

Beauty and Spa Therapy



Beauty and Spa Therapy

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Cover and book design by Select Typesetters Ltd
Special thanks to Emma Mackay

Front cover image source: Dragon Images/Shutterstock.com
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First edition 2016

ISBN 978 0 85193 367 2

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INTRODUCTION

Image courtesy of Phil Jones



Welcome to your City & Guilds Learner Journal. It is designed to help you work towards your beauty and spa therapy qualification, by:

- showing you what you need to cover
- helping you to record your achievements and evidence.

In this journal, you will find forms that can support you and your tutors in your learner journey. You'll also find helpful pictures, hints, tips and more from leading people in beauty and spa 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 tutor/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 City and Guilds Level 3 Advanced Technical Diploma in Beauty & Spa Therapy aims to provide you with a range of specialist practical skills and technical knowledge, which will equip you to seek employment or further training within the beauty and spa therapy industry.

A Level 2 Diploma or Level 2 Technical Certificate in Beauty Therapy or equivalent industry experience is a recommended entry requirement.

WHAT DO I NEED TO ACHIEVE?

Your qualification is divided into units. Each unit covers a different area of your work as a beauty/spa therapist. The qualification structure is made up of mandatory and optional units. Mandatory units are units that you must complete. There are also optional units, where you can select the units that best match your interests and the needs of your salon.

To achieve the qualification you need to successfully achieve one externally set, synoptic assignment and one externally set, externally marked test, sat under examination conditions. In addition, you must also achieve the mandatory employer involvement requirement for this qualification.

WHAT WILL THE TRADE TEST (SYNOPTIC ASSIGNMENT) INVOLVE?

Synoptic assignment requires learners to draw together their learning from across the qualification to achieve specific outcomes or solve problems. The focus is on bringing together, selecting and applying learning from across the qualification, rather than demonstrating achievement against units or subsets of the qualification content.



Your skills will be assessed through the synoptic assignment component. In this **externally set, internally marked and externally moderated** assessment you will be given an appropriately levelled, substantial, occupationally relevant outcome to achieve or problem to solve. You will be marked against assessment objectives (AOs) such as your breadth and accuracy of knowledge, understanding of concepts, and the quality of your technical skills, as well as your ability to use what you have learned in an integrated way to achieve a considered and high quality outcome. These are detailed on page xxviii.

A typical assignment brief could be to carry out a range of treatments on a client in a salon environment, over a period of 4–5 hours. This will require you to use your skills and knowledge of a range of treatments from across the qualification, including body massage and aromatherapy. You will be required to draw from your knowledge and understanding across the range of the qualification content to effectively carry out the treatments, including client care, promotion and selling, evaluation of service and aftercare advice.

WHAT WILL THE EXTERNALLY MARKED EXAM INVOLVE?

The external assessment will draw from across the mandatory content of the qualification, using a range of short answer questions to confirm breadth of knowledge and understanding. Extended response questions are included, giving you the opportunity to demonstrate higher level understanding and integration through discussion, analysis and evaluation, and ensuring the assessment can differentiate between 'just able' and higher achieving learners.

COMMAND WORDS

In examinations, certain words, often called command words, are commonly used as prompts to give an indication of the type of response that is expected by the question. These words commonly include 'state', 'describe', 'explain' and 'discuss'.

- The command word 'describe' requires you to give a representation of something in words; a 'picture in words'.
- An 'explain' question requires you to give reasons, or suggest causes.
- A 'discuss' or 'evaluate' question will usually be graded using level of response marking. You will be required to compose a response which considers the topic of the question. You will need to compare and contrast and consider any pros and cons; provide a discussion or argument which is justified and supported.

While these words give an indication of what is expected, it is important to understand that these words do not stand on their own. In preparation for the exam, you should not focus on learning simply the meanings of these words in isolation of the rest of the question, but on interpreting the full question or task. The command words give an indication of what is wanted and in the context of the instruction or question the full meaning should be clear.



For example, the questions below all use the word 'describe', but all require different sorts of answers.

Question Answer required

- Describe a _____. (Describe how they look).
- Describe the process for _____. (Describe a sequence of events).
- Describe the effect of _____ on _____. (Describe the changes following some sort of impact).

In examinations, the numbers of marks available can also give an indication of the depth of response expected. Half marks are never used:

- AO1 type questions typically require a separate point per mark
- AO2 type questions may require a point or limited explanation for 1 mark with a further mark available for more depth or explanation
- AO4 questions would expect a higher quality of response for higher marks, and these are usually marked using level of response marking.

HOW ARE THE OPTIONAL UNITS ASSESSED?

The optional units will be assessed through unit assignments. The unit assignments are externally set, internally marked and externally moderated.

The assignments require candidates to identify and use effectively skills, knowledge and understanding from across the unit content area. Candidates will be judged against the unit grading criteria.

The assessments for the optional units will require that you have experienced the full breadth of mandatory learning of the qualification in order to better demonstrate the rounded performance expected at higher grades.

HOW WILL I BE GRADED?

Individual assessments will be graded pass/merit/distinction where relevant.

Once all your assessments are complete, your evidence and the proposed marks from your tutor will be submitted to City & Guilds for moderation. City & Guilds will set the grade boundaries for each assessment and publish the results. Grade boundaries will be set using technical experts.

Grades from the synoptic and external assessment make up the overall qualification grade. The synoptic assignment will contribute 60% to the overall qualification grade. The external exam will contribute 40%. A distinction is available at qualification level for those who have achieved high-end distinction.

While optional units must be achieved to get a qualification grade, the individual optional unit grades will not count towards your grade, although they will be displayed on your certificate.





Image courtesy of Phil Jones

WHERE DO I GO IF I NEED MORE INFORMATION ABOUT MY ASSESSMENTS AND QUALIFICATION?

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 will provide more details.

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

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

The City & Guilds website (www.cityandguilds.com) or City & Guilds Customer Relations (01924 930800).

The Habia website (www.habia.org.uk).



Image courtesy of Phil Jones

Image courtesy of Phil Jones



A FEW WORDS FROM EMMA MACKAY

HAIR AND BEAUTY PORTFOLIO MANAGER AT CITY & GUILDS

What an incredibly exciting time for you, starting your new qualification. This Learner Journal has been produced to support and guide you through your chosen qualification and aid you in excelling towards employment within the sector area that you have selected.

I have been working in the beauty and spa therapy industry for over 20 years and have absolutely loved every second. My initial training equipped me with the skills, knowledge and confidence to enable me to have a successful and varied career. This industry has presented such exciting opportunities for me such as working in salons and health spas, presenting on television and moving into Further Education (FE) to both teach within and manage a beauty therapy department. I worked as a consultant for City & Guilds producing and developing qualification content and assessment material both for the UK and internationally. I now work as the Hair and Beauty Portfolio Manager within City & Guilds and look after all of the beauty, nails, spa, make-up, theatrical and special effects, complementary therapies, hairdressing and barbering qualifications both nationally and internationally.

City & Guilds have produced this fantastic Learner Journal to help support you to be successful with your chosen qualification. A career within the beauty, spa, nail, media make-up or theatrical and special effects industries are incredibly exciting to be within. This learner Journal has a number of inspiration sections and will provide you with hints and tips around Trade Testing, Synoptic Assignment, Examination preparation, qualification content, employer support and much, much more. The quotes, unit detail and support tools all work really well together to give you a comprehensive support resource.

I truly hope that you enjoy the learning that forms this qualification. Preparation for your end of qualification Synoptic Assignment and Examination are key! Likewise, the inclusion of selected optional units, where applicable, will help you to shape an exciting range of skills of knowledge that I am sure will equip you with a successful and long lasting career within the sector.

I want to take this opportunity to wish you the very best of luck throughout your chosen career.



QUALIFICATION STRUCTURE



Image courtesy of Phil Jones

For the **Level 3 Advanced Technical Diploma in Beauty and Spa Therapy (540)** the teaching programme must cover the content detailed in the structure below:

MANDATORY UNITS

Unit number	Unit title	GLH
301	Promote and sell products and services to clients	30
302	Anatomy and physiology	90
303	Provide body massage	90
304	Provide facial electrotherapy treatments	90
305	Provide body electrotherapy treatments	90
306	Provide dry spa treatments	60

OPTIONAL UNITS

A minimum of 90 GLH are required from optional units

Unit number	Unit title	GLH
307	Provide electrical epilation	90
308	Provide Indian head massage	60
309	Tanning treatments	30
310	Monitor and maintain the client's spa journey	60
311	Provide individual semi-permanent lash treatments	60
312	Dermatology	30
313	Research advancements within the beauty industry	60
320	Provide body stone therapy treatments	90

TRACKING YOUR PROGRESS

Image courtesy of Phil Jones



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

MANDATORY UNITS

301 Promote and sell products and services to clients

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____ Date: _____

302 Anatomy and physiology

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____ Date: _____

303 Provide body massage

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____ Date: _____

On the following three pages, you can tick when you have covered all the topics and the scope/range for each unit.



Image courtesy of Phil Jones



304 Provide facial electrotherapy treatments

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____

Date: _____

305 Provide body electrotherapy treatments

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____

Date: _____

306 Provide dry spa treatments

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____

Date: _____

OPTIONAL UNITS

Highlight the optional units that you've chosen to do.

307 Provide electrical epilation

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____

Date: _____

308 Provide Indian head massage

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____

Date: _____

309 Tanning treatments

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____

Date: _____



310 Monitor and maintain the client's spa journey

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____ Date: _____

311 Provide individual semi-permanent lash treatments

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____ Date: _____

312 Dermatology

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____ Date: _____



313 Research advancements within the beauty industry

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____ Date: _____

320 Provide body stone therapy treatments

- Topics achieved
- All scope/range covered
- All 'Knowledge and understanding' explored

Sign: _____ Date: _____

SUMMARY OF OPTIONAL UNIT ACHIEVEMENT

Image courtesy of Phil Jones

Your assessor will use this section to confirm that you have covered all the scope/range for the optional units and let you know what grade you are aiming towards.

Candidate name: _____

Candidate enrolment number: _____

Centre name: _____

Centre number: _____

Optional units	Unit grade	Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
307 Provide electrical epilation					
308 Provide Indian head massage					
309 Tanning treatments					
310 Monitor and maintain the client's spa journey					
311 Provide individual semi-permanent lash treatments					
312 Dermatology					
313 Research advancements within the beauty industry					
320 Provide body stone therapy treatments					

Note: City & Guilds unit numbers are three-digit numbers in front of the unit titles (eg 205, 206, 209, 210...). These numbers are to be used for results entry purposes, confirming achievement of units for which certification is requested. NOS unit numbers are shown in brackets.

IQA signature: _____

Date: _____

VALUES AND BEHAVIOURS



Beauty and spa therapists need to be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communication skills and safe working practices associated with their role and be able to work without supervision to a high level of precision, with exceptional client care skills.

VALUES

The following key values underpin the delivery of services in the beauty and spa therapy sector:

- 1 A willingness to learn.
- 2 The completion of treatments in a commercially viable time.
- 3 Meeting both organisational and industry standards of appearance.
- 4 Ensuring personal hygiene and protection meets accepted industry and organisational requirements.
- 5 A flexible working attitude.
- 6 A team worker.
- 7 Maintaining customer care.
- 8 A positive attitude.
- 9 Personal and professional ethics.
- 10 The ability to self-manage.
- 11 Creativity skills.
- 12 Excellent verbal and non-verbal communication skills.
- 13 The maintenance of effective, hygienic and safe working methods.
- 14 Adherence to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products.





Image courtesy of Phil Jones

BEHAVIOURS

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

- 1 Meeting the salon/spa's standards of behaviour.
- 2 Greeting the client respectfully and in a friendly manner.
- 3 Communicating with the client in a way that makes them feel valued and respected.
- 4 Identifying and confirming the client's expectations.
- 5 Treating the client courteously and being helpful at all times.
- 6 Keeping the client informed and reassured.
- 7 Adapting the behaviour to respond effectively to different client behaviour.
- 8 Responding promptly to a client seeking assistance.
- 9 Selecting the most appropriate way of communicating with the client.
- 10 Checking with the client that you have fully understood their expectations.
- 11 Responding promptly and positively to the clients' questions and comments.
- 12 Allowing the client time to consider the response and give further explanation when appropriate.
- 13 Quickly locating information that will help the client.
- 14 Giving the client the information they need about the treatments or products offered by the salon.
- 15 Recognising information that the client might find complicated and checking whether they fully understand it.
- 16 Explaining clearly to the client any reasons why their needs or expectations cannot be met.



Image courtesy of Phil Jones



Throughout each unit you should maintain effective health, safety and hygiene procedures and will be required to communicate and behave in a professional manner. You should show consideration to others and confidence in yourself; organising your time; resources and responding positively to changing situations.

○ You must understand health and safety working practices. You must also have knowledge and understanding of industry specific, national and local authority licensing regulations relevant to the treatment, yourself, the premises and equipment.

You need to understand the following professional working practices:

- ensure environmental conditions are suitable for the client and the treatment
- preparation of yourself and your clients to meet legal requirements and organisational code of practice
- positioning of all equipment and products for ease and safety of use
- repetitive strain injury, how it is caused and how to avoid developing it
- removal of client accessories in the area being treated
- positioning of the client to meet needs of the treatment while maintaining client modesty and privacy
- ensure your own posture and working methods minimise fatigue and risk of injury
- maintaining accepted industry hygiene and safety practices throughout the treatment
- use working methods that minimise the risk of cross-infection
- follow workplace, manufacturer or supplier instructions for the safe use of equipment, materials and products
- ensure the use of clean equipment and materials
- different methods of cleaning, disinfection, sterilisation, disposal of contaminated and non-contaminated waste
- leaving the treatment area and equipment in a suitable condition
- local by-laws specific to the treatment being conducted
- the hazards and risks which exist in the work area and the safe working practices that must be followed
- the importance of carrying out a risk assessment

[Continues on next page](#)



You need to understand the following legislations and consider their influence on the provision of treatments:

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

You need to understand the different types of working methods that promote environmental and sustainable working practices:

- Environmental: temperature, ventilation, lighting, privacy, volume and type of music/sounds, pleasant aroma
- Sustainable: minimising pollution, reducing and managing waste, reducing energy usage

You need to understand the legislation linked to the environmental conditions within the workplace, as well as the implications for a more comfortable and safer treatment.

You need to understand that you must communicate and behave in a professional manner throughout the duration of the treatment, especially when it comes to communicating about potentially sensitive matters:

- Communicate: speaking, listening, body language, reading, recording, following instructions, using a range of professional terminology
- Behave: working cooperatively with others, following salon requirements, maintain clients privacy during treatment

You need to understand how verbal and non-verbal consultation techniques can be used to put the client at ease:

- Verbal: questioning techniques, language used and tone of voice
- Non-verbal: listening techniques, body language, eye contact, facial expressions

You need to take into account the diverse needs of your clients to include:

- culture, religion, age, disability and gender

Continues on next page



You need to understand the correct consultation techniques to collect the necessary information to facilitate a successful treatment and state why this is important:

- recognising effective methods of communication when consulting with clients with disabilities, hearing and sight impairments, blindness, without speech, autism
- the importance of communication with clients in a professional manner
- how to complete a consultation taking into account the client's diverse needs
- the legal requirements for providing treatments to minors under 16 years of age and vulnerable adults
- the importance of agreeing the treatment and outcomes to meet the client's needs
- the legal requirements for storing and protecting client data
- the use of manual, visual and written information

You need to understand the correct methods for completing client records, the reasons for keeping these records, agreeing the treatment plan, gaining client and therapist signatures and the reasons for this. You must be able to state the legal requirements for protecting and storing client data and how client information should be dealt with according to the Data Protection Act. Client records:

- obtain written, signed informed consent from the client prior to carrying out the treatment
- ensure that guardian or parent is present throughout the treatment for minors
- **You will need to understand how to create and prepare a treatment plan suitable for the individual client.**

You need to be able to list and recognise the contra-indications to treatment, understand why they are a contra-indication and to state the action to take in each case. You need to be able to state why specific contra-indications should not be named when referring clients to a medical practitioner, including the following:

- the contra-indications that require medical referral and why
- recognising contra-indications that would prevent or restrict the treatment
- the necessary actions to take in relation to specific contra-indications when referring clients to a medical practitioner
- encouraging the client to seek medical advice
- explaining why the treatment may not be carried out
- modification/adaptation of treatment

[Continues on next page](#)



You must be able to take responsibility for preparing yourself, the client and work area for treatment in accordance with health and safety legislation and industry guidelines:

- present yourself appropriately: professional presentation as per industry code of practice (hair secured away from face and maintained clean short nails, minimal jewellery eg wedding band, small stud earrings)
- greet the client in a professional manner using appropriate consultation techniques to determine the treatment plan
- comply with Health and Safety working practices
- documenting information on client's record card
- select products and equipment to suit the treatment objectives
- obtaining signed informed consent to treatment
- **You need to understand the importance of checking the client's wellbeing throughout the treatment and allow sufficient post-treatment recovery time.**

You need to be able to recognise the difference between contra-actions and those which are a result of poor practice. You need to be able to state the action that should be taken if any of them occur either during or after the treatment:

- fatigue – rest and relaxation
- headache – drink plenty of fluids, rest and relaxation
- thirst – drink plenty of fluids
- muscle ache – rest and relaxation
- nausea – cease treatment, encourage client to use breathing techniques, supply water, stay with client until nausea subsides
- emotional – cease treatment, stay with client, encourage breathing techniques, discuss with client continuation of the treatment
- frequent urination – drink plenty of fluids
- bruising – reassure client and offer explanation of reaction
- excessive erythema – reassure client and offer explanation of reaction
- allergy to massage medium – remove product with water, stay with client, seek medical advice or contact emergency services depending on the severity of the reaction
- light headedness – rest and offer a glass of water

You need to recognise the importance of, and provide general and client-specific advice and recommendations, on completion of a treatment. You need to emphasise that the following advice is likely to maximise the benefits of the treatment and reduce the risk of adverse effects or contra-actions.

[Continues on next page](#)



General advice and recommendation 12–24 hours following treatment:

- no strenuous exercise
- ensure light food intake
- avoid stimulants
- rest
- increase fluid intake
- allow medium to penetrate into the skin

You need to be able to use the information gathered during a treatment and complete the client's record:

- avoidance of activities which may cause contra-actions (eg UV exposure, heat treatments)
- recommend lifestyle changes (eg nutrition, exercise)
- postural awareness
- skincare regime
- further treatment and product recommendations

You need to understand the importance of providing aftercare advice and recommendations. You need to be aware that the advice can be long- or short-term, and that it is relevant to the client needs.

Additional advice and link selling:

- additional services
- additional products
- benefits of a course of treatments
- post-treatment restrictions and future treatment needs
- modifications to lifestyle, posture and healthy eating to improve effectiveness of treatments
- products for home use that will benefit and protect the client and those to avoid and why
- how skincare routines can affect and improve the effectiveness of the treatment

You must be able to identify the importance of recording your actions, findings and any advice given on a client treatment record for future use and reference. You need to be able to evaluate the treatment and document your findings.

Methods of evaluating treatment:

- visual
- verbal
- written feedback
- repeat business

BEAUTY AND SPA THERAPIST CAREER PLANNER



Image courtesy of Phil Jones



EMPLOYER INVOLVEMENT TRACKER



Image courtesy of Phil Jones

Employer involvement is essential to maximise the value of your experience. You must achieve the mandatory employer involvement requirement for this qualification before you can be awarded a qualification grade.

Activity	No. of hours	Date	Tutor signature



TRADE TESTING

Image courtesy of Phil Jones

WHAT IS TRADE TESTING?

“” A trade test is your opportunity to showcase yourself and your skills. First impressions matter, so look the part, be prepared with the right tools, have confidence in your ability, demonstrate with passion and smile! Don't be average, be excellent.

Debbie Weaver, Steiner

“” A trade test is used by employers as part of the interview process when recruiting new technicians to join their team. You will be asked to carry out one or two treatments to demonstrate how competent you are in providing a professional service for their clients and the level of your beauty skills.

Susan Cressy

“” A trade test is where your practical ability is assessed to gauge your skill-set following a successful verbal interview.

Alicia Haynes, Guinot

HOW DO I PREPARE FOR A TRADE TEST?

“” This is your opportunity to impress, to stand out from the crowd, so remember the 4 P's:

1. Prepare thoroughly, research the company, treatment range and timings
2. Professional attitude and approach to performance
3. Polite, pleasing manner
4. Polished treatment performance.

Angela Wheat, Gemini Beauty

“” Always arrive professionally groomed for your trade test, exactly as you would for a day at the salon; wear a clean smart uniform and appropriate shoes, short nails, natural-looking make-up and your hair neatly out of your face. This might be the first impression you make, so ensure you impress them with your professional appearance.

Angela Moulding, Carlton Professional

“” Treat the trade test as a real client experience and remember to communicate with the client/interviewer; explaining what you are going to do throughout the treatment and check for client comfort throughout the treatment. To stand out from the rest of the candidates, demonstrate your retailing and treatment planning skills by recommending two retail products, offer a course of treatments and ask the client/interviewer to re-book their next treatment.

Martine Jarman, Skin Genius

“” Make sure your interviewer is aware of your underpinning knowledge of the treatment you are performing: use the correct names of muscles; explain how a current works. Clients like knowledgeable technicians and employers want people who understand what they are doing.

Rachel Halling, Champneys

Steiner
SKINCARE • SPAS • EDUCATION

susan cressy
spa & beauty therapy in practice

GUINOT
INSTITUT • PARIS

Gemini
beauty

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COLLEGE

TRADE TESTING (SYNOPTIC ASSIGNMENT)

Image courtesy of Phil Jones



GETTING READY FOR YOUR TRADE TEST (SYNOPTIC ASSIGNMENT)

Towards the end of your qualification you will be assessed on carrying out a variety of beauty and spa therapy treatments on a number of clients within a commercially set time.

This will be assessed to make sure you have the necessary skills, knowledge, values and behaviours to confirm that you are now ready to be employed in the beauty and spa therapy industry.

This end 'trade test' will require you to use consultation techniques to identify client requirements and build a professional rapport.

You will draw on the knowledge, understanding and practical skills you have developed during the qualification to deliver a range of personalised beauty and spa therapy treatments, making any reasonable adaptations as necessary.

You will be marked on the quality and accuracy of your practical performance, service planning and self-evaluation. It is therefore important that you carry out your work out to the highest standard you can.

You should show how well you know and understand the subject and how you are able to use your knowledge and skills together to complete the tasks.

MOCK 'TRADE TEST'

You will be provided with the sample assignment/mock trade test by your tutor. The assignment will be in the form of a brief that will detail exactly what you will be expected to carry out.

The assignment will cover a range of services from across the units in the mandatory content of this qualification.

HINTS AND TIPS

You must always work safely, in particular while you are carrying out practical tasks.

HINTS AND TIPS

You must always follow any relevant health and safety regulations and codes of practice.

MARKING GRID



Image courtesy of Phil Jones

The assessments for this qualification are set against a series of assessment objectives (AOs). They are designed to allow judgement of the candidate to be made across a number of different categories of performance. Each assessment for the qualification has been allocated a set number of marks against these AOs, based on weightings recommended by stakeholders of the qualification.

Assessment objective	Level 3 Advanced Technical Diploma in Beauty and Spa Therapy (540) Examples of types of knowledge expected	Weighting
A01 Recall of knowledge relating to the qualification Learning Outcomes.	Treatment objectives; features and benefits; contra-indications and contra-actions; advice and recommendations; skincare equipment; skin types and conditions; Health and Safety; Equality and Diversity; modesty; works with sustainable working practice (for example waste disposal, efficient use of utilities); personal presentation and hygiene.	10%
A02 Understanding of concepts, theories and processes relating to the Learning Outcomes.	Treatment planning and adaptation; equipment setting; understanding products and treatments; advice and recommendations; application of techniques; consultation techniques; technical terminology; preparation of self, client and work area and closing down procedures; hygiene procedures.	15%
A03 Application of practical/technical skills.	Application and adaptation techniques; attention to detail; dexterity; organisation; compliance to health and safety; hygiene; handling skills.	45%



Assessment objective	Level 3 Advanced Technical Diploma in Beauty and Spa Therapy (540) Examples of types of knowledge expected	Weighting
A04 Bringing it all together – coherence of the whole subject.	Evidence of amalgamation of consultation; treatment plan; problem-solving; advice and recommendation best suited to the individual; evaluation and reflection on the outcomes; independent learning; time management; ability to be stretched and challenged; organisational skills; working logically and methodically; analysing and responding and adapting to factors that may affect treatments.	20%
A05 Attending to detail/perfecting.	Thinking about and attending to specific requirements of clients' needs and treatment objectives; dexterity and attention to detail and client care during treatment application; adaption; professional practice; identified areas for development.	10%



A large rectangular area with a light blue border, containing 25 horizontal lines for writing notes.

MOCK ASSESSMENT FEEDBACK FORM



Image courtesy of Phil Jones

Task/AO	Feedback
1	<p>Tutor feedback:</p> <hr/> <p>Learner self-reflection/evaluation:</p>
2	<p>Tutor feedback:</p> <hr/> <p>Learner self-reflection/evaluation:</p>
3	<p>Tutor feedback:</p> <hr/> <p>Learner self-reflection/evaluation:</p>



Task/AO	Feedback
4	<p>Tutor feedback:</p> <hr/> <p>Learner self-reflection/evaluation:</p>
5	<p>Tutor feedback:</p> <hr/> <p>Learner self-reflection/evaluation:</p>

REVISION TIPS



Image courtesy of Phil Jones

These revision tips will help you prepare for your external assessment.

- Regularly check your knowledge and understanding to ensure that you still remember key content covered at the start of the qualification.
- Take opportunities to recap, revise and recall, both in the classroom and using blended and online resources and activities. Find out which learning strategies work best for you.
- Use a range of different revision strategies that best meet your learning needs. For example, creating cue or flash cards can help you to remember key knowledge content. You could make use of mobile learning apps to prepare your own revision flash cards to help develop a secure understanding of key terminology, concepts and frameworks.
- Familiarise yourself with how to deal with different command verbs, such as the differences between responses which describe, explain, compare or evaluate.
- Ensure you have developed your note-taking skills. This will prepare you to capture and summarise the most important aspects of the content. These notes will be invaluable when you are preparing for your examination and help identify any gaps in your knowledge and understanding.
- Don't just memorise facts and figures, but try to make links and deeper connections. Visualisation and concept mapping can help you to apply your knowledge and understanding in different contexts and situations.
- You will need to manage your time effectively as independent candidates. Creating revision timetables or planners is a useful exercise to help you prioritise your learning activities, focusing on areas where there might be gaps in your understanding.
- It's important to stay fit and healthy in order to be well-prepared physically and mentally to demonstrate your knowledge and understanding. Remember to get enough sleep, drink plenty of water, eat well and get enough downtime in the build-up to the exam. Simple relaxation techniques can help if you are feeling stressed.

REVISION PLANNER

Image courtesy of Phil Jones



Week commencing:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00 am							
10.00 am							
11.00 am							
12.00 am							
1.00 pm							
2.00 pm							
3.00 pm							
4.00 pm							
5.00 pm							
6.00 pm							
7.00 pm							
8.00 pm							
9.00 pm							
10.00 pm							





UNIT 301

PROMOTE AND SELL PRODUCTS AND SERVICES TO CLIENTS

Selling is a vital skill to learn because, without sales and promotion skills, it is unlikely your clients will feel encouraged to make use of the services you offer. Likewise, a business is reliant on the profits it is able to make through sales and, if products and treatments are not promoted, the opportunity to maximise income reduces.

This unit will help you to recognise the necessity of encouraging your clients to buy goods or services and how you can maximise the opportunities to promote sales and create enticing retail displays.

You will be required to identify retail opportunities within the workplace and evaluate your own methods of achieving sales. You will also be able to recognise how to use your communication skills and skills of persuasion to encourage the sale of a product or service and to analyse how your attitude and appearance may influence the client's decision to make further purchases/appointments in the future. This should encourage you to then identify how these skills can be used to make yourself desirable to any future employer.



WHAT IS THIS UNIT ABOUT?

UNIT 301 PROMOTE AND SELL PRODUCTS AND SERVICES TO CLIENTS MANDATORY

This unit has two outcomes.

Outcome 1
Understand the principles of promoting and selling products, services and treatments

Outcome 2
Plan and create sales opportunities

HINTS AND TIPS

Have confidence you know more about the salon's professional product range than your client does.

GETTING STARTED

Introduce yourself to the unit by asking yourself:

- Why is the promotion of products and services crucial to a business?
- What sort of techniques can be implemented to encourage sales?
- What would make me want to buy a product?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.



Retailing really matters! For any business to grow and establish a loyal returning clientele, generating daily retail sales is critical. Rather than being hard, pushy and uncomfortably forceful, skin therapists can provide proper advice and recommend effective products to achieve great skin. Retailing is easy when your intentions are genuine.

Janelle Couto, Dermalogica

dermalogica®

WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 301 PROMOTE AND SELL PRODUCTS AND SERVICES TO CLIENTS



TOPICS

Outcome 1

Understand the principles of promoting and selling products, services and treatments

- 1.1 The benefits of promoting products and services
- 1.2 Communication skills and behaviours that support the promotion and selling of products
- 1.3 Promotion and sales techniques
- 1.4 The sales cycle
- 1.5 Retail and trades legislation

Outcome 2

Plan and create sales opportunities

- 2.1 Sales opportunities
- 2.2 Sales techniques
- 2.3 Analysis and evaluation of sales techniques
- 2.4 Reflection on sales outcome



HINTS AND TIPS

Let the client smell and feel the product and focus on emotional words: How does that feel? What do you think about the smell? Encourage the client to buy into the product.



UNIT PLANNER

UNIT 301 PROMOTE AND SELL PRODUCTS AND SERVICES TO CLIENTS

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the trade test or skills check.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 301 PROMOTE AND SELL PRODUCTS

AND SERVICES TO CLIENTS



This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

The benefits of promoting products and services

understand the benefits of promoting products and services, including:

- the benefits to the salon, (for example increased turnover, returning client base),
- the benefits to the individual employee (for example commission, meeting salon targets,
- becoming more desirable to future employers),
- the terms 'features' and 'benefits' as applied to products and services,
- how marketing can improve product sales and take-up of services (for example optimising product displays, adverts, promotions),
- the importance of good product and service knowledge

Promotion and sales techniques

understand the various methods of promotion and advertising techniques, including:

- leaflets/flyers,
- posters,
- newspaper/magazine adverts/editorials,
- in-store promotions,
- product trials,
- vouchers,
- press releases,
- social media

The sales cycle

understand the stages of the sales cycle, to include:

- identifying client needs,
- identifying which products/services/treatments will meet the needs,
- describing the features and benefits of the products/services/treatments,
- demonstrating the products/services/treatments,
- interpreting buying signals,
- highlighting sales incentives,
- overcoming obstacles,
- closing the sale

be able to identify buying signals when the client is not ready to buy, to include:

- avoiding eye contact,
- quick movements,
- handling the product with little interest,
- making excuses why they don't want to buy yet,
- studying lots of different products

be able to identify buying signals when the client is ready to buy, to include:

- spending time focusing on one product,
- asking specific questions about a product or service,
- discussing a price,
- holding money/purse/wallet,
- displaying possessive body language

be able to identify the factors that may indicate when a sale is inappropriate, to include:

- client's age or vulnerability (minors, elderly, vulnerable adults),
- client's ability to make sound decisions (psychological state),
- client's perception

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

[Continues on next page](#)



WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 301 PROMOTE AND SELL PRODUCTS AND SERVICES TO CLIENTS

Image courtesy of Cambridge Community College

You need to:

Retail and trades legislation

understand the legislation that applies when promoting products and services, including: Data Protection Act, Sale of Goods Act, Distance Selling Act (replaced in June 2014 by Consumer Contracts Regulations), Trade Descriptions Act, Consumer Protection, Consumer Safety Act

Analysis and evaluation of sales techniques

understand why analysing your own performance will develop your sales techniques, to include: strengths and weaknesses, meeting and reviewing targets

understand why evaluating your own performance will develop your sales techniques to include the following methods of evaluation: visual, verbal, written feedback, repeat business

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.



Don't leave selling to the end of a treatment – immerse your client in the products and what they can do for them throughout: educate them and they will be ready to make a purchase.

Rachel Halling, Champneys

CHAMPNEYS
COLLEGE



Image courtesy of Dermatologica

WHAT DO YOU NEED TO COVER?

UNIT 301 PROMOTE AND SELL PRODUCTS

AND SERVICES TO CLIENTS



SCOPE OF CONTENT

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Promote and sell with consideration of:

creating a positive first impression

effective personal presentation

listening and questioning techniques

consultation techniques

effective face-to-face communication

behaving professionally, including identifying factors that indicate making a sale is inappropriate; for example, client age, vulnerability, perception, psychological state

managing client expectations; for example, providing realistic and honest information

Identify appropriate opportunities to initiate a sale using their knowledge of clients, including:

client needs: (Will the client benefit from purchasing products and services? Is the client wishing to make a purchase as part of the overall experience of the treatment?)

client body language: (Is the client displaying signals that indicate the wish to make a purchase? Does the client appear confident in their decision to purchase the product or service?)

Use selling techniques, including knowledge of communication, behaviour and practical techniques to identify how to select a product, service or treatment to meet the client's needs, to include:

introduce and demonstrate products, services and treatments

discuss the benefits and features

use effective selling techniques to close a sale

Reflect on how effective your sales technique is through detailed analysis and evaluation of their own performance, to include:

confirmation of increased sales

feedback from colleagues

feedback from clients

appraisal from line manager

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

HINTS AND TIPS

Ask the right questions to gain the information you need from the client. Try to use open questions beginning with 'what?', 'why?', 'when?' and 'how'. The client will then give more information in their answers, which helps you to recommend products and treatments more accurately and easily.



USEFUL WORDS

UNIT 301 PROMOTE AND SELL PRODUCTS AND SERVICES TO CLIENTS

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

Jessica Cosmetics

Advertising

Forms of communication with the purpose of persuading the client to buy.



Body language

Non-verbal communication; for example, gestures, facial expressions, eye contact and postures. This is useful to use when selling, to inspire trust in the client. Also be aware of the client's body language, to gauge what they are thinking.

Phil Jones



Buying signal

A comment from a client, which indicates that they are thinking about buying your product or service. The most common buying signal is the question:

'How much is it?' Others are questions or comments such as: 'What sizes does it come in?' Surprisingly, 'It's too expensive' or 'I already have a similar product at home' are also buying signals!

Closed question

A question that generally prompts an answer of either 'yes' or 'no'.

Hertford Regional College

Closing the sale

Gaining agreement from the client to buy.



FABs

This stands for Features, Advantages and Benefits and relates to the links between a product's description, its advantages over others, and the benefit the customer will get from using it.

Objection/overcoming objection

An objection can be seen as the client putting up resistance to buying the product. A good sales person will be able to recognise if the objection is valid – and so close the discussion – or, if the client just needs reassurance, in which case they will convince the client that they are making the right decision by buying it.



Open question

A question that gains information, usually beginning with 'who', 'what', 'why', 'where', 'when', or 'how'.



Presentation/sales presentation

The process of explaining the product or service to the client, ideally including the product's features, advantages and benefits.

USP

This stands for Unique Selling Point. A USP is what makes the product better than others.

Image courtesy of Cambridge Community College

Canterbury College

Phil Jones

SCOPE RECORD

UNIT 301 PROMOTE AND SELL PRODUCTS

AND SERVICES TO CLIENTS



Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Promotion and selling Record the communication skills and behaviours used to support promotion and selling.

Creating a positive first impression	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Effective personal presentation	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Listening and questioning techniques	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Consultation techniques	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Effective face-to-face communication	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Behaving professionally	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Managing client expectations	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Client knowledge Record the factors taken into account for each sale or promotion.

Assessing client's needs	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Assessing client's body behaviour – buying signals etc	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Continues on next page

HINTS AND TIPS

Discover the client's main objectives and suggest solutions to their concerns. If they are happy to pay for the treatment they are usually more than happy to purchase products to maintain and enhance that treatment – it is an integral part of the treatment and is your duty as a professional to recommend products. Remember: the features describe a product, but the benefits are the reasons a client will buy it!



All the employers that recruit from us request therapists that are good at recommending other treatments or services, as well as selling home and skincare.

Rochelle Saneria, London College of Beauty Therapy

L C B T

World Class Providers of Beauty, Make-up, Hair & Fitness Training to the Industry



SCOPE RECORD (CONTINUED)

UNIT 301 PROMOTE AND SELL PRODUCTS

AND SERVICES TO CLIENTS

Selling products

Introduce and demonstrate products, services and treatments

Record the sales techniques used for each sale or promotion.

<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:
<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:
<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:

Discuss the benefits and features

Closing a sale

Analysis and evaluation

Record the analysis and evaluation methods used after each sale or promotion.

Confirmation of increased sales

Feedback from colleagues

Feedback from clients

Appraisal from line manager

<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:
<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:
<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:
<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:	<input type="radio"/>	Date: Sign:

HINTS AND TIPS

Your facial expressions, like your body language, give away a lot of information so remember to be welcoming and use positive facial expressions. Maintaining eye contact shows that you are interested.



SUPPLEMENTARY COMMENTS

UNIT 301 PROMOTE AND SELL PRODUCTS AND SERVICES TO CLIENTS



Use this space to record any workplace, employer or client comments.

Comments

Date

HAS ALL TOPIC CONTENT BEEN COVERED?

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 4.

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:





UNIT 302

ANATOMY AND

PHYSIOLOGY

The purpose of this unit is for you to fully understand the anatomy and physiology of the body and be able to apply this knowledge within beauty and spa treatments. You will study each of the different systems of the body and understand how they interact with each other. You will also be introduced to contra-indications as you work through the different systems and identify how

these may impact on treatments. Understanding how the body works will enable you to apply treatments in a safe and effective way, as well as offer advice and recommendations. Anatomy and physiology knowledge is essential so that you have a better understanding as to when and why it may not be suitable to treat a client.



WHAT IS THIS UNIT ABOUT?

UNIT 302 ANATOMY AND PHYSIOLOGY

MANDATORY

This unit has eleven outcomes.

Outcome 1
Understand the organisation of the body and the structure and functions of cells

Outcome 2
Understand the structure and functions of the skin, nails and hair

Outcome 3
Understand the structure and functions of the skeletal system

Outcome 4
Understand the structure and functions of the muscular system

Outcome 5
Understand the structure and functions of the cardiovascular system

Outcome 6
Understand the structure and functions of the lymphatic system

Outcome 7
Understand the structure and functions of the nervous system

Outcome 8
Understand the structure and functions of the respiratory system

Outcome 9
Understand the structure and functions of the digestive system

Outcome 10
Understand the structure and functions of the endocrine system

Outcome 11
Understand the structure and functions of the renal and reproductive systems

GETTING STARTED

Introduce yourself to the unit by asking yourself:

- What is the structure and what are the functions of the skin?
- How do we breathe?
- Why is oxygen important?
- What is energy?
- Why are the kidneys important in fluid balance?
- How do hormones affect the body?
- How does the circulation move around the body?
- What impact does each treatment have on the different systems of the body?
- What does our skeleton do?
- Can I name any bones of the skeleton?
- Do I know the names and locations of muscles that I will be working on in the body?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.



WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 302 ANATOMY AND PHYSIOLOGY



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TOPICS

Outcome 1

Understand the organisation of the body and the structure and functions of cells

- 1.1 Anatomical regions and related terms
- 1.2 Structure of a cell and division
- 1.3 Functions of a cell
- 1.4 Structure and types of tissues
- 1.5 Pathologies related to the cells and tissues

Outcome 2

Understand the structure and functions of the skin, nails and hair

- 2.1 Anatomical structure and functions of the skin
- 2.2 Anatomical structure and functions of the nail
- 2.3 Anatomical structure and functions of the hair
- 2.4 Pathologies related to the skin, nails and hair

Outcome 3

Understand the structure and functions of the skeletal system

- 3.1 Classification and structure of the skeletal system
- 3.2 Functions of the skeletal system
- 3.3 Location of bones of the skeleton
- 3.4 Types of joints and movement
- 3.5 Pathologies of the skeletal system

Outcome 4

Understand the structure and functions of the muscular system

- 4.1 Structure and functions of the muscular system
- 4.2 Location and action of the primary muscles
- 4.3 Pathologies of the muscular system

Outcome 5

Understand the structure and functions of the cardiovascular system

- 5.1 Structure of the cardiovascular system
- 5.2 Composition and functions of the blood
- 5.3 Primary blood vessels of the body
- 5.4 Pathologies of the cardiovascular system

Outcome 6

Understand the structure and functions of the lymphatic system

- 6.1 Structure and functions of the lymphatic system
- 6.2 Structure and functions of the lymphatic organs
- 6.3 Location of lymphatic nodes and ducts
- 6.4 Pathologies related to the lymphatic system

Outcome 7

Understand the structure and functions of the nervous system

- 7.1 Structure and functions of the nervous system
- 7.2 Pathologies of the nervous systems

Outcome 8

Understand the structure and functions of the respiratory system

- 8.1 Structure and functions of the respiratory system
- 8.2 Pathologies of the respiratory system

Outcome 9

Understand the structure and functions of the digestive system

- 9.1 Structure and functions of digestive system
- 9.2 Processes of digestion
- 9.3 Pathologies of the digestive system

Outcome 10

Understand the structure and functions of the endocrine system

- 10.1 Structure and functions of the endocrine system
- 10.2 Common pathologies of the endocrine system

Outcome 11

Understand the structure and functions of the renal and reproductive systems

- 11.1 Structure and functions of the renal system
- 11.2 Structure and functions of the reproductive system
- 11.3 Key stages of the human reproductive cycle
- 11.4 Pathologies of the renal and reproductive system



UNIT PLANNER

UNIT 302 ANATOMY AND PHYSIOLOGY

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the trade test or skills check.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 302 ANATOMY AND PHYSIOLOGY



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This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

Anatomical regions:

Be able to identify anatomical regions and related terms

- abdominal, axillary, brachial, cephalic, cervical, cranial, cubital, femoral, frontal, gluteal, inguinal, palmar, pelvic, plantar, popliteal, thoracic

Related terms:

- superior, inferior, medial, lateral, distal, proximal, anterior, posterior, peripheral, superficial, deep

Typical cells:

Be able to identify the structure and division of a typical cell

Structure: membrane, nucleus, nucleolus, DNA, cytoplasm, organelles, ribosomes, mitochondria, lysosomes, smooth and rough endoplasmic reticulum, golgi body

Cell division: mitosis, growth and repair

Understand the functions of a typical cell

Functions: transport across the cell membrane – diffusion, osmosis, facilitated diffusion, active transport, metabolic rate and adenosine triphosphate (ATP)

Tissues:

Understand the structure and repair of tissues

Structure and types of tissues: epithelial, connective tissue, membranes

Understand common pathologies related to the cells and tissues

Pathologies of cells and tissues: cancer, metastasis, scarring

Skin:

Be able to identify the structure of the skin

Structure:

the different cells in the epidermis – keratinocytes, Langerhans cells, melanocytes, merkel cells

epidermis – stratum germinativum (continuous cell formation, keratinocytes and melanocytes), stratum spinosum, stratum granulosum (cell death due to keratinisation), stratum lucidum (only found in thick skin), stratum corneum (shedding or desquamation)

dermis – papillary and reticular layers, matrix to include fibroblasts (collagen and elastin fibres), hyaluronic acid, blood and lymphatic vessels, sensory nerve endings (light touch, pressure, vibration, mechanical, thermal), apocrine, eccrine and sebaceous glands

hypodermis/subcutaneous layer (adipose tissue)

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

[Continues on next page](#)



WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 302 ANATOMY AND PHYSIOLOGY

You need to:

Understand the functions of the skin and factors that might affect the skin

Functions:

the importance of the skin in protection – water resistant, melanin, pH balance, external barrier

the mechanisms of sensory perception – light touch, pressure, vibration, mechanical, thermal

absorption through the skin – chemicals, drugs (hormones, nicotine, steroids)

the importance of skin for excretion – sweat, waste (sodium chloride, urea, uric acid, aromatic substances)

the importance of skin secretions – sebum

heat regulation – sweating, vasodilation, vasoconstriction

how the skin synthesises vitamin D

Factors:

extrinsic – temperature, chemical exposure, UV exposure, topical stimulation and skin damage

intrinsic – genetics, nutrition, hormones, medication, disease and systemic disorders

Understand the common pathologies of the skin

Pathologies:

bacterial infections – impetigo, conjunctivitis, hordeolum/stye, furuncles/boils, carbuncles, folliculitis, paronychia

viral infections – herpes simplex, herpes zoster or shingles, warts/verrucae

infestations – scabies or itch mites, pediculosis pubis, pediculosis corporis, pediculosis capitis

fungal infections – tinea corporis, tinea capitis, tinea pedis, tinea unguium, onychomycosis

sebaceous gland disorders – milia, comedones, seborrhea, steatomas, sebaceous cysts or wens, acne vulgaris

sudoriferous (sweat) gland disorders – miliaria rubra (prickly heat), bromidrosis, hyperhidrosis

pigmentation disorders – ephelides, lentigines, vitiligo, albinism, vascular naevi

skin disorders involving abnormal growth – psoriasis, seborrheic or senile warts, verrucae filiformis, skin tags, keloids, pityriasis simplex, pityriasis, capitis hyperkeratosis

allergies – dermatitis, eczema, urticaria

malignant tumours – squamous cell carcinomas or prickle-cell cancers, basal cell carcinomas or rodent ulcers, melanoma

rosacea

Continues on next page



You need to:

Nails:

Be able to identify the structure of nails

Structure:

nail bed, hyponychium, eponychium, perionychium, mantle or proximal nail fold, lateral nail fold, nail grooves, matrix, lunula, cuticle, three layers of nail plate, free edge

nail shape and condition – hook, ski jump, fan, misshapen, bitten, discoloured

Understand the functions of the nails and factors that might affect the nails

Functions:

protection of sensitive areas of fingers and toes, tool to help dexterity

Factors:

extrinsic – chemical exposure, damage

intrinsic – genetics, nutrition, hormones, medication, disease and systemic disorders

Understand the common pathologies of the nails

Pathologies:

structure – beau lines, koilonychia, longitudinal furrows, lamellar dystrophy, onychauxis, pitting, onychorrhexis, leuconychia, onycholysis, splinter haemorrhage, anonychia, onychocryptosis

Cuticle – pterygium

Hair:

Be able to identify the structure and growth cycle of hair

Structure:

hair follicle – Huxleys and Henle's layers, inner root, outer root sheath, matrix, dermal papilla, sebaceous gland

hair – cuticle, cortex, medulla, structure of the cortex – polypeptide chains, melanocytes

characteristics of ethnic hair types

hair types – lanugo, vellus, terminal

Growth cycle:

anagen, catagen, telogen

Understand the functions of the hair and factors that might affect the hair

Functions:

insulation, protection

Factors:

extrinsic – chemical exposure, topical stimulation and damage

intrinsic – genetics, nutrition, hormones, medication, disease and systemic disorders

Continues on next page



WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 302 ANATOMY AND PHYSIOLOGY

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You need to:

Understand the common pathologies of the hair

Pathologies:

alopecia (androgenic, areata, universalis), hypertrichosis and hypotrichosis, fragilitas crinium

Skeletal system:

Be able to identify the classification and structure of bones

Classification of bones:

flat, irregular, short, sesamoid, long, compact, cancellous, bone marrow

Structure of bones:

structure of long bone – diaphysis, epiphysis, epiphyseal cartilage, articular (hyaline), cartilage, medullary canal, periosteum

development of bone – ossifications, osteoblasts, osteocytes, osteoclasts

axial skeleton – 80 bones

appendicular skeleton – 126 bones

sinuses – frontal, maxillary, ethmoid, sphenoid

Understand the functions of the skeletal system

Be able to identify the location of bones of the skeleton

Location:

cranium – frontal, parietal, temporal, occipital, sphenoid, ethmoid

face – nasal, vomer, zygomatic, lacrimal, palatine, maxillae, mandible

neck and spine – vertebrae (cervical [atlas, axis], thoracic, lumbar, sacral, coccygeal), intervertebral discs

chest – ribs, sternum

shoulder girdle – clavicle, scapula

arm and hand – humerus, radius, ulna, carpals (scaphoid, lunate, triquetrum, pisiform, trapezium, trapezoid, capitate, hamate), metacarpals, phalanges

pelvic girdle – ilium, ischium, pubis, innominate bones

leg and foot – femur, patella, tibia, fibula, tarsals (talus, calcaneus, navicular, cuneiforms [medial, intermediate, lateral], cuboid), metatarsals, phalanges

Be able to identify the different types of joint and movement

Types of joint:

fixed – fibrous

semi-moveable – cartilaginous

HINTS AND TIPS

Movement at joints happens when muscles over the joint contract – the insertion of the muscle moves towards the origin.

Continues on next page

WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 302 ANATOMY AND PHYSIOLOGY



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You need to:

freely moveable – synovial joints: ball and socket, saddle, condyloid, ellipsoidal, pivot, hinge, gliding

Range of movements:

flexion, extension, hyperextension, abduction, adduction, circumduction, rotation (medial, lateral), pronation, supination

Understand the common pathologies relating to the skeletal system

Pathologies:

osteoarthritis, bunions, hammer toes, fractures, rheumatoid arthritis, osteoporosis, bursitis, rickets, scoliosis, kyphosis, lordosis

Muscular system

Understand the structure and functions of the muscular system

Structure:

fascia, tendons, muscle – fascicles, muscle fibres or cells, myofibrils, actin, myosin, sarcomeres, motor unit

organisation of muscle types – skeletal (voluntary, striated), visceral (involuntary, non-striated), cardiac (involuntary)

Functions:

movement, stabilises joints, in relation to posture, movement of substances through skeletal muscle pump, generation of heat

Understand the principles of muscle contraction

Muscle contraction:

sarcomere, actin and myosin muscular contraction, stages – tone, relaxation, fatigue, antagonistic pairing – prime mover, antagonist, synergist, fixator

Be able to identify the location and action of the primary muscles

Location and action of primary muscles:

scalp and face – frontalis, occipitalis, orbicularis oculi, corrugator, nasalis, orbicularis oris, zygomaticus, risorius, mentalis, buccinator, masseter, temporalis, triangularis, depressor labii

neck muscles – platysma, sternocleidomastoid

anterior thorax – pectoralis (major and minor), external and internal intercostals, diaphragm, serratus anterior

posterior thorax – erector spinae, trapezius, latissimus dorsi, levator scapulae, rhomboids (major and minor)

shoulder – supraspinatus, infraspinatus, teres minor, subscapularis (rotator cuff), teres major, deltoid

upper arm – biceps brachii, coraco-brachialis, brachialis, triceps brachii

lower arm and hand – pronator teres, brachioradialis

HINTS AND TIPS

One way to learn your facial muscles is by pulling faces and thinking which muscles are creating each expression.

Continues on next page

WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 302 ANATOMY AND PHYSIOLOGY

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When carrying out a massage try and visualise the muscle and bones you are working over and think of their correct Latin names.

Sarah Farrell,
beauty expert
for City & Guilds

You need to:

wrist flexors – flexor carpi radialis, flexor carpi ulnaris, flexor digitorum, palmaris longus, flexor digitorum superficialis, flexor digitorum profundus

wrist extensors – extensor carpi radialis longus, extensor carpi radialis brevis, extensor carpi ulnaris, extensor digitorum

thumb – abductor pollicis brevis, adductor pollicis, extensor pollicis longus, extensor pollicis brevis, abductor longus, flexor pollicis longus, flexor pollicis brevis, opponens pollicis (thenar eminence)

hypothenar eminence – opponens digiti minimi, abductor digiti mini, flexor digiti minimi brevis

trunk: external obliques, rectus abdominus, internal obliques, transversus abdominus, quadratus lumborum

hip – iliopsoas, piriformis, gluteus (maximus, medius, minimus), tensor fasciae latae

upper leg – rectus femoris, vastus lateralis, vastus intermedius, vastus medialis (quadriceps), sartorius, biceps femoris, semitendinosus, semimembranosus (hamstrings), gracilis, adductors (longus, brevis, magnus)

lower leg and foot – gastrocnemius, soleus, tibialis anterior, tibialis posterior, peroneus longus, extensor digitorum longus, flexor digitorum longus, extensor digitorum longus, flexor hallucis longus

Understand common pathologies related to the muscular system

Pathologies:

cramp, repetitive strain injury (RSI) inflammation, tendonitis, sprain, low back pain

Cardiovascular system:

Understand the structure and functions of the cardiovascular system

Structure of blood vessels:

arteries – thick walled, muscular, elastic vessels, conveying blood away from heart to arterioles, help maintain blood pressure

arterioles – small arteries which convey blood to the capillaries

capillaries – composed of a single layer of cells (endothelium), connect arterioles and venules

venules – collect blood from capillaries and drain into veins, thinner walled than arteries

veins – contain valves to prevent back flow, thinner walled than arteries, convey blood back to the heart from the venules

Continues on next page

WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 302 ANATOMY AND PHYSIOLOGY



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You need to:

Heart structure:

pericardium, epicardium, myocardium, endocardium

right atrium, left atrium, right ventricle, left ventricle, septum
valves

principal blood vessels – superior vena cava, inferior vena cava,
 pulmonary artery, pulmonary vein, aorta

Heart physiology:

physiology – blood flow (systemic and pulmonary circulation)

cardiac cycle – diastole, systole

blood pressure – force exerted by blood on walls of blood vessels,
measurements – diastolic: 80 mmHg, systolic: 120 mmHg

Understand the composition and functions of the blood

Composition of blood:

plasma (clear, pale yellow, slightly alkaline fluid,
 dissolved blood proteins), erythrocytes (red blood cells), leucocytes
(white blood cells), thrombocytes

Functions of blood:

transport, heat regulation, defence, clotting

Be able to identify the primary blood vessels of the body

Primary blood vessels of the body:

head, face and neck – common carotid artery, external carotid artery,
 internal carotid artery, external jugular vein, internal jugular vein,
 vertebral artery

thorax – ascending aorta, aortic arch and descending aorta, left and
right subclavian arteries, left and right subclavian veins

arm and hand – brachial artery, radial artery, ulnar artery, cephalic
vein, axillary artery, axillary vein

abdomen – hepatic artery, hepatic vein, hepatic portal vein, renal
artery, renal vein

pelvis, leg and foot – femoral artery, femoral vein, anterior tibial
artery, posterior tibial artery, saphenous vein, iliac artery, iliac vein,
 popliteal artery, popliteal vein

Understand common pathologies related to the cardiovascular system

Pathologies:

bruising (heamatoma), angina, deep vein thrombosis (DVT),
 hypertension, hypotension, varicose veins, phlebitis, stroke

Continues on next page



WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 302 ANATOMY AND PHYSIOLOGY

You need to:

Lymphatic system:

Understand structure, composition and functions of the lymphatic system

Structure:

lymph capillaries – thin-walled, more permeable than blood capillaries

lymphatic vessels – contain valves to prevent backflow

lymph nodes – afferent and efferent lymph vessels, reticular tissue

lymphatic organs and tissues – thymus gland, spleen, tonsils, peyer's patches

Composition:

clear, straw-coloured, fluid derived from blood plasma through capillary filtration, plasma substances

Functions:

collect tissue fluid, lymph flow is unidirectional not circular, carry excess fluid and foreign particles from the body tissues and cells, carry lymph to lymphatic vessels, transport lymph through lymphatic nodes, lymphatic system returns tissue fluid to blood, thoracic duct: drains lymph from abdomen and lower limbs; drains into left subclavian vein, right lymphatic duct: drains upper right quadrant; drains into right subclavian vein, cisterna chyli: drains lymph laden with digested fats (chyle) from the intestines, produce lymphocytes to deal with waste and toxins, develop antibodies to defend the body against infection, filtering pathogens, phagocytes, T and B-lymphocytes

Understand the location and functions of the lymphatic organs

Location and functions of lymphatic organs:

thymus – behind sternum, processes lymphocytes into active 'T' cells vital to immune system, endocrine functions, pre-puberty, in the control of growth, degenerates after puberty

Spleen – left side of abdominal cavity behind and left of the stomach and diaphragm largest lymphatic tissue mass in body, immune response – assists in fighting infection, contains T and B lymphocytes phagocytosis – destruction of worn-out erythrocytes and abnormal cells, storage of blood, selectively filters white cells and platelets, blood cell production at time of need in an adult

Be able to identify the location of the lymphatic nodes of the body and face

Location of lymphatic nodes:

lymphatic nodes (glands) – found all over the body at strategic sites where there is a greater risk of infection

lymphatic nodes of the body – cervical, axillary, supratrochlear/cubital, iliac, inguinal, popliteal, intestinal

lymphatic nodes of the head – buccal, sub-mental, sub-mandibular, anterior auricular, posterior auricular, parotid, occipital

HINTS AND TIPS

The difference between the blood circulation system and the lymphatic system is the blood constantly goes round and round, whereas the lymph only travels one way from cells to the main lymphatic ducts.

Continues on next page



You need to:

Be able to identify common pathologies related to the lymphatic system

Pathologies:

- allergies, fever, HIV, oedema

Nervous system:

Understand the structure and functions of the nervous system

Structure:

- Central Nervous System (CNS) – brain and spinal cord, Peripheral Nervous System (PNS), somatic nervous system

autonomic nervous system – sympathetic, parasympathetic

neurone – motor, sensory, interneurone (cell body, dendrites, axon, myelin sheath, axon terminals, synaptic gap, neurotransmitters)

nerve pathways – sensory (afferent), motor (efferent), mixed

Functions:

- detect stimuli inside and outside the body, process and interpret stimuli, respond to stimuli, role in homeostasis, link with endocrine system, stimulate activity; activation of energy, inhibit activity; conservation of energy

Understand common pathologies related to the nervous system

Pathologies:

- epilepsy, multiple sclerosis, migraine, vertigo, sciatica, Bell's palsy

Respiratory system:

Understand the structure and functions of the respiratory system

Functions:

- supply the blood with oxygen, excrete carbon dioxide (facilitate the exchange of gases, oxygen and carbon dioxide), ventilation – mechanism of inhalation and exhalation

Structure:

upper respiratory system – mouth, nose, pharynx, larynx

lower respiratory system – trachea, lungs, bronchii (right and left), bronchioles, alveoli, the pleural membranes

stages of respiration – external, internal

Understand to identify the common pathologies of the respiratory system

Pathologies:

- Chronic Obstructive Pulmonary Disease (COPD) – bronchitis, emphysema, asthma, hayfever, sinusitis

Continues on next page



WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 302 ANATOMY AND PHYSIOLOGY

You need to:

Digestive system:

Understand the structure and functions of the digestive system

Functions:

break down complex chemicals to simple ones, absorb simple chemicals, assimilate products of digestion, eliminate indigestible materials

Structure:

upper gastrointestinal tract – mouth, tongue, pharynx, oesophagus

lower gastrointestinal tract – stomach, small intestine – duodenum, jejunum, ileum, large intestine – ileocaecal valve, caecum, ascending colon, transverse colon, descending colon, rectum, anus

accessory digestive organs – pancreas, liver, gall bladder

Understand the processes of the digestive system

Processes:

physical digestion – mastication, peristalsis
churning chemical digestion – enzymes

Understand the common pathologies related to the digestive system

Pathologies:

halitosis, hepatitis, cirrhosis of the liver, gall stones, Irritable Bowel Syndrome (IBS), Crohn's disease, coeliac disease

Endocrine system:

Understand the structure and functions of the endocrine system

Structure:

endocrine glands – ductless, hormones – chemical messengers, receptor and target organs, location of primary endocrine glands, hypothalamus, pituitary, pineal, thyroid, parathyroids, thymus, pancreas, adrenals, gonads (ovaries and testes)

Functions:

hormone secretion directly into the bloodstream, work in conjunction with the nervous system to maintain homeostasis, control effect on body's functions – emotion, appetite, sexual activity, metabolism, water balance, control reproductive cycle, activation/inhibition of immune system, hormone secretion from the endocrine glands and their target sites

[Continues on next page](#)



You need to:

Understand common pathologies related to the endocrine system

Pathologies:

hyperthyroidism, hypothyroidism, diabetes mellitus (type 1 and type 2), diabetes insipidus, polycystic ovaries, hormone imbalance, skin irregularity

Renal system:

Understand the structure and functions of the renal system

Function:

regulation of body fluid, general electrolyte composition and the need to maintain electrolyte balance, pH values of the body's fluid systems

Structure:

ureters, bladder, urethra, kidneys

Understand the common pathologies of the renal system

Pathologies:

cystitis, nephritis

Reproductive system:

Understand the structure and functions of the reproductive system

Functions and structures:

female reproductive system, male reproductive system

Understand the key stages of the human reproductive cycle

Human reproductive cycle:

puberty, menstrual cycle, pregnancy, menopause

Understand the common pathologies of the reproductive system

Pathologies:

endometriosis, menstrual problems

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.

USEFUL WORDS

UNIT 302 ANATOMY AND PHYSIOLOGY

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



Allergen

A foreign substance that can trigger an allergic response in the body.

Immune system

The system that protects the body against illness and disease.



Deformity

Distortion or imperfection.

Metabolism

The chemical processes that occur within living organisms to maintain life.



DNA

Deoxyribonucleic acid.

Motor nerve

A nerve carrying impulses from the brain or spinal cord to a muscle.



Ossification

The process of bone formation.

Haemoglobin

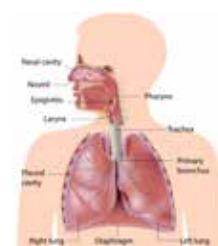
A protein that gives red blood cells their colour. Their main function is to transport oxygen from the lungs to the body's tissues.

Pathogen

A collective term used to describe a type of microbe. It includes viruses, bacteria, fungi and parasites. A pathogen has the potential to cause harm.

Homeostasis

The body needs to maintain a constant state of internal balance. If one or more of the systems of the body gets out of balance, ill health and disease can occur.



Respiratory

Relating to the system for taking in oxygen and giving out carbon dioxide (ie breathing).

SUPPLEMENTARY COMMENTS

UNIT 302 ANATOMY AND PHYSIOLOGY



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Use this space to record any comments or feedback you receive.

Comments

Date

HAS ALL TOPIC CONTENT BEEN COVERED?

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 18.

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:



Image courtesy of Phil Jones



UNIT 303 PROVIDE BODY MASSAGE

Body massage has been practised around the world for thousands of years, providing recipients with relief from a variety of health-related problems. The purpose of this unit is for you to understand the physical and psychological benefits of body massage, in order to apply a range of techniques to meet your clients' needs. You will be given the opportunity to provide a range of

body massage treatments and to develop knowledge of the theory that goes into preparing for and treating a client effectively. To carry out this unit you will need to maintain effective health, safety and hygiene procedures throughout your work, and advance your knowledge and understanding in a range of massage techniques and the use of a variety of massage mediums.



WHAT IS THIS UNIT ABOUT?

UNIT 303 PROVIDE BODY MASSAGE

MANDATORY

This unit has three outcomes.

Outcome 1
Prepare for body massage

Outcome 2
Provide body massage

Outcome 3
Provide advice, recommendations and treatment evaluation

HINTS AND TIPS

When massaging, use less oil to prevent slipping so you are in more control of your movements.



Understanding muscles and how they work ensures a competent therapist who is able to focus on a client's individual needs and make a real difference during a massage.

Rachel Halling, Champneys

CHAMPNEYS
COLLEGE

GETTING STARTED

Introduce yourself to the unit by asking yourself:

- Which techniques can be used to ensure a professional massage treatment?
- Which legislation effects the provision of body massage?
- Who benefits from a body massage?
- What aftercare advice can be given to a client following a treatment?
- What sort of care makes a client's experience memorable?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link-selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.



WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 303 PROVIDE BODY MASSAGE



TOPICS

Outcome 1

Prepare for body massage

- 1.1 Health and safety working practices
- 1.2 Environmental and sustainable working practices
- 1.3 Communication and behaviour
- 1.4 Consultation
- 1.5 The selection of equipment, products and consumables
- 1.6 Prepare themselves, the client and work area for body massage

Outcome 2

Provide body massage

- 2.1 Evolution of massage
- 2.2 Massage techniques
- 2.3 Effects, benefits and adaptations of body massage
- 2.4 Provide body massage

Outcome 3

Provide advice, recommendations and treatment evaluation

- 3.1 Give advice and recommendations
- 3.2 Record actions and evaluate treatments



HINTS AND TIPS

It is not unusual for clients to feel tender following a deep or firm massage. This is because massage creates some changes in the tissues; the increased circulation initiates a natural anti-inflammatory response which, in turn, stimulates nerve endings. Lots of stretching will help to alleviate these symptoms.

HINTS AND TIPS

A guide to commercial timings for massage treatments is shown below. However, it should be noted that this is a guide and can vary:

- Full body massage, including face and scalp – 75 minutes
- Full body massage – 60 minutes
- Back massage – 30 minutes

The body will require additional fluids to help support the kidneys while they remove any toxins and waste products generated as a result of the massage treatment. If the client feels excessively thirsty encourage the client to sip water frequently, as the body utilises it and adjusts better, rather than drinking a large glass straight down.





UNIT PLANNER

UNIT 303 PROVIDE BODY MASSAGE

Image courtesy of Phil Jones

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the trade test or skills check.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 303 PROVIDE BODY MASSAGE

Image courtesy of Phil Jones



This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

Consultation

be able to list and recognise the treatment-related contra-indications that prevent treatment, understand why they are a contra-indication and to state the action to take in each case, to include: contagious skin diseases (fungal, bacterial, viral, infestations), severe eczema, severe psoriasis, severe skin conditions, deep vein thrombosis (DVT), during chemotherapy, during radiotherapy

be able to list and recognise the treatment-related contra-indications that restrict treatment, understand why they are a contra-indication and to state the action to take in each case, to include: broken bones, recent fractures and sprains, cuts and abrasions, recent scar tissue, skin disorders, skin allergies, product allergies, epilepsy, uncontrolled diabetes, high/low blood pressure, metal pins or plates, piercings, pregnancy, medications, varicose veins, undiagnosed lumps and swellings

The selection of equipment, products and consumables

understand the selection of suitable products that can be used to achieve the desired effect and succeed in realising the treatment objective, to include: base oil (apricot kernel oil, grapeseed oil, coconut oil, evening primrose oil, jojoba oil, almond oil, olive oil) cream, powder (to include liquid talc and corn flour), gel, pre-blended oil

understand the selection of suitable equipment that can be used to achieve the desired effect and succeed in realising the treatment objective, for example: couch, seating, treatment chair, trolley, clean towels/blankets/sheets, steps, bowls/containers, gowns/slippers

understand the selection of suitable consumables that can be used to achieve the desired effect and succeed in realising the treatment objective, for example: cotton pads/wool, tissues, bed roll, paper, cups, spatula, paper pants, foot mats

have knowledge of a variety of massage medium and their uses and be familiar with the effects, advantages and disadvantages, to include: relaxation and sense of well-being, joint and muscle pain, invigorating and uplifting, improvement of skin and body conditions

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

Continues on next page

WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 303 PROVIDE BODY MASSAGE



Image courtesy of Phil Jones

You need to:

Evolution of massage

○ understand the history and development of massage over time

recognise key countries that have worked to encourage progress within the discipline, including: ○ India, ○ Egypt, ○ Turkey, ○ China, ○ Japan, ○ Greece, ○ Italy, ○ Sweden, ○ England

recognise key persons that have worked to encourage progress within the discipline, including: ○ Hippocrates, ○ Galen, ○ Per Henrik Ling, ○ Johann Georg Mezger

explore modern massage techniques, including hands free, for example: ○ bamboo, ○ stones, ○ shells, ○ Thai ball

Massage techniques

○ be able to identify the advantages of using massage techniques in a variety of ways to achieve their treatment objectives, while protecting themselves from possible muscular or repetitive strain injuries

Effects, benefits and adaptations of body massage

be able to recognise the physiological effects of massage and identify how to maximise the benefits to the client, using appropriate adaptations, massage techniques and products, to include: ○ increased blood circulation, ○ increased endorphin levels, ○ improved skin condition/texture, ○ improved appearance of cellulite, ○ relaxation of muscles and release of tension, ○ increased metabolism, ○ enhanced lymphatic drainage, ○ desquamation, ○ increased elimination, ○ stimulated/soothed nerve endings, ○ improved joint mobility, ○ increased energy levels, ○ reduced swelling

Continues on next page



Image courtesy of Phil Jones

WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 303 PROVIDE BODY MASSAGE



Image courtesy of Phil Jones

You need to:

be able to recognise the psychological effects of massage and identify how to maximise the benefits to the client using appropriate adaptations, massage techniques and products, to include: reduction of nervous tension, relaxation, sense of well-being, aids sleep patterns, stress relief

Give advice and recommendations

be able to recognise the difference between contra- actions and those which are a result of poor practice, and be able to state the action which should be taken if any of them occur, either during or after the treatment, to include: fatigue – rest and relaxation, headache – drink plenty of fluids, rest and relaxation, thirst – drink plenty of fluids, muscle ache – rest and relaxation, nausea – cease treatment, encourage client to use breathing techniques, supply water, stay with client until nausea subsides, emotional – cease treatment, stay with client, encourage breathing techniques, discuss with client continuation of the treatment, frequent urination – drink plenty of fluids, excessive erythema – reassure client and offer explanation of reaction, allergy to product – remove product with water, stay with client, seek medical advice or contact emergency services, depending on the severity of the reaction, light headedness – rest and drink plenty of fluids

recognise the importance of, and provide general and client-specific, advice and recommendations on completion of a treatment. Learners need to emphasise that the following advice is likely to maximise the benefits of the treatment and reduce the risk of adverse effects or contra-actions: general advice and recommendations 12–24 hours following treatment: no strenuous exercise, ensure light food intake, avoid stimulants, rest, increase fluid intake, allow medium to penetrate into the skin

be able to use the information gathered during a treatment and complete the client's record, to include: avoidance of activities which may cause contra-actions (UV exposure, heat treatments), recommend lifestyle changes (nutrition, exercise), postural awareness, skincare regime, further treatment and product recommendations

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.

WHAT DO YOU NEED TO COVER?

UNIT 303 PROVIDE BODY MASSAGE



Image courtesy of Phil Jones

SCOPE OF CONTENT

This section gives details of the scope of you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Carry out a full body analysis to include the following body types:

ectomorph
 endomorph
 mesomorph

Carry out a full body analysis to include the following conditions:

cellulite
 poor muscle tone
 sluggish circulation
 skin type

Carry out a full body analysis to include the following characteristics:

hard fat
 soft fat
 cellulite
 hairiness
 muscle bulk
 fat distribution

Carry out a full body analysis to include the following postural analysis:

kyphosis
 scoliosis
 lordosis
 winged scapula
 pelvic tilt
 knock knees
 bow legs
 flat feet
 high arch
 dowager's hump
 pigeon chest
 flat back

Carry out a full body analysis to include the following:

use of a plumb line

Carry out a full body analysis to include the following skin types:

dry
 oily
 combination

Carry out a full body analysis to include the following skin conditions and characteristics:

mature
 sensitive
 dehydrated
 texture of skin (thickness, thinness)
 skin elasticity

Select suitable products, to include:

base oil: apricot kernel oil, grapeseed oil, coconut oil, evening primrose oil, jojoba oil, almond oil, olive oil
 cream
 powder (to include liquid talc and corn flour)
 gel
 pre-blended oil: relaxation and sense of well-being, joint and muscle pain, invigoration and uplifting, improvement of skin and body conditions

Continues on next page

HINTS AND TIPS

Try to familiarise yourself with different carrier oils and their uses, as this will enhance your treatment results.

Image courtesy of Phil Jones



WHAT DO YOU NEED TO COVER? (CONTINUED)

UNIT 303 PROVIDE BODY MASSAGE



Image courtesy of Phil Jones

Select suitable equipment, to include:

couch, seating,
treatment chair

trolley

clean towels,
blankets, sheets

bowls, containers

gowns, slippers

Select suitable consumables, to include:

cotton pads/wool

tissues

bed roll

paper cups

spatula

paper pants

foot mats

Use massage techniques, to include:

effleurage

petrissage

vibration

friction

tapotement/percussion

Carry out massage treatments, to include:

traditional – Swedish

forearms, heel of hand
and elbows massage

massage using
pre-blended oils

Understand the client's needs and establish the treatment objectives, to include:

relaxation and sense
of well-being

reduction of joint
and muscle pain

invigoration and uplifting

improvement of skin
and body conditions

anti-cellulite

Treat a range of areas, to include:

face

scalp

chest, neck
and shoulders

arms/hands

anterior and
posterior legs/feet

gluteals

abdomen (women only)

back

Adapt the application of massage, to include:

knee/ankle/back/

neck supports

depth, pressure and
flow of massage

use of varying massage
techniques to meet
client indications

stance and transition
of therapist
movements

areas to be
treated/avoided

positioning of
treatment couch/chair

choice of techniques/
products (taking into
account allergies)

timings of treatment



Image courtesy of Phil Jones

HINTS AND TIPS

Use your body weight to gain pressure, rather than your shoulders and arms, and remember there are other tools as well as your thumbs – use fingers, knuckles, forearms but keep elbows to a minimum.

USEFUL WORDS

UNIT 303 PROVIDE BODY MASSAGE

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



Cellulite

Congested tissue with a dimply 'orange peel' appearance. It is usually cold to the touch and commonly found on the thighs and buttocks.



Medium

The product that is used to carry out a massage in order to provide slip and glide, eg oil/cream.

Ectomorph

A long slender body type; this frame finds it hard to put on weight or muscle.

Mesomorph

With this body type the client has narrow hips compared to their shoulders, and muscle tone is usually well developed.



Effleurage

A stroking technique used to begin the massage and complete an area. It is also useful to link movements to provide flow and rhythm in the massage.



Petrissage

A technique that compresses the tissues of the body and lifts them away from the underlying structures.

Endomorph

With this body type, the limbs tend to be short, and the hips wider than the shoulders. Weight gain may be a problem.

Scoliosis

A sideways curvature to the spine, which can result in uneven hip and shoulder height.

Tapotement/percussion

A rhythmic movement performed to stimulate the skin and muscle tissues.



At ELEMIS all our body massage treatments are delivered using protocols that make a difference. Whether it's a body detoxing wrap, a decadent nourishing body treatment to restore balance, or a deep-tissue massage to relieve aches and pains, ELEMIS delivers results for whatever the client needs.

Nicci Anstey, Global Training and Education Director

ELEMIS

There should be a small pillow or towel for the client to put their head on to support the neck. An additional towel or blanket may be required for warmth. If the client is very tall you can place a hand towel on the couch and fold it over the client's feet to keep them covered and warm.



SCOPE RECORD

UNIT 303 PROVIDE BODY MASSAGE



Image courtesy of Phil Jones

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Body types

Record the body type that was treated during a treatment.

Ectomorph	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Endomorph	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Mesomorph	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Body conditions

Record the body condition that was treated during a treatment.

Cellulite	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Poor muscle tone	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Sluggish circulation	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Skin type	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Body characteristics

Record the body characteristic that was treated during a treatment.

Hard fat	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Soft fat	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Cellulite	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Hairiness	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Muscle bulk	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Fat distribution	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 303 PROVIDE BODY MASSAGE



Image courtesy of Phil Jones

Postural analysis

Record the postural analysis that was used during a treatment.

Kyphosis	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Scoliosis	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Lordosis	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Winged scapula	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Pelvic tilt	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Knock knees	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Bow legs	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Flat feet	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
High arch	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Dowager's hump	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Pigeon chest	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Flat back	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Body analysis

Record the body analysis that was used during a treatment.

Use of a plumb line	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
---------------------	--------------------------------------	--------------------------------------	--------------------------------------

Skin types

Record the skin type that was treated during a treatment.

Dry	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Oily	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Combination	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 303 PROVIDE BODY MASSAGE



Image courtesy of Phil Jones

Skin conditions and characteristics

Record the skin condition and characteristic that was treated during a treatment.

Mature	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Sensitive	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Dehydrated	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Texture of skin	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Thickness, thinness	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Skin elasticity	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Products

Record the product that was used during a treatment.

Base oil	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Cream	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Powder	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Gel	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Pre-blended oil	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Suitable equipment

Record the equipment that was used during a treatment.

Couch/seating	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Treatment chair	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Trolley	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Clean towels	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Blankets/sheets	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Steps	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Bowls/containers	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Gowns/slippers	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 303 PROVIDE BODY MASSAGE



Image courtesy of Phil Jones

Suitable consumables

Record the consumable that was used during a treatment.

Cotton pads/wool	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Tissues	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Bed roll	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Paper cups	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Spatula	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Paper pants	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Foot mats	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Massage technique

Record the massage technique that was used for during a treatment.

Petrissage	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Tapotement	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Vibration	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Friction	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Massage treatments

Record the massage treatment that was used during a treatment.

Traditional – Swedish	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Forearms, heel of hand and elbows massage	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Massage using pre-blended oils	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Continues on next page

It is important to behave in a professional manner at all times.



SCOPE RECORD (CONTINUED)

UNIT 303 PROVIDE BODY MASSAGE



Image courtesy of Phil Jones

Treatment objectives

Record the treatment objective that was met during a treatment.

Relaxation and sense of well-being	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Reduction of joint and muscle pain	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Invigoration and uplifting	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Improvement of skin and body conditions	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Anti-cellulite	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Continues on next page

Image courtesy of Phil Jones

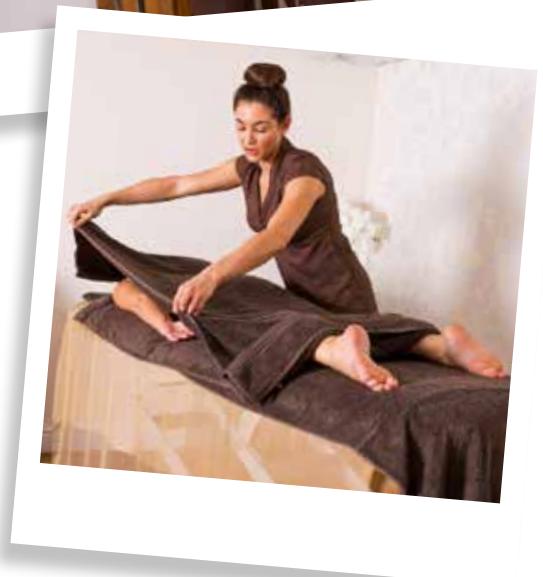


Using newly developed techniques, such as the highly effective forearms massage, we as therapists are aiming to address a vast range of client needs. Learning and displaying these highly coveted techniques will always make the therapist extremely desirable to potential employers.

Sasha Fillaudeau, Hale Country Club & Spa



Image courtesy of Phil Jones



SCOPE RECORD (CONTINUED)

UNIT 303 PROVIDE BODY MASSAGE



Image courtesy of Phil Jones

Treatment areas

Record the treatment areas that was targeted during a treatment.

Face	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Scalp	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Chest, neck and shoulders	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Arms/hands	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Anterior and posterior legs/feet	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Gluteals	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Abdomen (women only)	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Adaptations

Record the adaptation that was used during a treatment.

Knee/ankle/back/ neck supports	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Depth, pressure and flow of massage	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Use of varying massage techniques to meet client indications	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Areas to be treated/avoided	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Positioning of treatment couch/chair	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Choice of techniques/ products (taking into account allergies)	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Timings of treatment	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

SELF-REFLECTION AND OBSERVATION FEEDBACK

UNIT 303 PROVIDE BODY MASSAGE



Image courtesy of Phil Jones

Use this section to reflect on your performance as you practise and develop your skills. Give yourself a score from the Level of my performance key below and add your comments. Your tutor will also give you feedback based on their observation.

Level of my performance

- 1 I am still learning this technique
- 2 I am still practising this technique
- 3 I can now demonstrate competence of this technique
- 4 I can now work at commercial standard and timings for this technique

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score

Continues on next page

SUPPLEMENTARY COMMENTS

UNIT 303 PROVIDE BODY MASSAGE



Image courtesy of Phil Jones

Use this space to record any workplace, employer or client comments.

Comments	Date

HAS ALL TOPIC CONTENT BEEN COVERED?

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 36.

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: _____

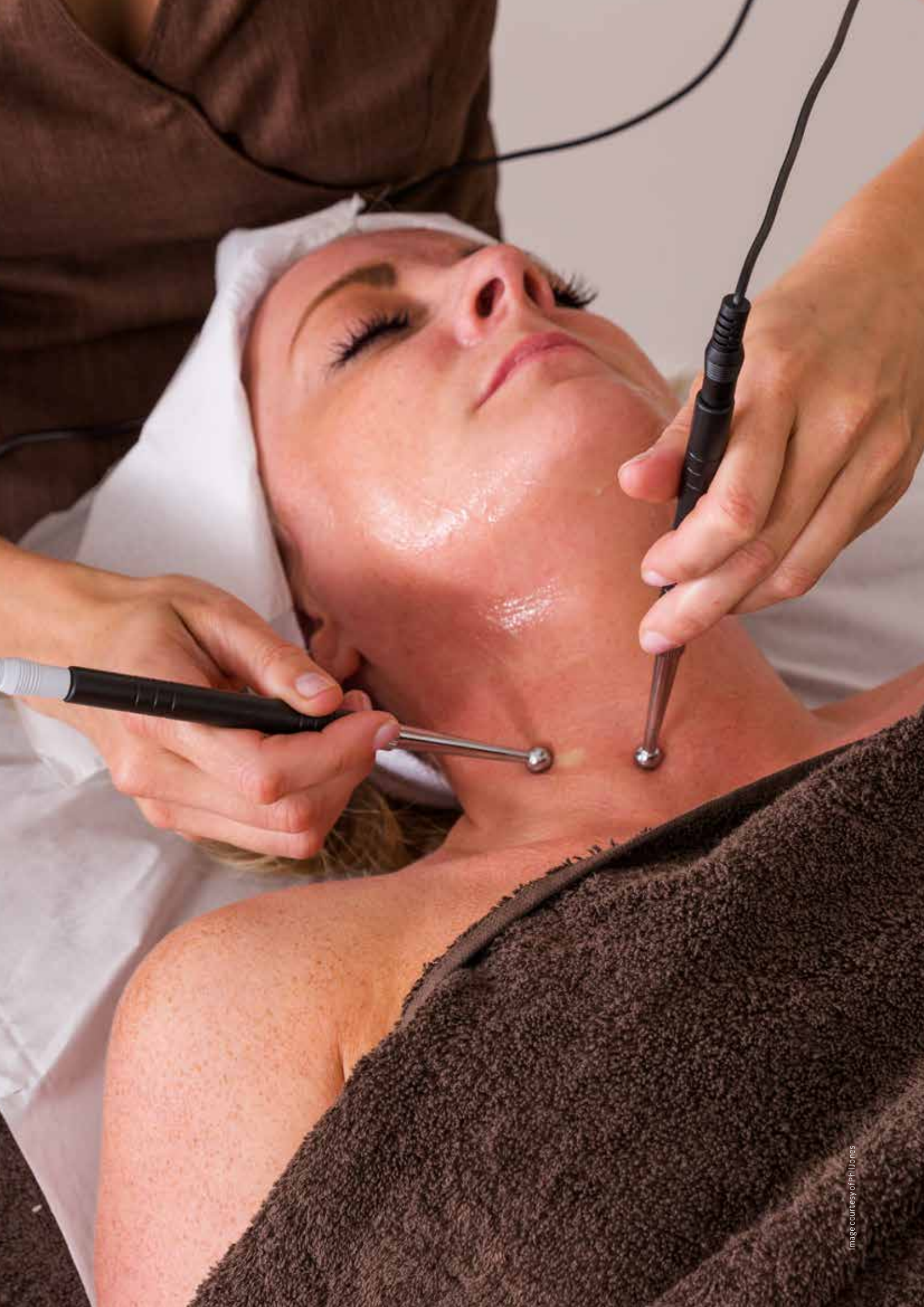
Date: _____

Assessor signature: _____

Date: _____

IQA signature (if sampled): _____

Date: _____





UNIT 304 PROVIDE FACIAL ELECTROTHERAPY TREATMENTS

Facial Electrotherapy is a great treatment for any client hoping for better skin. Using an electrical current, electrotherapy improves the skin's condition, improves muscle tone and can aid lymphatic drainage. The purpose of this unit is to give you the knowledge, understanding and practical skills you need in order to prepare and perform facial electrotherapy treatments, following health and safety practices. The unit covers the preparation and safe application of techniques for facial electrotherapy to cover galvanic, electrical muscle stimulators, lymphatic drainage, mechanical massagers, micro-current and skin-warming devices. You will be introduced to the different electrical equipment which can be used to

improve skin conditions and explore the theory associated with facial electrotherapy treatments, from skin characteristics to the relevant anatomy and physiology. You will also learn to develop the necessary skills needed to provide your client with a thorough consultation and skin analysis so that you can design and provide a treatment plan and recommend a course of facial electrotherapy treatments tailored to suit the client's individual needs. You will also analyse the methods used to evaluate the effectiveness of these treatments and learn how to give constructive and relevant aftercare advice and recommendations, including what products and further services your client could use.



WHAT IS THIS UNIT ABOUT?

UNIT 304 PROVIDE FACIAL ELECTROTHERAPY TREATMENTS MANDATORY

This unit has three outcomes.

Outcome 1
Prepare for facial treatments using electrotherapy

Outcome 2
Provide facial treatments using electrotherapy

Outcome 3
Provide advice, recommendations and treatment evaluation

HINTS AND TIPS

When carrying out a facial electrotherapy treatment clearly explain to your client what they may hear and feel because it could be their first experience and they may be nervous.

GETTING STARTED

Introduce yourself to the unit by asking yourself:

- How can facial electrotherapy be used to improve conditions such as premature ageing, loss of muscle tone and dry, lifeless skin?
- How can facial electrotherapy improve skin conditions?
- How do I assess the client to determine which treatment will be most effective?
- What scientific principles do I need to understand and how do these affect the skin?
- Are there any restrictions to having facial electrotherapy treatments?
- How often should treatments be performed and what products should be used and why?
- What advice can I give to clients for them to gain the best out of their treatment and future treatments?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.

HINTS AND TIPS

The client's treatment may take more than an hour so you need to make sure that they are comfortable throughout if you want them to return.



WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 304 PROVIDE FACIAL ELECTROTHERAPY TREATMENTS



TOPICS

Outcome 1

Prepare for facial treatments using electrotherapy

- 1.1 Health and safety working practices
- 1.2 Environmental and sustainable working practices
- 1.3 Communication and behaviour
- 1.4 Consultation
- 1.5 The selection of equipment, products and consumables
- 1.6 Prepare themselves, the client and work area for facial electrotherapy treatments

Outcome 2

Provide facial treatments using electrotherapy

- 2.1 Principles of electrical currents
- 2.2 Carry out skin analysis and relevant tests
- 2.3 Use and adapt the equipment, tools and treatment
- 2.4 The benefits and effects of facial electrotherapy treatments
- 2.5 Provide facial electrotherapy treatments

Outcome 3

Provide advice, recommendations and treatment evaluation

- 3.1 Give advice and recommendations
- 3.2 Record actions and evaluate treatment

HINTS AND TIPS

The best results are achieved when clients:

- have a course of treatments
- follow a healthy eating plan, as nutrition directly affects the skin.



COMMERCIAL TIMINGS

A guide to commercial timings for a facial electrotherapy treatment is 75 minutes but this may vary according to the equipment used.



UNIT PLANNER

UNIT 304 PROVIDE FACIAL ELECTROTHERAPY TREATMENTS

Image courtesy of Phil Jones

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the trade test or skills check.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 304 PROVIDE FACIAL ELECTROTHERAPY TREATMENTS

Image courtesy of Phil Jones



This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

Consultation

be able to list and recognise the treatment-related contra-indications that prevent treatment, understand why they are a contra-indication and state the action to take in each case: contagious skin diseases (fungal, bacterial, viral, infestations), severe eczema, severe psoriasis, severe skin conditions, deep vein thrombosis (DVT), eye infections, during chemotherapy, during radiotherapy, undiagnosed lumps and swellings

be able to list and recognise the treatment-related contra-indications that restrict treatment, understand why they are a contra-indication and state the action to take in each case: recent scar tissue, skin disorders, skin allergies, product allergies, cuts and abrasions, epilepsy, uncontrolled diabetes, high/low blood pressure, metal pins/plates, undergoing medical treatment, micropigmentation, botox, dermal fillers, medication, pregnancy, piercings, anxiety, bruising, recent dermabrasion or chemical peels, IPL or laser and epliation treatments, heart disorder/disease, pacemaker, medication causing thinning or inflammation of the skin eg steroids, accutane and retinols

Principles of electrical currents

understand the principles of electrical currents used in the facial electrotherapy equipment, to include: direct current, alternating current, oscillating current, interrupted direct current

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

Continues on next page



Image courtesy of Phil Jones



Technology is advancing rapidly in skincare too. Machines can support facial treatments and provide faster, deeper actions which make a real difference to a wide range of skin conditions. Supercharge your work, intensify skin results and be part of the future of skincare!

Janelle Couto, Dermalogica

dermalogica[®]



WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 304 PROVIDE FACIAL

ELECTROTHERAPY TREATMENTS

Image courtesy of Phil Jones

You need to:

Use and adapt the equipment, tools and treatment

- understand how to use and adapt the range of facial electrotherapy equipment to suit different skin types, conditions and treatment objectives
- be able to identify how 'ageing' affects the skin and limits the effectiveness of facial electrical treatments
- inform clients of the sensations (pins and needles, prickling, warmth, metallic taste) and noises (buzzing, crackling) created by the equipment, and explain the treatment procedure to the client at each stage of the process

The benefits and effects of facial electrotherapy treatments

understand the benefits and effects of the following pieces of electrical equipment as individual or combination treatments: ○ high frequency – direct/indirect, ○ micro-current, ○ microdermabrasion, ○ galvanic – desincrustation, ○ iontophoresis, ○ lymphatic drainage eg vacuum suction, ○ manual lymphatic drainage, ○ skin-warming devices eg facial steamers, hot towels

Provide facial electrotherapy treatment

- consider each aspect of the consultation and skin analysis to select, adapt and use appropriate tools, equipment and products to suit the treatment objectives and agreed treatment plan

Give advice and recommendations

be able to recognise the difference between contra-actions and those which are a result of poor practice, and be able to state the action which should be taken if any of them occur either during or after the treatment, to include:

- galvanic burn, ○ bruising, ○ irritation, ○ allergic reaction, ○ excessive erythema, ○ hyper/hypopigmentation

recognise the importance of, and provide, general and client-specific advice and recommendations on completion of a treatment, emphasising that the following advice is likely to maximise the benefits of the treatment and reduce the risk of adverse effects or contra-actions: ○ avoidance of activities which may cause contra-actions eg UV exposure, heat treatments, ○ time intervals between treatments, ○ present and future products and treatments, ○ lifestyle factors and changes that may be required to improve the effectiveness of the treatment, ○ post-treatment restrictions: avoid make-up, avoid touching the area

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.

WHAT DO YOU NEED TO COVER?

UNIT 304 PROVIDE FACIAL ELECTROTHERAPY TREATMENTS



Image courtesy of Phil Jones

SCOPE OF CONTENT

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Understand the client's needs and establish the treatment objectives, to include:

improved skin condition

improved contour and muscle condition

improved skin texture

improved lymphatic drainage

Carry out a detailed skin analysis with relevant tests and provide clear treatment recommendations to the client, to include:

skin sensitivity tests – thermal, tactile

use of a magnifying lamp

detailed skin analysis to determine skin types, conditions, characteristics, imperfections and client concerns

complete client records – devised treatment plan, client agreement

Carry out a full facial analysis which includes skin types, conditions and characteristics and any adaptations that need be considered, to include:

oily

dry

combination

sensitive

mature

dehydrated

congested

vascular

sun damaged

skin texture

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

[Continues on next page](#)



Electrical treatments will never replace the hands; they simply do things your hands cannot. Machines can enhance the results of your manual facials, or provide a brand new range of treatments for your clients.

Angela Moulding, Carlton

CARLTON
Professional



Image courtesy of Phil Jones

WHAT DO YOU NEED TO COVER? (CONTINUED)

UNIT 304 PROVIDE FACIAL ELECTROTHERAPY TREATMENTS

HINTS AND TIPS

Always remember to place electrodes onto the face before switching on the equipment and turning the intensity up. Likewise, when the treatment is complete, turn the current down and off before removing the electrodes from the face.

Select suitable products to achieve the desired effect and succeed in realising the treatment objective, to include:

cleansers
toners
exfoliators
masks
moisturisers
massage mediums
serums
machine-specific products

Select, use and adapt suitable equipment/treatments to suit different skin types, conditions and treatment objectives, to include:

high frequency – direct/indirect
micro-current
microdermabrasion
galvanic – desincrustation, iontophoresis
lymphatic drainage eg vacuum suction, manual lymphatic drainage
skin-warming devices eg steamer, hot towel, infrared



There is no such thing as a ‘normal’ setting on an electrical machine; each client is different, their skin has varying levels of resistance to the current and their sensitivity levels will change from session to session. The only way to achieve the correct working level is to always start with the lowest possible current level and gradually increase the intensity until the client feels a slight sensation.

Janice Brown, House of Famuir

HOUSE OF FAMUIR
COSMETIC · HEALTH · BEAUTY

USEFUL WORDS

UNIT 304 PROVIDE FACIAL ELECTROTHERAPY TREATMENTS



Image courtesy of Phil Jones

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 protects against bacteria.



ThamKC/Shutterstock.com

Comedone

Commonly known as a blackhead, this is a plug of oxidised sebum in the opening of a pore or follicle.

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 using ozone to control an oily, pustular or acnied skin.

Galvanic current

A constant, direct current where the client forms part of the circuit, used in iontophoresis and desincrustation.

Indirect high frequency

This uses an alternating oscillating current, which flows through both the client and the therapist during facial massage to provide a warming and stimulating effect.

Iontophoresis

Uses a galvanic current to 'push' the selected product into the skin using a charged electrode.

Micro-current

Sometimes referred to as a non-surgical face lift. This treatment uses a low-frequency current to reeducate the facial muscles and increase production of collagen and elastin.



Image courtesy of Phil Jones

Skin-warming device

This could be the use of steam towels or infrared, for example.



Vacuum suction

A treatment designed to stimulate lymphatic drainage, remove excess waste, reduce puffiness, and temporarily fill out fine lines and wrinkles.

London College of Beauty Therapy

HINTS AND TIPS

Try to describe the treatment using non-technical jargon; this will only confuse or worry the client. Describe the benefits in detail – in other words, let the client know what it will do for them.

SCOPE RECORD

UNIT 304 PROVIDE FACIAL

ELECTROTHERAPY TREATMENTS

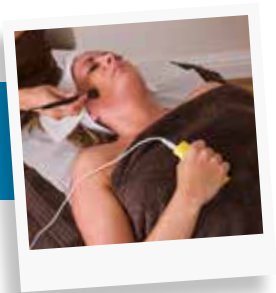


Image courtesy of Phil Jones

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Treatment objectives

Record the treatment objective met during a treatment.

Improve skin condition	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Improve contour and muscle condition	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Improve skin texture	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Improve lymphatic drainage	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Skin analysis

Record the skin analysis that was used during a treatment.

Skin sensitivity tests: thermal, tactile	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Use of a magnifying lamp	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Detailed skin analysis	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Complete client records	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Skin types, conditions and characteristics

Record the skin types, conditions and characteristics that were treated during a treatment.

Oily	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Dry	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Combination	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Sensitive	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Mature	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Dehydrated	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Congested	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Vascular	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Skin damaged	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Skin texture	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 304 PROVIDE FACIAL

ELECTROTHERAPY TREATMENTS



Image courtesy of Phil Jones

Products

Record the products that were used during a treatment.

Cleansers	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Toners	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Exfoliators	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Moisturisers	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Masks	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Serums	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Massage media	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Machine-specific products	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Equipment/treatments

Record the equipment/treatment used during a treatment.

High frequency – direct/indirect	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Micro-current	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Galvanic – desincrustation, iontophoresis,	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Microdermabrasion	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Lymphatic drainage eg vacuum suction, manual lymphatic drainage	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Skin-warming devices eg steamer, hot towel, infrared	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:



SELF-REFLECTION AND OBSERVATION FEEDBACK

UNIT 304 PROVIDE FACIAL

ELECTROTHERAPY TREATMENTS

Image courtesy of Phil Jones

Use this section to reflect on your performance as you practise and develop your skills. Give yourself a score from the Level of my performance key below and add your comments. Your tutor will also give you feedback based on their observation.

Level of my performance

- 1** I am still learning this technique
- 2** I am still practising this technique
- 3** I can now demonstrate competence of this technique
- 4** I can now work at commercial standard and timings for this technique

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score

Continues on next page



SUPPLEMENTARY COMMENTS

UNIT 304 PROVIDE FACIAL ELECTROTHERAPY TREATMENTS

Image courtesy of Phil Jones

Use this space to record any workplace, employer or client comments.

Comments

Date

HAS ALL TOPIC CONTENT BEEN COVERED?

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 56.

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:

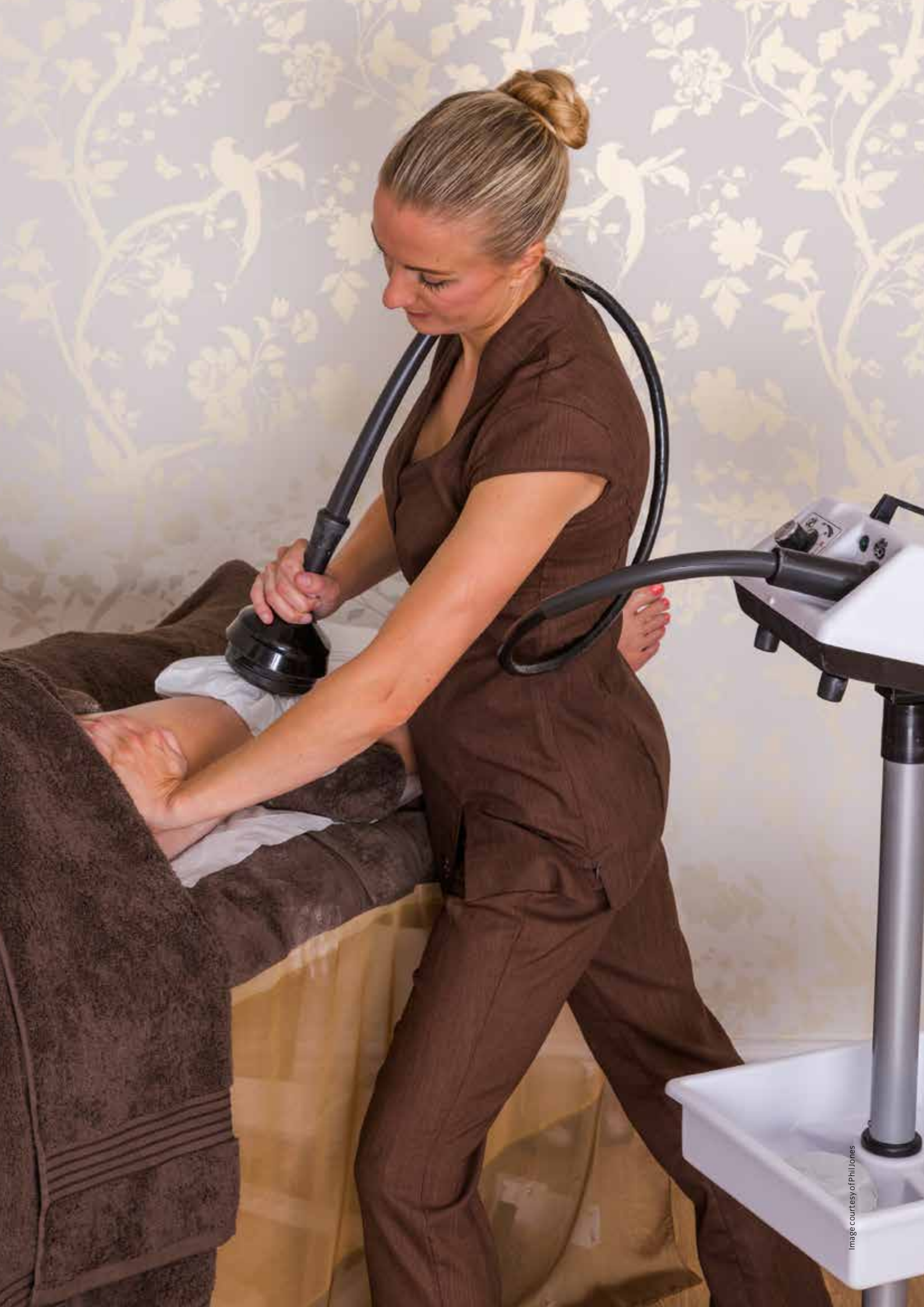
Assessor signature:

Date:

IQA signature (if sampled):

Date:







UNIT 305 PROVIDE BODY ELECTROTHERAPY TREATMENTS

Body electrotherapy has become a popular cosmetic treatment due to its beneficial effects such as muscle toning in the body and micro-lifting of the face. The purpose of this unit is to give you the knowledge, understanding and practical skills you need in order to prepare and perform body electrotherapy treatments following health and safety practices. The unit covers the preparation and safe application of techniques for body electrotherapy to cover galvanic, electrical muscle stimulators, lymphatic drainage, mechanical massagers, micro-current and skin-warming devices. You will be introduced to the different body electrical equipment which can be used to improve body

and skin conditions and you will explore the theory associated with body electrotherapy treatments, from body characteristics and posture to the relevant anatomy and physiology. Throughout this unit, you will develop the necessary skills needed to provide a thorough consultation and figure analysis with your client, so that you can formulate and provide a specific course of body treatments tailored to suit their individual needs. You will also analyse the methods used to evaluate the effectiveness of these treatments and learn how to give constructive and relevant aftercare advice and recommendations, including what products and other services your client could use.



WHAT IS THIS UNIT ABOUT?

UNIT 305 PROVIDE BODY ELECTROTHERAPY TREATMENTS MANDATORY

This unit has three outcomes.

Outcome 1
Prepare for body treatments using electrotherapy

Outcome 2
Provide body treatments using electrotherapy

Outcome 3
Provide advice, recommendations and treatment evaluation

GETTING STARTED

Introduce yourself to the unit by asking yourself:

- How can body electrotherapy be used to improve conditions such as cellulite, sluggish circulation and poor muscle tone?
- How can body electrotherapy improve skin conditions?
- How do you assess the client to determine which treatment will be most effective?
- What are the effects of the different electrical currents on the body?
- Are there any restrictions to having body electrotherapy treatments?
- How often should treatments be performed and what products should be used and why?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.

HINTS AND TIPS

Recommend a course of 10 treatments, with two to three sessions per week, and remember to monitor the client throughout the treatment and adjust the timings and intensity as necessary.



WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 305 PROVIDE BODY

ELECTROTHERAPY TREATMENTS



TOPICS

Outcome 1

Prepare for body treatments using electrotherapy

- 1.1 Health and safety working practices
- 1.2 Environmental and sustainable working practices
- 1.3 Communication and behaviour
- 1.4 Consultation
- 1.5 The selection of equipment, products and consumables
- 1.6 Prepare themselves, the client and work area for body electrotherapy treatments

Outcome 2

Provide body treatments using electrotherapy

- 2.1 Principles of electrical currents
- 2.2 The benefits and effects of body electrotherapy treatment
- 2.3 Use and adapt equipment, tools and treatment
- 2.4 Carry out skin analysis and relevant tests
- 2.5 Provide body electrotherapy treatment

Outcome 3

Provide advice, recommendations and treatment evaluation

- 3.1 Give advice and recommendations
- 3.2 Record actions and evaluate treatments.



COMMERCIAL TIMINGS

A guide to commercial timings for a body electrotherapy treatment is 60 minutes but this may vary according to the agreed treatment plan and equipment.



Treatments using equipment are a large source of revenue for salons and are very popular with clients. Any treatment using an electrical current will provide more effective outcomes than manual treatments alone.

Janice Brown, House of Famuir

HOUSE OF FAMUIR
COSMETIC, HEALTH & BEAUTY



UNIT PLANNER

UNIT 305 PROVIDE BODY

ELECTROTHERAPY TREATMENTS

Image courtesy of Phil Jones

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the trade test or skills check.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 305 PROVIDE BODY

ELECTROTHERAPY TREATMENTS

Image courtesy of Phil Jones



This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

Consultation

be able to list and recognise the contra-indications that prevent treatment, understand why they are a contra-indication and to state the action to take in each case: contagious skin disease (fungal infection, bacterial infection, viral infection, infestations), severe skin conditions, dysfunction of the nervous system, recent scar tissue, undiagnosed lumps and swellings, treatment for cancer

be able to list and recognise the contra-indications that restrict treatment, understand why they are a contra-indication and to state the action to take in each case: undergoing medical treatment, uncontrolled diabetes, epilepsy, micropigmentation, history of thrombosis or embolism, metal plates or pins, medication, pregnancy, piercings, anxiety, cuts and abrasions, bruises, IPL or laser and epilation, heart disorder/disease, pacemaker, high/low blood pressure

Principles of electrical currents

understand the principles of electrical currents used in body electrotherapy equipment, to include: direct current, interrupted direct current, alternating current, micro-current

The benefits and effects of body electrotherapy treatment

understand the benefits and effects of the following electrotherapy equipment as individual or combination treatments: galvanic, electro-muscle stimulators, lymphatic drainage equipment, mechanical massage (G5), skin-warming devices (eg hot towel, infrared, steamer)

Use and adapt equipment, tools and treatment

be able to identify how 'ageing' affects the body and skin and limits the effectiveness of body electrical treatments

inform clients of the sensations (pins and needles, prickling, warmth, vibrations) and noises (buzzing) created by the equipment, and explain the treatment procedure to the client at each stage of the process

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

[Continues on next page](#)

WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 305 PROVIDE BODY ELECTROTHERAPY TREATMENTS



Image courtesy of Phil Jones

You need to:

Give advice and recommendations

be able to recognise the difference between contra-actions and those which are a result of poor practice and be able to state the action which should be taken if any of them occur either during or after the treatment, to include:

○ galvanic burn, ○ bruising, ○ irritation, ○ allergic reaction, ○ excessive erythema, ○ muscle fatigue

recognise the importance of, and provide, general and client-specific advice and recommendations on completion of a treatment, emphasising that the following advice is likely to maximise the benefits of the treatment and reduce the risk of adverse effects or contra-actions, to include:

○ avoidance of activities which may cause contra-actions, eg UV exposure, ○ heat treatments, ○ time intervals between treatments, ○ present and future products and treatments, ○ lifestyle factors and changes that may be required to improve the effectiveness of the treatment, ○ post-treatment restrictions eg avoid touching the area

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.

HINTS AND TIPS

Make sure that the client's body is warm. Ideally, the client will have had a sauna or been in a steam room for the best results; however, an infrared lamp can be used instead.



Image courtesy of Phil Jones

WHAT DO YOU NEED TO COVER?

UNIT 305 PROVIDE BODY

ELECTROTHERAPY TREATMENTS



Image courtesy of Phil Jones

SCOPE OF CONTENT

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Establish the treatment objectives:

improved skin and body condition

improved contour and muscle condition

improved skin texture

improved lymphatic drainage

Carry out a detailed skin and body analysis with relevant tests and provide clear treatment recommendations to the client, to include:

body types

body conditions

body analysis:
use of a plumb line

Carry out a full body analysis to include the following body types:

ectomorph

endomorph

mesomorph

Carry out a full body analysis to include the following conditions:

cellulite

poor muscle tone

sluggish circulation

postural faults (Kyphosis, scoliosis, lordosis, winged scapula, pelvic tilt, knock knees, bow legs, flat feet, high arch, dowager's hump, pigeon chest, flat back)

Carry out a full body analysis to include the following characteristics:

hard fat

soft fat

cellulite

hairiness

muscle bulk

fat distribution

Carry out a full body analysis to include the following skin types, conditions and characteristics:

dry

oily

combination

mature

sensitive

dehydrated

texture of skin (thickness, thinness)

skin elasticity

Select suitable products, to include:

gels

serums

oils

creams/lotions

powder

Select, use and adapt suitable tools and equipment, to include:

galvanic

electro-muscle stimulators

mechanical massage (G5)

lymphatic drainage equipment eg vacuum suction, manual lymphatic drainage

skin-warming devices eg hot towel, infrared, steamer

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

USEFUL WORDS

UNIT 305 PROVIDE BODY

ELECTROTHERAPY TREATMENTS

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

Adipose tissue

The layer of fat cells that lies beneath the dermis, otherwise known as the subcutaneous layer.

Contra-action

An undesirable outcome as a result of a treatment. Some of these cannot be helped and are a natural reaction, but others are the result of poor practice.

Deep vein thrombosis (DVT)

A blood clot in a deep vein. It commonly affects the leg veins, such as the femoral or popliteal vein.

Desquamation

This is also called skin peeling; it is the shedding of the outer layers of the skin.

Hard fat

Feels solid to touch. Often found at the tops of thighs.



Mechanical massage

A method of massage using a machine with interchangeable heads, giving a deeper effect than that which can be given manually.

Soft fat

Wobbly and spongy to touch. Often found on the abdomen.

Sterilisation

The complete destruction of micro-organisms and their spores.



Vacuum suction

A treatment designed to stimulate lymphatic drainage, remove excess waste, reduce puffiness, and cellulite.

HINTS AND TIPS

Body brushing is a great piece of aftercare to provide. Suggest to the client that they brush the body in circular motions toward the heart to stimulate circulation, remove waste and encourage desquamation.

SCOPE RECORD

UNIT 305 PROVIDE BODY

ELECTROTHERAPY TREATMENTS



Image courtesy of Phil Jones

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Treatment objectives

Record the treatment objective met during a treatment.

Improved skin and body condition	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Improved contour and muscle condition	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Improved skin texture	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Improved lymphatic drainage	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Skin types

Record the skin type that was treated during a treatment.

Dry	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Oily	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Combination	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Mature	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Sensitive	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Dehydrated	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Texture of skin	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Skin elasticity	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Continues on next page



Always go above and beyond for your customer; whether this is researching their skin condition to provide better service, tailoring the treatment to their specific needs, or calling your suppliers to source products just for them. They will remember you, and will be more likely to recommend you to others.

Angela Moulding, Carlton



SCOPE RECORD (CONTINUED)

UNIT 305 PROVIDE BODY

ELECTROTHERAPY TREATMENTS

Body types

Record the body type that was treated during a treatment.

Endomorph	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Mesomorph	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Ectomorph	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Body conditions

Record the body condition that was treated during a treatment.

Cellulite	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Poor muscle tone	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Sluggish circulation	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Postural faults	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Body characteristics

Record the body characteristic that was treated during a treatment.

Hard fat	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Soft fat	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Cellulite	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Hairiness	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Muscle bulk	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Fat distribution	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Products

Record the product that was used during a treatment.

Gels	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Serums	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Oils	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Creams/lotions	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Powder	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 305 PROVIDE BODY

ELECTROTHERAPY TREATMENTS



Image courtesy of Phil Jones

Equipment

Record the equipment that was used during a treatment.

Galvanic unit	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____
Electro muscle stimulator (EMS)	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____
Mechanical massage (G5)	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____
Lymphatic drainage equipment	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____
Skin-warming device	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____

Body analysis

Record the body analysis used during a treatment.

Body types	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____
Body conditions	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____
Body analysis	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____
Use of a plumb line	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____	<input type="radio"/> Date: _____ Sign: _____



Image courtesy of Phil Jones



You are only as good as the last treatment you performed.

Angela Moulding, Carlton

CARLTON
Professional



SELF-REFLECTION AND OBSERVATION FEEDBACK

UNIT 305 PROVIDE BODY ELECTROTHERAPY TREATMENTS

Use this section to reflect on your performance as you practise and develop your skills. Give yourself a score from the Level of my performance key below and add your comments. Your tutor will also give you feedback based on their observation.

- Level of my performance**
- 1 I am still learning this technique
 - 2 I am still practising this technique
 - 3 I can now demonstrate competence of this technique
 - 4 I can now work at commercial standard and timings for this technique

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score

Continues on next page



SUPPLEMENTARY COMMENTS

UNIT 305 PROVIDE BODY ELECTROTHERAPY TREATMENTS

Image courtesy of Phil Jones

Use this space to record any workplace, employer or client comments.

Comments

Date

HAS ALL TOPIC CONTENT BEEN COVERED?

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 72.

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:







UNIT 306

PROVIDE DRY SPA TREATMENTS

Dry spa treatments are both relaxing and beneficial for clients and contribute to a satisfying spa experience.

The purpose of this unit is to help you to understand the principles and practice of a variety of dry spa treatments in order to apply safe effective treatments to a variety of clients. The unit covers the preparation and safe application techniques for dry spa treatments to cover cleansing, body brushing, exfoliation body masks and body

wrapping. To carry out this unit you will develop the necessary skills needed to provide your client with a thorough consultation, skin and body analysis so that you can design and provide a treatment plan to suit the client's individual needs. You will also analyse the methods used to evaluate the effectiveness of these treatments, and learn how to give constructive and relevant aftercare advice and recommendations, including the sale of products and other services.



WHAT IS THIS UNIT ABOUT?

UNIT 306 PROVIDE DRY SPA TREATMENTS

MANDATORY

This unit has three outcomes.

Outcome 1
Prepare for dry spa treatments

Outcome 2
Provide dry spa treatments

Outcome 3
Provide advice, recommendations and treatment evaluation

HINTS AND TIPS

The benefits of body wrap treatments are increased with the addition of relaxing music and dimmed lighting.

GETTING STARTED

Introduce yourself to the unit by asking yourself:

- How can I promote the variety of dry spa treatments?
- How do I set up the treatment room?
- Where do I purchase the necessary products?
- How can dry spa treatments improve my business?
- What is the difference between the various treatments and what is the most popular?
- What advice and recommendations can I give to my client during and following the dry spa treatment?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.



Warmth, comfort and modesty are extremely important throughout any body treatment.

Rachel Halling, Champneys

CHAMPNEYS
COLLEGE



WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 306 PROVIDE DRY SPA TREATMENTS



TOPICS

Outcome 1

Prepare for dry spa treatments

- 1.1 Health and safety working practices
- 1.2 Environmental and sustainable working practices
- 1.3 Communication and behaviour
- 1.4 Consultation
- 1.5 The selection of equipment, products and consumables
- 1.6 The preparation and application of dry spa treatments

Outcome 2

Provide dry spa treatments

- 2.1 Philosophy of dry spa treatments
- 2.2 Sensitivity test
- 2.3 Treatment objectives
- 2.4 Apply spa treatments

Outcome 3

Provide advice, recommendations and treatment evaluation

- 3.1 Give advice and recommendations
- 3.2 Record actions and evaluate treatments



HINTS AND TIPS

Body brushing is particularly good in the morning, as it stimulates the body's natural circadian rhythms.



UNIT PLANNER

UNIT 306 PROVIDE DRY SPA TREATMENTS

Image courtesy of Phil Jones

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the trade test or skills check.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 306 PROVIDE DRY SPA TREATMENTS

Image courtesy of Phil Jones



This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

Consultation

be able to list and recognise the treatment-related contra-indications that prevent treatment, understand why they are a contra-indication and to state the action to take in each case: contagious skin diseases (fungal, bacterial, viral, infestations), severe eczema, severe psoriasis, severe skin conditions, deep vein thrombosis (DVT), during chemotherapy, during radiotherapy

be able to list and recognise the treatment-related contra-indications that restrict treatment, understand why they are a contra-indication and to state the action to take in each case: broken bones, recent fractures and sprains, cuts and abrasions, recent scar tissue, skin disorders, skin allergies, product allergies, epilepsy, uncontrolled diabetes, high/low blood pressure, metal pins or plates, piercings, pregnancy, medications, varicose veins, undiagnosed lumps and swellings

understand how to carry out a full body analysis which includes knowledge of various body types, conditions, characteristics, postural faults and any adaptations that may need be considered. Body types (ectomorph, endomorph, mesomorph), body conditions (cellulite, poor muscle tone, sluggish circulation, skin type), characteristics (hard fat, soft fat, cellulite, hairiness, muscle bulk, fat distribution), postural faults (kyphosis, scoliosis, lordosis, winged scapula, pelvic tilt, knock knees, bow legs, flat feet, high arch, dowager's hump, pigeon chest, flat back)

Philosophy of dry spa treatments

understand the philosophy of dry spa treatments, to include how treatments have evolved in the application and use of products

understand the physiological effects and benefits of dry spa treatments: increased blood circulation, improved skin condition, relaxation of muscles and release of tension, increased metabolism, enhanced lymphatic drainage/weight management, detoxification/fluid elimination, desquamation

understand the psychological effects and benefits of dry spa treatments: relaxation, sense of well-being, aids sleep patterns, stress relief

Sensitivity test

understand the importance of skin sensitivity testing prior to the application of dry spa treatments, to include: the reasons for carrying out skin sensitivity tests, the importance of following manufacturer instructions, the procedure for carrying out skin sensitivity/patch tests prior to treatment application, the importance of recording the results

Treatment objectives

understand the difference between compression, eg bandage and non-compression, eg foil blanket techniques, as well as their benefits and effects

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

Continues on next page

WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 306 PROVIDE DRY SPA TREATMENTS



Image courtesy of Phil Jones

You need to:

Give advice and recommendations

be able to recognise the difference between contra-actions and those which are a result of poor practice and be able to state the action which should be taken if any of them occur either during or after the treatment, to include:

- fatigue – rest and relaxation,
- headache – drink plenty of fluids,
- rest and relaxation,
- thirst – drink plenty of fluids,
- muscle ache – rest and relaxation,
- nausea – cease treatment,
- encourage client to use breathing techniques,
- supply water,
- stay with client until nausea subsides,
- emotional – cease treatment,
- stay with client,
- encourage breathing techniques,
- discuss with client continuation of the treatment,
- frequent urination – drink plenty of fluids,
- excessive erythema – reassure client and offer explanation of reaction,
- allergy to product – remove product with water,
- stay with client,
- seek medical advice or contact emergency services depending on the severity of the reaction,
- light headedness – rest and offer a glass of water

be able to state the correct advice and recommendations following a dry spa treatment and to understand the reasons for each piece of advice, to include:

- the normal reactions which occur after treatment and how to deal with any abnormal reactions,
- post-treatment restrictions and the reasons for each eg heat treatments,
- UV exposure,
- strenuous exercise,
- stimulants,
- frequency/time interval between treatments, according to individual client's needs,
- importance of professional maintenance,
- lifestyle,
- health and well-being,
- suitable products for retail and home use eg nourishing,
- firming,
- detoxifying,
- skin conditioning products,
- products to avoid post treatment and the reasons why,
- ensure light food intake,
- post-treatment relaxation

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.



Remember that as soon as you begin removing a body mask from the area, the client will start to feel chilly – only expose the areas you are working on and make sure the wet towels or sponges are warm otherwise it will feel like having a cold, wet nappy rubbed over the skin.

Sarah Farrell, beauty expert for City & Guilds

Image courtesy of Phil Jones

WHAT DO YOU NEED TO COVER?

UNIT 306 PROVIDE DRY SPA TREATMENTS



Image courtesy of Phil Jones

SCOPE OF CONTENT

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Establish the treatment objectives, to include:

slimming

detoxifying

improving skin conditions

Select suitable, products, equipment and consumables, to include:

cleansers and exfoliators (to include manual and enzymatic)

body products: (seaweed, oils, mud, gels, creams, setting and non-setting)

bandages

clear wrap

equipment: couch, trolley, towels, bowls, spatulas, body brush, thermal blanket, mitts, shower (not essential but useful piece of equipment)

Apply individual dry spa treatments, to include:

cleansing/exfoliation

body brushing

body masks

body wrapping (compression and non-compression)

Apply individual dry spa treatments to treatment areas, to include:

full body

legs, anterior and posterior

back

abdomen/chest

arms

Position yourself and the client correctly throughout the treatment, to include:

position the client to avoid putting undue stress on bones and joints or causing the client discomfort at any time throughout the treatment, using supports and adjustable couches

position yourself to avoid putting any undue stress on the joints of the fingers, wrists, spine, hips and knees using the relevant stance. Ensure work stations are of the correct height

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

HINTS AND TIPS

The key to a flowing dry spa treatment is preparation – prepare the treatment couch accordingly and have all your products laid out on the trolley in order of use.



Image courtesy of Phil Jones

USEFUL WORDS

UNIT 306 PROVIDE DRY SPA TREATMENTS

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



Compression

This type of body wrapping is popular for inch loss; the body is wrapped up very tightly in bandages to achieve results.



Contra-indication

Conditions the client is experiencing before treatment which may stop the treatment from taking place or mean the treatment is restricted or has to be adapted.

Desquamation

This is also called skin peeling; it is the shedding of the outer layers of the skin.

Detoxifying

Treatment which aids the physiological or medicinal removal of toxic substances from the human body.

Enzymatic exfoliators

Enzyme exfoliators break down the dead skin cells more naturally than chemical exfoliators and they are full of antioxidant vitamins, as they are derived from fruit etc.

Metabolism

All chemical processes which occur within the human body to maintain life, and the rate at which these processes function, can be improved/worsened due to health/lifestyle.



Non-compression

Usually a bandage-free wrap treatment which can still help with slimming; sometimes includes masks/massage.



Tension

Mental or emotional strain on the body usually caused by stress, anxiety etc.

Treatment objective

The aim or desired end result of the treatment.



HINTS AND TIPS

Looking after the body is as important as the face – the body still needs exfoliating.



Not all body treatments have to include a shower – at ELEMIS we offer a varied menu and you can treat a client to exfoliation treatments where you can remove scrubs and masks while the client is on the bed.

Nicci Anstey, Global Training and Education Director, Elemis

ELEMIS

SCOPE RECORD

UNIT 306 PROVIDE DRY SPA TREATMENTS



Image courtesy of Phil Jones

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Treatment objectives Record the treatment objective met during a treatment.

Slimming	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Detoxifying	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Improving skin conditions	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Products Record the product used during a treatment.

Cleansers	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Exfoliators	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Seaweed	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Oils	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Mud	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Gels	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Creams (setting and non)	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Consumables Record the consumable used during a treatment.

Bandages	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Clear wrap	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 306 PROVIDE DRY SPA TREATMENTS



Image courtesy of Phil Jones

Equipment

Record the equipment used during a treatment.

Couch	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Trolley	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Towels	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Bowls	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Spatulas	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Body brush	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Thermal blanket	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Mitts	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Shower (not essential but useful)	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Treatment areas

Record the treatment area that was targeted during a treatment.

Full body	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Legs anterior and posterior	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Back	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Abdomen/chest	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Arms	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Treatment

Record the treatment provided for each client.

Cleansing/exfoliation	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Body brushing	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Body masks	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Body wrapping (compression and non-compression)	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 306 PROVIDE DRY SPA TREATMENTS



Image courtesy of Phil Jones

Positioning

Record the correct positioning used during a treatment.

Position of the therapist – avoid putting any undue stress on the joints of the fingers, wrists, spine, hips and knees	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Position of the client – avoid putting undue stress on bones and joints	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Work stations are of a correct height	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:



SELF-REFLECTION AND OBSERVATION FEEDBACK

UNIT 306 PROVIDE DRY SPA TREATMENTS

Image courtesy of Phil Jones

Use this section to reflect on your performance as you practise and develop your skills. Give yourself a score from the Level of my performance key below and add your comments. Your tutor will also give you feedback based on their observation.

Level of my performance

- 1 I am still learning this technique
- 2 I am still practising this technique
- 3 I can now demonstrate competence of this technique
- 4 I can now work at commercial standard and timings for this technique

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score

Continues on next page



SUPPLEMENTARY COMMENTS

UNIT 306 PROVIDE DRY SPA TREATMENTS

Image courtesy of Phil Jones

Use this space to record any workplace, employer or client comments.

Comments

Date

HAS ALL TOPIC CONTENT BEEN COVERED?

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 88.

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:







UNIT 307

PROVIDE ELECTRICAL EPILATION

Electrical epilation is a skilled treatment that can make a huge difference to those who suffer from unwanted hair growth. The purpose of this unit is for you to be able to effectively and safely remove hair using electrical epilation from different parts of the body using electrical epilation and to understand the underlying causes of hair growth. The unit includes

being able to carry out an effective consultation using a range of techniques to formulate a suitable treatment plan, according to the client's needs. You will be able to assess the factors involved and remove the hair effectively, using the most suitable methods and following effective health, safety and hygiene procedures.



WHAT IS THIS UNIT ABOUT?

UNIT 307 PROVIDE ELECTRICAL EPILATION

OPTIONAL

This unit has three outcomes.

Outcome 1
Prepare for electrical epilation

Outcome 2
Provide electrical epilation

Outcome 3
Provide advice, recommendations and treatment evaluation

HINTS AND TIPS

Establishing the cause of the client's hair growth is paramount to achieve a successful treatment and manage the client's expectations!



Hairs can grow in any position; it is important to remember the basic rules for accurate insertions: move yourself and move your client.

Janice Brown, House of Famuir

HOUSE OF FAMUIR
COSMETIC · HEALTH · BEAUTY

GETTING STARTED

Introduce yourself to the unit by asking yourself:

- How do different cultures view superfluous hair growth?
- How can excess hair growth affect a person's emotional well-being?
- What approaches can I use if the client is uncomfortable about discussing their hair growth?
- How does electrical epilation work?
- What are the differences in the types of electrical epilation treatments that can be used?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.



WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 307 PROVIDE ELECTRICAL EPILATION



TOPICS

Outcome 1

Prepare for electrical epilation

- 1.1 Health and safety working practices
- 1.2 Environmental and sustainable working practices
- 1.3 Communication and behaviour
- 1.4 Consultation
- 1.5 The selection of equipment, products and consumables
- 1.6 Prepare themselves, the client and work area for electrical epilation treatments

Outcome 2

Provide electrical epilation

- 2.1 Structure, functions and disorders of the endocrine system and their effect on hair growth
- 2.2 The consequences of inaccurate probing
- 2.3 The principles, uses and benefits of galvanic, short wave diathermy and blend
- 2.4 Electrical epilation techniques
- 2.5 Treatment areas
- 2.6 Carry out electrical epilation

Outcome 3

Provide advice, recommendations and treatment evaluation

- 3.1 Give advice and recommendations
- 3.2 Record actions and evaluate treatment





UNIT PLANNER

UNIT 307 PROVIDE ELECTRICAL EPILATION

Image courtesy of Phil Jones

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the unit assignment.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 307 PROVIDE ELECTRICAL EPILATION

Image courtesy of Phil Jones



This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to:

Consultation

understand the client's needs and establish the treatment objectives, to include:

area being treated – face, body, hair growth and hair type

understand how to create and prepare a treatment plan suitable for the individual client and understand the importance of giving information, to include: the use of visual aids to assist the client's understanding of the hair growth cycle

understand different skin and hair types and conditions, state why it is important to record and carry out a detailed hair and skin analysis to help formulate a treatment plan

understand how skin sensitivity is affected by other skincare treatments and products which may inhibit electrical epilation, such as: laser, glycolic peels, microdermabrasion, skin-thinning medications

be able to state why the skin should be, clean, oil-free, dry before starting the treatment

understand how to carry out a skin analysis, to include knowledge of:

skin types, conditions, characteristics, any adaptations that may need to be considered

Contra-indications

be able to list and recognise the contra-indications to treatment, understand why they are a contra-indication, state the action to take in each case

understand which treatment-related contra-indications prevent treatment:

heart disorders (unless GP approval has been given), pacemaker, haemophilia, cochlear implants, fungal infection, bacterial infection, viral infection, infestations, severe skin conditions, clients under 16 without medical approval, hepatitis (b), HIV/AIDS, cancer

understand which treatment-related contra-indications restrict treatment:

retinal a, roaccutane, steroid drugs, recent laser, recent microdermabrasion, chemical peels, hearing aid, psoriasis, eczema, acne, epilepsy, diabetes, metal pins and plates, piercings in the area, pregnancy, allergies to metals, cuts and abrasions, recent scar tissue (keloid), anxiety

[Continues on next page](#)

This optional unit is assessed by means of an assignment. The assignment includes both theory and practical tasks. One overall grade will be provided, against criteria, for each optional unit. This assignment is externally set and internally marked.



WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 307 PROVIDE ELECTRICAL EPILATION

Image courtesy of Phil Jones

HINTS AND TIPS

Make sure to clearly explain the treatment to the client and ensure they are happy to proceed – get them to sign the consultation form before you start.

You need to:

be able to state why specific contra-indications should not be named when referring clients to a medical practitioner, including: the contra-indications that require medical referral and why, recognising contra-indications that would prevent or restrict the treatment, the necessary actions to take in relation to specific contra-indications when referring clients to a medical practitioner, encouraging the client to seek medical advice, explaining why the treatment may not be carried out, modification/adaptation of treatment

Legal cover

understand the necessity of checking current insurance policies for the delivery of electrical epilation and the potential problems of not doing so

Products, tools and equipment

understand the selection of suitable products that can be used to achieve the desired effect and realise the treatment objective to include: make-up remover, pre-treatment cleanser, after-treatment cleanser, soothing product/antiseptic cream/gel, antiseptic hand cleanser, sterilising fluids

understand the selection of suitable tools and equipment that can be used to achieve the desired effect and realise the treatment objective to include: magnifying lamp, blend and alternating current epilation unit(s), accessories – eg probe holder, foot pedal, electrode, sharps box, sterilising equipment – eg autoclave, tweezers, wide range of disposable accessories, probe type – eg stainless steel, insulated steel, gold, two piece, one piece, different diameters and lengths

understand the selection of suitable consumables that can be used to achieve the desired effect and realise the treatment objective to include: tissues, gloves, cotton wool, couch roll

Structure, functions and disorders of the endocrine system and their effect on hair growth

understand the structure and functions of the endocrine system:

Structure: endocrine glands – ductless, hormones – chemical messengers, receptor and target organs, location of primary endocrine glands (hypothalamus, pituitary, pineal, thyroid, parathyroids, thymus, pancreas, adrenals, gonads, ovaries and testes)

Functions: hormone secretion directly into the bloodstream, work in conjunction with the nervous system to maintain homeostasis, control effect on body's functions – emotion, appetite, sexual activity, metabolism, water balance, reproductive cycle, activation/inhibition of immune system

understand the endocrine glands: anterior pituitary – below hypothalamus

Continues on next page

WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 307 PROVIDE ELECTRICAL EPILATION



Image courtesy of Phil Jones

Hormones: ○ thyroid-stimulating hormone (TSH) – targets thyroid, regulates metabolism, ○ adrenocorticotrophic hormone (ACTH) – targets cortex of suprarenal glands, ○ human growth (somatotrophic) hormone (HGH) – targets hard tissues of the body, increases rate of growth and maintains size in adults, ○ follicle stimulating hormone (FSH) – targets sexual organs, oestrogen and maturation of ovarian follicles in females and sperm production in males, ○ luteinising hormone (LH) – targets sexual organs, prepares breasts for lactation and progesterone in female and testosterone in the male, ○ lactogenic hormone (prolactin) – targets mammary glands, production of milk

understand the posterior pituitary: ○ behind anterior pituitary

Hormones: ○ antidiuretic hormone (ADH) or vasopressin – targets kidneys and arteries, decreases urine production, ○ oxytocin – targets uterus and breasts, stimulates labour and ejects milk from the nipples

understand the pineal gland: ○ within the brain

Hormones: ○ melatonin – regulates the 'body clock'

understand the thyroid gland – ○ wrapped around the trachea below larynx

Hormones: ○ thyroxine t₃; target cells and tissues throughout the body; controls the basal metabolic rate, ○ calcitonin; targets bones and kidneys to regulate calcium levels

understand the parathyroid glands: ○ posterior surface of thyroid

Hormones: ○ parathormone (PTH) – targets bones, regulates calcium/ phosphorus levels, increases blood calcium levels and activates vitamin D

understand the thymus: ○ upper anterior portion of the chest cavity just behind the sternum, ○ awareness of the relationship with the lymphatic system

understand the pancreas: ○ posterior to stomach, close to duodenum, ○ awareness of the relationship between its endocrine and exocrine functions

Hormones: ○ insulin (target site – blood sugar) controls metabolism of carbohydrates and lowers blood sugar levels (islets of Langerhans), ○ glucagon: target site – blood sugar, releases glycogen stored in the liver to raise blood sugar levels – islets of langerhans

understand the adrenal glands: ○ superior to renal organs

Hormones: ○ mineralocorticoids – aldosterone: targets water content of tissues; regulates mineral content of body fluids, salt and water balance, blood pressure, ○ glucocorticoids – cortisone (cortisol): targets liver, blood sugar, regulates carbohydrate metabolism, involvement in response to stress, ○ sex hormones (androgens and oestrogen): target reproductive organs, development and functions of the sex organs and the physical and psychological characteristics of both sexes, ○ adrenaline – in conjunction with, and stimulated by, the sympathetic nervous system: controls 'fight or flight' mechanism, ○ noradrenaline: targets circulation, contracts blood vessels and raises blood pressure

[Continues on next page](#)



WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 307 PROVIDE ELECTRICAL EPILATION

Image courtesy of Phil Jones

HINTS AND TIPS

Remember to explain to your client that long-term results take time to achieve and that they will have to undergo a number of sessions.

You need to:

understand female hormones:

Oestrogen: affects secondary sexual characteristics in females, development of female reproductive system, external genitalia, uterus and breasts, regulates menstrual cycle

Progesterone: affects structures involved in pregnancy, maintenance of pregnancy, development of the placenta, preparation of breasts for lactation

understand male hormones:

Androgens: development of male reproductive system, male hair growth patterns, voice deepening, muscle bulk

Testosterone: controls male secondary sex characteristics, promotes development of sperm in the testes

understand the disorders and diseases: hyperthyroidism, diabetes mellitus (type 1 and type 2), diabetes insipidus, polycystic ovaries, Cushing's syndrome, Addison's disease, hormone imbalance – puberty, menopause, pregnancy

The consequences of inaccurate probing

understand how to select the appropriate probe type for the client treatment and the reasons for this, to include: hair and skin type, follicle depth, areas to be treated, follicle opening, heating pattern, potential consequences of using a probe of the wrong size, type or length

understand the consequences of inaccurate probing, to include: probing too deep, probing too shallow, probing into the follicle wall, probing into the sebaceous gland, applying current while inserting or removing probe, using a probe which is too large, using a probe which is too small

The principles, uses and benefits of galvanic, short wave diathermy and blend

understand the different types of current used, to include: overview of the history of electrical epilation, effects of each type of current, methods of destruction of the hair, suitability to hair type suitability to skin type, moisture gradient and how it influences the treatment, advantages and disadvantages of each method

Contra-actions of treatment

be able to recognise the difference between contra-actions and those which are a result of poor practice

be able to state the action which should be taken if any of them occur, either during or after the treatment

Contra-actions: mild erythema, localised swelling (oedema), irritation, minor blood spotting, localised bruising

Adverse contra-actions: hyper or hypopigmentation, blanching, bleeding, bruising, weeping follicles, pitting and scarring

Continues on next page

WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 307 PROVIDE ELECTRICAL EPILATION

Image courtesy of Phil Jones



You need to:

Give advice and recommendations

understand the importance of providing general and client-specific advice and recommendations on completing a treatment: ○ emphasise that the advice is likely to maximise the benefits of the treatment and reduce the risk of adverse effects or contra-actions

understand the importance of providing long- and short-term advice and recommendations that are relevant to the client's needs, to include: ○ frequency/time interval between treatment according to individual client's needs, skin and hair growth, ○ products which will be of benefit post-treatment – soothing, cooling, vaso-constricting, antiseptic, ○ products to avoid post-treatment and the reasons why – make-up, perfumed products, chemical products, ○ hair growth management to maintain treatment progress – cutting/trimming only, shaving occasionally if absolutely necessary, ○ avoid heat eg sauna, steam rooms, ○ avoid UV exposure, ○ avoid touching the area, ○ avoid tight, restrictive clothing, ○ avoid swimming and any physical exertion for 24 hours, ○ avoid stimulation to the treated area eg electrical facial

understand the constraints surrounding electrical epilation treatments, to include: ○ cost, ○ time, ○ number of treatments, ○ healing rate, ○ client commitment

○ understand the need for client feedback on how skin tissue has healed following previous treatments

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.

HINTS AND TIPS

It is important to remember that each client's pain threshold and sensitivity can vary from appointment to appointment.

Image courtesy of Sterex Electrolysis International



Image courtesy of Phil Jones





WHAT DO YOU NEED TO COVER?

UNIT 307 PROVIDE ELECTRICAL EPILATION

Image courtesy of Phil Jones

SCOPE OF CONTENT

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved for this unit. You need to:

Carry out a detailed skin analysis, to include the following skin types:

dry eg lacks oil, dry to touch, flakiness, fine texture, thin, tight, small pores, broken capillaries and ageing

oily eg shiny, slight thickening, sallow, coarse texture, enlarged pores, congestion, comedones

Carry out a detailed hair analysis, to include the following hair types:

vellus eg fine

terminal eg coarse, curly, ingrown, compound

Carry out a detailed skin analysis, to include the following conditions:

sensitive eg flushes easily, redness, reacts to products and heat

dehydrated eg lacks moisture, fine lines, taut

Understand the client's needs and establish the treatment objectives, to include:

area being treated – face, body

hair growth and hair type

Use the following techniques:

two-way stretch

three-way stretch

Be able to epilate hair from all of the treatment areas, including:

lip

chin

neck

eyebrow

underarm

breast

bikini

abdomen

[Continues on next page](#)

HINTS AND TIPS

Monitoring the reaction of the client's skin during treatment is paramount.



Image courtesy of Phil Jones

WHAT DO YOU NEED TO COVER? (CONTINUED)

UNIT 307 PROVIDE ELECTRICAL EPILATION



Image courtesy of Phil Jones

Be able to:

correctly select size and type of probe most appropriate for client skin, hair type and follicle depth, and prepare equipment for safe use

illuminate and magnify the treatment area to ensure maximum visibility during the treatment

stretch and manipulate the skin, suitable for the area to be treated without distorting tissues

correctly insert the probe into the hair follicle with regard to depth, direction and angle, avoiding damage and contamination

adjust the intensity and duration of current, as necessary, to suit moisture gradient, hair type, skin reaction and client tolerance/pain threshold

smoothly remove the hair without traction from different types of follicles

work systematically to remove the hairs within a commercially accepted time

adapt the treatment to suit client treatment needs, skin, hair types and conditions – which could include changing the method, changing the probe size for different hair, intensity of current, duration of current, spacing of insertions, as necessary, changing the technique, as necessary

discontinue treatment, if necessary

soothe the area using suitable aftercare products



Image courtesy of Phil Jones

HINTS AND TIPS

Good aftercare procedures will prevent infection and a good, moist skin will aid recovery and ensure effective treatment.

USEFUL WORDS

UNIT 307 PROVIDE ELECTRICAL EPILATION

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

Anagen hair

The active stage of hair growth, where the hair is still attached to its blood supply. This is the best stage for successful epilation.

Anaphoresis

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

Blend method

A combination of direct galvanic current and alternating high-frequency current (diathermy) passing down the same needle.

This has the efficiency of galvanic electrolysis, with a faster speed. It can result in a more effective, less painful, treatment.

Cataphoresis

A technique used after epilation to help constrict follicles, reduce redness and rebalance the acid mantle, making bacterial infection less likely.

Diathermy

The fastest method of epilation. Uses an alternating oscillating current to produce heat.

Electrolysis

A permanent method of hair removal. Uses a galvanic current, which reacts with the skin's moisture, resulting in chemical destruction

of the hair follicle. It is very effective but the slowest method to perform.

Superfluous hair

A term used to describe any unwanted hair.

Terminal hair

Thick, coarse hair with a deep root and rich blood supply.



Topical hair growth

This is caused by an increase in blood to the area and may be the result of waxing or plucking.



Vellus hair

Fine, soft hair, which does not always contain a medulla. Can be stimulated into terminal hair.



When it comes to needles, size matters! The diameter of the needle should match the diameter of the hair. If your needle is too small, you will need much more current to successfully remove the hair. If your needle is too big, it will cause discomfort on insertion into the follicle.

Janice Brown, House of Famuir

HOUSE OF FAMUIR
COSMETIC · HEALTH & BEAUTY



SCOPE RECORD

UNIT 307 PROVIDE ELECTRICAL EPILATION



Image courtesy of Phil Jones

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Skin conditions

Record the skin conditions that were treated during the treatment.

Sensitive eg flushes easily, redness, reacts to products and heat	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Dehydrated eg lacks moisture, fine lines, taut	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Skin types

Record the skin types that were treated during a treatment.

Dry	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Oily	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Hair types

Record the hair types that were treated during a treatment.

Vellus	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Terminal	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Treatment objectives

Record the treatment objectives that were met during a treatment.

Area being treated – face, body	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Hair growth	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Hair type	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Techniques

Record the techniques that were used during a treatment.

Two-way stretch	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Three-way stretch	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 307 PROVIDE ELECTRICAL EPILATION



Image courtesy of Phil Jones

Treatment areas

Record the treatment areas that were targeted during a treatment.

Lip	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Chin	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Neck	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Bikini line	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Eyebrow	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Underarm	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Breast	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Abdomen	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Providing treatment

Record the treatment step that was followed during a treatment.

Correctly choose size and type of probe	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Prepare equipment for safe use	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Illuminate and magnify the treatment area	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Stretch and manipulate the skin	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Correctly insert probe	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Adjust intensity and duration of current	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Smoothly remove hair	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Work systematically to remove hairs in commercially acceptable time	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Adapt treatment to suit client's needs	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Use aftercare products to soothe area	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

SELF-REFLECTION AND OBSERVATION FEEDBACK

UNIT 307 PROVIDE ELECTRICAL EPILATION



Image courtesy of Phil Jones

Use this section to reflect on your performance as you practise and develop your skills. Give yourself a score from the Level of my performance key below and add your comments. Your tutor will also give you feedback based on their observation.

Level of my performance

- 1 I am still learning this technique
- 2 I am still practising this technique
- 3 I can now demonstrate competence of this technique
- 4 I can now work at commercial standard and timings for this technique

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score

Continues on next page



SELF-REFLECTION AND OBSERVATION FEEDBACK (CONTINUED)

UNIT 307 PROVIDE ELECTRICAL EPILATION

Image courtesy of Phil Jones

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score

SUPPLEMENTARY COMMENTS

UNIT 307 PROVIDE ELECTRICAL EPILATION



Image courtesy of Phil Jones

Use this space to record any workplace, employer or client comments.

Comments

Date

HAS ALL TOPIC CONTENT BEEN COVERED?

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 104.

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.

Unit grade

Candidate signature:

Date:

Assessor signature:

Date:

IQA signature (if sampled):

Date:





UNIT 308

PROVIDE INDIAN HEAD MASSAGE

An Indian head massage is a treatment for the head, neck, shoulders and upper arms. It can prove relaxing or invigorating for your client, depending on the technique you use. The purpose of this unit is to help you to understand and apply the skills involved in preparing for and providing an Indian head massage treatment. The ability to adapt massage techniques to suit the individual client's needs and the environment in which the massage takes place is a crucial requirement

for your trade test. The ability to perform Indian head massage with and without the use of oils is therefore required. To carry out an Indian head massage you will need to maintain effective health, safety and hygiene procedures throughout your work. You will also need to maintain personal appearance and demonstrate effective communication and consultation skills, taking into consideration the diverse needs of your clients.



WHAT IS THIS UNIT ABOUT?

UNIT 308 PROVIDE INDIAN HEAD MASSAGE

OPTIONAL

This unit has three outcomes.

Outcome 1
Prepare for Indian head massage

Outcome 2
Provide Indian head massage

Outcome 3
Provide advice, recommendations and treatment evaluation

GETTING STARTED

Introduce yourself to the unit by asking yourself:

- How do I prepare for an Indian head massage treatment?
- What are the ideal environmental conditions needed in order to perform an Indian head massage treatment?
- How do I adapt the treatment to meet the client's needs?
- What advice and recommendations can I give to my client?
- How do I evaluate the Indian head massage treatment?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.



Indian head massage has been a popular practice in India for over 1,000 years and is now continuing to be enjoyed by millions of beauty clients around the world. When practised correctly, Indian head massage combines physical massage with revitalising and balancing energy work.

Sasha Fillaudeau, Hale Country Club & Spa



WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 308 PROVIDE INDIAN HEAD MASSAGE



Image courtesy of Phil Jones

TOPICS

Outcome 1

Prepare for Indian head massage

- 1.1 Health and Safety working practices
- 1.2 Environmental and sustainable working practices
- 1.3 Communication and behaviour
- 1.4 Consultation
- 1.5 The selection of products, consumables and equipment
- 1.6 Prepare yourself, the client and work area for Indian head massage

Outcome 2

Provide Indian head massage

- 2.1 Evolution of Indian head massage
- 2.2 Massage techniques
- 2.3 Effects and benefits of Indian head massage
- 2.4 Provide Indian head massage

Outcome 3

Provide advice, recommendations and treatment evaluation

- 3.1 Give advice and recommendations
- 3.2 Record actions and evaluate treatment

Identify the client's expectations: a detailed consultation to establish the client's priorities and needs must take place before every treatment.



HINTS AND TIPS

Some clients find it hard to relax. You can help them into a state of relaxation by encouraging them to keep their eyes closed during the treatment.

COMMERCIAL TIMINGS

A guide to commercial timings for an Indian head massage treatment is 45 minutes but this may vary according to the agreed treatment plan.



Image courtesy of Phil Jones



UNIT PLANNER

UNIT 308 PROVIDE INDIAN HEAD MASSAGE

Image courtesy of Phil Jones

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the unit assignment.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 308 PROVIDE INDIAN HEAD MASSAGE

Image courtesy of Phil Jones



This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

Contra-indications

be able to list and recognise the contra-indications to treatment:

understand why they are a contra-indication, state the action to take in each case

Prevent treatment: contagious skin diseases (fungal, bacterial, viral, infestations), severe eczema, severe psoriasis, severe skin conditions, thrombosis, during chemotherapy, during radiotherapy, labyrinthitis

Restrict treatment: broken bones, recent fractures and sprains, cuts and abrasions, recent scar tissue, skin disorders, skin allergies, product allergies, epilepsy, uncontrolled diabetes, high/low blood pressure, metals pins or plates, piercings, pregnancy, medications, undiagnosed lumps and swellings, migraine

understand different skin and hair types, conditions and characteristics that may need be considered

Products, equipment and consumables

understand the selection of suitable products, equipment and consumables that can be used to achieve the desired effect and realise the treatment objective

have knowledge of a variety of massage media and their uses, be familiar with the effects, advantages and disadvantages

History of head massage

understand the history and development of Indian head massage (champi) over time and recognise key persons and countries that have worked to encourage progress within the discipline, including: key persons – Narendra Mehta, countries – India (Ayurveda), England

Treatment objectives

be able to identify the advantages of using techniques in a variety of ways to achieve treatment objectives

be able to recognise the effects of Indian head massage and identify how to maximise the benefits to the client: physiological effects and benefits of Indian head massage – increased blood circulation, increase in endorphins, improved skin and hair condition, relaxation of muscles and release of tension, increased metabolism, enhanced lymphatic drainage, desquamation, reduces tension headaches, improves sinus problems, reduces tinnitus; psychological effects and benefits of Indian head massage – reduction of nervous tension, relaxation, sense of well-being, aids sleep patterns, stress relief

This optional unit is assessed by means of an assignment. The assignment includes both theory and practical tasks. One overall grade will be provided, against criteria, for each optional unit. This assignment is externally set and internally marked.

[Continues on next page](#)

WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 308 PROVIDE INDIAN HEAD MASSAGE



Image courtesy of Phil Jones

You need to:

Contra-actions

- be able to recognise the difference between contra-actions and those which are a result of poor practice
- be able to state the action which should be taken if any of them occur either during or after the treatment, to include:
 - fatigue – rest and relaxation,
 - headache – drink plenty of fluids, rest and relaxation,
 - thirst – drink plenty of fluids,
 - muscle ache – rest and relaxation,
 - nausea – cease treatment, encourage client to use breathing techniques, supply water, stay with client until nausea subsides,
 - emotional – cease treatment, stay with client, encourage breathing techniques, discuss with client the continuation of the treatment,
 - frequent urination – drink plenty of fluids,
 - excessive erythema – reassure client and offer explanation of reaction,
 - allergy to massage medium – remove product with water, stay with client, seek medical advice or contact emergency services depending on the severity of the reaction,
 - light headedness – rest and offer a glass of water

Aftercare and recommendations

- recognise the importance of, and provide general and client-specific, advice and recommendations on completing a treatment,
- emphasise that the advice is likely to maximise the benefits of the treatment and reduce the risk of adverse effects or contra-actions

General advice and recommendations (12–24 hours following treatment):

- no strenuous exercise,
- ensure light food intake,
- avoid stimulants,
- rest,
- increase fluid intake,
- allow medium to penetrate the skin and hair

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.



Throughout the UK, Indian head massage is a popular and sought after treatment both by clients and employers alike. The combination of relaxing massage movements over the head, neck, face, back, shoulders and upper arms and the balancing energy work, affects the clients in a truly holistic way, often ensuring results are felt on both a physical and mental level.

Sasha Fillaudeau, Hale Country Club & Spa



Image courtesy of Phil Jones

WHAT DO YOU NEED TO COVER?

UNIT 308 PROVIDE INDIAN HEAD MASSAGE



Image courtesy of Phil Jones

SCOPE OF CONTENT

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved for this unit.

You need to:

Consider the following characteristics:

hairiness

muscle bulk

Consider the following skin types:

dry

oily

combination

Consider the following skin conditions and characteristics:

mature

sensitive

dehydrated

thinness of skin and elasticity

Consider the following hair types and conditions:

dry

oily

porous

chemically treated

heat damaged

fine

thick

coarse

scalp conditions eg alopecia, psoriasis, pityriasis capitis

Select suitable products, to include:

base oil

pre-blended oil

Select suitable consumables, to include:

cotton pads/wool

tissues

bed roll

foot mat

paper cups

Select suitable equipment, to include:

treatment chair

trolley

clean towels

bowls/containers

Understand the client's needs and establish the treatment objectives, to include:

relaxation and sense of well-being

reduction of joint and muscle pain

invigoration and uplifting

improvement of skin and hair conditions

Carry out massage techniques, to include:

effleurage

petrissage

vibration

friction

tapotement

chakra balancing (seven chakras)

marma points

Use different adaptations:

back/neck supports

depth, pressure and flow of massage

stance and transition of therapist movements

areas to be treated/avoided

position of chair

choice of techniques/products (taking into account allergies)

timings of treatment

Treat a range of areas, to include:

face

scalp

back, neck and shoulders

arms/hands

chakras

Positioning, to include:

position of the client to avoid putting undue stress on bones and joints, or causing the client discomfort at any time throughout the treatment, using supports and adjustable chairs

position of the therapist to avoid putting any undue stress on the joints of the fingers, wrists, spine, hips and knees, using the relevant stance



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

Sarah Farrell, beauty expert for City & Guilds

USEFUL WORDS

UNIT 308 PROVIDE INDIAN HEAD MASSAGE

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

Ayurveda

A healing system describing how the mind, body and spirit must be in harmony to improve health and well-being.

Chakras

There are seven major chakras (energy centres without a physical form). They are a way of describing energies and energy flow and are the focal points for restoring balance to the body.



Effleurage

A stroking technique used to begin and end a massage. It is also useful to link movements to provide flow and rhythm in the massage.



Mustard oil

A popular oil in India, which creates a warming sensation. It is good for tense, tight muscles and dryness of the scalp. Not for use on sensitive skins.



Petrissage

A technique that compresses the tissues of the body and lifts them away from the underlying structures.

Sesame oil

Used in Ayurveda, this has a high mineral content and is useful for nourishing the hair.



Tapotement

A rhythmic, stimulating movement performed to stimulate the skin and muscle tissues.



Vibrations

Fine, trembling movements used by the therapist during massage that can stimulate or relax nerves.

Effective, hygienic and safe working methods

- the treatment area should be fully prepared before the client arrives
- you should make sure that all work surfaces have been cleaned and are tidy and organised
- make sure that any equipment or products that you need are ready and easily accessible and within reach before you start, so you do not have to interrupt the flow of your treatment to stop and get anything.



SCOPE RECORD

UNIT 308 PROVIDE INDIAN HEAD MASSAGE



Image courtesy of Phil Jones

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Skin types

Record the skin types that was treated during a treatment.

Dry	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Oily	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Combination	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Skin conditions/ characteristics

Record the skin condition or characteristic that was treated during a treatment.

Mature	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Sensitive	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Dehydrated	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Thinness of the skin	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Elasticity	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Hair types

Record the hair types that were treated during a treatment.

Dry	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Oily	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Porous	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Chemically treated	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Heat damaged	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Fine	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Thick	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Coarse	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 308 PROVIDE INDIAN HEAD MASSAGE



Image courtesy of Phil Jones

Physical characteristics Record the physical characteristic that was treated during a treatment.

Hairiness	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Muscle bulk	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Scalp condition	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Products, consumables, tools and equipment Record the products, consumables, tools and equipment that were used during a treatment.

Base oil	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Pre-blended oil	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Cotton pads/wool	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Tissues	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Bed roll	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Foot mat	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Paper cups	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Treatment chair	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Trolley	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Clean towels	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Bowls/containers	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Continues on next page



HINTS AND TIPS

Make sure you tell the client the benefits that the oil will have on their hair. It is a really excellent conditioner and will help strengthen the hair shaft. Give the client clear instructions on how to remove the oil from their hair following the treatment.

Image courtesy of Phil Jones

SCOPE RECORD (CONTINUED)

UNIT 308 PROVIDE INDIAN HEAD MASSAGE



Image courtesy of Phil Jones

Treatment objectives

Record the treatment objectives that were met during a treatment.

Relaxation	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Sense of well-being	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Uplifting and invigorating	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Improvement of hair and skin condition	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Reduction of joint and muscle pain	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Massage techniques

Record the massage techniques that were used during a treatment.

Effleurage	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Petrissage	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Tapotement	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Vibration	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Friction	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Marma (pressure points)	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Chakra balancing	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Continues on next page

HINTS AND TIPS

Make sure you comb through the hair carefully before you start with a wide-toothed comb, especially if the hair is curly. This will prevent discomfort caused by the client's hair catching in your fingers.

Image courtesy of Phil Jones



SCOPE RECORD (CONTINUED)

UNIT 308 PROVIDE INDIAN HEAD MASSAGE



Image courtesy of Phil Jones

Treatment areas

Record the treatment that areas were targeted during a treatment.

Face	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Scalp	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Arms and hands	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Back, neck and shoulders	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Chakras	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Adaptions

Record the adaptations that were used during a treatment.

Back/neck supports	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Depth, pressure and flow of massage	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Stance and transition of therapist movements	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Areas treated/avoided	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Positioning of chair	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Choice of techniques/products	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Timings of treatment	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Positioning

Record the positioning that was changed during a treatment.

Positioning of the client	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Positioning of the therapist	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

SELF-REFLECTION AND OBSERVATION FEEDBACK

UNIT 308 PROVIDE INDIAN HEAD MASSAGE

Image courtesy of Phil Jones



Use this section to reflect on your performance as you practise and develop your skills. Give yourself a score from the Level of my performance key below and add your comments. Your tutor will also give you feedback based on their observation.

Level of my performance

- 1 I am still learning this technique
- 2 I am still practising this technique
- 3 I can now demonstrate competence of this technique
- 4 I can now work at commercial standard and timings for this technique

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score

[Continues on next page](#)

SUPPLEMENTARY COMMENTS

UNIT 308 PROVIDE INDIAN HEAD MASSAGE



Image courtesy of Phil Jones

Use this space to record any workplace, employer or client comments.

Comments

Date

HAS ALL TOPIC CONTENT BEEN COVERED?

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 122.

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.

Unit grade

Candidate signature:

Date:

Assessor signature:

Date:

IQA signature (if sampled):

Date:



Image courtesy of Phil Jones



UNIT 309

TANNING TREATMENTS

Tanning treatments have increased in the industry over the last 10 years with a demand to add this to the treatment regime to enhance beauty. The variety of tanning products on the market is constantly increasing with paraben- and perfume-free products, and added aromatherapy oils to make the tan smell nice. The increase in self-tanning, rather than UV tanning, is on the increase to ensure the skin is not in danger from sunbeds and the UV rays they emit. The

purpose of this unit is to prepare and provide safe and effective self-tanning treatments to clients within the industry expected time. You will understand the theory of UV tanning and the dangers that are associated with it. In this unit you will also learn how to select the correct product/treatment for your client and master application techniques to ensure an even and balanced tan, while maintaining effective health, safety and hygiene procedures throughout your work.



WHAT IS THIS UNIT ABOUT?

UNIT 309 TANNING TREATMENTS

OPTIONAL

This unit has **four outcomes.**

Outcome 1
Risks and dangers associated with UV tanning

Outcome 2
Prepare for self-tanning

Outcome 3
Provide self-tanning

Outcome 4
Provide advice, recommendations and treatment evaluation

GETTING STARTED

Introduce yourself to the unit by asking yourself:

- How long will this spray tan treatment take to complete?
- What range of tanning products are available to use?
- How long does a spray tan last for?
- What is the difference on the skin of using self-tanning products and sunbeds?
- What are the salon legislations for UV tanning?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.

HINTS AND TIPS

The client's privacy and modesty is very important during self-tanning. Build a rapport with your client during the consultation so they don't feel too self-conscious.



WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 309 TANNING TREATMENTS



TOPICS

Outcome 1

Risks and dangers associated with UV tanning

- 1.1 Risks and dangers of UV tanning
- 1.2 Safe tanning guidelines
- 1.3 The histology of skin conditions and skin cancer

Outcome 2

Prepare for self-tanning

- 2.1 Health and safety working practices
- 2.2 Environmental and sustainable working practices
- 2.3 Communication and behaviour
- 2.4 Consultation
- 2.5 The selection of equipment, products and consumables
- 2.6 Prepare themselves, the client and work area for self-tanning

Outcome 3

Provide self-tanning

- 3.1 Apply manual tanning techniques
- 3.2 Apply spray tanning techniques

Outcome 4

Provide advice, recommendations and treatment evaluation

- 4.1 Give advice and recommendations
- 4.2 Record actions and evaluate treatment



Tell clients to adapt their make-up to their new skin tone, with a slightly darker foundation.

Lisa Fulton, beauty expert

HINTS AND TIPS

Check the rough skin areas have been exfoliated and are protected by a barrier as these areas grab the tanning product and will appear much darker.

HINTS AND TIPS

Try to remember the 'Fitzpatrick scale' for skin type classifications – this will help you when you are advising the client about the effects of UV on the body.



UNIT PLANNER

UNIT 309 TANNING TREATMENTS

Image courtesy of Phil Jones

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the unit assignment.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 309 TANNING TREATMENTS

Image courtesy of Phil Jones



This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

Risks and dangers of UV tanning

understand the dangers of UV tanning and the UV spectrum, to include:

- UVA rays, UVB rays, UVC rays, sources of UV eg sunlight and equipment

Safe tanning guidelines

understand the importance of safe tanning guidelines in relation to UV, to include: skin type classification – Fitzpatrick scale, Sun Protection Factor (SPF), dangers of overexposure, equipment regulations, EU regulations

understand the chemicals and ingredients used in self-tanning products and the importance of personal protection, to include: chemicals and ingredients, enhancers, dihydroxyacetone, sunglasses, hats, clothing, parts of the skin affected by self-tanning eg melanocyte and melanin

The histology of skin conditions and skin cancer

- have basic knowledge of skin cancer and UV-related skin conditions

Types of skin cancer: malignant melanoma, basal cell carcinoma, squamous cell carcinoma, rodent ulcer

Skin conditions: hyperpigmentation and hypopigmentation, prickly heat, lentiginos, solar keratosis

Consultation

- be able to list and recognise the contra-indications to treatment

understand why they are a contra-indication and to state the action to take in each case

Prevent treatment: contagious skin diseases (fungal, bacterial, viral, infestations), severe eczema, severe psoriasis, severe skin conditions, deep vein thrombosis (DVT), during chemotherapy, during radiotherapy

Restrict treatment: broken bones, recent fractures and sprains, cuts and abrasions, recent scar tissue, skin disorders, skin allergies, product allergies, epilepsy, uncontrolled diabetes, high/low blood pressure, metal pins or plates, piercings, pregnancy, medications, varicose veins, undiagnosed lumps and swellings

understand the importance of why a skin sensitivity/patch test may be required prior to carrying out self-tanning including: following manufacturers' instructions, carrying out skin sensitivity/patch tests prior to the application, recording the results

This optional unit is assessed by means of an assignment. The assignment includes both theory and practical tasks. One overall grade will be provided, against criteria, for each optional unit. This assignment is externally set and internally marked.

Continues on next page

WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 309 TANNING TREATMENTS



Image courtesy of Phil Jones

You need to:

Products, consumables and equipment

○ understand the selection of suitable products, equipment and consumables that can be used to achieve the desired effect and succeed in realising the treatment objective

Contra-actions

be able to recognise the contra-actions and the action which should be taken if any of them occur, either during or after the treatment.

Contra-actions: ○ itching, ○ allergic reaction, ○ erythema, ○ hair discoloration, ○ uneven colour/patchiness, ○ respiratory irritation

Aftercare advice and recommendations

○ recognise the importance of, and provide, general and client-specific advice and recommendations on completion of a self-tanning treatment

emphasise that the following advice is likely to maximise the benefits of the treatment and reduce the risk of adverse effects or contra-actions.

Advice and recommendations to include: ○ allow adequate time to dry, ○ avoid tight clothing, ○ development time, ○ moisturise daily, ○ pat dry after showering, ○ suitable products for retail and home use, ○ advice on activities to avoid, ○ exfoliation advice

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.



Image courtesy of Sunless products



Remember when spray tanning you can always apply a second coat but it is very difficult to remove the product if you have sprayed on too much.

Sarah Farrell, beauty expert for City & Guilds

HINTS AND TIPS

A thorough exfoliation prior to the application of self-tan will result in a more even and longer-lasting result.

Image courtesy of Phil Jones



WHAT DO YOU NEED TO COVER?

UNIT 309 TANNING TREATMENTS



Image courtesy of Phil Jones

SCOPE OF CONTENT

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved for this unit. You need to:

Select suitable products, to include:

skin-cleansing products, exfoliators, moisturisers, barrier cream, tan remover
tanning lotion, creams, gels, mousse, spray tanning solution, DHA drops

Select suitable consumables, to include:

tissues, cotton buds, couch roll
hair caps/nets, disposable underwear, foot protectors, towels, PPE, buffing mitt

Select suitable equipment, to include:

tanning tent
spray compressor equipment
extractor fan

Understand the client's needs and establish the treatment objectives, to include:

tanning methods (manual, spray)
depth of colour
areas to be treated

Apply manual tanning techniques, to include:

cleansing, exfoliating
barrier cream/ moisturiser application
applying manual tanning product evenly
buffing

Apply spray tanning techniques, to include:

exfoliating or advice on exfoliation
24–48 hours prior to tan
barrier cream/ moisturiser application
applying spray tanning product evenly
removal of any excess product



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, beauty expert



Image courtesy of Phil Jones

HINTS AND TIPS

Some tanning products contain nut derivatives, so always check with your client if they are allergic to nuts.

USEFUL WORDS

UNIT 309 TANNING TREATMENTS



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

Development time

The length of time a product should be left on before the self tan produces the desired effect.

Dihydroxyacetone (DHA)

A sugar found in self-tanning products, which reacts with the 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 smooth and even, prior to the application of the self tan.



Sunless products

Guide colour

The colour of the product when it is first applied to the skin. When washed off following the development time, the true colour will be visible. This will be unique to each client.



Phil Jones

Hyperpigmentation

Increased melanin production, causing darker areas of skin.

Hypopigmentation

Decreased melanin production on areas of the skin, resulting in paler patches.

Melanin

The pigment formed in the skin by melanocytes. It gives the skin colour and provides natural protection against UV rays. It also has the function of absorbing heat from the sun.



PPE

Equipment – such as gloves, aprons and respiratory equipment – that is intended to be worn or held by a person at work to protect them

against one or more risks to their health and safety.

Skin patch test

A test where a small amount of product is applied to the skin and left on for 24 hours to check whether the client will react to the product.



Image courtesy of Phil Jones

Andover college

Phil Jones



SPF

Stands for sun protection factor. It is present in sunscreen products applied to protect the skin from the effects

of the sun's rays. Professionals recommend wearing a minimum of SPF 15 regularly.

Ventilation

A ventilation system circulates air within a building to remove stale air and fumes replacing it with fresh air.

Tefi/Shutterstock.com



Remember to maintain the client's modesty at all times, to reduce feelings of self-consciousness.

**Anita Crosland, beauty expert
for City and Guilds**

SCOPE RECORD

UNIT 309 TANNING TREATMENTS



Image courtesy of Phil Jones

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Treatment objectives Record the treatment objectives that were met during a treatment.

Tanning methods (manual, spray)	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Depth of colour	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Areas to be treated	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Equipment Record the piece of equipment that was used during a treatment.

Spray compressor equipment	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Tanning tent	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Extractor fan	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Products Record the product that was used during a treatment.

Cleansing products	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Exfoliators	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Moisturisers	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Barrier creams	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Tan remover	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Tanning lotion	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Tanning creams	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Tanning gels	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Tanning mousse	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Spray tanning solution	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
DHA drops	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 309 TANNING TREATMENTS



Image courtesy of Phil Jones

Consumables

Record the consumables that were used during a treatment.

Tissues	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Cotton buds	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Couch roll	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Hair nets/caps	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Disposable underwear	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Foot protectors	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Towels	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
PPE	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Buffing mitt	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Manual tanning techniques

Record the manual tanning techniques that were used during a treatment.

Cleansing	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Exfoliating	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Barrier creams/ moisturiser application	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Applying manual tanning product evenly	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Buffing	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Spray tanning techniques

Record the spray tanning techniques that were used during a treatment.

Exfoliating or advice on exfoliation 24–48 hours prior to tanning treatment	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Barrier creams/ moisturiser application	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Applying spray tanning product evenly	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Removal of any excess product	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

SUPPLEMENTARY COMMENTS

UNIT 309 TANNING TREATMENTS

Image courtesy of Phil Jones



Use this space to record any workplace, employer or client comments.

Comments

Date

HAS ALL TOPIC CONTENT BEEN COVERED?

Unit grade

This section must be signed when all the topic content has been covered. Remember to fill in the ‘What I have learnt’ section on page 138.

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:





UNIT 310 MONITOR AND MAINTAIN THE CLIENT'S SPA JOURNEY

Your client's spa experience should be one of quality, so the spa facilities need to be maintained to a high standard. The purpose of this unit is for you to understand the principles and practices of a variety of spa treatment areas, in order to monitor safe and effective treatments to a wide variety of clients. The knowledge and practical

skills you will achieve in this unit include preparing, monitoring and maintaining spa equipment, including sauna, steam, ice room, hydrotherapy plunge pool, vichy showers, thalasso and flotation. To carry out this unit you will need to maintain effective health, safety and hygiene procedures throughout your work.



WHAT IS THIS UNIT ABOUT?

UNIT 310 MONITOR AND MAINTAIN

THE CLIENT'S SPA JOURNEY

OPTIONAL

This unit has three outcomes.

Outcome 1
Prepare the spa treatment area

Outcome 2
Monitor a client spa journey

Outcome 3
Facilitate the client's spa journey

HINTS AND TIPS

A dressing gown, slippers and disposable gown can be provided for clients using sauna facilities if needed (ie they don't have a bathing costume with them).



Ask clients to arrive in good time and allow time to discuss treatment benefits, offer a juice or tea and educate on products post-treatment to ensure a return client.

Nicci Anstey, Global Training and Education Director, Elemis

ELEMIS

GETTING STARTED

Introduce yourself to the unit by asking yourself:

- What spa treatments are best suited to a particular person?
- How do I set up a sauna, steam and spa area?
- What is meant by the term 'spa journey'?
- How do I maintain the treatment areas?
- How can spa treatments improve my business?
- What are the benefits of spa treatments?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.



WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 310 MONITOR AND MAINTAIN

THE CLIENT'S SPA JOURNEY



TOPICS

Outcome 1

Prepare the spa treatment area

- 1.1 Health and safety working practices
- 1.2 Environmental and sustainable working practices
- 1.3 Benefits and effects of spa treatments
- 1.4 General preparation of the spa area

Outcome 2

Monitor a client spa journey

- 2.1 Communication and behaviour
- 2.2 Introduction to a spa tour
- 2.3 Consultation
- 2.4 Contra-indications

Outcome 3

Facilitate the client's spa journey

- 3.1 Prepare and maintain the spa area
- 3.2 Carry out and monitor the spa treatment including safety and well-being of the client
- 3.3 Give advice and recommendations
- 3.4 Shut down the spa area



HINTS AND TIPS

It is very important that the spa pool water and swimming pool water are tested and that the levels are within those recommended by the manufacturer.



UNIT PLANNER

UNIT 310 MONITOR AND MAINTAIN

THE CLIENT'S SPA JOURNEY

Image courtesy of Phil Jones

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the unit assignment.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 310 MONITOR AND MAINTAIN

THE CLIENT'S SPA JOURNEY

Image courtesy of Phil Jones



This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

Health and safety working practices

understand health and safety working practices. Also understand industry specific, national and local authority licencing regulations relevant to the treatment, yourself, the premises and equipment

understand the following professional working practices:

ensure environmental conditions are suitable for the client and the treatment, prepare yourself and your clients to meet legal requirements and organisational code of practice, position all equipment and products for ease and safety of use, repetitive strain injury, how it is caused and how to avoid developing it, client removal of clothes and jewellery, as appropriate in the treatment area, position client to meet needs of treatment, maintaining client modesty and privacy, ensure your own posture and working methods minimise fatigue and risk of injury, maintaining accepted industry hygiene and safety practices throughout the treatment, use working methods that minimise the risk of cross-infection, follow workplace, manufacturer or supplier instructions for the safe use of equipment, materials and products, ensure the use of clean equipment and materials, different methods of sterilisation, cleaning, disinfection, disposal of contaminated and non-contaminated waste, leaving the treatment area and equipment in a suitable condition, local by-laws specific to the treatment being conducted, the hazards and risks which exist in the work area and the safe working practices that must be followed, the importance of carrying out a risk assessment

understand health and safety working practices, to include: the importance of keeping the spa area clean and tidy, the methods of cleaning, disinfection and sterilisation, the methods of working safely and hygienically to avoid the risk of cross-infection, the hazards and risks which exist in the workplace and the safe working practices that must be followed, suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which must be followed, the legal requirements for waste disposal

General preparation of the spa area

understand the importance of general preparation of the spa area, to include the testing of: temperature and humidity, recommended operating temperatures and humidity levels for spa equipment and treatment areas, water levels, regular monitoring of water levels and checking filters, chemical concentration/levels, spa procedures for monitoring chemical levels

Benefits and effects of spa treatments

understand the spa treatment areas, and have knowledge of the benefits and effects on the body and mind, to include: sauna, steam, ice room, flotation, hydrotherapy, plunge pool, relaxation area, thalasso, Vichy showers

This optional unit is assessed by means of an assignment. The assignment includes both theory and practical tasks. One overall grade will be provided, against criteria, for each optional unit. This assignment is externally set and internally marked.

Continues on next page



WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 310 MONITOR AND MAINTAIN

THE CLIENT'S SPA JOURNEY

Image courtesy of Phil Jones

You need to:

Communication and behaviour

understand that they must communicate and behave in a professional manner with clients in the spa area, especially when it comes to communicating about potentially sensitive matters: speaking, listening, body language, reading, recording, following instructions, working cooperatively with others, following spa requirements

understand how verbal and non-verbal consultation techniques can be used to put the client at ease:

verbal – questioning techniques, language used, tone of voice

non-verbal – listening techniques, body language, eye contact, facial expressions

Introduction to a spa tour

understand the importance of carrying out a tour of the spa facilities and a full client induction before they use these facilities, to include: where the changing areas are, importance of showering prior to using the facilities, appropriate clothing to wear in the spa, introduction to each piece of equipment, benefits of using the spa

Contra-indications

be able to list and recognise the contra-indications to treatment, understand why they are a contra-indication and to state the action to take in each case.

Prevent treatment: fungal infection, bacterial infection, viral infection, infestations, severe eczema, severe psoriasis, severe skin conditions, during chemotherapy, during radiotherapy, dysfunction of nervous system, high/low blood pressure, sunburn, pregnancy

Restrict treatment: broken bones, recent scar tissue, skin disorders, skin allergies, cuts and abrasions, product allergies, epilepsy, diabetes, undiagnosed lumps and swellings, respiratory conditions, circulatory conditions

understand the importance of client's health and well-being throughout their spa experience, to include: stinging, watery eyes, allergic reaction

Contra-actions

be able to recognise the difference between contra-actions and those which are a result of poor practice. Also to state the actions which should be taken if any of them occur either during or after the treatment: fatigue – rest and relaxation, headache – drink plenty of fluids, rest and relaxation, thirst – drink plenty of fluids, nausea – cease treatment, encourage client to use breathing techniques, supply water, stay with client until nausea subsides, frequent urination – drink plenty of fluids, excessive erythema – reassure client and offer explanation of reaction, light headedness, fainting – rest and offer a glass of water

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.

WHAT DO YOU NEED TO COVER?

UNIT 310 MONITOR AND MAINTAIN

THE CLIENT'S SPA JOURNEY



Image courtesy of Phil Jones

SCOPE OF CONTENT

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved for this unit. You need to:

Complete the relevant operational checklist for the spa set-up and maintenance, to include:

environment
temperature
humidity
water levels
water hygiene
chemical concentration
ventilation
ambience of the environment
lighting
consumables

Prepare a client for a spa treatment, to include at least three of the following areas:

sauna
steam
ice room
flotation
hydrotherapy
plunge pool
thalasso
Vichy showers

Monitor client's health and well-being, to include:

fluid intake and why it is important
equipment and temperature checks
treatment durations and risks to clients of exceeding times
rest and relaxation between treatments
health and safety
replenishing consumables, products and equipment
maintenance of changing rooms and shower/wet areas

[Continues on next page](#)



Image courtesy of Phil Jones

HINTS AND TIPS

Chill treatments that reduce body temperature, such as plunge pools or ice rooms, will stimulate sensory nerve endings. As with heat treatments, this creates an analgesic effect which gives temporary pain relief.

WHAT DO YOU NEED TO COVER? (CONTINUED)

UNIT 310 MONITOR AND MAINTAIN

THE CLIENT'S SPA JOURNEY



State the correct advice and recommendations following a spa experience, to include:

the normal reactions which occur after treatment and how to deal with any abnormal reactions

post-treatment restrictions and the reasons for each

future treatment needs
frequency/time interval between treatment, according to individual client's needs

importance of professional maintenance

lifestyle, health and well-being

suitable products for retail and home use

activities and products to avoid post treatment and the reasons why

ensure light food intake
post-treatment relaxation

products which will be of benefit post treatment (nourishing, firming, detoxifying, skin-conditioning products)

post-treatment restrictions (heat treatments, UV exposure, strenuous exercise, stimulants)

Complete the relevant operational checklist for the Spa close down:

notify senior management of any discrepancies

facilities – turn off, empty, clean, ventilate

replenish – towels, gowns, slippers, body wash, body lotion, shampoo, conditioner



Image courtesy of Phil Jones

Image courtesy of Phil Jones

USEFUL WORDS

UNIT 310 MONITOR AND MAINTAIN

THE CLIENT'S SPA JOURNEY



Image courtesy of Phil Jones

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

Confidential information

Data that must be handled properly and not shared with unauthorised persons.

Control of Substances Hazardous to Health (COSHH)

The legislation that requires employers to control substances hazardous to the health of their employees and clients.



Bedford College

Hazard

Anything with the potential to cause harm, eg electricity and chemicals.

Health and Safety at Work Act

The 'umbrella' act under which all other health and safety legislation falls. It places a duty on all employers to ensure the health, safety and welfare at work of all their employees.

Professionalism

The codes of conduct and behaviour that you must follow within a job role, and the behaviour expected by clients and colleagues.



Phil Jones



Rapport

A relationship of understanding, trust and agreement between two or more people.

Phil Jones

Risk assessment

A systematic process for looking at work activities, considering what could go wrong and the risks that exist, and deciding on suitable control measures to prevent damage or injury in the workplace.

Sales techniques

Ways in which you will help the client to decide the product or service that will suit their needs.



Cambridge community college



Treatment objectives

The aim or desired end result of the treatment.

Phil Jones



Image courtesy of Champneys



By ensuring your Front of House staff are as knowledgeable as the therapists themselves, the feeling of being in 'expert hands' is key to ensuring a client enjoys every element of their spa experience.

Nicci Anstey, Global Training and Education Director, Elemis

ELEMIS

SCOPE RECORD

UNIT 310 MONITOR AND MAINTAIN

THE CLIENT'S SPA JOURNEY



Image courtesy of Phil Jones

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Spa set-up and maintenance

Record the the relevant operational checklist for the spa set-up and maintenance.

Temperature	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Humidity	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Water levels	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Water hygiene	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Chemical concentration	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Ventilation	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Ambience of the environment	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Lighting	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Consumables	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Continues on next page

HINTS AND TIPS

Ensure you provide sufficient water, herbal teas and fruit in your spa, particularly if you offer many heat and water treatments, to keep hydrated.



Image courtesy of Phil Jones

SCOPE RECORD (CONTINUED)

UNIT 310 MONITOR AND MAINTAIN

THE CLIENT'S SPA JOURNEY



Image courtesy of Phil Jones

Spa treatment areas

Record the treatment areas that were used by a client.

Sauna	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Steam	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Ice room	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Flotation	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Hydrotherapy	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Plunge pool	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Thalasso	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Vichy shower	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Monitor client's health and well-being

Record the actions that were taken to monitor the client by a client's health and well-being.

Fluid intake	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Equipment and temperature checks	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Treatment duration	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Rest and relaxation between treatments	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Health and safety	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Replenishing consumables	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Maintenance of changing rooms and shower/wet areas	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Continues on next page

HINTS AND TIPS

One way of making sure that high standards of cleanliness are maintained is by using a checklist. The therapist or spa attendant should sign this whenever they have checked an area.

SCOPE RECORD (CONTINUED)

UNIT 310 MONITOR AND MAINTAIN

THE CLIENT'S SPA JOURNEY



Image courtesy of Phil Jones

Advice and recommendations

Record the advice and recommendations that are given to a client.

Normal reactions which occur after treatment and how to deal with any abnormal reactions	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Post-treatment restriction (heat treatments, UV exposure, strenuous exercise, stimulants)	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Any future treatment needs	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Frequency/time interval between each treatment according to client's needs	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Any lifestyle changes	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Homecare products	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Products which will be of benefit post-treatment (nourishing, firming, detoxifying, skin conditioning products)	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Spa close-down

Record the relevant operational checklist for the close down of the spa.

notify senior management of any discrepancies	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Turn off/clean/ventilate any facilities	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Replenishment of consumable (towels, gowns, slippers, body wash, body lotion, shampoo and conditioner)	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

SUPPLEMENTARY COMMENTS

UNIT 310 MONITOR AND MAINTAIN THE CLIENT'S SPA JOURNEY

Image courtesy of Phil Jones



Use this space to record any workplace, employer or client comments.

Comments

Date

HAS ALL TOPIC CONTENT BEEN COVERED?

Unit grade

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 152.

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:



Image courtesy of Phil Jones



UNIT 311

PROVIDE INDIVIDUAL SEMI-PERMANENT LASH TREATMENTS

Lashes have come a long way. For centuries, women have tried to enhance and beautify their lashes. Around 400 BC Ancient Greek women rubbed powdery black incense into their eyelashes. These days a trip to the salon is an easier and longer-lasting solution. The purpose of this unit is for you to be able to apply, maintain and remove individual semi-permanent lashes. In this unit you will learn how to select

the correct lashes for the client, and master the techniques of application to give the client a set of professional lashes. To carry out this unit you will need to maintain effective health, safety and hygiene procedures throughout your work, be confident in the knowledge and understanding of the treatment and be able to successfully complete a full set of individual semi-permanent lashes within the commercially viable time.



WHAT IS THIS UNIT ABOUT?

UNIT 311 PROVIDE INDIVIDUAL SEMI-PERMANENT LASH TREATMENTS OPTIONAL

This unit has three outcomes.

Outcome 1
Prepare for individual semi-permanent lashes

Outcome 2
Apply individual semi-permanent lashes

Outcome 3
Provide advice, recommendations and treatment evaluation



Individual permanent lash treatments are becoming incredibly popular in the salon. Having this skill will increase your client base.

Anita Crosland, beauty expert for City and Guilds

HINTS AND TIPS

Work from eye to eye to allow the adhesive to dry; this also allows you to position the lashes in the same places on both eyes.

GETTING STARTED

Introduce yourself to the unit by asking yourself:

- What are the salon legislations for applying individual semi-permanent lashes?
- How long does it take to apply a full set of individual semi-permanent lashes?
- How can the eye shape affect the lash selection?
- How are the natural lashes affected?
- How long can the individual semi-permanent lashes last for?
- What advice and recommendations should be provided?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.



WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 311 PROVIDE INDIVIDUAL

SEMI-PERMANENT LASH TREATMENTS



TOPICS

Outcome 1

Prepare for individual semi-permanent lashes

- 1.1 Health and safety working practices
- 1.2 Environmental and sustainable working practices
- 1.3 Communication and behaviour
- 1.4 Consultation
- 1.5 The selection of equipment, products and consumables
- 1.6 Prepare themselves, the client and work area for body massage

Outcome 2

Apply individual semi-permanent lashes

- 2.1 Application of individual semi-permanent lashes
- 2.2 Maintenance of semi-permanent lashes
- 2.3 Removal of semi-permanent lashes

Outcome 3

Provide advice, recommendations and treatment evaluation

- 3.1 Give advice and recommendations
- 3.2 Record actions and evaluate treatment



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, beauty expert



UNIT PLANNER

UNIT 311 PROVIDE INDIVIDUAL

SEMI-PERMANENT LASH TREATMENTS

Image courtesy of Phil Jones

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the unit assignment.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 311 PROVIDE INDIVIDUAL

SEMI-PERMANENT LASH TREATMENTS

Image courtesy of Phil Jones



This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

Contra-indications

be able to list and recognise the contra-indications to treatment, understand why they are a contra-indication and to state the action to take in each case

be able to understand which contra-indications prevent treatment:

severe skin conditions around the eye area, eye infections (eg conjunctivitis, styes), during chemotherapy, during radiotherapy, trichotillomania, recent eye surgery

be able to understand which contra-indications restrict treatment: cuts and abrasions, recent scar tissue, skin disorders (eg eczema, psoriasis), skin allergies, product allergies, watery eyes (eg hayfever), high/low blood pressure, glaucoma, dry eye syndrome, contact lenses, thyroid imbalance (exophthalmos)

Products, consumables, tools and equipment

understand the selection of products and consumables that can be used during the application of individual semi-permanent lashes, to include:

adhesive, eye make-up remover, cleansing cloth, under-eye patches, mascara wands, makeup sponge applicators, micro pore tape and remover, couch roll

understand the selection of tools and equipment that can be used during the application of individual semi-permanent lashes, to include:

Tools: tweezers, jade stone, blower

Equipment: couch, stool, trolley, magnifying lamp, mirror

Lash selection: curl, size, length, type (eg single, coloured)

Treatment objective

understand that it is important to achieve a well-balanced look that meets the client's requirements

Contra-actions

understand the difference between contra- actions and those which are a result of poor practice. Also be able to state the action which should be taken if any of them occur, either during or after the treatment, to include:

stinging, watery eyes, allergic reactions, adverse contra-actions as a result of incorrect treatment

This optional unit is assessed by means of an assignment. The assignment includes both theory and practical tasks. One overall grade will be provided, against criteria, for each optional unit. This assignment is externally set and internally marked.

HINTS AND TIPS

Remember to talk to your client through the procedure to ensure they understand the process and to put them at ease.

[Continues on next page](#)

HINTS AND TIPS

If any adhesive should enter the eye during the eyelash application, apply an eyebath immediately; if irritation persists consult GP.



WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 311 PROVIDE INDIVIDUAL SEMI-PERMANENT LASH TREATMENTS

Image courtesy of Phil Jones

You need to:

Aftercare and recommendations

○ recognise the importance of, and provide, general and client-specific advice and recommendations on completion of a treatment.

emphasise that the following advice is likely to maximise the benefits of the treatment and reduce the risk of adverse effects or contra-actions, to include: ○ the normal reaction which occurs after treatment and how to deal with any abnormal reactions, ○ post-treatment restrictions and the reasons for each, ○ future treatment needs, ○ frequency/time interval between treatments according to individual client's needs, ○ importance of professional maintenance and removal, ○ suitable products for retail and home use, ○ products which will be of benefit post treatment, (oil-free mascara, oil-free clear glaze, oil-free make-up remover, growth conditioning serums), ○ products to avoid post-treatment and reasons why, (any product that contains oil – mascara, eye cream, eye drops, eye make-up remover)

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.

HINTS AND TIPS

Isolate the natural lashes when applying individual eyelash extensions to prevent sticking the extension onto more than one natural lash.

HINTS AND TIPS

Once you have applied a lash, and before the adhesive is fully set, check the positioning to make sure the lash is pointing in the same direction as the natural lash. If there is any excess adhesive it can be removed at this stage using a disposable micro-brush. Do not brush along the lash, as this may remove it if the adhesive is not dry.



Image courtesy of Phil Jones

WHAT DO YOU NEED TO COVER?

UNIT 311 PROVIDE INDIVIDUAL

SEMI-PERMANENT LASH TREATMENTS



Image courtesy of Phil Jones

SCOPE OF CONTENT

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved for this unit. You need to:

Apply individual semi-permanent lashes, to include:

isolating single lash and secure lash extension in the required direction

leaving a gap between the eyelash extension and the eyelid

adding and attaching individual semi-permanent lashes in a way that takes into account influencing factors

Take into account influencing factors to the treatment, to include:

eye shape

thickness

density

length

colour

evident damage of natural lash

direction of growth

removing excess adhesive throughout the attachment process

ensuring client's well-being throughout the service

sealing the eyelashes and achieving a well-balanced look that meets the client's requirements

Apply maintenance of individual semi-permanent lashes, to include:

removing damaged lashes

infill gaps

Apply removal techniques of individual semi-permanent lashes, to include:

using tools and products to remove individual semi-permanent lashes

avoiding damage to the client's natural eyelashes

leaving the client's natural eyelashes clean and product-free



Image courtesy of Phil Jones

HINTS AND TIPS

As a guide, the permanent lashes should be no less than one-third longer, and no more than half as long again, than the length of the natural lash. If the lash is too long it will put too much weight on the natural lash, which may cause it to fall out or drop the lashes down.

USEFUL WORDS

UNIT 311 PROVIDE INDIVIDUAL SEMI-PERMANENT LASH TREATMENTS

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

Conjunctiva

The outermost layer of the eye and the inner surface of the eyelids.

Flare lashes

A cluster of synthetic lashes applied to the natural lashes. They use a different adhesive from permanent lashes and do not last as long.

Individual permanent lashes

A process where a single synthetic lash is applied on to a single natural lash using a medical grade long-lasting adhesive.

Lash perming

Only available professionally, this treatment adds curl and uplift to the lashes.

Lash tinting

A treatment where the eyelashes are coloured to give them emphasis.

Patch/sensitivity test

A test where a small amount of product is applied to the skin and left on for 24 hours to check whether the client reacts to the product.



Phil Jones



Strip lashes

Available in pairs, these run the entire length of the eyelid and are applied to the skin, just above

the lash line. They are available in a variety of lengths, styles and thicknesses and are designed to be removed nightly.

Y-type lashes

Lashes that split in two at the tapered end, giving the effect of double the number of lashes.

LashPerfect/LashFX

HINTS AND TIPS

The natural lash must be long enough to support the extension to ensure longevity. Ensure the natural lash is the same diameter as the extension to prevent damage.



Practise using two pairs of tweezers to isolate the natural eyelash and apply the single lash extension. It can be fiddly.

Anita Crosland , beauty expert for City and Guilds



Image courtesy of Phil Jones

SCOPE RECORD

UNIT 311 PROVIDE INDIVIDUAL

SEMI-PERMANENT LASH TREATMENTS



Image courtesy of Phil Jones

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Application

Record the application techniques that were used during a treatment.

Isolating single lashes and securing lash extension in required direction	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Leaving a gap between the eyelash extension and the eyelid	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Adding and attaching individual semi-permanent lashes	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Influencing factors

Record the influencing factors that were considered during a treatment.

Thickness of natural lash	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Length of natural lash	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Direction of growth	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Colour of natural lash	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Eye shape	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Removing excess adhesive during the attachment process	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Density of eyelashes	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Evident eyelash damage	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Ensure client's well-being	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Sealing the eyelashes	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Continues on next page



SCOPE RECORD (CONTINUED)

UNIT 311 PROVIDE INDIVIDUAL

SEMI-PERMANENT LASH TREATMENTS

Image courtesy of Phil Jones

Maintenance of individual semi-permanent lashes

Record the maintenance of individual semi-permanent techniques that were used during a treatment.

Removing damaged lashes

Date:
Sign:

Date:
Sign:

Date:
Sign:

Infill gaps

Date:
Sign:

Date:
Sign:

Date:
Sign:

Removal techniques

Record the removal techniques that were used during a treatment.

Using tools and products

Date:
Sign:

Date:
Sign:

Date:
Sign:

Avoiding damage to the client's natural eyelashes

Date:
Sign:

Date:
Sign:

Date:
Sign:

Leaving the client's natural eyelashes clean and product free

Date:
Sign:

Date:
Sign:

Date:
Sign:

HINTS AND TIPS

Very fair-haired clients will benefit from a lash tint in advance of the individual lash application.

HINTS AND TIPS

Ensure the client doesn't get water near the eyes for 24 hours after application to allow the adhesive to bond to the natural lashes.



Image courtesy of

SELF-REFLECTION AND OBSERVATION FEEDBACK

UNIT 311 PROVIDE INDIVIDUAL SEMI-PERMANENT LASH TREATMENTS



Use this section to reflect on your performance as you practise and develop your skills. Give yourself a score from the Level of my performance key below and add your comments. Your tutor will also give you feedback based on their observation.

Level of my performance

- 1 I am still learning this technique
- 2 I am still practising this technique
- 3 I can now demonstrate competence of this technique
- 4 I can now work at commercial standard and timings for this technique

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score

[Continues on next page](#)





UNIT 312

DERMATOLOGY

The purpose of this unit is for you to understand dermatology. The unit introduces you to the study (and treatment) of pathologies (diseases and disorders) of the skin, nails, hair and hair follicle. Being familiar with pathologies is important, as it will

help you to avoid causing discomfort or to make a client's condition worse. The worst-case scenario is treating a person with a condition that is infectious and causing cross infection to another person, which could be you.



WHAT IS THIS UNIT ABOUT?

UNIT 312 DERMATOLOGY

OPTIONAL

This unit has three outcomes.

Outcome 1
Understand structure of the skin, nail, hair and hair follicle

Outcome 2
Understand the categories of micro-organisms and how they multiply

Outcome 3
Understand pathologies of the skin, nail, hair and hair follicle



Understanding the skin, its functions and abnormalities across different ethnicities is essential to providing effective treatments and ensuring positive outcomes.

Rachel Halling, Champneys

CHAMPNEYS
COLLEGE

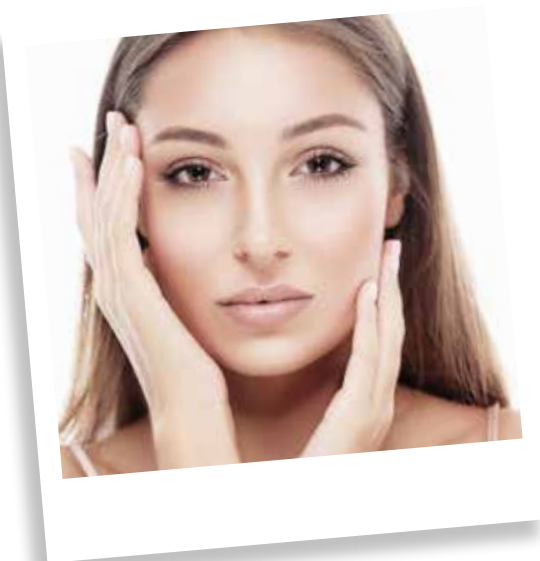
GETTING STARTED

Introduce yourself to the unit by asking yourself:

- What are the various skin, nail and hair disorders and diseases?
- What would I do if I was presented with a client who had an infectious condition?
- Am I aware of pathologies and their importance in skincare treatments?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.



WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 312 DERMATOLOGY



TOPICS

Outcome 1

Understand structure of the skin, nail, hair and hair follicle

- 1.1 Anatomical structure of the skin
- 1.2 Anatomical structure of the nail
- 1.3 Anatomical structure of the hair and hair follicle

Outcome 2

Understand the categories of micro-organisms and how they multiply

- 2.1 Bacteria
- 2.2 Viruses
- 2.3 Fungi
- 2.4 Parasites
- 2.5 Conditions required for micro-organisms to multiply
- 2.6 Conditions required for cross infection

Outcome 3

Understand pathologies of the skin, nail, hair and hair follicle

- 3.1 Terms used in dermatology
- 3.2 Pathologies of the skin, nail, hair and hair follicle



A thinking therapist will link their dermalogical observations to adapt the treatment to the individual.

Rachel Halling, Champneys

CHAMPNEYS
COLLEGE

HINTS AND TIPS

Remain professional and sensitive to a client's condition at all times; especially if you have to refuse treatment upon consultation.





UNIT PLANNER

UNIT 312 DERMATOLOGY

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the unit assignment.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 312 DERMATOLOGY



This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

Skin

understand the structure of skin

the different cells in the epidermis – keratinocytes, Langerhans cells, melanocytes, merkel cells

epidermis – stratum germinativum (continuous cell formation, keratinocytes and melanocytes), stratum spinosum, stratum granulosum (cell death due to keratinisation), stratum lucidum (only found in thick skin), stratum corneum (shedding or desquamation)

dermis – papillary and reticular layers, matrix, fibroblasts (collagen and elastin fibres), hyaluronic acid, blood and lymphatic vessels, sensory nerve endings (light touch, pressure, vibration, mechanical, thermal), apocrine, eccrine and sebaceous glands, hypodermis/subcutaneous layer (adipose tissue)

understand the factors that might affect the skin

extrinsic – temperature, chemical exposure, UV exposure, topical stimulation and skin damage

intrinsic – genetics, nutrition, hormones, medication, disease and systemic disorders

Nails

understand the structure of nails

nail bed – hyponychium, eponychium, perionychium, mantle or proximal nail fold, lateral nail fold, nail grooves, matrix, lunula, cuticle, three layers of nail plate, free edge

nail shape and condition – hook, ski jump, fan, misshapen, bitten, discoloured

understand the factors that might affect the nail

extrinsic – chemical exposure, damage

intrinsic – genetics, nutrition, hormones, medication, disease and systemic disorders

Hair and hair follicle

understand the structure of hair and hair follicle

hair follicle – Huxley's and Henle's layers, inner root sheath, outer root sheath, matrix, dermal papilla, sebaceous gland, arrector pili muscle

hair – cuticle, cortex, medulla

structure of the cortex – polypeptide chains, melanocytes

understand the factors that might affect the hair and hair follicle

extrinsic – chemical exposure, topical stimulation and damage

intrinsic – genetics, nutrition, hormones, medication, disease and systemic disorders

This optional unit is assessed by means of an assignment. The assignment includes both theory and practical tasks. One overall grade will be provided, against criteria, for each optional unit. This assignment is externally set and internally marked.

Continues on next page



WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 312 DERMATOLOGY

You need to:

Pathologies

understand the pathologies affecting the skin

rosacea

bacterial infections – impetigo, conjunctivitis, hordeolum (stye),
 furuncles (boils), carbuncles, folliculitis, paronychia

viral infections – herpes simplex, herpes zoster or shingles,
 warts/verrucae

infestations – scabies, pediculosis pubis, pediculosis corporis,
 pediculosis capitis

fungal infections – tinea corporis, tinea capitis, tinea pedis,
 onychomycosis

sebaceous gland disorders – milia, comedones, seborrhea,
 steatomas, sebaceous cysts or wens, acne vulgaris

sudoriferous (sweat) gland disorders – miliaria rubra (prickly heat),
 bromidrosis/osmidrosis, anhidrosis, hyperhidrosis

pigmentation disorders – ephelides, lentigines, chloasma, vitiligo,
 albinism, vascular naevi

skin disorders involving abnormal growth – psoriasis, seborrhoeic
or senile warts, verrucae filliformis, skin tags, keloids, pityriasis
simplex, pityriasis capitis, hyperkeratosis

allergies – dermatitis, eczema, urticaria

malignant tumours – squamous cell carcinomas or prickle-cell cancers,
 basal cell carcinomas or rodent ulcers, melanoma

understand the pathologies affecting the nail

bacterial – paronychia, fungal infections – tinea unguium,
onychomycosis, affecting nail structure – Beau's lines, koilonychia,
longitudinal furrows, lamellar dystrophy, onychauxis, pitting,
onychorrhaxis, leuconychia, onycholysis, anonychia, splinter haemorrhage,
onychocryptosis, affecting the cuticle – pterygium

understand the pathologies affecting the hair

bacteria – folliculitis, infestations – pediculosis capitis, systemic –
alopecia (androgenic, areata, universalis), hypertrichosis and hypotrichosis,
 fragilitas crinium

Continues on next page

WHAT DO YOU NEED TO KNOW? (CONTINUED)**UNIT 312 DERMATOLOGY**

You need to:

Terminology**understand and recognise terms used in dermatology**

skin terminology – papule, macule, plaque, scale, crust, oozing, vesicle, bulla, cyst, pustule, nodule, induration, fissure, ulcer, erosion, atrophy, wheal, burrow, telangiectasis

nail terminology – onyx, unguis

Bacteria and the process of reproduction**understand the classification of bacteria and the process of reproduction**

five methods of classification. Structure of bacteria – bacilli, cocci, spirilla, vibrios, spirilla. The importance of good bacteria. Reproduction – process of bacterial reproduction (binary fission), method of bacterial survival (endospores)

Viruses and the process of reproduction**understand the structure of viruses and the process of reproduction**

structure – microbes made from DNA

reproduction – multiple inside another organism

Fungi and the process of reproduction**understand the structure of fungi and the process of reproduction**

structure – the importance of yeast (candida)

reproduction – fusion and spores

Parasites and their process of reproduction**understand the types of parasites and their process of reproduction**

types of parasites – skin and hair

reproduction – egg, larvae

Micro-organisms**understand the conditions required for micro-organisms to multiply**

conditions – importance of nutrient availability, effect of temperature, effect of pH, importance of oxygen, impact of poor hygiene

Cross infection**understand how to prevent cross infection**

methods of prevention – good hygiene, maintaining appropriate hygiene, hand washing technique, use of PPE, correct waste disposal, assessing the skin, nail and hair for disease and disorders, verbal questioning, referral to medical practitioner

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.

USEFUL WORDS

UNIT 312 DERMATOLOGY

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

Dermis

The lower or inner layer of the two main layers of cells that make up the skin.

Epidermis

The upper or outer layer of the two main layers of cells that make up the skin.

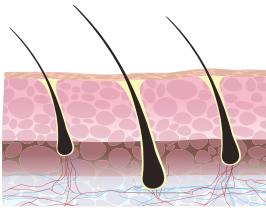


Eponychium

The thickened layer of epidermal tissue over the base of the nail.

Hair follicle

A small structure of the skin from which hair grows.



Hypodermis

The hypodermis or 'subcutaneous layer' lies between the dermis and the underlying tissues and organs of the body.

Hyponychium

The area of skin between the fingertip and the nail plate. This part of the nail acts as a waterproof barrier to stop bacteria from going under the nail plate and causing infection or damage.



Nail bed

The skin beneath the nail plate, made of two types of tissues: the deeper dermis and the epidermis.

Pathologies

Condition or disease which causes the deviation from a healthy, normal condition.



Perionychium

The skin that overlies the nail plate on either side.

Sebaceous gland

A small gland in the skin that secretes an oil into the hair follicles to lubricate the skin and hair.

HINTS AND TIPS

Embrace dermatological terms to demonstrate your deeper understanding – clients will develop a deeper trust if they know you are knowledgeable.



SUPPLEMENTARY COMMENTS

UNIT 312 DERMATOLOGY



Use this space to record any comments or feedback you receive.

Comments

Date

HAS ALL TOPIC CONTENT BEEN COVERED?

Unit grade

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 182.

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:

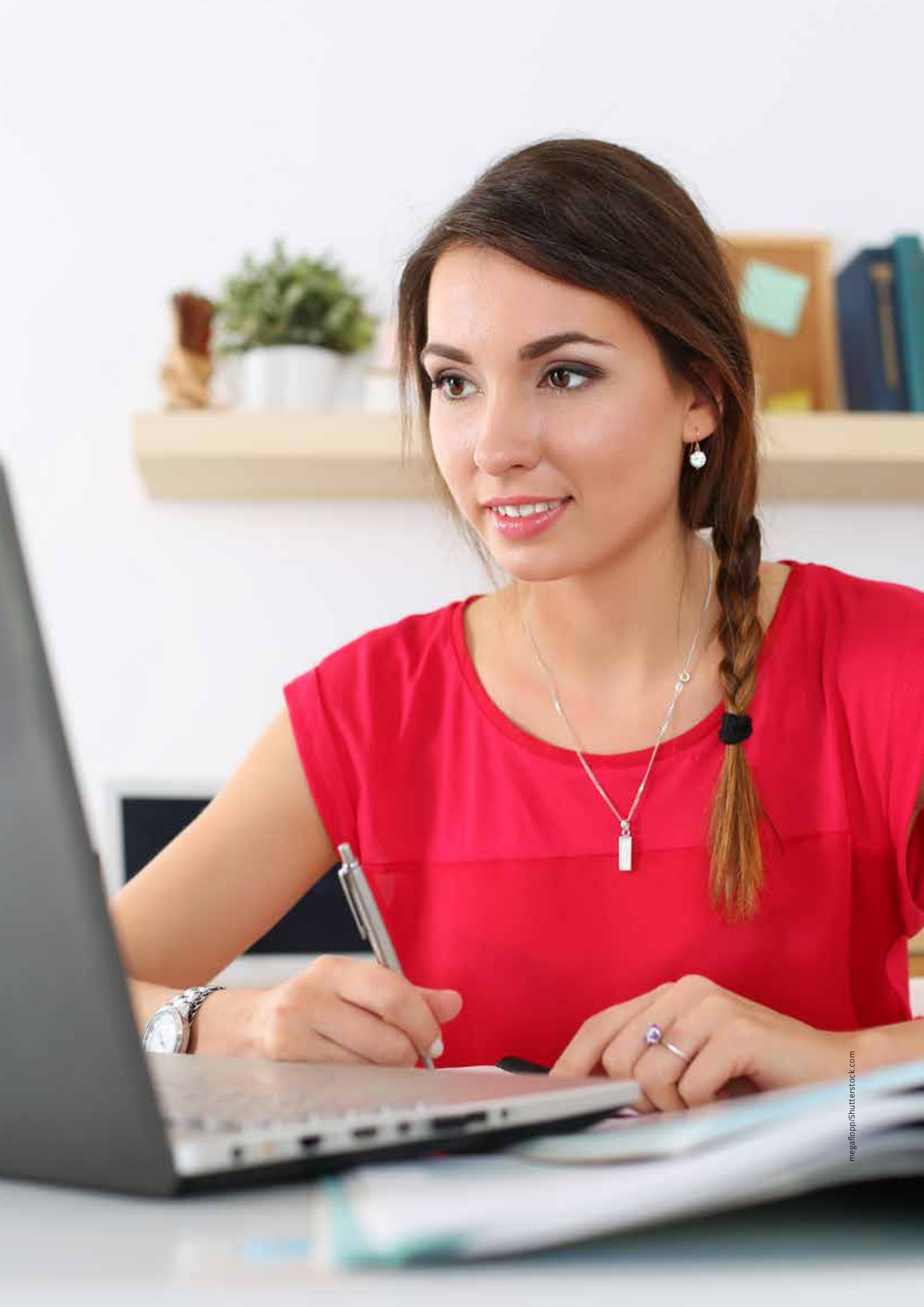
Date:

Assessor signature:

Date:

IQA signature (if sampled):

Date:





UNIT 313

RESEARCH ADVANCEMENTS WITHIN THE BEAUTY INDUSTRY

The beauty industry sees new treatments increase and decrease in popularity with everyone desperate to try the latest craze. The purpose of this unit is to introduce you to the value of research. Being able to research new industry knowledge is important as part of continued professional development. New techniques, treatments and products are constantly being introduced, however, these are not always beneficial or genuine and you will need to be able to research information from a range

of sources, to be able to make an informed opinion as to whether they are of genuine value or not. Areas of research include micro-pigmentation, laser treatments and IPL, chemical peels, bamboo, Thai-style and shell massage techniques, as well as cosmetic surgery procedures. You will need to investigate the advantages and disadvantages of each treatment, the qualifications needed to carry them out, and the popularity of each with clients.



WHAT IS THIS UNIT ABOUT?

UNIT 313 RESEARCH ADVANCEMENTS

WITHIN THE BEAUTY INDUSTRY

OPTIONAL

This unit has two outcomes.

Outcome 1

Carry out research in the beauty sector

Outcome 2

Evaluate advanced technical developments available to support the beauty industry

HINTS AND TIPS

Keeping up to date with new research will inform your knowledge of developments within the beauty sector and help you to know what is best for your business and client.

GETTING STARTED

Introduce yourself to the unit by asking yourself:

- Why is research important and how can technology be used to carry out research?
- What is the difference between quantitative and qualitative research?
- How is research undertaken and presented?
- What are the disadvantages of photorejuvenation, hair removal?
- How do I describe the benefits of chemical skin peels?
- What is Harvard referencing and why is it used?
- What is plagiarism and why should it be avoided?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.



To keep at the forefront of the industry, look for assistance from leading skincare brands that can support and advise you with career paths, business development and franchise opportunities.

Alicia Haynes and Ellie Tidy, Guinot

GUINOT
INSTITUT • PARIS



WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 313 RESEARCH ADVANCEMENTS

WITHIN THE BEAUTY INDUSTRY



TOPICS

Outcome 1

Carry out research in the beauty sector

- 1.1 Purpose of research in the beauty sector
- 1.2 Planning research projects
- 1.3 Carry out research projects
- 1.4 Data gathering and analysis
- 1.5 Drawing conclusions and presenting findings

Outcome 2

Evaluate advanced technical developments available to support the beauty industry

- 2.1 Technical developments
- 2.2 Advantages and disadvantages of technical developments

HINTS AND TIPS

Remember to keep a record of what sources you have looked at to help you to reference as you go – don't leave it all to the last minute as you might forget and miss something out.



E-training and learning can act as an additional supportive learning tool to maintain industry standards.

Alicia Haynes and Ellie Tidy, Guinot





UNIT PLANNER

UNIT 313 RESEARCH ADVANCEMENTS

WITHIN THE BEAUTY INDUSTRY

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the unit assignment.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 313 RESEARCH ADVANCEMENTS

WITHIN THE BEAUTY INDUSTRY



This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

Purpose of research in the beauty sector

understand the purpose of using research within the beauty sector, to include: developing better understanding of treatments and products, continual professional development, validating or refuting claims made by consumers, scientists and manufactures, finding evidence to support practice

Planning research projects

understand the importance of a literature search, to include: industry and consumer expectations, supporting a new treatment or product with evidence to prove that it is beneficial, valid or works, use of diverse research sources and their benefits (eg libraries, trade publications, newspapers, peer-reviewed journals, textbooks, professional expert views, consumer press, customer surveys, internet, questionnaires, focus groups, interviews, phone, blogs, case studies), validating research sources – peer reviewed, meta analysis, academic referencing when using sources of information including: Harvard referencing in text, citing direct quotes, compiling a reference list, paraphrasing when using research findings

understand the components of a research project plan, to include: plan, develop, do, disseminate, establishing research objectives, stages of research development (pilot), how to gather data from different sources, how to process data, methods of evaluating data and research collected

understand the main research methodologies, to include: quantitative research (numbers), including developing a hypothesis, for example: yes/no, closed responses, graphs, charts, tables, questionnaires, qualitative research (words), including developing a research question, for example: interviews, scripts, reports, case studies

Data gathering and analysis

understand data gathering and analysis, to include: how to gather data from different sources, how to check and process data, methods of evaluating data and research collected

This optional unit is assessed by means of an assignment. The assignment includes both theory and practical tasks. One overall grade will be provided, against criteria, for each optional unit. This assignment is externally set and internally marked.

[Continues on next page](#)



WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 313 RESEARCH ADVANCEMENTS WITHIN THE BEAUTY INDUSTRY

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You need to:

Advantages and disadvantages of technical developments

understand the advantages and disadvantages of technological developments to include: micropigmentation, laser and light pulsed equipment, photo-rejuvenation, hair removal, transgender clients, injectables – dermal fillers, chemical skin peeling, facial cosmetic surgery – rhinoplasty (nose surgery), otoplasty (ear surgery), rhytidectomy (face lift), breast augmentation, liposuction, abdominoplasty, face and body sculpting, cosmetic radio frequency treatments, alternative massage techniques and equipment

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.

HINTS AND TIPS

No data is a waste. Even if it doesn't reflect the outcome you wanted it to, it is worth keeping and learning something from.



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WHAT DO YOU NEED TO COVER?

UNIT 313 RESEARCH ADVANCEMENTS

WITHIN THE BEAUTY INDUSTRY



SCOPE OF CONTENT

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved for this unit. You need to:

Be able to undertake literature searches, including:

use of a range of diverse sources

short summary for each topic area

use of a range of references from different sources

use of the Harvard referencing

Be able to carry out research projects, including:

hypothesis or research question

the methodology and why chosen

use an appropriate questionnaire/objective measures

collection of data

checking and analysis of data

presentation findings using graphs/charts/tables

impact of research findings

relevant conclusions/results/findings

Explore conclusions and present findings, including:

consideration of the impact of research findings

conclusions

presentation of results/findings

use of graphs/tables/charts

damage to the surface

innovative product development

advanced massage techniques and equipment

[Continues on next page](#)



With the advancement of technology, alternating polarities can now act as a shaker to the cellular activity that diminishes within the ageing process. This will help to increase biological activity to prolong the results of facial electrotherapy treatments.

Alicia Haynes and Ellie Tidy, Guinot

GUINOT
INSTITUT • PARIS



WHAT DO YOU NEED TO COVER? (CONTINUED)

UNIT 313 RESEARCH ADVANCEMENTS

WITHIN THE BEAUTY INDUSTRY



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HINTS AND TIPS

Using the correct terminology will not only help to develop your understanding but will make you sound more knowledgeable and help your client to trust you more.

Explore new treatments and technologies:

micropigmentation (enhancement to eyebrows, eyes, lips, beauty spots, areola/nipple area)

laser and intense pulsed light (vascularity, pigmentation, removal of epidermal layers/wrinkles, tattoo removal)

photo-rejuvenation, hair removal, transgender clients (manage client expectations of laser treatment, to include that laser hair removal is permanent reduction not permanent removal and may require additional electrolysis treatment to treat hair growth)

injectables (dermal fillers, cosmetic injections – botulims, botox)

chemical skin peeling (an application of a chemical solution to the skin)

cosmetic surgery for face and body for example, rhinoplasty (nose surgery), otoplasty (ear surgery), rhytidectomy (face lift), breast augmentation, liposuction, abdominoplasty

face and body sculpting (cryo, thermal)

cosmetic radio frequency treatments (radio frequency works by selectively delivering heat energy to the middle and lower levels of skin, stimulating new collagen growth. Radio frequency technology remains a popular procedure because it can deeply penetrate the lower levels of skin without causing any damage to the surface)

innovative product development

advanced massage techniques and equipment



peshkova/Shutterstock.com

USEFUL WORDS

UNIT 313 RESEARCH ADVANCEMENTS

WITHIN THE BEAUTY INDUSTRY



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



Botulism

Rare condition caused by toxins used in botox injections.

Conclusion

The end or result of an enquiry.

Hypothesis

A proposed explanation for something made at the starting point of an investigation.

Methodology

A system of practices, procedures or rules used by someone in an enquiry.



Micropigmentation

Permanent make-up or cosmetic tattooing.



Otoplasty

Surgical term for ear surgery.

Paraphrasing

A way to express the meaning of something that has already been written or spoken, but using different words – very important to avoid plagiarism.

Referencing

A technique of citing sources of information that have been mentioned or referred to in a piece of work.

Rhinoplasty

Surgical term for nose surgery.



Rhytidectomy

Surgical term for a face lift.



HINTS AND TIPS

To strive to be the best and stay ahead of the game in the beauty industry, it is important to keep informed of new developments – attending exhibitions will keep you in the know about new products, treatments and equipment.



SCOPE RECORD

UNIT 313 RESEARCH ADVANCEMENTS

WITHIN THE BEAUTY INDUSTRY

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Literature searches

Record the literature search techniques that were used.

Use a range of diverse sources	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Short summary of each topic area	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Use a range of references from different sources	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Use of the Harvard referencing style	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Research projects

Record the research project components that were completed.

Formulation of hypothesis or research question	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Completion of the methodology and why it was chosen	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Use of an appropriate questionnaire/objective measures	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Collection of data	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Checking and analysis of data	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Presentation of findings using graphs/charts/tables	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Impact of research findings considered	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Relevant conclusions/results/findings recorded	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 313 RESEARCH ADVANCEMENTS

WITHIN THE BEAUTY INDUSTRY



Exploration of conclusions and present findings

Record the conclusion and present findings that were explored.

Consideration of the impact of research findings	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Conclusions drawn	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Presentation of results/findings	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Use of graphs/tables/charts	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Exploration of new treatments and technologies

Record the new treatment or technology that was explored.

Micropigmentation	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Laser and intense pulsed light	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Photo-rejuvenation, hair removal, transgender	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Injectables	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Chemical skin peeling	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Surgery	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Face and body sculpting	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Cosmetic radio frequency treatments	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Innovative product development	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Advanced massage techniques and equipment	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:



SUPPLEMENTARY COMMENTS

UNIT 313 RESEARCH ADVANCEMENTS

WITHIN THE BEAUTY INDUSTRY

Use this space to record any comments or feedback you receive.

Comments

Date

HAS ALL TOPIC CONTENT BEEN COVERED?

Unit grade

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 192.

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:







UNIT 320

PROVIDE BODY STONE THERAPY TREATMENTS

The purpose of this unit is for you to provide hot and cold stone therapy treatments to clients whilst learning how to prepare the workplace, choose the correct stones and balance the chakras. Hot stone therapy has been around in one form or another for more than 2000 years. Stone therapy is becoming much more of a mobile treatment with bag heaters now available to be able to carry around rather than the large heaters which are used in spas and beauty salons. The unit covers the preparation and safe application techniques for stone therapy using

both hot and cold stones to include stone rotation, tucking, tapping and placing. To carry out this unit you will need to maintain effective health, safety and hygiene procedures throughout your work. You will also develop the necessary skills needed to carry out a thorough consultation so that you can formulate and provide a treatment plan for your client. You will analyse the methods used to evaluate the effectiveness of the treatment and learn how to give constructive and relevant aftercare advice and recommendations.



WHAT IS THIS UNIT ABOUT?

UNIT 320 PROVIDE BODY STONE

THERAPY TREATMENTS

OPTIONAL

This unit has three outcomes.

Outcome 1

Prepare for stone therapy treatment

Outcome 2

Provide stone therapy treatment

Outcome 3

Provide advice, recommendation and treatment evaluation

HINTS AND TIPS

Consider alternating hot and cold stones. Incorporating cold stones can help to reduce any inflammation or pain within the muscles.

GETTING STARTED

You may introduce yourself to this unit by asking yourself:

- How can I promote hot stone massage?
- What is the best hot stone heater to buy?
- How do I set up the equipment?
- Where do I purchase the equipment?
- How can stone therapy improve my business?
- What is the difference between hot and cold stones?
- How do I carry out massage movements using stones?
- How do I maintain a flowing treatment whilst using stones?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the spa or salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the beauty and spa sector.



Heat relaxes your body in a short space of time, so you can focus on a deep working of the tissues using both hot stones and hand strokes.

Faye Dean, Sanctum Beauty



WHAT IS THIS UNIT ABOUT? (CONTINUED)

UNIT 320 PROVIDE BODY STONE

THERAPY TREATMENTS



TOPICS

Outcome 1

Prepare for stone therapy treatments

- 1.1 Health and Safety working practices
- 1.2 Environmental and sustainable working practices
- 1.3 Communication and behavior
- 1.4 Consultation
- 1.5 The selection of products, consumables and equipment
- 1.6 Prepare themselves, the client and work area for stone therapy treatment

Outcome 2

Provide stone therapy treatments

- 2.1 Evolution of stone therapy treatments
- 2.2 Massage techniques
- 2.3 Benefits, effects and adaptations of stone therapy
- 2.3 Provide stone therapy treatments

Outcome 3

Provide advice, recommendation and treatment evaluation

- 3.1 Give advice and recommendations
- 3.2 Record actions and evaluate treatment

HINTS AND TIPS

By using the rounded point of a hot stone and pressing into trigger points (areas of tension or nodules within muscles), tension can be alleviated. Ask your client to take a breath in, then press the stone into the area of tension while they breathe out. Hold the stone there for 30 – 90 seconds.



When you are learning about stone therapy massage, knowing how to apply the right amount of pressure is essential for a satisfying experience.

Faye Dean, Sanctum Beauty





UNIT PLANNER

UNIT 320 PROVIDE BODY STONE

THERAPY TREATMENTS

Image courtesy of Phil Jones

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the unit assignment.

What I have learnt

WHAT DO YOU NEED TO KNOW?

UNIT 320 PROVIDE BODY STONE

THERAPY TREATMENTS

Image courtesy of Phil Jones



This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

Consultation

understand the client's needs and establish the treatment objectives to include: relaxation and sense of well-being, reduction of joint and muscle pain, invigoration and uplifting, improvement of skin and body conditions, anti-cellulite

be able to list and recognise the contra-indications to treatment, understand why they are a contra-indication and to state the action to take in each case.

You need to be able to state why specific contra-indications should not be named when referring clients to a medical practitioner to include: the contra-indications that require medical referral and why, recognising contra-indications that would prevent or restrict the treatment, the necessary actions to take in relation to specific contra-indications when referring clients to a medical practitioner, encouraging the client to seek medical advice, explaining why the treatment may not be carried out, modification/adaptation of treatment

understand which contra-indications would prevent treatment, to include: contagious skin diseases (fungal, bacterial, viral, infestations), severe eczema, severe psoriasis, severe skin conditions, thrombosis, during chemotherapy, during radiotherapy, obesity

understand which contra-indications would restrict treatment, to include: broken bones, recent fractures and sprains, cuts and abrasions, recent scar tissue, skin disorders, skin allergies, product allergies, epilepsy, uncontrolled diabetes, high/low blood pressure, metals pins or plates, piercings, pregnancy, medications, undiagnosed lumps and swellings, migraine

understand how to carry out a full body analysis which includes knowledge of various body and skin types, conditions characteristics and postural faults

This optional unit is assessed by means of an assignment. The assignment includes both theory and practical tasks. One overall grade will be provided, against criteria, for each optional unit. This assignment is externally set and internally marked.

[Continues on next page](#)



WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 320 PROVIDE BODY STONE THERAPY TREATMENTS

Image courtesy of Phil Jones

You need to:

The selection of products, consumables and equipment

understand the selection of suitable products that can be used to achieve the desired effect and succeed in realising the treatment objective. You must also have knowledge of a variety of massage media and their uses and be familiar with the effects, advantages and disadvantages. Products include:

○ base oil, ○ sesame oil, ○ mustard oil, ○ grapeseed oil, ○ coconut oil, ○ jojoba oil, ○ almond oil, ○ olive oil

understand the selection of suitable consumables that can be used to achieve the desired effect and succeed in realising the treatment objective.

Consumables include: ○ cotton pads/wool, ○ tissues, ○ bed roll, ○ paper cups, ○ spatula, ○ paper pants, ○ foot mats

understand the selection of suitable equipment that can be used to achieve the desired effect and succeed in realising the treatment objective.

Equipment includes: ○ couch, ○ seating, ○ treatment chair, ○ trolley, ○ clean towels/blankets/sheets, ○ bowls/containers, ○ gowns/slippers, ○ stone heater, ○ cooling system, ○ mitt/thermal glove, ○ ladle, ○ hot/cold stones, ○ semi-precious stones, ○ thermometer

Continues on next page



Always encourage your client to tell you if the stones are too warm, since this can impact the overall quality of the stone therapy massage technique.

Faye Dean, Sanctum Beauty



Image courtesy of Phil Jones

WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 320 PROVIDE BODY STONE

THERAPY TREATMENTS



You need to:

Evolution of stone therapy treatments

understand the history and development of stone therapy over time and recognise key persons and countries that have worked to encourage progress within the discipline, including the following: countries – USA, India, China, Japan, Hawaii and, England, key persons – Mary Nelson, Jane Scriven, Pat Mayrhofer

explore modern stone therapy treatments including the use of a variety of stones to include both hot and cold stones.

Types of stones: basalt, marble, semi-precious

Shapes and sizes of stones: round, small, large – which suits most massage strokes of effleurage and should fit nicely into the palm, oblong – for deep tissue use, as the outer rim is suitable as a finger kneading and thumb kneading substitute, large half-crescent shaped stones with a flat side for placement either on the sacrum, under the neck or under the feet or knees, C shaped stones in marble – for use on the limbs

Massage techniques

understand massage techniques and how each movement must be performed: effleurage, petrissage, vibration, friction, tapotement, tucking, placement, trigger points

Provide stone therapy treatments

be able to recognise the psychological effects of stone therapy treatments and identify how to maximise the benefits to the client, to include:

increased blood circulation, increase in endorphins, improved skin condition/texture/improved appearance of cellulite, relaxation of muscles and release of tension, increased metabolism, enhanced lymphatic drainage, desquamation, increased elimination, stimulated/soothed nerve endings, improved joint mobility, increased energy levels, reduced swelling

be able to recognise the psychological effects of massage and identify how to maximise the benefits to the client, to include: reduction of nervous tension, relaxation, sense of well-being, aids sleep patterns, stress relief

be able to recognise the effects of cold stone therapy and identify how to maximise the benefits to the client, to include: vasoconstriction followed by vasodilation, reduces inflammation

[Continues on next page](#)





WHAT DO YOU NEED TO KNOW? (CONTINUED)

UNIT 320 PROVIDE BODY STONE

THERAPY TREATMENTS

Image courtesy of Phil Jones

You need to:

Give advice and recommendations

be able to recognise the difference between contra-actions and those which are a result of poor practice. You need to be able to state the action which should be taken if any of them occur either during or after the treatment, including: fatigue – rest and relaxation, headache – drink plenty of fluids, rest and relaxation, thirst – drink plenty of fluids, muscle ache – rest and relaxation, nausea – cease treatment, encourage client to use breathing techniques, supply water, stay with client until nausea subsides, emotional – cease treatment, stay with client, encourage breathing techniques, discuss with client continuation of the treatment, frequent urination – drink plenty of fluids, bruising – reassure client and offer explanation of reaction, excessive erythema – reassure client and offer explanation of reaction, allergy to massage medium – remove product with water, stay with client, seek medical advice or contact emergency services depending on the severity of the reaction, light headedness – rest and offer a glass of water, burns – apply cold compress and seek medical advice if required

recognise the importance of, and provide general and client-specific advice and recommendations on, completion of a treatment. You will need to emphasise that the following advice is likely to maximise the benefits of the treatment and reduce the risk of adverse effects or contra-actions

understand the general advice and recommendations you should relate to your client 12–24 hours following treatment: no strenuous exercise, ensure light food intake, avoid stimulants, rest, increase fluid intake, allow medium to penetrate into the skin

understand client advice and recommendations: avoidance of activities which may cause contra-actions eg UV exposure, heat treatments, recommend lifestyle changes – nutrition, exercise, postural awareness, skincare regimes, further treatment and product recommendations

You will also need to understand and follow the principles of beauty and spa therapy listed on page xvii.

WHAT DO YOU NEED TO COVER?

UNIT 320 PROVIDE BODY STONE

THERAPY TREATMENTS



Image courtesy of Phil Jones

SCOPE OF CONTENT

This section gives detail of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to know:

Carry out a full body analysis to include the following body types:

ectomorph

endomorph

mesomorph

Carry out a full body analysis to include the following characteristics:

hard fat

soft fat

cellulite

hairiness

muscle bulk

fat distribution

Carry out a full body analysis to include postural faults:

kyphosis

scoliosis

lordosis

winged scapula

pelvic tilt

knock knees

bow legs

flat feet

high arch

dowager's hump

pigeon chest

flat back

sway back

Consider the different skin types:

dry

oily

combination

Consider the different skin conditions and characteristics:

mature

sensitive

dehydrated

moist

texture of skin
(thickness, thinness)

skin elasticity

Select suitable products:

base oil: sesame oil,
mustard oil, grapeseed
oil, coconut oil, jojoba
oil, almond oil, olive oil

Select suitable consumables:

cotton pads/wool

tissues

bed roll

paper cups

spatula

paper pants

foot mats

Select suitable equipment:

couch

seating

treatment chair

trolley

clean towels/
blankets/sheets

bowls/containers

gowns/slippers

stone heater

cooling system

mitt/thermal glove

ladle

hot/cold stones

semi-precious stones

thermometer

Consider the different treatment objectives:

relaxation and sense of
well-being or reduction
of joint and muscle pain

invigoration
and uplifting

improvement of skin
and body conditions

anti-cellulite

[Continues on next page](#)

WHAT DO YOU NEED TO COVER? (CONTINUED)

UNIT 320 PROVIDE BODY STONE

THERAPY TREATMENTS



Image courtesy of Phil Jones

Be able to use different massage techniques:

effleurage

petrissage

vibration

friction

tapotement

tucking

placement

trigger points

Be able to use different adaptations:

knee/ankle/back/neck supports

depth, pressure and flow of massage

use of varying massage techniques to meet client indications

stance and transition of therapist movements

areas to be treated/avoided

positioning of treatment couch/chair

choice of techniques/products (taking into account allergies)

timings of treatment

Be able to treat different treatment areas:

face and head

chest, neck and shoulders

arms/hands

anterior and posterior legs/feet

abdomen (women only)

back

Be able to use different techniques:

rotation of stones

alternation of hot and cold stones

use of hot stones only

combination of stones types and sizes

Consider the different positions to include:

positioning of the client to avoid putting undue stress on bones and joints or causing the client discomfort at any time throughout the treatment using supports and adjustable couches/chairs

positioning of the therapist to avoid putting any undue stress on the joints of the fingers, wrists, spine, hips and knees using the relevant stance

work stations are of the correct height



Image courtesy of Phil Jones

USEFUL WORDS

UNIT 320 PROVIDE BODY STONE THERAPY TREATMENTS

THE THERAPY TREATMENTS



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

Conduction

When heat is transmitted through a material because there are differences in temperature.

Convection

When heat is transmitted through hotter materials rising and colder materials sinking.

Cryo

Icy cold.

Desquamation

Also known as 'skin peeling', this is the shedding of the outer layer of the skin.



Piezoelectric

Rhythmic tapping of two stone to create a sound wave of vibration both across the skin and deep into the muscle tissues.

Vasoconstriction

The constriction of blood vessels in the body which leads to an increase in blood pressure.



Vasodilation

The dilatation of blood vessels, which decreases blood pressure.

HINTS AND TIPS

Once the stones have been used and have started to cool, tuck them under the client's body to deliver warmth to an area. This will prevent them losing too much contact with the body. Tucking should be a smooth action, sliding the stone into place under the body once it is no longer required.

SCOPE RECORD

UNIT 320 PROVIDE BODY STONE

THERAPY TREATMENTS



Image courtesy of Phil Jones

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Body types

Record the body type that was treated during a treatment.

Ectomorph	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Endomorph	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Mesomorph	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Body characteristics

Record the characteristic that was treated during a treatment.

Hard fat	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Soft fat	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Cellulite	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Hairiness	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Muscle bulk	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:
Fat distribution	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:	<input type="checkbox"/> Date: Sign:

Continues on next page



Image courtesy of Phil Jones

SCOPE RECORD (CONTINUED)

UNIT 320 PROVIDE BODY STONE

THERAPY TREATMENTS



Image courtesy of Phil Jones

Postural faults

Record the postural fault that was treated during a treatment.

Kyphosis	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Scoliosis	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Lordosis	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Winged scapula	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Pelvic tilt	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Knock knees	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Bow legs	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Flat feet	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
High arch	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Dowager's hump	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Pigeon chest	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Flat back	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Sway back	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Skin type

Record the skin type that was treated during a treatment.

Dry	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Oily	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Combination	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Skin characteristics

Record the skin characteristic that was treated during a treatment.

Mature	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Sensitive	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Dehydrated	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Moist	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Texture of skin (thickness/thinness)	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Skin elasticity	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 320 PROVIDE BODY STONE

THERAPY TREATMENTS



Image courtesy of Phil Jones

Treatment objectives

Record the treatment objective that was met during a treatment.

Relaxation and sense of well-being	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Reduction of joint and muscle pain	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Invigoration and uplifting	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Improvement of skin and body conditions	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Anti-cellulite	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Massage techniques

Record the massage technique that was used during a treatment.

Effleurage	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Petrissage	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Vibration	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Friction	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Tapotement	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Tucking	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Placement	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Trigger points	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Position

Record the different positions you used during a treatment.

Position of the client – avoid undue stress on bones and joints or causing the client discomfort using supports and adjustable couches/chairs	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Position of the therapist – avoid putting any undue stress on the joints of the fingers, wrists, spine, hips and knees using the relevant stance	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Work stations are of the correct height	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 320 PROVIDE BODY STONE

THERAPY TREATMENTS



Image courtesy of Phil Jones

Treatment areas

Record the treatment area that was targeted during a treatment.

Face and head	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Chest	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Neck	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Shoulders	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Arms/hands	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Anterior	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Posterior	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Legs/feet	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Abdomen (women only)	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Back	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Techniques

Record the technique that was used during a treatment.

Rotation of stones	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Alternation of hot and cold stones	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Use of hot stones only	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Combination of stones types and sizes	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 320 PROVIDE BODY STONE

THERAPY TREATMENTS



Image courtesy of Phil Jones

Adaptation

Record the adaptation that was used during a treatment.

Knee/ankle/back/neck supports	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Depth pressure and flow of massage	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Use of varying massage techniques to meet client's indications	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Stance and transition of therapist movements	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Areas to be treated/avoided	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Positioning of treatment couch/chair	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Choice of techniques/products	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Timings of treatment	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Products

Record the products that were used during a treatment.

Base oil	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Sesame oil	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Mustard oil	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Grapeseed oil	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Coconut oil	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Joboba oil	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Almond oil	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Olive oil	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Continues on next page

SCOPE RECORD (CONTINUED)

UNIT 320 PROVIDE BODY STONE THERAPY TREATMENTS

THERAPY TREATMENTS



Image courtesy of Phil Jones

Consumables

Record the consumable that was used during a treatment.

Cotton pads	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Wool	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Tissues	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Bed roll	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Paper cups	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Spatula	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Paper pants	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Foot mats	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:

Equipment

Record the piece of equipment that was used during a treatment.

Couch	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Seating	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Treatment chair	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Trolley	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Clean towels/blankets/ sheets	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Bowels/containers	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Gowns/slippers	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Stone heater	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Cooling system	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Mitt/thermal glove	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Ladle	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Hot/cold stones	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Semi-precious stones	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:
Thermometer	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:	<input type="radio"/> Date: Sign:



SUPPLEMENTARY COMMENTS

UNIT 320 PROVIDE BODY STONE THERAPY TREATMENTS

Image courtesy of Phil Jones

Use this space to record any comments or feedback you receive.

Comments

Date

HAS ALL TOPIC CONTENT BEEN COVERED?

Unit grade

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 208.

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: _____





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MORE INFORMATION

HEALTH AND SAFETY AND OTHER LEGISLATION



Image courtesy of Phil Jones

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

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations.
- The Regulatory Reform (Fire Safety) Order.
- The Manual Handling Operations Regulations.
- The Control of Substances Hazardous to Health (COSHH) Regulations.
- The Electricity at Work Regulations.
- The Environmental Protection Act.
- The Management of Health and Safety at Work Regulations.
- The Health and Safety (Information for Employees) Regulations.
- Data Protection Act.
- Working Time Directives.
- Cosmetic Products Regulations.
- Sale of Goods Act.
- Distance Selling Regulations (note: replaced June 2014 by Consumer Contracts Regulations).
- Trade Descriptions Act.
- Consumer Protection legislation.
- Disability Discrimination Act.



Image courtesy of Phil Jones

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ENVIRONMENTAL AND SUSTAINABLE WORKING PRACTICES



You must know the different types of working methods that promote environmental and sustainable working practices. These form part of the knowledge range required for your qualification.

- 1 Reducing waste and managing waste (recycle, reuse, safe disposal).
- 2 Reducing energy usage (energy efficient appliances, low energy lighting, utilising solar panels).
- 3 Reducing water usage and other resources.
- 4 Preventing pollution.
- 5 Using disposable items.
- 6 Using recycled, eco friendly furniture.
- 7 Using low chemical paint.
- 8 Using organic and allergy free nail products.
- 9 Using environmentally friendly product packaging.
- 10 Choosing responsible domestic products (Fairtrade tea and coffee).
- 11 Encouraging carbon reducing journeys to work.



Image courtesy of Phil Jones

Image courtesy of Phil Jones

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GLOSSARY OF TERMS



Acid mantle

The layer of sebum and sweat on the skin's surface that provides lubrication and protects against bacteria.

Adipose tissue

The layer of fat cells that lies beneath the dermis, otherwise known as the subcutaneous layer.

Advertising

Forms of communication with the purpose of persuading the client to buy.

Body language

Non-verbal communication; for example, gestures, facial expressions, eye contact and postures. This is useful to use when selling, to inspire trust in the client. Also be aware of the client's body language, to gauge what they are thinking.

Botulism

Rare condition caused by toxins used in botox injections.



Allergen

A foreign substance that can trigger an allergic response in the body.



Buying signal

A comment from a client, which indicates that they are thinking about buying your product or service. The most common buying signal is the question:

'How much is it?' Others are questions or comments such as: 'What sizes does it come in?' Surprisingly, 'It's too expensive' or 'I already have a similar product at home' are also buying signals!

Cataphoresis

A technique used after epilation to help constrict follicles, reduce redness and rebalance the acid mantle, making bacterial infection less likely.

Cellulite

Congested tissue with a dimply 'orange peel' appearance. It is usually cold to the touch and commonly found on the thighs and buttocks.



Chakras

There are seven major chakras (energy centres without a physical form). They are a way of describing energies and energy flow and are the focal points for restoring balance to the body.



Jessica Cosmetics



Wavebreakmedia/Shutterstock.com

Anagen hair

The active stage of hair growth, where the hair is still attached to its blood supply. This is the best stage for successful epilation.

Anaphoresis

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

Ayurveda

A healing system describing how the mind, body and spirit must be in harmony to improve health and well-being.



Phil Jones

Blend method

A combination of direct galvanic current and alternating high-frequency current (diathermy) passing down the same needle. This has

the efficiency of galvanic electrolysis, with a faster speed. It can result in a more effective, less painful, treatment.

Closed question

A question that generally prompts an answer of either 'yes' or 'no'.

Closing the sale

Gaining agreement from the client to buy.

**Comedone**

Commonly known as a blackhead, this is a plug of oxidised sebum in the opening of a pore or follicle.

**Compression**

This type of body wrapping is popular for inch loss; the body is wrapped up very tightly in bandages to achieve results.

Conclusion

The end or result of an enquiry.

Confidential information

Data that must be handled properly and not shared with unauthorised persons.

Conjunctiva

The outermost layer of the eye and the inner surface of the eyelids.

**Contra-action**

An undesirable outcome as a result of a treatment. Some of these cannot be helped and are a natural reaction, but others are the result of poor practice.

**Contra-indication**

Conditions the client is experiencing before treatment which may stop the treatment from taking place or mean the treatment is restricted or has to be adapted.

Control of Substances Hazardous to Health (COSHH)

(Control of Substances Hazardous to Health) The legislation that requires employers to control substances hazardous to the health of their employees and clients.

Deep vein thrombosis (DVT)

A blood clot in a deep vein. It commonly affects the leg veins, such as the femoral or popliteal vein.

**Deformity**

Distortion or imperfection.

Dermis

The lower or inner layer of the two main layers of cells that make up the skin.

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.

Desquamation

Also known as 'skin peeling', this is the shedding of the outer layer of the skin.

**Development time**

The length of time a product should be left on before the self tan produces the desired effect.



Diathermy

The fastest method of epilation. Uses an alternating oscillating current to produce heat.

Dihydroxyacetone (DHA)

A sugar found in self-tanning products, which reacts with the amino acids in the skin to produce a tanned effect.

Direct high frequency

A treatment using ozone to control an oily, pustular or acned back.

DNA

Deoxyribonucleic acid.



Ectomorph

A long slender body type; this frame finds it hard to put on weight or muscle.

Effleurage

A stroking technique used to begin the massage and complete an area. It is also useful to link movements to provide flow and rhythm in the massage.



Electrolysis

A permanent method of hair removal. Uses a galvanic current, which reacts with the skin's moisture, resulting in chemical destruction



of the hair follicle. It is very effective but the slowest method to perform.

Electro muscle stimulator (EMS)

This treatment uses a faradic current to tighten and tone muscles, for a lifting, anti-ageing effect.

Endomorph

With this body type, the limbs tend to be short, and the hips wider than the shoulders. Weight gain may be a problem.

Enzymatic exfoliators

Enzyme exfoliators break down the dead skin cells more naturally than chemical exfoliators and they are full of antioxidant vitamins, as they are derived from fruit etc.

Epidermis

The upper or outer layer of the two main layers of cells that make up the skin.



Eponychium

The thickened layer of epidermal tissue over the base of the nail.



Exfoliation

The removal of dead skin cells from the surface of the skin to leave it smooth and even, prior to the application of the self tan.

FABs

This stands for Features, Advantages and Benefits and relates to the links between a product's description, its advantages over others, and the benefit the customer will get from using it.

Faradic current

A direct, interrupted, surging current used in EMS to cause muscle contraction.

Flare lashes

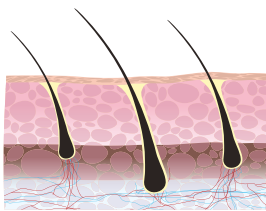
A cluster of synthetic lashes applied to the natural lashes. They use a different adhesive from permanent lashes and do not last as long.

Galvanic current

A constant, direct current where the client forms part of the circuit, used in iontophoresis and desincrustation.

Guide colour

The colour of the product when it is first applied to the skin. When washed off following the development time, the true colour will be visible. This will be unique to each client.

**Hair follicle**

A small structure of the skin from which hair grows.

Haemoglobin

A protein that gives red blood cells their colour. Their main function is to transport oxygen from the lungs to the body's tissues.

Hard fat

Feels solid to touch. Often found at the tops of thighs.

**Hazard**

Anything with the potential to cause harm, eg electricity and chemicals.

Health and Safety at Work Act

The 'umbrella' act under which all other health and safety legislation falls. It places a duty on all employers to ensure the health, safety and welfare at work of all their employees.

Homeostasis

The body needs to maintain a constant state of internal balance. If one or more of the systems of the body gets out of balance, ill health and disease can occur.

Hyperpigmentation

Increased melanin production, causing darker areas of skin.

Hypodermis

The hypodermis or 'subcutaneous layer' lies between the dermis and the underlying tissues and organs of the body.

Hyponychium

The area of skin between the fingertip and the nail plate. This part of the nail acts as a waterproof barrier to stop bacteria from going under the nail plate and causing infection or damage.

Hypopigmentation

Decreased melanin production on areas of the skin, resulting in paler patches.

Hypothesis

A proposed explanation for something made at the starting point of an investigation.

Immune system

The system that protects the body against illness and disease.

**Indirect high frequency**

This uses an alternating oscillating current, which flows through both the client and the therapist during facial massage to provide a warming and stimulating effect.

**Individual permanent lashes**

A process where a single synthetic lash is applied on to a single natural lash using a medical grade long-lasting adhesive.

Iontophoresis

Uses a galvanic current to 'push' the selected product into the skin using a charged electrode.

Lash perming

Only available professionally, this treatment adds curl and uplift to the lashes.

Lash tinting

A treatment where the eyelashes are coloured to give them emphasis.





Canterbury College



Phil Jones



Melanin

The pigment formed in the skin by melanocytes. It gives the skin colour and provides natural protection against UV rays. It also has the function of absorbing heat from the sun.

Mesomorph

With this body type the client has narrow hips compared to their shoulders, and muscle tone is usually well developed.

Metabolism

All chemical processes which occur within the human body to maintain life, and the rate at which these processes function, can be improved/worsened due to health/lifestyle.

Methodology

A system of practices, procedures or rules used by someone in an enquiry.

Image courtesy of Phil Jones



Micro-current

Sometimes referred to as a non-surgical face lift. This treatment uses a low-frequency current to reeducate the facial muscles and increase production of collagen and elastin.

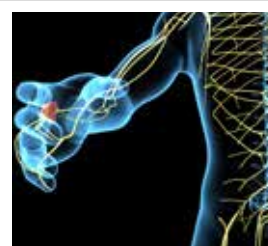


Micropigmentation

Permanent make-up or cosmetic tattooing.

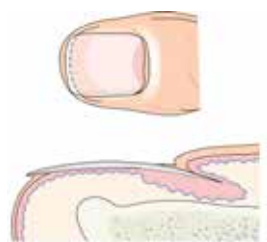
Motor nerve

A nerve carrying impulses from the brain or spinal cord to a muscle.



Mustard oil

A popular oil in India, which creates a warming sensation. It is good for tense, tight muscles and dryness of the scalp. Not for use on sensitive skins.



Nail bed

The skin beneath the nail plate, made of two types of tissues: the deeper dermis and the epidermis.



Non-compression

Usually a bandage-free wrap treatment which can still help with slimming; sometimes includes masks/massage.

Objection

An objection can be seen as the client putting up resistance to buying the product. A good sales person will be able to recognise if the objection is valid – and so close the discussion – or, if the client just needs reassurance, in which case they will convince the client that they are making the right decision by buying it.



Image courtesy of Phil Jones

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Open question

A question that gains information, usually beginning with 'who', 'what', 'why', 'where', 'when', or 'how'.

Ossification

The process of bone formation.

Otoplasty

Surgical term for ear surgery.



Paraphrasing

A way to express the meaning of something that has already been written or spoken, but using different words – very important to avoid plagiarism.

Patch/sensitivity test

A test where a small amount of product is applied to the skin and left on for 24 hours to check whether the client reacts to the product.



Pathogen

A collective term used to describe a type of microbe. It includes viruses, bacteria, fungi and parasites. A pathogen has the potential to cause harm.



Pathologies

Condition or disease which causes the deviation from a healthy, normal condition.

Perionychium

The skin that overlies the nail plate on either side.



Piezoelectric

Rhythmic tapping of two stone to create a sound wave of vibration both across the skin and deep into the muscle tissues.



PPE

Equipment – such as gloves, aprons and respiratory equipment – that is intended to be worn or held by a person at work to protect them against one or more risks to their health and safety.



Petrissage

A technique that compresses the tissues of the body and lifts them away from the underlying structures.

Presentation

The process of explaining the product or service to the client, ideally including the product's features, advantages and benefits.



Professionalism

The codes of conduct and behaviour that you must follow within a job role, and the behaviour expected by clients and colleagues.



Rapport

A relationship of understanding, trust and agreement between two or more people.





Referencing

A technique of citing sources of information that have been mentioned or referred to in a piece of work.



Respiratory

Relating to the system for taking in oxygen and giving out carbon dioxide (ie breathing).



Rhinoplasty

Surgical term for nose surgery.



Rhytidectomy

Surgical term for a face lift.

Risk assessment

A systematic process for looking at work activities, considering what could go wrong and the risks that exist, and deciding on suitable control measures to prevent damage or injury in the workplace.



Sales techniques

Ways in which you will help the client to decide the product or service that will suit their needs.

Scoliosis

A sideways curvature to the spine, which can result in uneven hip and shoulder height.

Sebaceous gland

A small gland in the skin that secretes an oil into the hair follicles to lubricate the skin and hair.

Sesame oil

Used in Ayurveda, this has a high mineral content and is useful for nourishing the hair.



Skin patch test

A test where a small amount of product is applied to the skin and left on for 24 hours to check whether the client will react to the product.



Soft fat

Wobbly and spongy to touch. Often found on the abdomen.



Sun protection factor (SPF)

It is present in sunscreen products applied to protect the skin from the effects of the sun's rays.

Professionals recommend wearing a minimum of SPF 15 regularly.

Sterilisation

The complete destruction of micro-organisms and their spores.



Strip lashes

Available in pairs, these run the entire length of the eyelid and are applied to the skin, just above the lash line. They are available in a variety of lengths, styles and thicknesses and are designed to be removed nightly.

Superfluous hair

A term used to describe any unwanted hair.



Tapotement

A rhythmic, stimulating movement performed to stimulate the skin and muscle tissues.



Tension
Mental or emotional strain on the body usually caused by stress, anxiety etc.



Terminal hair
Thick, coarse hair with a deep root and rich blood supply.

Topical hair growth
This is caused by an increase in blood to the area and may be the result of waxing or plucking.



Treatment objectives
The aim or desired end result of the treatment.

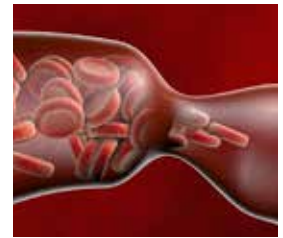
Unique selling point (USP)
A USP is what makes the product better than others.



Vacuum suction
A treatment designed to stimulate lymphatic drainage, remove excess waste, reduce puffiness and cellulite, and temporarily fill out

fine lines and wrinkles.

Vasoconstriction
The constriction of blood vessels in the body which leads to an increase in blood pressure.



Vellus hair
Fine, soft hair, which does not always contain a medulla. Can be stimulated into terminal hair.

Ventilation
A ventilation system circulates air within a building to remove stale air and fumes replacing it with fresh air.

Vibrations
Fine, trembling movements used by the therapist during massage that can stimulate or relax nerves.

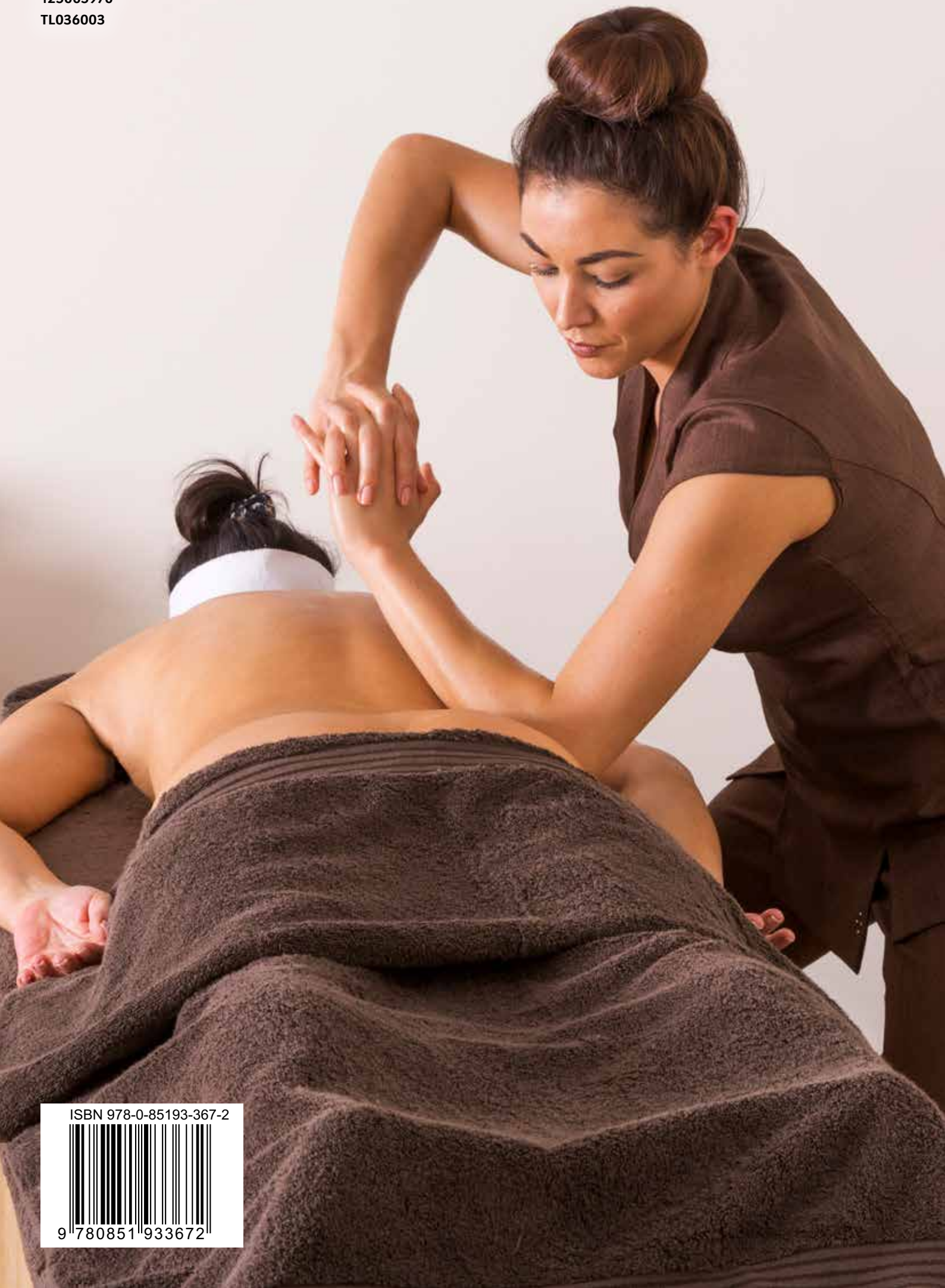
Y-type lashes
Lashes that split in two at the tapered end, giving the effect of double the number of lashes.





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ISBN 978-0-85193-367-2



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