the body area being worked on.*

“

*The key to ensuring your client gets the maximum benefit from their massage is to complete a thorough consultation to ascertain their needs and concerns.*  
Sally Biles

”



# Observation sign-off sheet

*Unit B24 Carry out massage using pre-blended aromatherapy oils*

## What you must do (continued)

174

Level 3 NVQ/SVQ Beauty

### Hints and tips

*Check your client likes the aroma of the pre-blend before commencing treatment.*



*Talk to your client before the treatment. This will help you to know what they want out of their massage.*

### Outcome 2

#### Consult, plan and prepare for treatments with clients

- a Use **consultation techniques** in a polite, sensitive and friendly manner to determine the client's treatment needs
- b Obtain signed, written informed consent from the client prior to carrying out the treatment
- c Ensure that informed and signed parent or guardian consent is obtained for minors prior to any service \*
- d Ensure that a parent or guardian is present throughout the massage treatment for minors under the age of 16 \*\*
- e Clearly explain to the client what the treatment entails in a way they can understand
- f Use suitable **consultation techniques** to identify your client's medical history, **physical characteristics** and lifestyle pattern
- g Ask your client appropriate questions to identify if they have any contra-indications to massage treatments
- h Accurately record your client's responses to questioning
- i Encourage clients to ask questions to clarify any points
- j Effectively carry out a sensitivity test to establish response and suitability for treatment
- k Take the **necessary action** in response to any identified contra-indications \*\*\*
- l Ensure any referral is given without reference to a specific medical condition and without causing undue alarm and concern

*Continues on next page*



- m Actively encourage clients to ask questions and clarify any points
- n Clearly explain and agree the projected cost, likely duration, frequency and types of treatment needed
- o Agree in writing the client's needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- p Ensure that the client's **treatment area(s)** are clean and suitably prepared
- q Ensure that clothing, hair and accessories are effectively protected or removed
- r Select suitable pre-blended aromatherapy oils which meet the **treatment objectives** which are fit for purpose



Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

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

*Continues on next page*

**Timing tip**

*The maximum commercially viable time for an aromatherapy body massage using pre-blended oils is 60 mins.*

*The maximum commercially viable time for an aromatherapy face and body massage using pre-blended oils is 75 mins.*



# Observation sign-off sheet

*Unit B24 Carry out massage using pre-blended aromatherapy oils*

## What you must do (continued)

**Hints and tips**

*Remember to record the pre-blend used during treatment, so if the client likes it, it can be used for their next visit.*

### Outcome 3

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

- a Provide suitable support and cushioning to specific areas of the body during the treatment if necessary
- b Adapt your massage techniques, sequence and use of pre-blended oil to meet the client's **physical characteristics** and **treatment area(s)**
- c Effectively vary the depth, rhythm and pressure of massage movements to meet **treatment objectives, treatment area(s)** and client's **physical characteristics** and preferences
- d Ensure the application and use of pre-blended oil minimises waste
- e Take appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- f Allow the client sufficient post-treatment recovery time
- g Ensure the finished result is to the client's satisfaction and meets the agreed **treatment objectives**

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

*Continues on next page*

## Outcome 4

### Provide aftercare advice

- Give **advice** and recommendations accurately and constructively
- Give your clients suitable **advice** specific to their individual needs



Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						



*Advise your clients to follow a healthy lifestyle to continue the benefits of their massage treatments.*



# Observation sign-off sheet

*Unit B24 Carry out massage using pre-blended aromatherapy oils*

## What you must cover

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

### Consultation techniques

Tick the consultation techniques used for each observation.

You must use **all** consultation techniques.

- Questioning

---

- Visual

---

- Manual

---

- Reference to client records

---

	1	2	3	4		
Questioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference to client records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Physical characteristics

Tick the types of client physical characteristics dealt with for each observation. You must deal with **all** client physical characteristics.

- Weight

---

- Height

---

- Posture

---

- Muscle tone

---

- Age

---

- Health

---

- Skin condition

---

	1	2	3	4		
Weight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Height	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Posture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Muscle tone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skin condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Necessary actions

Tick the necessary action dealt with if it occurs during an observation.

You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

- Encouraging the client to seek medical advice

---

- Explaining why the treatment cannot be carried out

---

- Modification of treatment

---

	1	2	3	4		
Encouraging the client to seek medical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining why the treatment cannot be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modification of treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



**Treatment objectives**

Tick the treatment objectives met for each observation.  
You must meet **all** of the treatment objectives.

	1	2	3	4		
Relaxation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sense of wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uplifting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anti-cellulite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stimulating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Massage techniques**

Tick the massage techniques used for each observation.  
You must use **all** of the massage techniques.

	1	2	3	4		
Effleurage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Petrissage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tapotement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pressure point	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Treatment areas**

Tick the treatment areas covered for each observation.  
You must cover **all** treatment areas.

	1	2	3	4		
Face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chest and shoulders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arms and hands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Abdomen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Back	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gluteals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legs and feet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



# Observation sign-off sheet

*Unit B24 Carry out massage using pre-blended aromatherapy oils*

## What you must cover (continued)

### Advice

Avoidance of activities which may cause contra-actions

Future treatment needs

Modifications to lifestyle patterns

Healthy eating and exercise advice

Suitable homecare products and their use

Tick the types of advice given for each observation.  
You must give **all** types of advice.

1	2	3	4		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Observation

Achieved

Date

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

1	2	3	4		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



# Comment form

## Unit B24



Massage using pre-blended oils

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

### Comments

### Date

1

2

3

4

Image courtesy of Collin UK



Once you know each individual massage movement, put them together to create one full, continuous massage.

“

*Choose the pre-blend that you think best suits your client's emotional and physical needs. If you can't decide between two blends, ask your client to smell both and let them choose their favourite.*

Sally Biles

”



# Knowledge sign-off sheet

## *Unit B24 Carry out massage using pre-blended aromatherapy oils*

### What you must know

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker blue). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:		Evidence type
<b>Organisational and legal requirements</b>		
1	your responsibilities under current health & safety legislation, standards and guidance eg the Care Standards Act, the Health & Safety at Work Act (and any other relevant legislation)	E3
2	your responsibilities under local authority licensing regulations for yourself and your premises	E3
3	the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
4	the age at which an individual is classed as a minor and how this differs nationally	E3
5	why minors should not be given treatments without informed and signed parental or guardian consent	E3
6	why it is important, when treating minors under the age of 16, to have a parent present	E3
7	the legal significance of gaining signed, informed client consent to treatment	E3
8	manufacturer's and organisational requirements for waste disposal	E3
9	the importance of the correct storage of client records in relation to the Data Protection Act	E3
10	how to complete the client records used in your organisation and the importance of, and reasons for, keeping records of treatments and gaining client signatures	E3
11	your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements	E3

*Continues on next page*



You need to understand:	Evidence type
12 the organisation's requirements for client preparation	E3
13 your organisation's service times for massage treatments and the importance of completing the service in a commercially viable time	E3
14 your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes	E3
<b>How to work safely and effectively when carrying out massage using pre-blended aromatherapy oils</b>	
15 how to set up the work area for massage treatments	E3
16 the necessary environmental conditions for massage treatments (including lighting, heating, ventilation and general comfort) and why these are important	E3
17 the importance and reasons for disinfecting hands and how to do this effectively	E3
18 how to position yourself and the client for massage treatments taking into account individual physical characteristics	E3
19 what is repetitive strain injury (RSI), how it is caused and how to avoid developing it when delivering massage treatments	E3
20 the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment	E3
21 reasons for maintaining client modesty, privacy and comfort during the treatment	E3
22 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	E3
23 how to minimise and dispose of waste from treatments	E3



Massage using pre-blended oils

*Continues on next page*



# Knowledge sign-off sheet

## *Unit B24 Carry out massage using pre-blended aromatherapy oils*

### What you must know (continued)

You need to understand:	Evidence type
<b>Client consultation</b>	
24 why it is important to encourage and allow time for clients to ask questions	E3
25 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
26 the importance of questioning clients to establish any contra-indications to massage using pre-blended aromatherapy oils	E3
27 why it is important to record client responses to questioning	E3
28 the legal significance of client questioning and recording the client's responses	E3
29 how to give effective advice and recommendations to clients	E3
30 how to visually assess the physical characteristics in the range	E3
31 how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routine	E3
32 how to recognise different skin types and conditions	E3
33 how to effectively carry out a skin sensitivity test for any allergies to pre-blended aromatherapy oils	E3
34 the types of reactions that can occur as a result of using pre-blended aromatherapy oils and how to recognise them	E3
35 the reasons why it is important to encourage clients with contra-indications to seek medical advice	E3

*Continues on next page*

You need to understand:	Evidence type
36 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
37 relationship between lifestyle patterns and effectiveness of treatment	E3
38 the beneficial effects which can result from changes to the client's lifestyle pattern (eg food and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation)	E3
<b>Preparation for treatment</b>	
39 the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment	E3
40 why it is important to reassure clients during the preparation process whilst also maintaining the client's modesty and privacy	E3
41 how to select the appropriate pre-blended aromatherapy oil suitable for skin type, condition and treatment objectives	E3
42 how to cleanse different areas of the body in preparation for treatment, eg face and feet	E3
<b>Anatomy and physiology</b>	
43 the structure and function of cells and tissues	E4
44 the structure and function of muscles, including the types of muscles (ie voluntary and involuntary)	E4
45 the positions and actions of the main muscle groups within the treatment areas of the body specified in the range	E4
46 the position and function of the primary bones and joints of the skeleton	E4
47 how to recognise postural faults and conditions (eg lordosis, kyphosis, scoliosis)	E4
48 the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse	E4
49 the interaction of lymph and blood within the circulatory system	E4



Massage using pre-blended oils 185

#### Hints and tips

*Ensure pre-blended oils are stored correctly, otherwise their therapeutic benefits may be lost.*

*Continues on next page*



# Knowledge sign-off sheet

## *Unit B24 Carry out massage using pre-blended aromatherapy oils*

### What you must know (continued)

You need to understand:	Evidence type
50 the structure and function of lymphatic system	E4
51 the basic principles of the central nervous system and autonomic system	E4
52 the basic principles of the endocrine, respiratory including sinuses, olfactory, digestive and excretory systems	E4
53 the structure and function of skin (ie the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)	E4
54 the skin characteristics and skin types of different ethnic client groups	E4
55 the structure and location of the adipose tissue	E4
56 the effects of massage using pre-blended aromatherapy oils on the individual systems of the body	E4
57 the physical and psychological effects of massage using pre-blended aromatherapy oils	E4
<b>Contra-indications and contra-actions</b>	
58 those contra-indications that prevent treatment and why (eg deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin diseases, etc)	E4
59 those contra-indications which may restrict treatment or where caution should be taken, in specific areas and why (eg diabetes, epilepsy, varicose veins, high and low blood pressure, product allergies, any medical condition with specialist or general practitioner approval etc)	E4

**Hints and tips**

*The essential oils in pre-blends are not only absorbed through the skin, but also via the olfactory and respiratory systems.*

*Continues on next page*

You need to understand:	Evidence type
60 possible contra-actions which may occur during and post treatment and how to deal with them (eg light-headedness, headache, nausea etc)	E4
<b>Pre-blended aromatherapy oils</b>	
61 how to store and maintain pre-blended aromatherapy oils in a safe and hygienic manner (eg in dated away from light and heat) and why this is important	E4
62 how to use pre-blended aromatherapy oils safely and effectively, including the effects of volatility	E3
63 the types of pre-blended aromatherapy massage oils available, their purpose (eg relaxation, uplifting, sense of well being etc) and their beneficial properties	E3
64 how to adapt your choice of pre-blended aromatherapy oils to meet specific client's physical and emotional needs	E3
<b>Treatment specific knowledge</b>	
65 how to recognise erythema and its causes	E3
66 why it is important to maintain correct posture during massage and complete your own stretching exercises to prevent repetitive strain injury	E3
67 the correct use and application of massage techniques to meet a variety of treatment objectives, including those in the range	E3
68 how to adapt the massage sequence, depth and pressure to suit different client physical characteristics, areas of the body and preferences	E3
69 how to adapt massage treatments for male and female clients	E3
70 the areas of the body and body characteristics needing particular care when undertaking massage using pre-blended aromatherapy oils	E3
71 the advantages of massage using pre-blended aromatherapy oils	E3
72 how and why support and cushioning would be used during the treatment	E3



Massage using pre-blended oils 187

*Continues on next page*



# Knowledge sign-off sheet

## Unit B24 Carry out massage using pre-blended aromatherapy oils

### What you must know (continued)

You need to understand:	Evidence type
73 the limitations of using pre-blended aromatherapy oils and when and why to refer clients onto a clinical aromatherapist	E3
74 the importance of evaluating the effectiveness of massage using pre-blended aromatherapy oils	E3
<b>Aftercare advice for clients</b>	
75 the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	E3
76 post-treatment restrictions and future treatment needs	E3
77 products for home use that will benefit and protect the client and those to avoid and why	E3
78 how current eating and exercise habits can affect the effectiveness of treatment	E3
79 how healthy eating and exercise can improve the effectiveness of the treatment	E3

**Hints and tips**

*Offer your clients fresh water after the massage treatment to prevent dehydration.*

Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



Image courtesy of Purple Flame Aromatherapy

# Supplementary notes

## Unit B24



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

**Comment**

**Date**


## Unit sign-off

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

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





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# B28 stone therapy treatments



Heated stones have been used by ancient cultures for centuries to relax and heal both physically and spiritually. This wonderful fusion of massage, heat and energy balancing involves the application of smooth, heated or cool stones to the body. The stones are arranged along the body's

energy centres, followed by massage that uses the stones as tools. This makes the massage more effective than manual treatment alone, and is also easy on the joints of the therapist's hands. A deep massage tailored to the client's needs can be achieved.



Image courtesy of Walsall College; Photography by Andrew Buckle

# Unit B28 (City & Guilds Unit 034)

## Provide stone therapy treatments

### *Mandatory (Massage route and optional)*



### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for providing stone therapy treatments.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **four** separate occasions, on **four** different clients. These must include **two** full stone therapy treatments that incorporate the face.

This unit has four outcomes.

#### Outcome 1

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

#### Outcome 2

Consult, plan and prepare for treatments with clients

#### Outcome 3

Perform stone therapy treatments

#### Outcome 4

Provide aftercare advice

“

*Stone therapy is one of the most enjoyable and relaxing treatments. The heat penetrates and relaxes muscles, allowing the therapist to carry out deep and intense massage manipulations to the area.*

Adele O’Keefe

”



# Unit B28 (City & Guilds Unit 034)

## Provide stone therapy treatments

### *Mandatory (Massage route and optional) (continued)*

### What you must cover

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

**Used all of the following types of equipment:**

Professional stone heater

Stones

Accessories

Cooling systems

**Used all of the following consultation techniques:**

Questioning

Visual

Manual

Reference to client records

**Dealt with all of the following client physical characteristics:**

Weight

Height

Posture

Muscle tone

Age

Health

Skin condition

**Dealt with at least one of the following necessary actions\*:**

Encouraging the client to seek medical advice

Explaining why the treatment cannot be carried out

Modification of treatment

\* However, you must prove to your assessor that you are able to deal with the other **two**.

**Met all of the following treatment objectives:**

Relaxing

Balancing

Uplifting

Sense of wellbeing

Local decongestion

Relief from muscular tension

**Used three of the following types of stones\*:**

Basalt

Marine

Marble

Semi-precious stones

\* However, you must prove to your assessor that you are able to deal with the other **one**.

**Used all of the following stone therapy techniques:**

Rotation of stones

Alternation of hot and cold stones

Use of hot stones only

Use of cold stones only

Combination of stone types and sizes

Temperature management

**Covered all of the following treatment areas:**

Face

Head

Neck, chest and shoulders

Arms and hands

Abdomen

Back

Legs and feet

**Used all of the following treatment techniques:**

Effleurage

Petrissage

Friction

Tapping

Tucking

Placement

Trigger point

**Given all of the following types of advice:**

Avoidance of activities which may cause contra-actions

Future treatment needs

Modifications to lifestyle patterns

Suitable homecare products and their use

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## What you must know

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You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when providing stone therapy treatments

Client consultation

Preparation for treatment

Anatomy and physiology

Contra-indications and contra-actions

Stone therapy equipment

Treatment specific knowledge

Aftercare advice for clients

---

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 207–215.

“

*Warmed stones dilate the blood vessels and sedate the nervous system. Cold stones stimulate the nervous system and cause the blood vessels to contract.*

Melissa Peacock

”

Image courtesy of iStockphoto.com/Peter-John-Freeman



Stone therapy treatments

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## Useful words

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Some terms that you will come across in this unit are explained below.

**Basalt stone** A black volcanic rock that absorbs and retains heat well. Its penetrative warmth helps to release deep muscular tension, congestion and improves the general circulation.

**Chakras** Energy centres that do not have a physical form but are a way of describing energies and energy flow. They are the focal point for restoring balance to the body.

**Lifestyle patterns** Regular habits such as smoking, alcohol intake, sleep, relaxation and exercise patterns, as well as diet and fluid intake.

**Marble** A hard, cold and smooth stone. Marble is used chilled for its cooling, decongesting and cleansing action, and because it is refreshing and invigorating for the body.

**Massage techniques** Specific movements applied to the body for a stimulating or relaxing effect. Massage techniques include effleurage, petrissage, friction, tapping, tucking, placement and trigger point. The speed and depth at which these techniques are applied can alter their effect.

---



*Allow your client to relax completely – they deserve it!*



# Observation sign-off sheet

## Unit B28 Provide stone therapy treatments

### What you must do

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Level 3 NVQ/SVQ Beauty

Within your work, you must show your assessor that you can do the following. Your assessor will make at least **four** observations of your performance on at least **four** separate occasions, on **four** different clients. This must include **two** full body stone therapy treatments that incorporate the **face**.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

### Outcome 1

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

- a Set up and monitor the **treatment area** to meet organisation procedures and manufacturers' instructions
- b Make sure that environmental conditions are suitable for the client and the treatment
- c Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- d Ensure that your nails are short, clean, well manicured and free of polish
- e Effectively disinfect your hands prior to and after treatment
- f Ensure your own posture and position minimises fatigue and risk of injury whilst working
- g Remove and handle stones in a way which avoids injury to yourself and the client
- h Ensure all tools and **equipment** are cleaned using the correct methods

*Continues on next page*

#### Hints and tips

*The heat of the stones helps muscles relax and releases tension more quickly than in traditional massage.*



- i Effectively disinfect stones after each treatment
- j Leave stones dry overnight and stored in a way which effectively energises them
- k Position **equipment** and treatment products for ease and safety of use
- l Ensure the stones are heated and cooled following heater manufacturer's instructions prior to use
- m Ensure the client is in a comfortable and relaxed position suitable for the treatment
- n Use suitable materials to protect the client's skin against extremes of temperature during stone placement
- o Maintain accepted industry hygiene and safety practices throughout the treatment
- p Adopt a positive, polite and reassuring manner towards the client throughout the treatment
- q Maintain the client's modesty, privacy and comfort at all times
- r Use treatment products effectively to minimise waste
- s Dispose of waste materials safely and correctly
- t Ensure the treatment is cost-effective and is carried out within a commercially viable time
- u Ensure client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- v Leave the **treatment area** and **equipment** in a condition suitable for future treatments



**Hints and tips**

*Practise cupping the stones in your hands rather than just holding them with the fingertips.*

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

*Continues on next page*



# Observation sign-off sheet

## Unit B28 Provide stone therapy treatments

### What you must do (continued)

198

Level 3 NVQ/SVQ Beauty



*For a successful stone therapy treatment, you must get used to massaging with stones.*

#### Outcome 2

##### Consult, plan and prepare for treatments with clients

- a Use **consultation techniques** in a polite, sensitive and friendly manner to determine the client's treatment needs
- b Obtain signed, written informed consent from the client prior to carrying out the treatment
- c Ensure that informed and signed parent or guardian consent is obtained for minors prior to any stone therapy treatment \*
- d Ensure that a parent or guardian is present throughout the stone therapy treatment for minors under the age of 16 \*\*
- e Clearly explain to the client what the treatment entails in a way they can understand
- f Use suitable **consultation techniques** to identify your client's medical history, **physical characteristics** and lifestyle pattern
- g Ask your client appropriate questions to identify if they have any contra-indications to stone therapy treatments
- h Accurately record your client's responses to questioning
- i Actively encourage clients to ask questions and clarify any points
- j Correctly carry out a test patch to accurately determine the client's skin response to hot and cold temperatures
- k Take the **necessary action** in response to any identified contra-indications \*\*\*
- l Ensure client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- m Clearly explain and agree the projected cost, likely duration, frequency and types of treatment needed

#### Hints and tips

*Carrying out stone therapy causes the therapist's body to heat up. Cool your hands by washing them in tepid water after treatments. Stay hydrated by drinking lots of water.*

*Continues on next page*



- n Agree in writing the client's needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- o Ensure that the client's skin is clean and prepared to suit the areas to be treated
- p Ensure that clothing, hair and accessories are effectively protected or removed
- q Select **types of stone** suitable to meet the **treatment objectives**



Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

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

*Continues on next page*

“

*Hot stone massage techniques are used to relax and soothe both the mind and body.*

Adele O’Keefe

”



# Observation sign-off sheet

## Unit B28 Provide stone therapy treatments

### What you must do (continued)

200

Level 3 NVQ/SVQ Beauty



*Don't be afraid to use hot stones on other areas of the body, too!*

### Outcome 3

#### Perform stone therapy treatments

- a Clearly explain the sensation created by the stones
- b Explain the treatment procedure to the client in a clear and simple way at each stage in the process
- c Provide suitable support and cushioning to specific areas of the body during the treatment if necessary
- d Use suitable material to protect the client's skin against extremes of temperature during front and back placement
- e Correctly place suitable **types of stone** on the chakra points, when required, to meet the agreed **treatment objectives**
- f Correctly place suitable **types of stone** under the body, when required, ensuring client comfort
- g Ensure the skin is sufficiently lubricated to allow the smooth, continuous movement of the stones over the skin to avoid the risk of overheating
- h Effectively introduce and use **stone therapy techniques** in a way which avoids alarm to the client, is suitable for their **physical characteristics**, the **treatment area(s)** and **treatment objectives**
- i Adapt your **treatment techniques** and sequence to meet the client's **physical characteristics** and **treatment area(s)**
- j Effectively vary the depth, rhythm and pressure of **treatment techniques** to meet **treatment objectives**, **treatment area(s)** and client's **physical characteristics** and preferences
- k Check the client's wellbeing throughout the stone therapy treatment

Top image courtesy of The Sanctuary

Bottom image courtesy of iStockphoto.com/Schmidt Productions

*Continues on next page*

- l Handle stones to avoid excessive noise and disturbance to the client throughout the treatment
- m Assist to reposition the client in a controlled manner to minimise disturbance of the treatment process
- n Take appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- o Allow the client sufficient post-treatment recovery time
- p Ensure the finished result is to the client's satisfaction and meets the agreed **treatment objectives**



Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

## Outcome 4

### Provide aftercare advice

- a Give **advice** and recommendations accurately and constructively
- b Give your clients suitable **advice** specific to their individual needs

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						



# Observation sign-off sheet

## Unit B28 Provide stone therapy treatments

### What you must cover (continued)

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

#### Equipment

Tick the equipment used for each observation. You must use **all** equipment.

Professional stone heater

Stones

Accessories

Cooling systems

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Consultation techniques

Tick the consultation techniques used for each observation. You must use **all** consultation techniques.

Questioning

Visual

Manual

Reference to client records

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Physical characteristics

Tick the types of client physical characteristics dealt with for each observation. You must deal with **all** client physical characteristics.

Weight

Height

Posture

Muscle tone

Age

Health

Skin condition

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



### Necessary actions

Tick the necessary action dealt with if it occurs during an observation. You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

	1	2	3	4		
Encouraging the client to seek medical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining why the treatment cannot be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modification of treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Treatment objectives

Tick the treatment objectives met for each observation. You must meet **all** of the treatment objectives.

	1	2	3	4		
Relaxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Balancing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uplifting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sense of wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local decongestion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relief from muscular tension	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Types of stones

Tick the type of stone used for each observation.

You must use at least **three** types of stone, but must prove to your assessor that you are able to use the other **one**.

	1	2	3	4		
Basalt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marble	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Semi-precious stones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



# Observation sign-off sheet

## Unit B28 Provide stone therapy treatments

### What you must cover (continued)

#### Stone therapy techniques

- Rotation of stones

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- Alternation of hot and cold stones

---

- Use of hot stones only

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- Use of cold stones only

---

- Combination of stone types and sizes

---

- Temperature management

Tick the techniques used for each observation. You must use **all** techniques.

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Treatment areas

- Face

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- Head

---

- Neck, chest and shoulders

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- Arms and hands

---

- Abdomen

---

- Back

---

- Legs and feet

Tick the treatment areas covered for each observation. You must cover **all** treatment areas.

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Treatment techniques

- Effleurage

---

- Petrissage

---

- Friction

---

- Tapping

---

- Tucking

---

- Placement

---

- Trigger point

Tick the treatment techniques used for each observation. You must use **all** treatment techniques.

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Advice**

Tick the types of advice given for each observation.  
You must give **all** types of advice.

	1	2	3	4		
Avoidance of activities which may cause contra-actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Future treatment needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modifications to lifestyle patterns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suitable homecare products and their use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						



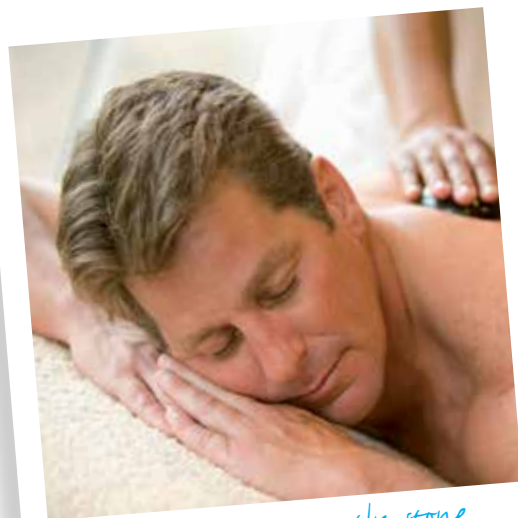


# Comment form

## Unit B28

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

Comments	Date
1	
2	
3	
4	



*When carried out correctly, stone therapy is an incredibly relaxing treatment.*



# Knowledge sign-off sheet

## Unit B28 Provide stone therapy treatments

### What you must know



You need to understand:	Evidence type
<b>Organisational and legal requirements</b>	
1 your responsibilities under current health & safety legislation, standards and guidance eg the Health & Safety at Work Act (and any other relevant legislation)	E3
2 your responsibilities under local authority licensing regulations for yourself and your premises	E3
3 the importance of checking current insurance guidelines for the delivery of stone therapy treatment	E3
4 the importance of not discriminating against clients with illnesses and disabilities and why (eg the Disability Discrimination Act)	E3
5 the age at which an individual is classed as a minor and how this differs nationally	E3
6 the legal significance of gaining signed, informed client consent to treatment	E3
7 why minors under the age of 16 should not be given treatments without informed and signed parental or guardian consent	E3
8 why it is important, when treating minors, to have a parent present	E3
9 manufacturer's and organisational requirements for waste disposal	E3
10 the importance of the correct storage of client records in relation to the Data Protection Act	E3
11 how to complete the client records used in your organisation and the importance of, and reasons for, keeping records of treatments and gaining client signatures	E3

*Continues on next page*

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker blue). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.



# Knowledge sign-off sheet

## Unit B28 Provide stone therapy treatments

### What you must know (continued)

You need to understand:	Evidence type
12 your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements	E3
13 your responsibilities, and reasons for, keeping your nails short, clean, well manicured and free of polish for stone therapy treatments	E3
14 the organisation's requirements for client preparation	E3
15 your organisation's service times for stone therapy treatments and the importance of completing the service in a commercially viable time	E3
16 your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes	E3
<b>How to work safely and effectively when providing stone therapy treatments</b>	
17 how to set up the work area for stone therapy treatments	E3
18 the necessary environmental conditions for stone therapy treatments (including lighting, heating, ventilation and general comfort) and why these are important	E3
19 what is contact dermatitis and how to avoid developing it whilst carrying out stone therapy treatments	E4
20 the importance and reasons for disinfecting hands and how to do this effectively	E3
21 the importance of disinfecting stones after each treatment and how to do this effectively	E3

*Continues on next page*

You need to understand:	Evidence type
22 how to position yourself and the client for stone therapy treatments taking into account individual physical characteristics	E3
23 what is repetitive strain injury (RSI), how it is caused and how to avoid developing it when delivering stone therapy treatments	E4
24 the advantages to the therapist of using stone therapy as a means of avoiding RSI	E4
25 the importance of using the correct sized stones for the therapist's own hands and the client's physical characteristics	E3
26 the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment	E3
27 reasons for maintaining client modesty, privacy and comfort during the treatment	E3
28 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	E3
29 how to minimise and dispose of waste from treatments	E3
30 why it is important to check the client's wellbeing at regular intervals during stone therapy treatments	E3
<b>Client consultation</b>	
31 why it is important to encourage and allow time for clients to ask questions	E3
32 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
33 the importance of questioning clients to establish any contra-indications to stone therapy treatments	E3
34 why it is important to record client responses to questioning	E3
35 the legal significance of client questioning and recording the client's responses	E3
36 how to give effective advice and recommendations to clients	E3



**Hints and tips**

*Remember that it's not just the hot stones that can damage the skin; your client could suffer from freezer burns if the cold stones are too cold before use.*

*Continues on next page*



# Knowledge sign-off sheet

## Unit B28 Provide stone therapy treatments

### What you must know (continued)

You need to understand:	Evidence type
37 how to visually assess the physical characteristics in the range	E3
38 how to carry out and interpret thermal tests	E3
39 how to assess posture and skeletal conditions that may be present and how to adapt and change the stone therapy treatment routine	E3
40 how to recognise different skin types and conditions	E3
41 the reasons why it is important to encourage clients with contra-indications to seek medical advice	E3
42 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
43 why it is important to maintain client's modesty, privacy and comfort	E3
44 relationship between lifestyle patterns and effectiveness of treatment	E3
45 the beneficial effects which can result from changes to the client's lifestyle pattern (eg healthy eating and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation)	E3
<b>Preparation for treatment</b>	
46 the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment	E3
47 why it is important to reassure clients during the preparation process whilst also maintaining the client's modesty and privacy	E3

*Continues on next page*

You need to understand:	Evidence type
48 how to select the appropriate oil suitable for stone therapy treatment	E3
49 how to cleanse different areas of the body in preparation for treatment (eg face and feet)	E3
<b>Anatomy and physiology</b>	
50 the structure and function of cells and tissues	E4
51 the structure and function of muscles, including the types of muscle (ie voluntary, involuntary and cardiac)	E4
52 the positions and actions of the main muscle groups within the treatment areas	E4
53 the position and function of the primary bones and joints of the skeleton	E4
54 the position and function of the sinuses	E4
55 how to recognise postural faults and conditions (eg lordosis, kyphosis, scoliosis)	E4
56 the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse	E4
57 the interaction of lymph and blood within the circulatory system	E4
58 the structure and function of lymphatic system	E4
59 the basic principles of the central nervous system and autonomic system	E4
60 the basic principles of the endocrine, respiratory, digestive and excretory systems	E4
61 the structure and function of skin (ie the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)	E4
62 the skin characteristics and skin types of different ethnic client groups	E4
63 the structure and location of the adipose tissue	E4
64 the effects of hot and cold stone therapy on the individual systems of the body	E4



*Continues on next page*



# Knowledge sign-off sheet

## Unit B28 Provide stone therapy treatments

### What you must know (continued)

You need to understand:	Evidence type
65 the physical effects of hot and cold stone therapy treatment	E4
66 the psychological effects of hot and cold stone therapy treatment	E4
<b>Contra-indications and contra-actions</b>	
67 those contra-indications that prevent treatment and why (eg deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin diseases, loss of skin sensitivity, clinical obesity, etc)	E4
68 those contra-indications which may restrict treatment or where caution should be taken, in specific areas and why (eg diabetes, epilepsy, varicose veins, areas of skin aggravated by heat, etc)	E4
69 possible contra-actions which may occur during and post treatment and how to deal with them (eg reactions to extremes of temperature)	E4
<b>Stone therapy equipment</b>	
70 the types of safe, purpose-built stone heating equipment and how to use and position them safely	E3
71 the insurance implications of using non-professional stone heating equipment	E3
72 methods of cooling stones	E4
73 the types of stone, their properties and uses	E4
74 how to select the correct size and shape of stone for the client's physical characteristics and the area being treated	E3
75 how to dry and store different types of stone in a way that will effectively energise them	E3

*Continues on next page*

You need to understand:	Evidence type
76 the types of suitable material used to protect the client's skin against extremes of temperature during stone therapy treatment (eg linen, towelling)	E3
77 the recommended operating temperatures for hot and cold stones	E3
78 the types of oil suitable for stone therapy treatment and its purpose	E3
<b>Treatment specific knowledge</b>	
79 the historical and cultural background to stone therapy	E3
80 the five elements of stone therapy (ie metal, wood, water, air and fire)	E3
81 the basic principles and characteristics of the seven major chakras and their significance to the practice of stone therapy treatment	E3
82 how to place stones on the seven major chakras to maximise client comfort and their benefits and purposes	E3
83 how to place stones underneath the body to maximise their benefits, purposes and client comfort	E3
84 how to introduce stones to the client's body during treatment and the importance of doing this in a careful, safe and considerate way	E3
85 the importance of temperature and time management of the stones during treatment and how to carry this out	E3
86 how to safely handle the stones to avoid excessive noise and disturbance during the treatment	E3
87 how to recognise erythema and hyperaemia and their causes	E3
88 why it is important to maintain correct posture during stone therapy treatment	E3
89 the correct use and application of stone therapy techniques to meet a variety of treatment objectives, including those in the range	E3
90 the benefits and effects of using hot and cold stones, either in isolation or combining the two temperatures during a treatment	E3





# Knowledge sign-off sheet

## Unit B28 Provide stone therapy treatments

### What you must know (continued)

You need to understand:	Evidence type
91 how to adapt and combine stone therapy treatment techniques, depth and pressure to suit different client physical characteristics, areas of the body and preferences	E3
92 how to adapt a stone therapy treatment for male and female clients	E4
93 the areas of the body and body characteristics needing particular care when undertaking stone therapy treatments	E3
94 the advantages of stone therapy treatments	E3
95 how and why support and cushioning would be used during the treatment	E3
96 how and when to safely reposition the client during treatment and the type of assistance which should be provided by the therapist	E3
97 the importance of evaluating the effectiveness of stone therapy treatments	E3
98 how stone therapy may be used to enhance other treatments (eg manicure, pedicure, facial)	E4
99 the recommended recovery times for stone therapy treatments and why this is important	E3
100 recommended timings for stone therapy treatments and how these should be adapted to meet the client's individual needs and physical characteristics	E3

#### Hints and tips

*The maximum commercially viable time for a full body stone therapy treatment, including the face, is 75 mins.*

*Continues on next page*



You need to understand:	Evidence type
<b>Aftercare advice for clients</b>	
101 the lifestyle factors and changes that may be required to improve the effectiveness of the treatment (eg healthy eating, fluid intake and regular exercise, etc)	E3
102 activities which should be avoided post-treatment	E3
103 products for home use that will benefit the client and those to avoid and why	E3
104 recommended further treatments	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



*Arrange the hot stones carefully along the body's energy centres.*

Image courtesy of Ardencote Spa



# Supplementary notes

## Unit B28

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

Comment	Date

## Unit sign-off

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

Candidate signature \_\_\_\_\_ Date \_\_\_\_\_

Assessor signature \_\_\_\_\_ Date \_\_\_\_\_

IQA signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_

EQA signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_

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# BII

# fashion make-up



---

The fashion and photographic make-up industry is ever changing. As a make-up artist, you might work on looks for personal use, magazines, advertising campaigns or music videos. The ability to transform your client's idea into a real look is a challenging task, and preparation and research

into an idea is essential. It is a make-up artist's job to work alongside stylists, hairdressers and photographers to collectively produce an image. Your creative flair and artistic skill will grow as you work through this unit, and will enable you to create a range of beautiful images for your portfolio.



# Unit B11 (City & Guilds Unit 014)

## Design and create fashion and photographic make-up

### *Mandatory (Make-up route)*



Fashion make-up

219

### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for designing and creating fashion and photographic make-up.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **four** different occasions. In this unit the word 'client' is used to mean the person paying for the service. They may be different from the person on whom you are working.

This unit has three outcomes.

#### Outcome 1

Plan and design a range of make-up looks

#### Outcome 2

Produce a range of make-up looks

#### Outcome 3

Evaluate your results against the design plan objectives



*Make sure the make-up you use is in keeping with the location and theme of the shoot.*

“

*The trick to lining eyes is making sure that you draw the line as close to the lash line as possible so that no skin shows.*

Bobbi Brown

”



## Unit B11 (City & Guilds Unit 014)

### Design and create fashion and photographic make-up *Mandatory (continued)*

220

Level 3 NVQ/SVQ Beauty

#### What you must cover

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

#### **Produced looks for all of the following activities:**

Photographic – black and white  
Photographic – colour  
Fashion shows

#### **Created all of the following types of looks:**

Period  
Fantasy  
High fashion  
Catwalk  
Bridal  
Commercial

#### **Addressed all of the following resource needs:**

Tools and equipment  
Products  
Time  
People

#### **Involved at least two of the following relevant persons\*:**

Photographer  
Art director  
Make-up designer  
Hair designer  
Clients  
Artistes  
Stylists  
Nail technician

\* For this particular unit, knowledge evidence need not be produced for the remaining items in the range.

#### **Used all of the following make-up application techniques:**

Precision base application  
Highlighting and shading  
Concealing  
Blending  
Stippling  
Precision application of eye products  
Precision application of lip products  
Colour mixing  
Stencilling  
Body make-up

#### **Considered all of the following additional media:**

Accessories  
Clothes  
Hair  
Nails



*If you choose a colour theme, all the relevant people need to know what it is as soon as possible.*

## What you must know

You will be assessed on your knowledge of the following:

Communication

Health and safety

Planning

Problem solving

Designing and developing make-up looks

Evaluation

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 229–231.



*Ask your photographer about how natural lighting can be used to create a particular effect.*



*Make-up needs to match the mood! The brief will inform the make-up artist who then designs the look.*

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

Bottom image courtesy of Emma Hooley



Fashion make-up

221

## Useful words

Some terms that you will come across in this unit are explained below.

**Catwalk show** Usually performed on a runway, these feature models who are showcasing a designer's clothes or new collections.

**Client** The person who is commissioning the shoot. They may not always be present on the day, so you need to make sure you've designed exactly what they asked for.

**Client specification or brief** A description of what the client is looking for, usually in written form.

**Coloured filters** These are used to change the mood of the photograph. It is important to understand the effect that these will have on the make-up.

**Fashion stylist** The person who selects the clothing and accessories for the model. You need to work closely with them, bearing in mind the overall look.

**High fashion** Make-up that supports the impact of unique, exclusive and often trend-setting clothes, usually showcased at international fashion shows.

**Photographer's assistant** The person responsible for setting up, holding the reflectors, taking light readings, and looking after the camera equipment.

**Portfolio** A collection of your work that could include photographs, sketches, testimonials from satisfied clients, and any appearances of your work in magazines.

**Props** Items used as part of the shoot to add interest and support the theme.

**Show reel** A short DVD of your work to show to potential clients.



# Observation sign-off sheet

*Unit BII Design and create fashion and photographic make-up*

## What you must do

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **four** separate occasions. Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.



### Outcome 1

#### Plan and design a range of make-up looks

- a Agree contractual arrangements with the relevant person(s) prior to commencing your design plan
- b Clearly identify the intended **activities** for which the make-up is required
- c Use suitable sources of information to research ideas on themes for design
- d Accurately source and use suitable information to create your design
- e Create a design plan which:
  - has clearly defined objectives which meet the client’s brief
  - contains mood boards suitable for the **look(s)** required
  - takes account of budgetary constraints
  - defines all **resources** required
  - states how any risks to health & safety can be reduced
  - takes account of foreseeable problems and ways of resolving them
  - takes account of lighting requirements
  - takes account of **additional media**
- f Agree your design plan with the **relevant person(s)**

Image courtesy of Jelly Pong Pong

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

*Continues on next page*



## Outcome 2

### Produce a range of make-up looks

- Prepare the work environment to meet legal, hygiene and application requirements
- Prepare suitable equipment, materials and products for the make-up application
- Ensure the person on whom you are working is in a position that permits access and minimises the risk of injury to both of you
- Identify any contra-indications or restrictions to the make-up application
- Use suitable **make-up application techniques** for the agreed design brief
- Accurately apply false lashes to enhance the final design look, if required
- Manage **resources** within the limits of your own authority
- Communicate effectively with **relevant person(s)** throughout the make-up **activities**
- Adapt your agreed design plan to meet any changes to the original brief
- Ensure the use of **resources** conforms to the design plan
- Ensure the finished make-up **look(s)** meets the design brief

Make-up by Afshan Islam; Photography by Andrew Buckle



Fashion make-up

223



*Think hard about the effects you want to achieve and your subject will look fabulous!*

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

#### Hints and tips

*A cool bag and lidded tool box is useful when working on location, to keep make-up and equipment in good condition.*



# Observation sign-off sheet

*Unit B11 Design and create fashion and photographic make-up*

## What you must do (continued)



### Outcome 3

#### Evaluate your results against the design plan objectives

- a Obtain and evaluate feedback from the client on your work and its effectiveness in meeting the design brief
- b Evaluate your own performance against your objectives to identify how and where it could be improved

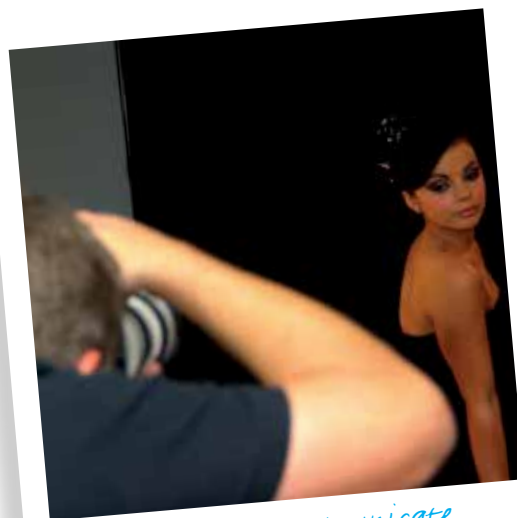
Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

“

*When working on men, always put tissues around the collars of the shirts, to stop the make-up rubbing onto their clothing.*

Jenni Lenard

”



*It's important to communicate your design objectives clearly to the photographer.*

# Observation sign-off sheet

*Unit BII Design and create fashion and photographic make-up*

## What you must cover



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

### Activities

Tick the looks produced for the activities used in each observation. You must produce **all** types of looks.

	1	2	3	4		
Photographic – black and white	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photographic – colour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fashion shows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Looks

Tick the types of looks created for each observation. You must create **all** types of looks.

	1	2	3	4		
Period	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fantasy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High fashion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Catwalk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bridal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commercial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Resource needs

Tick the resource needs addressed for each observation. You must address **all** of the resource needs.

	1	2	3	4		
Tools and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Continues on next page*





# Observation sign-off sheet

*Unit B11 Design and create fashion and photographic make-up*

## What you must cover (continued)

### Relevant persons

Tick the relevant persons involved for each observation.

You must involve at least **two** of them. Knowledge evidence does not need to be produced for the remaining items in the range.

- Photographer
- Art director
- Make-up designer
- Hair designer
- Clients
- Artistes
- Stylists
- Nail technician

	1	2	3	4		
Photographer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Art director	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make-up designer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair designer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Artistes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stylists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nail technician	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Make-up application techniques

Tick the make-up application techniques used for each observation.

You must use **all** of the make-up application techniques.

- Precision base application
- Highlighting and shading
- Concealing
- Blending
- Stippling
- Precision application of eye products
- Precision application of lip products
- Colour mixing
- Stencilling
- Body make-up

	1	2	3	4		
Precision base application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Highlighting and shading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concealing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stippling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Precision application of eye products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Precision application of lip products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colour mixing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stencilling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Body make-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



**Additional media**

Tick the additional media considered for each observation.  
You must consider **all** of the additional media.

	1	2	3	4		
Accessories	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clothes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

“

*Being an excellent make-up artist is all about getting on well with others. This is what gets you booked for further jobs!*

Maria Retter

”

**Hints and tips**

*Ask the photographer to give you a selection of example images so you know what sort of make-up is required. You may sometimes have very different ideas. Always take sketches and colours to meetings, and be prepared to be flexible.*



# Comment form

## Unit BII

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

Comments	Date
1	
2	
3	
4	

### Hints and tips

*You will need to put your hand to everything very quickly, so be organised with a clean and tidy kit. Decant large amounts of products into small pots and label to save time and space.*



# Knowledge sign-off sheet

## Unit BII Design and create fashion and photographic make-up

### What you must know



Fashion make-up

229

You need to understand:	Evidence type
<b>Communication</b>	
1 how to effectively communicate and present your design plan to the client	E3
2 how to use effective consultation techniques when communicating with people from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
3 the importance of confidentiality and what might happen if this is not maintained	E3
4 how to use a varied vocabulary and expressions to suit your purpose (eg to present an argument, express ideas or opinions, exchange information)	E3
5 how to adapt your contributions to suit different situations (eg the amount you say, your manner and tone of voice)	E3
6 how to move the discussion forward (eg summarise, develop points, focus on the purpose)	E3
7 the importance of confirming your understanding of what has been said to you	E3
<b>Health and safety</b>	
8 the potential hazards you must consider when working at any venue	E3
9 the steps that should be taken to minimise risks when working at any venue	E3
10 how and if local bye-laws and legislation may limit your use of products, tools and equipment	E3
11 health & safety procedures applicable to any venue you use	E3

*Continues on next page*

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker blue). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.



# Knowledge sign-off sheet

## Unit B11 Design and create fashion and photographic make-up

### What you must know (continued)



You need to understand:	Evidence type
12 health & safety requirements associated with make-up techniques	E4
13 the importance of recognising contra-indications and restrictions to the make-up	E4
<b>Planning</b>	
14 the steps that should be taken to ensure you are adequately insured	E4
15 the importance of agreeing contractual arrangements prior to commencing your design plan	E4
16 the importance of detailed and accurate planning and how to create a make-up design plan	E3
17 the importance of communicating and agreeing design plans	E3
18 the importance of setting and working to a budget	E4
19 the importance of specifying resource needs accurately	E4
20 the different types of lighting and camera effects and how this may affect your design plan	E3
21 how any venue requirements are likely to affect your plans	E3
22 how to interpret and use a show running order	E3
<b>Problem solving</b>	
23 the common problems associated with photographic shoots, fashion shows and client specifications (eg people, tools and equipment breakdowns, products and time etc) and how to resolve them	E3

**Hints and tips**

*Find out if you'll be working with a session hair stylist, or if you will need to incorporate the model's hair into the design yourself.*

*Continues on next page*



You need to understand:	Evidence type
<b>Designing and developing make-up looks</b>	
24 basic principles of design, scale and proportion when creating a look	E3
25 the principles of colour theory (eg complementary colours)	E4
26 how different types of lighting and camera effects impact on the make-up	E4
27 the characteristics of iconic period make-up looks from the past, eg 17th – 20th century	E3
28 how different cultures have influenced make-up and fashion trends	E3
29 sources of research information and how to access and evaluate them	E4
30 how to prepare and adapt the working environment available within the venue	E3
31 the different types of make-up techniques and how to use them	E3
32 the main components of make-up products past and present	E3
33 how to replicate historical looks safely to meet present day standards	E3
34 where to obtain make-up, products and equipment	E4
35 ways in which additional items can be used to complement the overall design plan eg gems, feathers, gold leaf, lace etc.	E3
36 ways in which additional media can be used to complement the overall design plan	E3
37 ways of adapting the product and make-up selection to suit changing circumstances	E3
38 how to select suitable products for the design plan	E3
<b>Evaluation</b>	
39 why it is important to evaluate your performance	E3
40 the areas on which you should collect feedback	E3
41 ways of seeking and making use of constructive feedback	E3
42 ways of identifying opportunities for improvement	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



**Hints and tips**

*You won't always choose your model. Ask for the model's contact details so that you can ask any important questions and check for contra-indications before the day of the shoot. A test shot photograph helps too.*



# Supplementary notes

## *Unit BII*

232

Level 3 NVQ/SVQ Beauty

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

**Comment**

**Date**


## Unit sign-off

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

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date

---

# B22

# skin

# camouflage



---

Skin camouflage is a very specialised form of make-up used to correct or conceal areas the client wishes to disguise. It uses a particular kind of make-up that is waterproof, making it longer lasting. In this unit you will learn how to correct or conceal according to your client's wishes, including covering tattoos, erythema and

hyper- and hypo-pigmentation, as well as how to disguise scarring. You will also learn how to advise and instruct the client on products and techniques of application for use at home. Some conditions can be very distressing to clients and so becoming skilled in this area can help you to make a real difference to their confidence.



Image courtesy of Walsall College; Photography by Andrew Buckle

# Unit B22 (City & Guilds Unit 028)

## Provide specialist skin camouflage services

### *Mandatory (Make-up route)*

### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for enhancing appearance using skin camouflage for providing specialist skin camouflage services.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Simulation **may** be used for this unit. Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **four** occasions, involving **four** different clients, with the permission of each client.

“

*The correct application of cosmetic camouflage make-up will instill confidence in any client.*  
Anita Crosland

”



Skin camouflage



This unit has five outcomes.

**Outcome 1**  
Maintain safe and effective methods of working when providing specialist skin camouflage services

**Outcome 2**  
Consult, plan and prepare for specialist cosmetic skin camouflage

**Outcome 3**  
Carry out specialist cosmetic skin camouflage

**Outcome 4**  
Instruct and advise the client on cosmetic skin camouflage techniques

**Outcome 5**  
Evaluate the success of instruction

**Outcome 6**  
Provide aftercare advice



## Unit B22 (City & Guilds Unit 028)

### Provide specialist skin camouflage services

#### *Mandatory (continued)*

236

Level 3 NVQ/SVQ Beauty

### What you must cover

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

#### **Used three of the following camouflage products\*:**

Camouflage creams

Camouflage powders

Setting products

Skin stains

Faux tan products

\* However, you must prove to your assessor that you are able to deal with the other **two**.

#### **Used all of the following application tools:**

Brushes

Fingers

Sponges

Velour puffs

#### **Used all of the following consultation methods:**

Questioning

Visual

Manual

Reference to client records

#### **Addressed all of the following camouflage needs:**

Tattoos

Atrophic scar tissue

Hypertrophic scar tissue

Keloid scar tissue

Hyper-pigmentation

Hypo-pigmentation

Erythema

Bruising

#### **Dealt with one of the following necessary actions\*:**

Encouraging the client to seek medical advice

Explaining why the camouflage application cannot be carried out

Modification of camouflage application

\* However, you must prove to your assessor that you are able to deal with the other **two**.

#### **Carried out camouflage application on all of the following areas:**

Head

Body

#### **Used all of the following camouflage instructional techniques:**

Skills demonstration

Verbal explanation

Use of written instructions

#### **Provided all of the following types of aftercare advice:**

Other products which can be used in conjunction with skin camouflage

Products/substances/environments which should be avoided

Durability and removal of camouflage products

Future treatment needs

---

## What you must know

---

You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when providing skin camouflage

Client consultation, planning and preparation

Anatomy and physiology

Psychology

Contra-indications and contra-actions

Skin camouflage

Instructional skills

Aftercare advice for clients

Evaluation

---

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 249–255.

“

*Don't be tempted to apply a single thick application in an attempt to conceal a problem area. A far superior result is achieved by applying two fine layers of the same camouflage product.*

Val Ross

”



Skin camouflage

---

## Useful words

---

Some terms that you will come across in this unit are explained below.

**Chloasma/melasma** A hyper-pigmentation disorder resulting in areas of increased pigmentation. Darker patches of skin compared to other areas will be visible.

**Congenital abnormality** This is a skin condition present since birth, eg port wine stains.

**Erythema** Reddening of the skin caused by the blood vessels dilating. This may be due to stimulation such as heat or massage, or may occur as an inflammatory response.

**Fluorescent light** Light that contains an excess of blue and green.

**Hyper-pigmentation** Increased melanin production resulting in darker patches of skin compared to other areas.

**Hypo-pigmentation** Absence of melanin, or reduced melanin production, resulting in paler patches of skin compared to other areas.

**Incandescent light** Light that contains an excess of reds and yellows.

**Primary colours** Every colour is made from a combination of red, yellow or blue. These three colours are known as the primary colours.

**Rosacea** Chronic inflammation of the skin producing pustules and papules but no comedones.

**Telangiectasia** The technical term for thread veins, which are tiny red thread-like lines on the skin. Also known as dilated or broken capillaries.

**Vitiligo** A hypo-pigmentation disorder resulting in areas of very pale skin, with little or no pigment present.

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# Observation sign-off sheet

## Unit B22 Provide specialist skin camouflage services

### What you must do

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Level 3 NVQ/SVQ Beauty

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **four** separate occasions, involving **four** different clients (with the permission of each client).

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

#### Outcome 1

##### Maintain safe and effective methods of working when providing specialist skin camouflage services

- a Set up and monitor the treatment area to meet organisation procedures and manufacturers' instructions
- b Make sure that environmental conditions are suitable for the client and the skin camouflage
- c Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- d Effectively disinfect your hands prior to treatment
- e Ensure your own posture and position minimises fatigue and risk of injury whilst working
- f Ensure all tools are cleaned using the correct methods
- g Position skin **camouflage products** and **application tools** for ease and safety of use
- h Ensure the client is in a comfortable and relaxed position suitable for the skin camouflage application
- i Maintain accepted industry hygiene and safety practices throughout the skin camouflage
- j Adopt a positive, polite and reassuring manner towards the client throughout the treatment

*Continues on next page*



*Camouflage make-up can disguise tattoos the client no longer wants.*



- k Respect the client's modesty, privacy and any sensitivities to their personal appearance
- l Check the client's wellbeing at regular intervals according to organisational policy
- m Dispose of waste materials safely and correctly
- n Ensure the skin camouflage is cost-effective and is carried out within a commercially viable time
- o Ensure client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- p Leave the treatment area in a condition suitable for future treatments



Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

*Continues on next page*



*Camouflage make-up can give a client the confidence to wear the clothes of their choice.*





# Observation sign-off sheet

## Unit B22 Provide specialist skin camouflage services

### What you must do (continued)

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Level 3 NVQ/SVQ Beauty

#### Hints and tips

*Remember that light may change the appearance of the colours you are using. A good therapist will take into account the setting and context in which the camouflage is to be worn.*

#### Outcome 2

##### Consult, plan and prepare for specialist cosmetic skin camouflage

- a Use **consultation methods** in a polite and friendly manner to determine the client's treatment needs
- b Obtain signed, written informed consent from the client prior to carrying out the treatment/service
- c Ensure that informed and signed parent or guardian consent is obtained for minors prior to any treatment \*
- d Ensure that a parent or guardian is present throughout the treatment for minors under the age of 16 \*\*
- e Clearly explain to the client what the skin camouflage entails in a way they can understand
- f Ask your client appropriate questions to identify their skin **camouflage needs**
- g Encourage clients to ask questions to clarify any points
- h Ask your client appropriate questions to identify if they have any contra-indications to skin camouflage
- i Accurately record your client's responses to questioning

*Continues on next page*



*Agree the products you will use with your client.*



- j Encourage clients with suspected contra-indications to seek medical advice without reference to specific conditions and without causing undue alarm or concern \*\*\*
- k Take the **necessary action** in response to any identified contra-indication \*\*\*\*
- l Clearly identify and agree the client's skin **camouflage needs** and the **areas to be camouflaged**
- m Ensure the client's expectations are realistic and achievable

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

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

*Continues on next page*

**Hints and tips**

*Be tactful and reassuring during the consultation as the client may be distressed and emotional. It is your job to put them at ease.*



*Ask your client what they want to achieve before the camouflage service.*



# Observation sign-off sheet

## Unit B22 Provide specialist skin camouflage services

### What you must do (continued)



*Always work in natural light when skin colour matching to achieve the best colour match.*  
Val Ross



### Outcome 3

#### Carry out specialist cosmetic skin camouflage

- a Ensure empathy and sensitivity to the nature of the client's condition is shown throughout
- b Apply compatible skin care products when required before the skin camouflage application
- c Use **application tools**, techniques and **camouflage products** which are best suited to the skin **camouflage needs**
- d Ensure **camouflage products** are applied in accordance with manufacturers' instructions to achieve required density, colour and effect
- e Establish an acceptable colour match with the client on the **areas to be camouflaged** to restore the skin coloration to the surrounding skin tone
- f Establish and apply an appropriate complementary colour prior to the application of the acceptable skin colour match if required
- g Apply compatible cosmetic and skin care products when required after the skin camouflage application
- h Take prompt remedial action where contra-actions occur during the course of the skin camouflage application

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

## Outcome 4

### Instruct and advise the client on cosmetic skin camouflage techniques

- a Discuss and recommend suitable **camouflage products** and application **tools** to meet the client's skin camouflage needs
- b Demonstrate application on the **areas to be camouflaged** and check the client's understanding
- c Use **instructional techniques** which are clear, logical and delivered at a pace suitable for the client
- d Guide the client through self application and removal of the skin **camouflage product** in a way which is suited to the client's needs and the products being used
- e Guide the client on how to select and apply compatible cosmetic and skin care products, for use under or over the client's camouflage
- f Allow the client sufficient time to practise skin camouflage techniques on themselves
- g Explain the importance of adopting safe and hygienic working practices to minimise risk of cross-infection
- h Provide the client with opportunities to give feedback, ask questions and seek clarification
- i Ensure empathy and sensitivity to the nature of the client's condition are shown throughout the instruction
- j Remind the client of the need to seek medical opinion if the condition changes



Skin camouflage



*Some clients will want to learn how to do their own skin camouflage make-up.*

Image courtesy of iStockphoto.com/LevDolgachov

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						



# Observation sign-off sheet

## Unit B22 Provide specialist skin camouflage services

### What you must do (continued)

#### Outcome 5

##### Evaluate the success of instruction

- a Ask your client to make an evaluation of their own learning and then provide additional support to meet their needs
- b Ask your client suitable questions on the effectiveness of the instruction process and record their feedback
- c Use client feedback to make improvements to your own skin camouflage skin care and make-up **instructional techniques** and delivery, if necessary

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

#### Outcome 6

##### Provide aftercare advice

- a Give **advice** and recommendations accurately and constructively
- b Give your clients suitable **advice** specific to their individual needs

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

# Observation sign-off sheet

## Unit B22 Provide specialist skin camouflage services

### What you must cover



Skin camouflage

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

#### Camouflage products

Tick the camouflage products used for each observation.

You must use at least **three** of the camouflage products, but you must prove to your assessor that you are able to use the other **two**.

	1	2	3	4		
Camouflage creams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Camouflage powders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setting products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skin stains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faux tan products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Application tools

Tick the application tools used for each observation.

You must use **all** of the application tools.

	1	2	3	4		
Brushes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fingers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sponges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Velour puffs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Consultation methods

Tick the consultation methods used for each observation.

You must use **all** of the consultation methods.

	1	2	3	4		
Questioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference to client records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



# Observation sign-off sheet

## Unit B22 Provide specialist skin camouflage services

### What you must cover (continued)

#### Camouflage needs

Tick the camouflage needs addressed for each observation.  
You must address **all** of the camouflage needs.

- Tattoos

---

- Atrophic scar tissue

---

- Hypertrophic scar tissue

---

- Keloid scar tissue

---

- Hyper-pigmentation

---

- Hypo-pigmentation

---

- Erythema

---

- Bruising

---

	1	2	3	4		
Tattoos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Atrophic scar tissue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hypertrophic scar tissue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keloid scar tissue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hyper-pigmentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hypo-pigmentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Erythema	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bruising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Necessary actions

Tick the necessary action dealt with if it occurs during an observation.  
You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

- Encouraging the client to seek medical advice

---

- Explaining why the camouflage application cannot be carried out

---

- Modification of camouflage application

---

	1	2	3	4		
Encouraging the client to seek medical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining why the camouflage application cannot be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modification of camouflage application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Areas to be camouflaged

Tick the camouflage application carried out for each observation.  
You must carry out camouflage application on **both** of the areas.

- Head

---

- Body

---

	1	2	3	4		
Head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Body	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*





**Camouflage instructional techniques**

Tick the camouflage instructional techniques used for each observation. You must use **all** of the camouflage instructional techniques.

	1	2	3	4		
Skills demonstration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal explanation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of written instructions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Aftercare advice**

Tick the aftercare advice provided for each observation. You must provide **all** types of aftercare advice.

	1	2	3	4		
Other products which can be used in conjunction with skin camouflage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Products/substances/environments which should be avoided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability and removal of camouflage products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Future treatment needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4		
Observation						
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						



# Comment form

## Unit B22

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

Comments	Date
1	
2	
3	
4	



*Even widespread birthmarks can be covered successfully.*



# Knowledge sign-off sheet

## Unit B22 Provide specialist skin camouflage services

### What you must know



Skin camouflage

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You need to understand:	Evidence type
<b>Organisational and legal requirements</b>	
1 your responsibilities under relevant health & safety legislation	E3
2 why minors should not be given skin camouflage without informed and signed parental or guardian consent	E3
3 why it is important when treating minors under 16 years of age to have a parent or guardian present	E3
4 the reasons for ensuring that the request for skin camouflage from a child under the age of 16 has been instigated by them rather than their parent or guardian	E3
5 the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
6 the legal significance of gaining signed, informed client consent to treatment	E3
7 your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements	E3
8 how to complete the client records and the importance and reasons for keeping records and gaining client signatures	E3
9 the importance of the correct storage of client records in relation to the Data Protection Act	E3
10 service times for completing skin camouflage and the importance of completing the application in a commercially viable time	E3
11 the pricing structures for skin camouflage	E3
12 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients	E3

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker blue). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

*Continues on next page*



# Knowledge sign-off sheet

## Unit B22 Provide specialist skin camouflage services

### What you must know (continued)



You need to understand:	Evidence type
<b>How to work safely and effectively when providing skin camouflage</b>	
13 how to effectively set up the work area and safely position equipment and materials for skin camouflage	E3
14 the necessary environmental conditions for skin camouflage application (including natural or simulated daylight conditions, heating, ventilation and general comfort) and why these are important	E3
15 the different types of disinfecting and chemical cleaners for skin camouflage tools	E3
16 how to disinfect tools for skin camouflage application	E3
17 how to prepare yourself for carrying out skin camouflage application	E3
18 the importance of, and reasons for, disinfecting hands and how to do this effectively	E3
19 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	E3
20 how to prepare and correctly position the client for optimum skin camouflage application and the importance of using seating at the correct height	E3
21 how to minimise and dispose of waste from services	E3
22 the condition in which the work area should be left and why this is important	E3
<b>Client consultation, planning and preparation</b>	
23 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3

**Hints and tips**

*Establish what the client's expected outcomes are from the treatment and talk to them about how closely these can be met.*

*Continues on next page*

You need to understand:	Evidence type
24 the importance of allowing the client to indicate the area requiring camouflage	E4
25 why it is important never to assume the area to be camouflaged	E4
26 the questioning and listening skills you need in order to find out information	E3
27 the importance of not asking intrusive questions and avoiding intrusive questioning techniques	E4
28 how to give effective advice and recommendations to clients	E3
29 how to interpret negative and positive body language	E3
30 the importance of questioning the client about known contra-indications	E3
31 the importance of gathering relevant current and ongoing medical and medication information that may affect skin camouflage application	E3
32 why it is important to encourage and allow time for clients to ask questions	E3
33 why it is important to record client responses to questions about contra-indications	E3
34 the legal significance of client questioning concerning contra-indications and the recording of client responses to questioning	E3
35 the reasons why it is important to encourage clients with contra-indications to seek medical advice	E3
36 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner	E3
37 why it is important to respect the clients' modesty, privacy and sensitivities relating to their own appearance	E3
38 the importance of recognising your own limitations when dealing with clients requiring skin camouflage	E3
39 the importance of clients having realistic expectations of the camouflage results	E3



*Continues on next page*



# Knowledge sign-off sheet

## *Unit B22 Provide specialist skin camouflage services*

### What you must know (continued)

You need to understand:	Evidence type
<b>Anatomy and physiology</b>	
40 the structure and function of the skin	E4
41 the photosensitivity of skin and how it differs in different skin groups (ie the Fitzpatrick Classification System)	E4
42 the healing and renewal process of skin and how it differs in different skin classification groups (eg Fitzpatrick scale)	E4
43 how ageing affects the skin and how its regenerative properties differ in different skin groups and lifestyle choices	E4
44 the causes and appearance of skin conditions likely to need camouflage (eg hypo-pigmentation such as vitiligo, stretch marks; hyper-pigmentation such as melasma, age spots; and erythema such as rosacea and thread veins)	E4
45 the characteristics and differences between the three types of scar tissue (atrophic; hypertrophic; keloid) and the implications of scar tissue	E4
46 the importance of recognising different skin tones (eg red or yellow undertones)	E4
<b>Psychology</b>	
47 the psychological effects of changed image on the client	E4
48 the importance of understanding the correct psychological approach when working with people requiring camouflage	E4
49 the importance of understanding such conditions as body dysmorphia	E4
50 the importance of understanding why skin camouflage should be considered a medical, rather than make-up/cosmetic, application	E4

*Continues on next page*

You need to understand:	Evidence type
<b>Contra-indications and contra-actions</b>	
51 how to recognise those contra-indications requiring medical referral and why (eg structural changes in the area to be camouflaged, suspicious moles, infections)	E3
52 possible contra-actions which may occur during the camouflage application and how to deal with them	E3
<b>Skin camouflage</b>	
53 principles of colour theory (eg complementary colours)	E4
54 the importance of understanding when it may be necessary to apply a complementary colour prior to the skin match	E4
55 the importance of testing for a skin colour match on a small area	E4
56 the range and availability of skin camouflage products	E3
57 how to select and apply the products stated in the range to meet the needs of individual conditions	E3
58 attributes and limitations of products (eg appearance of applied products under different circumstances such as titanium dioxide and iron oxide in flash photography and on skin)	E4
59 where and how to obtain skin camouflage resources	E3
60 the importance of understanding the different properties in skin camouflage products	E3
61 the compatibility and limitation of other cosmetic and skin care products used in conjunction with skin camouflage	E3
62 the compatibility and limitation of topical and medical treatments used in conjunction with skin camouflage (eg sun screen, ointments, make-up)	E4
63 the importance of keeping own reference materials on camouflage applications and conditions	E3
<b>Instructional skills</b>	
64 how to plan skin camouflage instruction sessions (eg timing, pace, use of voice, use of graphic)	E3



*Continues on next page*



# Knowledge sign-off sheet

## *Unit B22 Provide specialist skin camouflage services*

### What you must know (continued)

You need to understand:	Evidence type
65 methods of presenting information and instructions (eg pictorially, verbally, logical sequencing, presenting small amounts of information at a time etc)	E3
66 how to speak clearly in a way that suits the situation	E3
67 how to show you are listening closely and responding appropriately	E3
68 how to use different types of questioning techniques	E3
69 how and when to make openings to encourage clients to ask questions	E3
70 how to answer questions and queries	E3
71 methods of demonstrating skin camouflage application techniques and use of tools and equipment	E3
72 ways of checking the clients' understanding and their ability to carry out skin camouflage application on themselves	E3
73 how to match instruction with individual clients' learning needs when applying skin camouflage	E4
74 how to check clients' understanding and progress during skin camouflage application	E3
75 how to adapt and tailor and your skin camouflage instruction to meet individual needs	E3
<b>Aftercare advice for clients</b>	
76 the lifestyle factors and changes that may be required to improve the effectiveness of the skin camouflage	E3
77 post treatment restrictions and future skin camouflage needs	E3
78 products for home use that will benefit the client and those to avoid and why	E3
79 how to advise client on preservation and maintenance of skin camouflage	E3

*Continues on next page*



You need to understand:	Evidence type
80 how to advise the client on removal of skin camouflage	E3
<b>Evaluation</b>	
81 the importance of evaluating the success of skin camouflage instructional activities	E3
82 the most suitable methods of gaining feedback from skin camouflage instructional activities	E4
83 the importance of recording feedback and other relevant information from the activity clearly and accurately	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



Skin camouflage

Image courtesy of iStockphoto.com/studioivitra





# Supplementary notes

## *Unit B22*

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Level 3 NVQ/SVQ Beauty

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

**Comment**

**Date**

Comment	Date

## Unit sign-off

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

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date

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# BIB eyelash extension treatments



People first started having eyelash extension treatments in the late 1990s, and they have become more and more popular since then. They can be used on people (usually women) who want to make their eyelashes appear thicker and longer. As one of the most advanced beauty treatments to date, care and attention to detail

are important in this area of beauty therapy. Attaching single eyelash extensions can be a very intricate process. During the course of this unit you will experience the activities and techniques needed in order for you to provide this treatment. Eyelash extension treatments are an excellent skill to add to your portfolio.



Image courtesy of iStockphoto.com/Legacy One Photography

# Unit B15 (City & Guilds Unit 018)

## Provide single eyelash extension treatments

### *Optional*

### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for providing single eyelash extension treatments.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence with this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **three** different occasions, with each treatment including a different client. These must include a full and a partial set of single lash extensions.



This unit has five outcomes.

#### **Outcome 1**

**Maintain safe and effective methods of working when providing single eyelash extension treatments**

#### **Outcome 2**

**Consult, plan and prepare for the treatment with clients**

#### **Outcome 3**

**Attach single lash systems**

#### **Outcome 4**

**Maintain and remove single lash systems**

#### **Outcome 5**

**Provide aftercare advice**

“  
*Single lash extensions can be a bit fiddly. To make sure they stick firmly to the natural lash apply adhesive to the base of the artificial lash extension and stroke down the natural lash before application.*  
 Kym Menzies-Foster  
 ”



## Unit B15 (City & Guilds Unit 018)

### Provide single eyelash extension treatments *Optional (continued)*

Image courtesy of Lash Perfect

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Level 3 NVQ/SVQ Beauty

#### What you must cover

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

#### **Used all of the following types of consultation techniques:**

Questioning

Visual

Manual

Reference to client records

#### **Carried out at least one of the following necessary actions\*:**

Encouraging the client to seek medical advice

Explaining why the treatment cannot be carried out

Modification of the treatment

\* However, you must prove to your assessor that you are able to deal with the other **two**.

#### **Considered all of the following factors:**

Thickness of natural lash

Length of the natural lash

Direction of growth

Colour of the natural lash

Curvature of the natural lash

Eye shape

Previous eyelash perming

Density of eyelashes

Evident eyelash damage

Lifestyle

#### **Provided all of the following types of advice:**

Avoidance of activities which may cause contra-actions

Longevity of single lash system treatments

Suitable homecare products and their use

Homecare maintenance routines

The importance of professional removal



*It's important to keep your hand steady when inserting single lash extensions.*

Image courtesy of Maria Retter

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## What you must know

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You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when providing single lash system treatments

Client consultation, treatment planning and preparation

Contra-indications and contra-actions

Anatomy and physiology

Equipment, materials and products

Attaching, maintaining and removing single lash systems

Aftercare advice for clients

---

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 272–277.

### Timing tip

*The maximum commercially viable service time for applying a full set of single eyelash extensions is 120 mins. This does not include consultation and preparation time.*

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Eyelash extension treatments

261

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## Useful words

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Some terms that you will come across in this unit are explained below.

**Air blower** A gentle puffer used to speed the drying process of the adhesive bonding agent.

**Alopecia** Hair loss that can affect adults and children of any age. The hair loss is often sudden.

**Blepharitis** Inflammation of the eyelid or eyelid rims. The eyes feel red, irritated and itchy. Dandruff-like crusts can appear on the eyelashes.

**Conjunctiva** The outermost layer of the eye and the inner surface of the eyelids.

**Conjunctivitis** An inflammation of the conjunctiva, most commonly due to an allergic reaction or an infection.

**Cornea** The clear front window of the eye that transmits and focuses light into the eye.

**Dry eye syndrome** A condition where the eyes don't produce enough tears, or they dry out too quickly.

**Glaucoma** A group of eye conditions in which the optic nerve is damaged at the point where it leaves the eye.

**Hair growth cycle** The stages of growth, transition and inactivity in the hair follicle.

**Jade stone** A cold disc which the adhesive is dispensed onto. It keeps the adhesive a constant temperature throughout the treatment.

**Meibomian gland** Specialised sebaceous glands at the rim of the eyelids. They secrete sebum to prevent evaporation of the eye's tear film, prevent tear spillage onto the cheek and make the closed lids airtight.

**Trichotillomania** A disorder or habit often triggered by stress or depression. Sufferers feel repeated urges to pull out scalp, lash, facial or brow hair, sometimes resulting in bald patches.

**'Y' Lashes** Lashes that split in two at the tapered end. This gives the effect of double the amount of lashes. They can be applied in half the normal time.

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# Observation sign-off sheet

## Unit B15 Provide single eyelash extension treatments

### What you must do

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Level 3 NVQ/SVQ Beauty

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **three** separate occasions, on at least **three** different clients. These must include a **full** and a **partial set** of single lash extensions.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

#### Outcome 1

##### Maintain safe and effective methods of working when providing single eyelash extension treatments

- a Set up the work area to meet legal, hygiene and treatment requirements
- b Make sure that environmental conditions are suitable for the client and the treatment
- c Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- d Ensure all tools and equipments are cleaned using the correct methods
- e Effectively disinfect your hands prior to extending eyelashes
- f Maintain accepted industry hygiene and safety practices throughout the treatment
- g Position equipment and materials for ease and safety of use
- h Ensure your own posture and position minimises fatigue and the risk of injury whilst working

*Continues on next page*



*Take care to protect your client's skin during the single lash extension.*



- i Maintain the client's modesty and privacy at all times
- j Dispose of waste materials safely and correctly
- k Ensure that the treatment is cost-effective and is carried out within a commercially viable time
- l Leave the work area in a condition suitable for further treatments
- m Ensure the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner



Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

*Continues on next page*

“

*Individual permanent lash treatments are becoming incredibly popular in the salon. Having this skill will increase your client base.*

Anita Crosland

”



# Observation sign-off sheet

## Unit B15 Provide single eyelash extension treatments

### What you must do (continued)

264

Level 3 NVQ/SVQ Beauty



“

*Practise using two pairs of tweezers to isolate the natural eyelash and apply the single lash extension. It can be fiddly.*

Anita Crosland

”

#### Outcome 2

##### Consult, plan and prepare for treatments with clients

- a Use **consultation techniques** in a polite and friendly manner to determine the client's treatment
- b Obtain signed, written informed consent from the client prior to carrying out the treatment
- c Ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment \*
- d Ensure that a parent or guardian is present throughout the treatment for minors under the age of 16 \*\*
- e Ask your client appropriate questions to identify if they have any known contra-indications to the treatment
- f Accurately record your client's responses to questioning
- g Encourage clients to ask questions to clarify any points
- h Help the client into a safe, comfortable and relaxed position for the treatment
- i Carefully examine the eye area to identify any **factors** that may affect the service
- j Correctly perform a skin sensitivity test on the client according to manufacturers' instructions and organisational requirements and record the results
- k Take the **necessary action** in response to any identified contra-indications \*\*\*
- l Inform the client in a tactful way if there is an adverse reaction to the skin sensitivity test and they cannot be treated
- m Ensure client advice is given without reference to a specific medical condition and without causing undue alarm and concern

Image courtesy of iStockphoto.com/Legacy One Photography

*Continues on next page*



- n Base your recommendations on an accurate evaluation of your client's eyelashes and the potential to achieve the required look
- o Agree the treatment and realistic outcomes that are acceptable to your client and which meet their needs
- p Select and use single lash systems which are:
  - of a suitable colour
  - of a suitable curvature
  - custom blended
  - of a suitable length
  - of a suitable thickness
- q Prepare the single lash extensions to avoid wastage, tangling and to meet the manufacturer's instructions
- r Ensure your client's clothing is effectively protected and all hair away from the face prior to treatment
- s Ensure any lashes not to be treated are effectively secured and protected
- t Leave the client's eye area free of all make-up and oil prior to treatment



Image courtesy of Lash Perfect

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

- \* Covered by observation  Date \_\_\_\_\_
- Covered by oral questioning  Date \_\_\_\_\_
- \*\* Covered by observation  Date \_\_\_\_\_
- Covered by oral questioning  Date \_\_\_\_\_
- \*\*\* Covered by observation  Date \_\_\_\_\_
- Covered by oral questioning  Date \_\_\_\_\_

*Continues on next page*



# Observation sign-off sheet

## Unit B15 Provide single eyelash extension treatments

### What you must do (continued)



*Consider the whole look for the single lash extensions, including make-up and accessories.*

### Outcome 3

#### Attach single lash systems

- a Effectively isolate single lashes to meet the requirements of the system to be used
- b Place and secure the single lash systems in a way that will allow them to lie in the direction required
- c Effectively secure lash extensions into your client's lashes with an even application of adhesive
- d Leave a gap between the eyelash extension and the eyelid to meet manufacturers' instructions
- e Add and attach single lash systems in a way that takes into account the factors influencing the treatment
- f Effectively release lashes and eye pads at regular intervals throughout the treatment to avoid unwanted adhesion
- g Effectively remove any excess adhesive and debris throughout the attachment process, minimising any discomfort to the client
- h Check the comfort of your client at regular intervals throughout the treatment
- i Give suitable reassurance to the client, if necessary
- j Identify and resolve any problems occurring during the service
- k Effectively seal the eyelashes following manufacturers' instructions
- l Ensure, on completion, that the single lash systems give a balanced and well proportioned finish suitable for the intended look and your client's natural eyelashes

Image courtesy of Lash Perfect

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

*Continues on next page*

## Outcome 4

### Maintain and remove single lash systems

- a Maintain and remove single lash systems following manufacturer's instructions
- b Use the correct tools effectively and minimise damage to the client's natural eyelashes and injury to the eye area
- c Use the correct products to remove single lash systems avoiding damage to the client's natural eyelashes and injury to the eye area
- d Leave the client's natural eyelashes free of product build-up and debris
- e Leave the client's natural eyelashes clean, even and tangle free



Eyelash extension treatments

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

## Outcome 5

### Provide aftercare advice

- a Give **advice** and recommendations accurately and constructively
- b Give your clients suitable **advice** specific to their individual needs

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					



# Observation sign-off sheet

## Unit B15 Provide single eyelash extension treatments

### What you must cover

#### Consultation techniques

- Questioning
- Visual
- Manual
- Reference to client records

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

Tick the consultation techniques used for each observation. You must use **all** consultation techniques.

1	2	3		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Necessary action

- Encouraging the client to seek medical advice
- Explaining why the treatment cannot be carried out
- Modification of treatment

Tick the necessary action carried out if it occurs during an observation. You must carry out at least **one** of the necessary actions, but you must prove to your assessor that you are able to carry out the other **two**.

1	2	3		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*

#### Hints and tips

*The lash extension should never touch the skin or impede the growth of the natural lash.*



**Factors**

Tick the factors considered for each observation.  
You must consider **all** of the factors.

	1	2	3		
Thickness of natural lash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Length of the natural lash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direction of growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colour of the natural lash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Curvature of the natural lash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eye shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Previous eyelash perming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Density of eyelashes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evident eyelash damage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifestyle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



*It is essential that your client understands how important it is to maintain their individual permanent eyelashes. They should attend regular treatment sessions.*

Anita Crosland





# Observation sign-off sheet

## Unit B15 Provide single eyelash extension treatments

### What you must cover (continued)

#### Advice

Tick the types of advice provided for each observation.  
You must provide **all** types of advice.

- Avoidance of activities which may cause contra-actions

---

- Longevity of single lash system treatments

---

- Suitable homecare products and their use

---

- Homecare maintenance routines

---

- The importance of professional removal

1	2	3		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Observation

---

- Achieved

---

- Date

---

- Candidate signature

---

- Assessor signature

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- IQA signature (if sampled)

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- EQA signature (if sampled)

1	2	3		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Hints and tips

*Providing the correct aftercare advice is important to ensure the life span of the lashes.*



# Comment form

## Unit B15



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

### Comments

### Date

1

---

---

2

---

---

3

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---

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Image courtesy of Lash Perfect





# Knowledge sign-off sheet

## Unit B15 Provide single eyelash extension treatments

### What you must know

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker blue). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:		Evidence type
<b>Organisational and legal requirements</b>		
1	your responsibilities under relevant health & safety legislation	E3
2	why minors should not be given treatments without informed and signed parental or guardian consent	E3
3	the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
4	the age at which an individual is classed as a minor and how this differs nationally	E3
5	why it is important, when treating minors under 16 years of age, to have a parent or guardian present	E3
6	the legal significance of gaining signed, informed client consent to treatment	E3
7	issues surrounding the delivery of eyelash treatments to minors	E3
8	your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements	E3
9	how to complete the client records used in your salon and the importance and reasons for keeping records of treatments and gaining client signatures	E3
10	the importance of the correct storage of client records in relation to the Data Protection Act	E3
11	your salon's service times for completing eyelash treatments and the importance of completing the application in a commercially viable time	E3
12	the salon pricing structures	E3

*Continues on next page*

You need to understand:	Evidence type
13 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients	E3
<b>How to work safely and effectively when providing single lash system treatments</b>	
14 how to set up the work area, prepare and use the equipment and materials for single lash system treatments	E3
15 methods of disinfecting and sterilising equipment	E3
16 how to maintain equipment and materials in a clean and hygienic condition	E3
17 how to prepare yourself for carrying out single lash system treatments	E3
18 the importance of, and reasons for, disinfecting hands and how to do this effectively	E3
19 the necessary environmental conditions for single lash system treatments (including lighting, heating, ventilation and general comfort) and why these are important	E3
20 the safety considerations which must be taken into account when using single lash systems (eg possible reaction to adhesives and removal solutions, alopecia, etc)	E3
21 how to check equipment used for single lash system treatments	E3
22 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	E3
23 how to effectively and safely position equipment and materials for single lash system treatments	E3
24 how to minimise and dispose of waste from treatments	E3
25 the condition in which the work area should be left and why this is important	E3
<b>Client consultation, treatment planning and preparation</b>	
26 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3



*Continues on next page*



# Knowledge sign-off sheet

## *Unit B15 Provide single eyelash extension treatments*

### What you must know (continued)

You need to understand:	Evidence type
27 the questioning and listening skills you need in order to find out information	E3
28 the importance of assessing the client for any pre-treatment requirements (eg eyelash perming, eyelash tinting etc)	E3
29 how to give effective advice and recommendations to clients	E3
30 how to interpret negative and positive body language	E3
31 the importance of questioning the client about known contra-indications	E3
32 why it is important to record client responses to questions about contra-indications	E3
33 why it is important to encourage and allow time for clients to ask questions	E3
34 the legal significance of client questioning concerning contra-indications and the recording of client responses to questioning and the outcome of the skin sensitivity test	E3
35 the reasons why it is important to encourage clients with contra-indications to seek medical advice	E3
36 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
37 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner	E3
38 why it is important to maintain clients' modesty and privacy	E3

*Continues on next page*

You need to understand:	Evidence type
39 how to conduct an examination of natural eyelashes and the eye area to identify factors that will affect the treatment	E3
40 how to estimate the length of time the single lash systems in the range are likely to take	E3
41 how to carry out a skin sensitivity test and why it should be conducted	E4
42 how to interpret the results of a skin sensitivity test	E4
43 how to cleanse the area to be treated	E3
<b>Contra-indications and contra-actions</b>	
44 those contra-indications requiring medical referral and why (eg infectious skin diseases and eye infections)	E4
45 those contra-indications which prevent treatment and why (eg conjunctivitis, chemotherapy, trichotillomania, recent eye surgery, blepharitis, eye infections)	E4
46 those contra-indications which restrict treatment and why (eg psoriasis, styes, dry eye syndrome, glaucoma, contact lenses, thyroid disturbance)	E4
47 how to identify erythema and its causes	E4
48 the possible contra-actions resulting from single lash system treatments and how to deal with them (eg eye irritations)	E4
<b>Anatomy and physiology</b>	
49 the structure and cycle of hair growth	E4
50 basic structure and function of the eye	E4
51 the physical effect of the eyelash extension process on the eye (eg thickening of the cornea, overstimulation of the meibomian gland)	E4
<b>Equipment, materials and products</b>	
52 the types of single lash systems available and their respective advantages and disadvantages	E3
53 the principles of blending single eyelashes	E4



*Continues on next page*



# Knowledge sign-off sheet

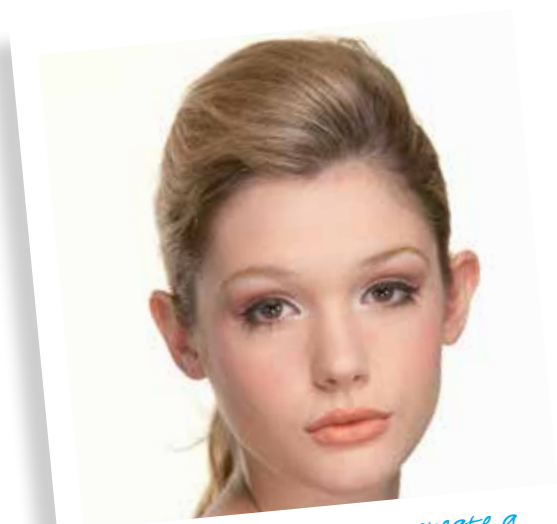
## Unit B15 Provide single eyelash extension treatments

### What you must know (continued)

You need to understand:	Evidence type
54 how to prepare single lash systems ready for use following manufacturer's instructions	E3
55 how the client's natural eyelashes should be prepared for each of the single lash systems in the range	E3
56 the range of specialist equipment necessary for single lash system treatments and how these are used	E3
57 the types of products that can be used when applying, maintaining and removing single lash systems and how to use them (eg feathers, diamantes, glitter etc)	E3
58 the limitations of single lash systems	E3
<b>Attaching, maintaining and removing single lash systems</b>	
59 how to judge the quantity of eyelashes to be added to achieve a balanced and well proportioned look	E4
60 the working methods for single lash systems and how these affect the way they are added	E3
61 the advantages and disadvantages of different methods of working	E3
62 the generally accepted sequences of working for the single lash systems in the range	E3
63 how to maintain and remove the single lash systems	E3
64 why it is important to remove product build-up and debris throughout the application and removal processes	E3

*Continues on next page*

You need to understand:	Evidence type
<b>Aftercare advice for clients</b>	
65 the contra-actions that may occur after single lash system treatments and what advice to give to clients	E3
66 the expected longevity of single lash system treatments	E4
67 products for home use that will benefit the client and those to avoid and why	E3
68 how to comb lashes	E3
69 how to maintain and protect eyelash bonds and the importance of professional removal	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



*single lash extensions can create a new, dramatic look for your client.*





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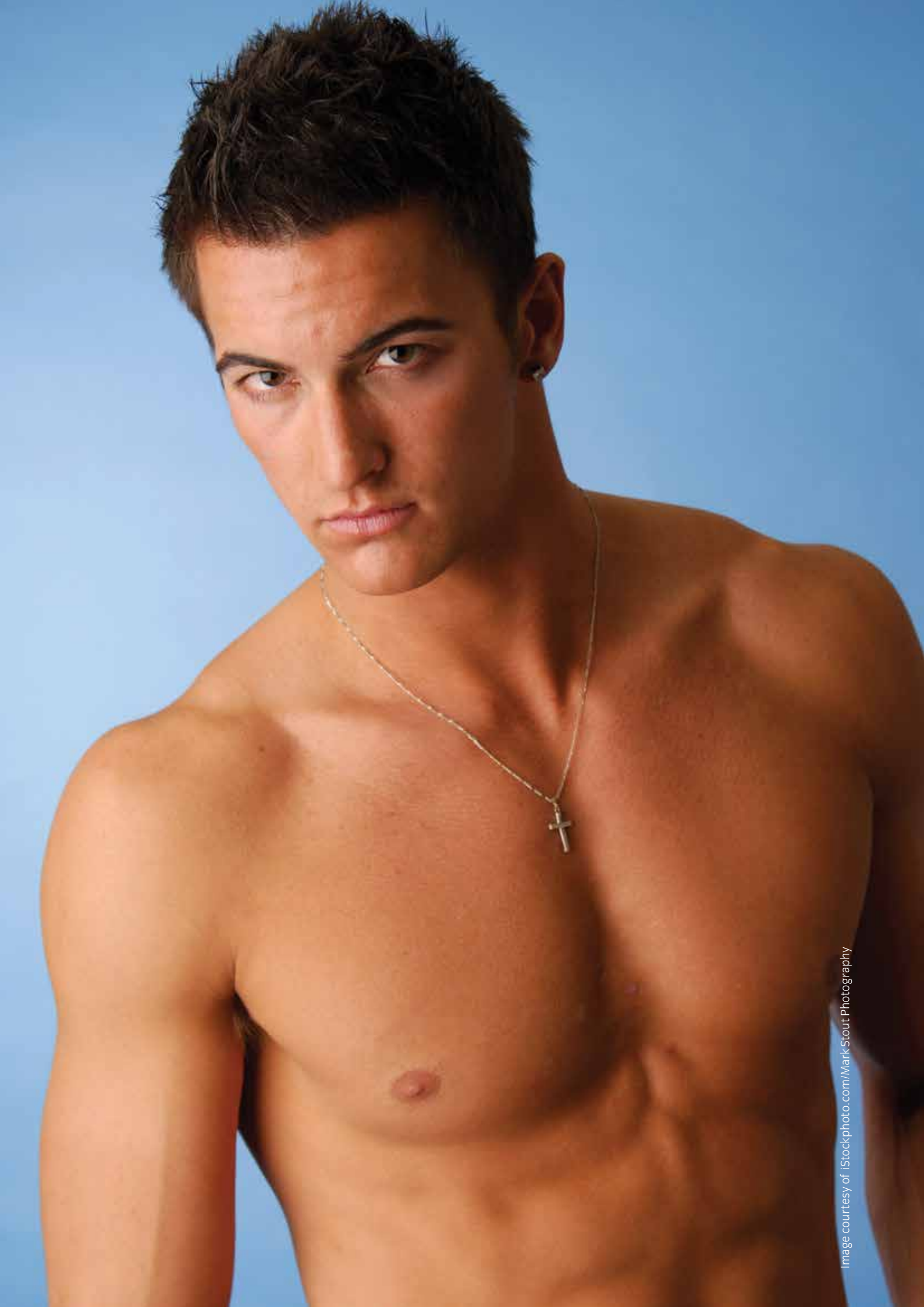
# B2B self tanning services



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Self tanning has grown to be a very popular salon treatment, ideal for those who want year-round colour, or who wish to avoid the damaging effects of ultraviolet rays from the sun. You'll get clients who want to look great for special occasions, or need a base colour before a holiday. A product containing tanning

ingredients is applied to the skin, and left to develop into the tan. In this unit, you will learn how to prepare the body, apply the tanning product and give homecare advice, which is vital to maintain the effect the client wants. A range of methods may be used, including manual cream application or manual spray tanning.



# Unit B25 (City & Guilds Unit 031)

## Provide self tanning services

### *Optional*



Self tanning services

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### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for providing self tanning treatments.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **three** different occasions, each involving a different client. Observations must include a spray tan and a manually applied self tan.

This unit has four outcomes.

**Outcome 1**  
Maintain safe and effective methods of working when providing self tanning treatments

**Outcome 2**  
Consult, plan and prepare for treatments with clients

**Outcome 3**  
Apply self tan products

**Outcome 4**  
Provide aftercare advice

“

*Tell clients to adapt their make-up to their new skin tone, with a slightly darker foundation.*

Lisa Fulton

”



*self tanning – the way to a safer tan!*



# Unit B25 (City & Guilds Unit 031)

## Provide self tanning services

### Optional (continued)

### What you must cover

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

#### Used all of the following types of equipment:

Spray gun

Compressor

Buffing mitt

#### Used at least four of the following types of product\*:

Tanning creams

Tanning gels

Spray tan liquid

Barrier cream

Exfoliators

Moisturisers

\* However, you must prove to your assessor that you are able to deal with the other **two**.

#### Used all of the following consultation techniques:

Questioning

Visual

Reference to client records

#### Dealt with at least one of the following necessary actions\*:

Encouraging the client to seek medical advice

Explaining why the service cannot be carried out

Modification of treatment

\* However, you must prove to your assessor that you are able to deal with the other **two**.

#### Provided all of the following types of advice:

Suitable aftercare products and their use

Contra-actions that may occur post-treatment and how to deal with them

Post-treatment restrictions

Recommended further follow-on treatments



Trade shows are an opportunity to compare different products.



Moisturiser is often applied prior to self tanning to ensure even results.

## What you must know

You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when providing self tanning treatments

Client consultation

Contra-indications and contra-actions

Equipment and products

Tanning treatments

Aftercare advice for clients

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 293–297.

“

*Remember to maintain the client's modesty at all times, to reduce feelings of self-consciousness.*

Anita Crosland

”



Self tanning services

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## Useful words

Some terms that you will come across in this unit are explained below.

**Chloasma** A hyper-pigmentation disorder resulting in darker areas of skin, associated with pregnancy and the contraceptive pill.

**Development time** How long the product should be left on in order to produce the tan. It will vary between manufacturers, but is usually 4–6 hours.

**Dihydroxyacetone** A sugar found in self tanning products that reacts with amino acids in the skin to produce a tanned effect.

**Exfoliation** The removal of dead skin cells from the surface of the skin to leave it refined, soft and even. This is done beforehand, for best results, and afterwards, to help the tan to fade evenly.

**Guide colour** This is the shade the product looks when first applied to the skin. After development time, it's washed off, and the true colour, unique to each client, will be visible.

**Hyper-pigmentation** Increased melanin production, which causes darker patches of skin.

**Hypo-pigmentation** Reduced melanin production, which causes paler patches of skin.

**L-Tyrosine** A tan accelerator that helps with the skin's own production of melanin.

**Melanin** The dark pigment produced naturally by the skin. Melanin levels vary from client to client, so you'll come across a huge range of skin tones.

**Skin patch test** This is where a small amount of product is applied to the skin and left on for 24 hours, usually behind the ear, to ensure there will be no adverse reaction.

**Vitiligo** A hypo-pigmentation disorder resulting in areas of very pale skin, with little or no pigment present.



*Thorough exfoliation will help to avoid streaks.*



# Observation sign-off sheet

## Unit B25 Provide self tanning services

### What you must do

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Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **three** separate occasions each on a **different client**. Your assessor will want to see you provide a **spray tan** and a **manually applied self tan**.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

### Outcome 1

#### Maintain safe and effective methods of working when providing self tanning treatments

- a Set up the treatment and **equipment** area to meet organisation procedures and manufacturers' instructions
- b Wear suitable personal protective **equipment**
- c Ensure the client is provided with suitable personal protective **equipment**
- d Make sure that environmental conditions are suitable for the client and the treatment
- e Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- f Effectively disinfect your hands prior to treatment
- g Ensure all tools and **equipment** are cleaned using the correct methods
- h Position **equipment** and **products** for safety and ease of use



- i Maintain accepted industry hygiene and safety practices throughout the treatment
- j Maintain the client's modesty, privacy and comfort at all times
- k Check the client's wellbeing at regular intervals throughout the treatment
- l Dispose of waste materials safely and correctly
- m Ensure the treatment is cost-effective and is carried out within a commercially viable time
- n Ensure client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- o Leave the treatment area and **equipment** clean and in a condition suitable for future treatments



Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

*Continues on next page*

Image courtesy of Su-Do



“ Advise your client to exfoliate and moisturise skin for at least a week before tanning – the tan will last a lot longer. Lisa Fulton ”



# Observation sign-off sheet

## Unit B25 Provide self tanning services

### What you must do (continued)

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Level 3 NVQ/SVQ Beauty

#### Hints and tips

*If the tan has developed well on one area of the body, but not on others, it may be due to application technique, preparation of the area, client's homecare, or the characteristics of that area. It is important to determine the cause if the client is to be kept happy and return.*

#### Outcome 2

##### Consult, plan and prepare for treatments with clients

- a Use **consultation techniques** in a polite and friendly manner to determine the client's treatment needs
- b Ensure that informed and signed parent or guardian consent is obtained for minors prior to any treatment \*
- c Ensure that a parent or guardian is present throughout the self tanning treatment for minors under the age of 16 \*\*
- d Clearly explain to the client what the treatment entails, its potential benefits and any restrictions to use in a way they can understand
- e Accurately carry out a skin sensitivity test to determine skin sensitivity and colour preference, when necessary
- f Ask your client appropriate questions to identify if they have any contra-indications to self tanning treatments

*Continues on next page*





- g Accurately record your client's responses to questioning
- h Take the **necessary action** in response to any identified contra-indications \*\*\*
- i Recommend alternative tanning treatments which are suitable for the client's skin type and needs, when necessary
- j Clearly explain and agree the projected cost, duration and frequency of treatment needed
- k Agree in writing the client's needs, expectations and treatment outcomes, ensuring they are realistic and achievable
- l Ensure that the client's skin is clean and prepared to suit the type of **product** to be used
- m Select suitable **equipment** and **products** for the treatment



Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

- \* Covered by observation  Date
- Covered by oral questioning  Date
- \*\* Covered by observation  Date
- Covered by oral questioning  Date
- \*\*\* Covered by observation  Date
- Covered by oral questioning  Date



# Observation sign-off sheet

## Unit B25 Provide self tanning services

### What you must do (continued)

**Timing tip**

*The maximum commercially viable service time for a spray tan is 30 mins, and for a manual self tan 60 mins. This does not include consultation and preparation time.*



### Outcome 3

**Apply self tan products**

- a Ensure that exfoliation is carried out prior to the treatment according to manufacturer's instructions
- b Ensure that exfoliation leaves the skin smooth and free from dry, flaky skin
- c Effectively apply moisturisers and barrier creams following manufacturer's instructions to prevent over-development of tanning **products**
- d Correctly test the pressure and operation of the spray gun prior to use
- e Use **equipment** and **products** to meet client requirements and following manufacturer's instructions
- f Use spray tanning techniques in a controlled way and at a correct distance from the body to achieve the desired effect
- g Apply **products** evenly in the correct sequence to achieve the desired effect
- h Use techniques that minimise the risk of **products** being spread outside the treatment area and surrounding environment
- i Effectively correct any problems occurring during the application process
- j Ensure that the finished result is to the client's satisfaction

Image courtesy of Xen-Tan

Observation

Achieved

Date

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

*Continues on next page*

## Outcome 4

### Provide aftercare advice

- Give **advice** and recommendations accurately and constructively
- Give your clients suitable **advice** specific to their individual needs



Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

“  
*After the treatment is complete, do a quick check over your client to ensure there are no missed areas. Ask your client to remove their hair cap, and check that there's no white ring around the hairline.*  
Natalie Roche  
”





# Observation sign-off sheet

## Unit B25 Provide self tanning services

### What you must cover (continued)

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

#### Equipment

Tick the types of equipment used in each observation.

You must use **all** types of equipment.

- Spray gun
- Compressor
- Buffing mitt

1	2	3		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Consultation techniques

Tick the consultation techniques used in each observation.

You must use **all** of the consultation techniques.

- Questioning
- Visual
- Reference to client records

1	2	3		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Products

Tick the products used for each observation. You must use at least **four** of them, but you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to use the other **two**.

- Tanning creams
- Tanning gels
- Spray tan liquid
- Barrier cream
- Exfoliators
- Moisturisers

1	2	3		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Hints and tips

*Always wear disposable gloves to prevent staining your hands.*



**Necessary actions**

Tick the necessary actions dealt with for each observation.

You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

	1	2	3		
Encouraging the client to seek medical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining why the treatment cannot be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modification of treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Advice**

Tick the advice provided in each observation. You must provide **all** of the advice.

	1	2	3		
Suitable aftercare products and their use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contra-actions that may occur post-treatment and how to deal with them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-treatment restrictions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recommended further follow-on treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3		
Observation					
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					



# Comment form

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

<b>Comments</b>	<b>Date</b>
1	
2	
3	

# Knowledge sign-off sheet

## Unit B25 Provide self tanning services

### What you must know



You need to understand:	Evidence type
<b>Organisational and legal requirements</b>	
1 your responsibilities under current health & safety legislation, standards and guidance eg the Health & Safety at Work Act (and any other relevant legislation)	E3
2 the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
3 the age at which an individual is classed as a minor and how this differs nationally	E3
4 why it is important, when treating minors under 16 years of age, to have a parent or guardian present	E3
5 why minors should not be given treatments without informed and signed parental or guardian consent	E3
6 the legal significance of gaining signed, informed client consent to treatment	E3
7 manufacturer's and organisational requirements for waste disposal	E3
8 the importance of the correct storage of client records in relation to the Data Protection Act	E3
9 how to complete the client records used in your organisation and the importance of, and reasons for, keeping records of treatments and gaining client signatures	E3
10 your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements	E3
11 your organisation's service time charges for self tanning treatments and why it is important to complete the service in the given time	E3

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker blue). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

*Continues on next page*



# Knowledge sign-off sheet

## Unit B25 Provide self tanning services

### What you must know (continued)

You need to understand:	Evidence type
12 your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes	E3
<b>How to work safely and effectively when providing self tanning treatments</b>	
13 how to set up the work area and equipment for self tanning treatments	E3
14 the necessary environmental conditions for self tanning treatments (including lighting, heating, ventilation, extraction and general comfort) and why these are important	E3
15 the type of personal protective equipment that should be worn by the therapist and the client for self tanning treatments and why (eg powder-free nitrile gloves or powder-free vinyl gloves)	E3
16 the importance and reasons for disinfecting hands and how to do this effectively	E3
17 methods of disinfecting and sterilising equipment	E3
18 how to prepare and position the client for self tanning treatments	E3
19 how to avoid potential discomfort and injury to yourself during this work	E3
20 reasons for maintaining client modesty, privacy and comfort during the treatment	E3
21 how to minimise and dispose of waste from treatments, including hazardous waste	E3
22 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	E3
23 why it is important to check the client's wellbeing at regular intervals	E3

*Continues on next page*





You need to understand:	Evidence type
<b>Client consultation</b>	
24 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
25 the importance of questioning clients to establish any contra-indications to self tanning treatments	E3
26 why it is important to record client responses to questioning	E3
27 the legal significance of client questioning and recording the client's responses	E3
28 how to give effective advice and recommendations to clients	E3
29 why it is important to encourage and allow time for clients to ask questions	E3
30 the reasons why it is important to encourage clients with contra-indications to seek medical advice	E3
31 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
32 the types of alternative tanning treatments which could be recommended in the event of contra-indications	E3
<b>Contra-indications and contra-actions</b>	
33 those contra-indications which will prevent treatment and why (eg severe asthma for spray tanning, contagious skin conditions etc)	E4
34 those contra-indications which restrict treatment and why (eg insulin dependent diabetes, pigmentation disorders, sunburn, psoriasis, eczema, cuts and abrasions etc)	E4
35 the contra-actions that can occur during or as a result of self tanning and why (eg skin irritation, swelling, burning, itching, watery eyes, coughing, fainting etc)	E4



*Continues on next page*





# Knowledge sign-off sheet

## *Unit B25 Provide self tanning services*

### What you must know (continued)

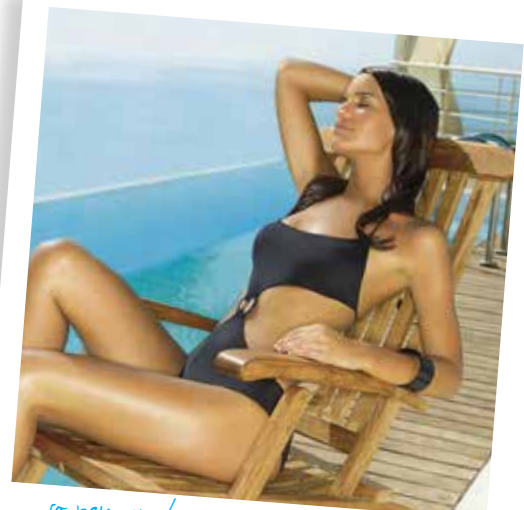
You need to understand:	Evidence type
<b>Equipment and products</b>	
36 the types of self tanning products available and their advantages and disadvantages	E3
37 how to match product selection and use to skin type and client preference	E3
38 how to clean, maintain and reassemble spray tanning equipment and associated accessories	E3
39 the types of problems that can occur with spray tanning equipment and how to correct them	E3
40 the meaning of psi (ie pounds per square inch)	E3
41 the potential risks associated with the use of pressurised spray tanning equipment	E4
42 the importance of using equipment with a pressure gauge	E3
43 the types of products available for spray tanning and their features and how and when to use them	E3
<b>Tanning treatments</b>	
44 the structure of the skin	E3
45 why it is important to protect the hair and eyes during these treatments	E3
46 the importance of pre and post treatment advice	E4
47 the ingredients of tanning products, exfoliators and moisturisers	E4
48 the importance of carrying out a skin sensitivity test prior to self tanning	E3
49 the effects of self tanning products on the skin	E3
50 pigmentation disorders and how they may affect the self tan (hypo- and hyper-pigmentation)	E4

*Continues on next page*

You need to understand:	Evidence type
51 the use and effects of tanning enhancers	E4
52 how and when to use tanning correctors	E3
<b>Aftercare advice for clients</b>	
53 products for home use that will benefit the client and those to avoid and why	E3
54 the contra-actions that could occur after self tanning and what advice to give to clients	E3
55 the post treatment restrictions applicable to self tanning	E3
56 suitable types of follow-on treatments, their benefits and costs	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date
Tick if E3 was an oral/written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge was an oral/written test	<input type="radio"/> Date



*Fake tan will not protect against the sun's damaging rays ...*



*... so remember to advise use of an SPF.*



*more  
information*

# Maximum service times for Level 3/6 beauty therapy services

For certain units, you will have to complete services within a 'commercially viable time'. You will find these timings within the units, but below is a complete list for your reference. The timings exclude preparation and consultation.

Service	Mins (maximum)
1 Back massage	30
2 Full body massage (excluding head and face)	60
3 Full body massage (including head and face)	75
4 Back massage using pre-blended aromatherapy oils	30
5 Full body massage (excluding head and face) using pre-blended aromatherapy oils	60
6 Full body massage (including head and face) using pre-blended aromatherapy oils	75
7 Indian head massage	45
8 Full body stone therapy treatment (including face)	75
9 Hollywood wax	60
10 Brazilian wax	45
11 Shaping wax	45
12 Intimate male wax	60
13 Full face straight airbrush make-up	30
14 A full set of single eyelash extensions	120
15 Full body spray tan	30
16 Full body manual self tan	60

Specialist treatments may require longer, following manufacturers' instructions.

Note: Standard service times have not been specified for the following treatments:

- Camouflage treatment
- Make-up design
- Epilation
- Body treatments
- Spa treatments
- Airbrush make-up design
- Facial electrical treatments

This is because service times will vary dramatically according to client needs, treatment requirements and service delivery.

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# Further information on health and safety legislation

## (Unit G22)

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### Unit overview

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Fundamental to this unit is an understanding of the terms 'hazard', 'risk' and 'control'. They have been defined overleaf and it is **very important** that they are understood before undertaking G22.

The main outcomes of this unit are:

Check that health and safety instructions are followed

Make sure that risks are controlled safely and effectively

---

This unit is for everyone at work (whether paid, unpaid, full or part-time). The scope of the Health & Safety at Work Act 1974 covers 'all persons' whether employers, employees, self-employed, contractors, etc. Amongst other things the Act seeks to secure the health, safety and welfare of people whilst they work and protect other people against risks to health or safety arising from the activity of people at work. This unit does not require you to undertake a full risk assessment; it is about having an appreciation of significant risks in the workplace and knowing how to identify them and deal with them.

**This unit covers the health and safety duties for everyone in the workplace, irrespective of their work role. It describes the competencies required to ensure that:**

**your own actions do not create any health and safety risks**

**you do not ignore significant risks in your workplace, and**

**you take sensible action to put things right, including reporting situations which pose a danger to people in the workplace and seeking advice.**

---

# Further information on health and safety legislation (continued)

The Health & Safety Executive (HSE) is the body appointed to support and enforce health and safety law. It has defined three important concepts, as follows:

**Hazard** 'a hazard is something with potential to cause harm'

**Risk** 'a risk is the likelihood of the hazard's potential being realised'

**Control** 'the means by which risks identified are eliminated or reduced to acceptable levels'

Almost anything may be a hazard, but may or may not become a risk. For example:

- 1 A trailing electric cable from a piece of equipment is a hazard. If it is trailing across a passageway there is a high risk of someone tripping over it, but if it lies along a wall out of the way, the risk is much less.
- 2 Poisonous or flammable chemicals are hazards and may present a high risk. However, if they are kept in a properly designed secure store and handled by properly trained and equipped people, the risk is much less than if they are left about for anyone to use – or misuse.
- 3 A failed light bulb is a hazard. If it is just one bulb out of many in a room it presents very little risk, but if it is the only light on a stairwell, it is a very high risk. Changing the bulb may be a high risk, if it is high up, or if the power has been left on, or low risk if it is in a table lamp which has been unplugged.
- 4 A box of heavy material is a hazard. It presents a higher risk to someone who lifts it incorrectly, rather than someone who uses the correct manual handling techniques.





### **Health & Safety at Work Act 1974**

The Health & Safety at Work Act 1974 is the main piece of legislation under which nearly all the other regulations are made. It is for this reason that only this piece of legislation is specifically referred to in this unit.

Employers have a legal duty under this Act to ensure, so far as is reasonably practicable, the health, safety and welfare at work of the people for whom they are responsible and the people who may be affected by the work they do.

Under this Act it is also important to be aware that all people at work, not just employers, have a duty to take reasonable care to avoid harming themselves or others through the work they do.

Risks should be reduced 'so far as is reasonably practicable'. This term means the duty holder (in most instances the employer) can balance the cost against the degree of risk although obviously any Health & Safety Inspectors would expect that relevant good practice is followed.

According to the Act:

Employers must safeguard so far as is reasonably practicable, the health, safety and welfare at work of all the people who work for them and 'other persons'. This applies in particular to the provision and maintenance of safe plant and systems of work and covers all machinery, equipment and substances used.

People at work also have a duty under the Act to take reasonable care to avoid harm to themselves or to others by their working practices and to co-operate with employers and others in meeting statutory requirements. The Act also requires employees not to interfere with or misuse anything provided to protect their health, safety or welfare in compliance with the Act.

### **Other legislation**

---

There is an array of health and safety regulations and codes of practice which affect people at work. There are regulations for those who, for example, work with electricity, or work on construction projects, as well as regulations covering noise at work, manual handling, working with VDUs, or dealing with substances hazardous to health, etc. The specific requirements for all or any of these can be obtained from HSE local offices.

As many of the regulations are only relevant to certain workplaces or working practices no specific reference has been made in the Knowledge Requirements to any of these regulations. The phrase 'your responsibilities for health and safety as required by any specific legislation covering your job role' is intended to relate to those specific pieces of legislation important to your workplace and/or working practices which you should be able to find out about.

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# Further information on health and safety legislation

## (continued)

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### General guidance on health and safety legislation applicable to beauty therapy

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Health and safety is the responsibility of all persons at work. Employers and supervisors in particular have a greater responsibility for health and safety than, say, the trainee stylist or stylist, but all have a responsibility to work in a healthy and safe manner.

Section 7 of the Health & Safety at Work Act of 1974 states:

'It shall be the duty of every employee while at work

- a to take reasonable care for the health & safety of himself and of other persons who may be affected by his acts or omissions at work; and
- b as regard any duty or requirement imposed on the employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirements to be performed or complied with'

There are many individual items of health and safety legislation which apply to the working of a beauty salon. Some, like 'The Management of Health & Safety at Work Regulations 1992' (which require management to carry out a Risk Assessment of their salons, to identify hazards and to improve working conditions and practices) obviously apply mainly to your employer. Other items of legislation apply to employers and all those working within the salon.

The following are the principle items of legislation which apply to general salon operations and, therefore, to employers and employees/trainees, etc alike:

**1 The Health & Safety at Work etc. Act 1974**

Is the great 'enabling' Act from which most of the subsequent legislation has sprung.

**2 The Workplace (Health, Safety & Welfare) Regulations 1992**

Have taken the place of most of the Office, Shops and Railway Premises Act 1963, and require all at work to help maintain a safe and healthy working environment. They apply very much to salons.

**3 The Manual Handling Operations Regulations 1992**

Places upon all at work the duty to minimise the risks from lifting and handling objects.

#### **4 The Provision and Use of Work Equipment Regulations 1992**

Impose upon the employee the duty to select equipment for use at work which is properly constructed, suitable for the purpose and kept in good repair. Employers must also ensure that all who use the equipment have been adequately trained. The requirement for competence to use salon tools and equipment is embodied within the beauty therapy standards.

#### **5 The Personal Protective Equipment at Work Regulations 1992**

Confirm the requirement for employers to provide suitable and sufficient protective clothing/equipment, and for all employees to use it when required. The use of personal protective equipment (PPE) is a requirement of the beauty therapy standards.

#### **6 The Control of Substances Hazardous to Health Regulations 1992 (often referred to as COSHH) to include subsequent amendments**

Are particularly important as the storage, use and sale of a wide range of chemicals forms an important part of salon services, especially as such substances are applied on and sold to non-employees, ie clients.

#### **7 The Electricity at Work Regulations 1989**

Under this law, your salon is required to maintain electrical equipment in a safe condition. It is your responsibility to report any faulty electrical equipment which you come across in your workplace.

#### **8 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (often referred to as RIDDOR)**

Under this regulation, your salon is required to report injuries, disease and dangerous occurrences. It is your responsibility to report to the relevant person any injuries and dangerous occurrences which happen at work. Your salon may also require you to report any potentially infectious conditions of which you become aware.

#### **9 Cosmetic Products (Safety) Regulations 1989**

This law lays down rules for recommended volumes and strengths of different hydroxide based products. The strength of a product will vary depending on whether it has been prepared for professional or non-professional general use. It is important that when using these products, you check its strength from the manufacturer's guidance notes and check current legislation. (Copies of the Regulations can be bought from Her Majesty's Stationery Office (HMSO) bookshops.) Guidance can also be obtained from individual manufacturers and the Hairdressing and Beauty Suppliers Association.

# Glossary of Habia terms

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Level 3 NVQ/SVQ Beauty

## What do these words mean?

This section contains explanations of how commonly used words and phrases have been used in the Habia Level 3 Beauty Therapy standards.

**Aseptic** The opposite of sepsis, a situation trying to eliminate bacteria. All treatment procedures must be aseptic ie wearing PPE, hand washing, disposal of waste etc (from British Standards glossary of terms relating to Disinfectants).

**Atrophic scar tissue** Scar tissue that is lower than the surrounding skin, an indented scar.

**Audio sonic** A hand-held massage machine which produces a gentle massage action but penetrates deep into the tissues.

**Avant-garde** Images that are radical, daring and in advance of their time.

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

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

**Blood spots** Non linear concentrations of blood present on the skin's surface.

**Cataphoresis** This is usually applied after an epilation treatment by galvanic electrolysis to soothe and reduce redness on the skin.

**Chakras** The ancient sanskrit word Chakra means 'energy wheel'. Chakras act as a link between the emotional and physical body.

**Contra-actions** Refers to negative reactions from the treatment or products, eg excessive erythema, allergic reactions.

**Contra-indications** Conditions or restrictions, which indicate a service should not be carried out.

**Dermatosis papulosa nigra** Lesions that develop through defects in the pilosebaceous follicles. They are benign, non-infectious but gradually increase in number.

**Desincrustation** A deep cleansing treatment using the effects of a galvanic current.

**Diathermy** Oscillating alternating current which destroys hair growth cells by heat.

**Disinfection** Inhibits the growth of disease causing micro-organisms (except spores) using chemical agents.

**Ectomorph** A lean and angular body shape.

**Electrolysis** Total follicle destruction using a direct current.

**Electrotherapy** The use of mechanical or electrical equipment to improve face and body condition.

**Endomorph** A round body shape.

**Epilation** Total follicle destruction.

**Erythema** Redness to the skin caused by irritation or injury to the tissue.

**Exfoliation** The removal of surface skin cells.

**Faux tan** Alternative word for fake tan.

**Fibroma** Benign tumour of connective tissue.

**Gender dysforiac** A person who believes that he/she is trapped in the wrong gender.

**Gold needle** A needle plated with gold.

**Gyratory massager** Revolving mechanical equipment used to reproduce massage movements.

**Hypertrophic scar tissue** Scar tissue that is higher than the surrounding skin-protruding scar.

**Insulated needle** A needle coated with insulating material leaving only the tip exposed.

**Iontophoresis** The introduction of ionised products with an electrical charge into the skin using a galvanic current to improve all skin conditions.

**Keloid scar** Growth of hard, raised, irregular scar tissue which spreads beyond the original injury –tending to occur more often on dark skin.

**Legislation** Laws affecting the conduct of business, treatments, the premises or working environment, people employed and systems of work.

**Lip stains** Cosmetics that will stain-dye the lips with a colour which lasts far longer than traditional lipsticks.

**Marma (pressure point)** An ancient Indian term for pressure point application.

**Mental preparation** Requires the therapist to relax and clear the mind to allow them to fully focus on the treatment.

**Mesomorph** A body shape where the shoulders are the widest point.

**Milia** These are hard white keratin trapped in a blind ended duct where there is no surface opening due to an overgrowth of epidermal skin tissue. They appear as a pearly white nodule. Commonly known as a whitehead.

**Minors** In Scotland a minor is classed under the age of 16. In England, Wales and Northern Ireland a minor is someone under the age of 18. All minors require parental consent.

### **Monthly Index of Medical Specialities**

**(MIMS)** Items that can be on NHS prescription or via Hospital Formulary.

**Needle stick injuries** Accidental self injury with a used needle.

**Objectives** Desired outcomes or results.

**One-piece needle** A needle constructed from a single piece of metal.

**Organisational requirements** Beauty therapy procedures or work rules issued by the salon management.

**Papilloma** Growth of epithelial tissue with a 'stalk' of fibrous tissue.

**Personal appearance** Hair is secured away from the face or of an appropriate length and style so as not to interfere with the treatment. Nails are clean, free of varnish and of a suitable length so as not to interfere with the treatment. The only permitted jewellery is wedding bands and small, unobtrusive earrings. Shoes should be clean, low heeled and fit securely around the foot. Uniforms should be freshly laundered.

**Pilo-sebaceous unit** Hair follicles together with the sebaceous gland which forms the pilo-sebaceous unit.

**Pre heat treatments** Heat packs, sauna, steam, infra-red, paraffin wax baths and power showers are all examples of pre heat treatments.

**Relevant person** An individual deemed responsible for supervising you during a given task or service, or the person to whom you normally report.

**Resources** The equipment, products and time required to perform a treatment.

**Sanitisation** This refers to cleansing or washing to an antiseptic level so as to inhibit bacteria.

**Skin tags** Fibrous skin condition found individually or in groups. Consisting of fibrous tissue varying in size and colour. Commonly found on neck, axilla and groin area, also known as pendunculated papilloma, fibro epithelial papilloma or polyp or raised fibroma simplex.

### **Spider Neavi (Telangiectasia Angioma)**

Central dilated blood vessel with smaller capillaries radiating from it, like the legs of a spider.

**Sterilisation** The total destruction of all micro-organisms.

**Tactile skin sensitivity test** The use of a soft and sharp object to test skin sensitivity.

**Telangiectasia** A permanently dilated capillary or group of capillaries visible on the skin's surface. Commonly known as thread veins.

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

**Thermal skin sensitivity test** The use of hot and cold to test skin sensitivity.

**Treatment plan** The stages or plan you intend to follow when carrying out a particular treatment. The basic contents of the treatment plan include: areas to be treated, type of treatment, known contra-indications, contra-actions, treatment advice, client signature, client feedback.

**Two-piece needle** A needle constructed from two separate pieces of metal crimped together.



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