

SVQ in Beauty Therapy at SCQF Level 6 (6011-02)



Candidate logbook

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Candidate name	
Candidate enrolment no	
Date of registration with City & Guilds	
Date enrolled with centre	
Centre name	
Centre number	
Centre address	
Programme start date	
Centre contact	
IQA name	
EQA name	

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1 Introduction and useful words

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

- Showing you what you need to achieve
- Helping you to record your achievements and evidence.

In this logbook, you will find the forms that you and your assessor will use for your qualification.

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

What qualification am I doing?

You are taking the **SVQ in Beauty Therapy at SCQF Level 6**. SVQ stands for Scottish Vocational Qualification. The units in these qualifications are based on the National Occupational Standards for Beauty Therapy. This means that the work you do to achieve any of the qualifications listed above is mainly about practical skills and real work activities.

What do I need to achieve?

Your qualification is divided into 'units'. Each unit covers a different area of your work as a beauty therapist or nail technician.

To achieve the qualification you need to achieve units to meet the qualification structure, which is included in the Summary of unit achievement section. 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 right units that match your interests and the needs of your salon.

What qualification am I doing?

There are three main parts:

- What you must do
- What you must cover
- What you must know.

You need to achieve all three of these parts to complete the unit. Each unit is also based on the National Occupational Standards (NOS) for Nail Services or Beauty Therapy, which describe the standard of performance (Performance criteria or P statements) you must achieve when carrying out activities in the workplace. They also state the knowledge and understanding (K statements) you will need in order to work in a salon. These standards have been mapped to the 'What you must do', 'What you must cover' and 'What you must know' sections of the units.

The 'What you must do' and 'What you must cover' sections relate to your observation of practical skills. Where as the 'What you must know' section provides all the information you will need to prepare for your knowledge assessments and includes the knowledge criteria and knowledge

range. The knowledge criteria (or K Statements) are the statements that begin with the letter K and a number (e.g. K1, K13).

Who will decide whether I have achieved the standards?

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

1. Your assessor

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

2. Internal Quality Assurer (IQA)

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

3. External Quality Assurer (EQA)

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

How long will it take?

There is no time limit set by City & Guilds for you to complete your SVQ, but your centre may have some requirements that they will explain to you.

How long will it take?

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

- Your tutor/assessor is the most important source of information about your qualification
- Your centre's student handbook or prospectus

On 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 (**0844 543 0033**)

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

What do these words mean?

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

Assessment plan

An action plan set by you and your assessor at the beginning of your course and then updated as you progress through your assessments. It has key dates for collecting evidence and for reviewing your progress.

Assessor

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

Candidate

A person working towards a qualification, i.e., yourself.

Candidate appeals procedure

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

Centre

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

City & Guilds

An awarding organisation for beauty therapy and many other qualifications. City & Guilds checks and approves centres, sets and monitors assessment and issues certificates to candidates.

Competent

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

Evidence

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

External Quality Assurer (sometimes called an EQA)

An expert from City & Guilds who visits centres to check that all assessment is carried out correctly and to the same standard. They also check that your centre is operating the qualification properly and fairly, and that it was all the systems and equipment in place.

Habia (Hairdressing and Beauty Therapy Industry Authority)

The government-approved standards-setting body for hairdressing, beauty therapy and related areas. The standards for your SVQ (the lists of 'What you must do', 'What you must cover' and 'What you must know') were created by industry experts working with Habia.

Internal Quality Assurer (sometimes called an IQA)

A person within your centre who makes sure that assessment is carried out to the correct standard and that accurate records are kept.

SVQ (Scottish Vocational Qualifications)

These awards are based on real work activities. To gain an SVQ you need to show that you have the skills and knowledge to do your job role effectively by meeting the National Occupational Standards, such as those created by Habia for hairdressing.

Observation

Generally speaking, this means to watch or pay attention to something in great detail. For this award, it is one of the main types of evidence. Your assessor will watch you work, and judge whether you consistently meet the national standards.

Outcome

An outcome states what you should know, understand or be able to do as the result of a process of learning

Performance criteria

This term is used to describe the practical requirements of the NOS, these are mapped into the 'What you must do' outcome displayed in your logbook. The mapping can be found in the qualification handbook

Portfolio

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

Range

There is performance range and knowledge and understanding range. The term performance range is sometimes used for the things listed in the 'What you must cover' part of the unit. You can tick these areas in your logbook following guidance from your assessor. The knowledge and understanding range can be found at the end of the What you must know section. The range for health and safety and other areas which cut across the units can be found in the More information section

Standards (National Occupational Standards, sometimes called NOS)

These describe the things that an employee, or a potential employee, must be able to do consistently in a work situation, as well as the things that they must know and understand to do their job role competently. Habia sets the standards for hairdressing. These standards have been used to create your qualification.

Unit (mandatory and optional)

The main building blocks of your award: each unit describes one aspect of your work.

Vocational

An SVQ is a vocational award because it is based on skills and knowledge that you need in order to work and build a career in hairdressing.

2 Summary of unit achievement

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

Candidate name	
Candidate enrolment number	
Centre name	
Centre number	

Qualification outcomes	Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
Mandatory units (all required for full SVQ)				
301 Provide body massage treatments (BT16)				
302 Provide facial electrical treatments (BT20)				
303 Provide body electrical treatments (BT21)				
404 Contribute to the planning, implementation and evaluation of promotional activities (CHB17)				
Optional units (at least three must be achieved)				
210 Provide self-tanning services (BT24)				
304 Carry out massage using pre-blended aromatherapy oils (BT17)				
305 Provide Indian head massage (BT18)				
306 Provide stone therapy treatments (BT19)				
307 Provide female intimate waxing services (BT22)				
308 Contribute to the financial effectiveness of the business (CHB18)				
309 Provide electrical epilation (BT26)				
310 Provide cosmetic skin peel treatments (BT33)				

Note: City & Guilds unit numbers are three-digit numbers in front of the unit titles e.g., 301, 302, 401, 402...). 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	

3 Complete list of units

City & Guilds unit number	Unit title	SCQF credit	SCQF Level
Mandatory			
301	Provide body massage treatments	9	6
302	Provide facial electrical treatments	9	6
303	Provide body electrical treatments	11	6
404	Contribute to the planning, implementation and evaluation of promotional activities	10	6
Optional			
210	Provide self-tanning services	3	5
304	Carry out massage using pre-blended aromatherapy oils	9	6
305	Provide Indian head massage	7	6
306	Provide stone therapy treatments	10	6
307	Provide female intimate waxing services	7	6
308	Contribute to the financial effectiveness of the business	7	6
309	Provide electrical epilation	10	6
310	Provide cosmetic skin peel treatments	6	7

Credit values

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

Unit 301

Provide body massage treatments (SKABT16)

This standard is about the skills involved in providing head and body massage treatments. It covers manual massage of the head and body, as well as mechanical body massage techniques. The ability to adapt massage techniques to suit an individual client's needs is a requirement.

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing body massage treatments
2. Consult, plan and prepare for massage treatments
3. Perform manual massage treatments
4. Perform mechanical massage treatments

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 3 separate occasions, each on 3 different clients, which must include 2 full body massage treatments, incorporating the face. One of the full body massages must incorporate the use of mechanical massage and infra-red treatment.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing body massage treatments	
P1 maintain your responsibilities for health and safety throughout the treatment	
P2 prepare your client and yourself to meet legal and organisational requirements	
P3 maintain your client's modesty and privacy at all times	
P4 position your client to meet the needs of the treatment	
P5 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others	
P6 provide support and cushioning to the required areas of the body during the treatment	
P7 take remedial action if contra-actions or discomfort occur during the course of treatment	
P8 check the client's wellbeing throughout the treatment and allow sufficient post-treatment recovery time	
P9 ensure environmental conditions are suitable for the client and the treatment	
P10 use working methods that minimise the risk of cross-infection	
P11 ensure the use of clean equipment and materials	
P12 promote environmental and sustainable working practices	
P13 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products	
P14 dispose of waste materials to meet legal requirements	
P15 complete the treatment within a commercially viable time	
Outcome 2: Consult, plan and prepare for massage treatments	
P16 use consultation techniques to determine the client's treatment plan	
P17 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment	
P18 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16	
P19 recognise any contra-indications and take the necessary action	
P20 assess the client's physical characteristics and agree the treatment objectives that meet the client's needs	
P21 obtain signed, informed consent from the client prior to carrying out the treatment	
P22 give your client advice and recommendations on the treatment provided	
P23 ensure the client's records are completed and signed by you and the client	
Outcome 3: Perform manual massage treatments	

P24	adapt your massage techniques, sequence and massage mediums to meet the client's physical characteristics and treatment areas	
P25	vary the depth, rhythm and pressure of massage techniques to meet treatment objectives and the client's physical characteristics and preferences	
P26	ensure the application and use of massage medium minimises waste	
Outcome 4: Perform mechanical massage treatments		
P27	provide information about the sensation created by the equipment and the treatment procedure to the client at each stage in the process	
P28	adjust the equipment and duration of the treatment to suit the client's physical characteristics and the treatment areas	
P29	vary the sequence, depth and pressure of massage movements to meet treatment objectives and treatment areas	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1	2	3			
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
	1	2	3			
All consultation techniques						
questioning						
listening						
visual						
manual						
written						
At least one necessary action						
encouraging the client to seek medical advice						
explaining why the treatment cannot be carried out						
modification of the treatment						
All physical characteristics						
body type						
posture						
muscle tone						
age						
health						
skin condition						
All treatment objectives						
relaxing						
sense of wellbeing						
uplifting						
anti-cellulite						
stimulating						
All types of advice and recommendations						
suitable aftercare products and their uses						
avoidance of activities which may cause contra-actions						
present and future products and services						
post treatment advice						
All massage techniques						
effleurage						
petrissage						
tapotement						

vibration						
friction						
All massage mediums						
oil						
cream						
powder						
All treatment areas						
Face						
Head						
chest and shoulders						
arms and hands						
abdomen						
back						
gluteals						
legs and feet						
All types of equipment						
gyratory massager						
infra-red						

Observation	1	2	3			
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 5: Maintain safe and effective methods of working when providing body massage treatments	
K1	your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	the legal and organisational requirements for client protection and preparation
K3	the legal and organisational requirements for your own personal hygiene, protection and appearance
K4	the responsibilities under local authority licensing regulations for yourself and your premises
K5	the reasons for maintaining the client's modesty and privacy during the treatment
K6	safe positioning techniques for yourself and your client and why using these are important
K7	the areas of the body that may require provide support and cushioning during the treatment
K8	the remedial action to take if contra-actions or discomfort occur during the course of treatment
K9	why it is important to check the client's wellbeing throughout the treatment and allow sufficient post-treatment recovery time
K10	the necessary environmental conditions for services such as heating and ventilation and why these are important
K11	methods of cleaning, disinfection and sterilisation
K12	methods of working safely and hygienically to avoid cross-infection
K13	the hazards and risks which exist in your workplace and the safe working practices which you must follow
K14	the different types of working methods that promote environmental and sustainable working practices
K15	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K16	the legal requirements for waste disposal
K17	the reasons for completing the treatment in a commercially viable time
Outcome 6: Consult, plan and prepare for massage treatments	
K18	why it is important to communicate with clients in a professional manner
K19	how to complete a consultation taking into account the client's diverse needs
K20	the legal requirements for providing treatment to minors under 16 years of age
K21	the age at which an individual is classed as a minor and how that differs nationally
K22	the importance of agreeing with the client the treatment that meets their needs
K23	the legal significance of gaining signed, informed client consent to carry out the treatment
K24	the legislative requirements for storing and protecting client data
K25	how to recognise contra-indications that would prevent or restrict the treatment
K26	the contra-indications requiring medical referral and why

K27	the necessary action to take in relation to specific contra-indications when referring clients
K28	the reasons for not naming specific contra-indications when referring clients
K29	how to visually assess different clients' physical characteristics
K30	the causes of postural faults and conditions
K31	how to match massage medium to different skin types and conditions
K32	the advice and recommendations on products and treatments to your client
Outcome 7: Perform manual and mechanical massage treatments	
K33	the different types, uses and benefits of pre-massage heat treatments
K34	the use and application of massage techniques to meet a variety of treatment objectives
K35	how the massage sequence, depth and pressure can be adapted to suit different client physical characteristics
K36	how to adapt the massage treatments to suit different treatment objectives and treatment areas
K37	the areas of the body and body characteristics needing particular care when undertaking mechanical massage treatments
K38	how to select and utilise massage equipment, media and techniques to achieve maximum benefits to the client
K39	the benefits of mechanical and manual massage and how these can be adapted to prevent work related injuries
K40	how other parts of the body can be utilised for manual massage and the benefits of incorporating these techniques
K41	the different skin types and skin characteristics
K42	the anatomy and physiology of the body
K43	the physical and psychological effects of body massage
K44	the effects of massage on the individual systems of the body
K45	the importance of ensuring the client has post-treatment recovery time
K46	the methods used to evaluate the effectiveness of body massage treatments

Knowledge and Understanding Range

- (K8) **Contra-actions:** erythema
hyperaemia
allergic reaction to products
- (K25) **Contra-indications:** Contra-indications which prevent
- contagious skin diseases
 - dysfunction of the nervous system
 - recent scar tissue
 - undiagnosed lumps and swellings
- Contra-indications which restrict
- undergoing medical treatment
 - uncontrolled diabetes
 - epilepsy
 - high/low blood pressure
 - history of thrombosis or embolism
 - varicose veins
 - metal pins or plates
 - medication
 - pregnancy
 - piercings
 - cuts and abrasions

- during cancer treatment
- (K32) **Advice and recommendations:** additional treatments
 additional products
 the lifestyle factors and changes that may be required to improve the effectiveness of the treatment such as diet, exercise, stress and sleep
 post-treatment restrictions and future treatment needs
 post-treatment advice includes drinking plenty of water and relaxation
 time intervals between treatments
- (K39) **Work related injuries:** back injury
 carpal tunnel syndrome
 neck strain
 repetitive strain injury (RSI)
- (K42) **Anatomy and physiology:** the structure and function of cells and tissues
 the structure, function and different types of muscles
 the positions and actions of the main muscle groups identified within the treatment areas of the body
 the position and function of the primary bones and joints of the skeleton
 how to recognise postural faults and conditions
 the structure and function of the circulatory system
 the structure and function of the lymphatic system
 the basic principles of the central nervous system and autonomic system
 the basic principles of the endocrine, respiratory, digestive and excretory systems
 the structure and functions of skin
 the structure and location of the adipose tissue
- (K43) **Physical and psychological:** Physical effects:
 - relaxes muscles
 - stimulates circulatory and lymphatic systems
 - calms or stimulates nerve fibres
 Psychological effects:
 - stress and tension relief
 - improved general well-being
 - calming and relaxing

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds online test		
City and Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

This standard is about improving face and skin condition using different facial electrical equipment. It covers the skills involved in providing a thorough consultation with the client to formulate and deliver a specific course of treatment tailored to suit individual client's needs. The ability to provide relevant aftercare advice is also required.

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing facial electrical treatments
2. Consult, plan and prepare for facial electrical treatments
3. Carry out facial electrical treatments

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you just cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 4 occasions, each involving a different client.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing facial electrical treatments	
P1 maintain your responsibilities for health and safety throughout the treatment P2 prepare your client and yourself to meet legal and organisational requirements P3 maintain your client's modesty and privacy P4 position your client to meet the needs of the treatment P5 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others P6 ensure environmental conditions are suitable for the client and the treatment P7 keep your work area clean and tidy throughout the treatment P8 use working methods that minimise the risk of cross-infection P9 ensure the use of clean equipment and materials P10 promote environmental and sustainable working practices P11 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products P12 dispose of waste materials to meet legal requirements P13 complete the treatment within a commercially viable time	
Outcome 2: Consult, plan and prepare for facial electrical treatments	
P14 use consultation techniques to determine the client's treatment plan P15 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment P16 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16 P17 recognise any contra-indications and take the necessary action P18 agree the treatment and outcomes that meet the client's needs P19 obtain signed, informed consent from the client prior to carrying out the treatment P20 carry out a pre-treatment test(s) to determine skin sensitivity P21 identify the client's skin type and skin condition P22 ensure the client's skin is prepared to suit the type of equipment to be used P23 select tools and equipment and products to suit the treatment objectives and client's skin types and skin condition	
Outcome 3: Carry out facial electrical treatments	
P24 provide information about the sensation and noise created by the equipment to the client P25 explain the treatment procedure to the client, at each stage in the process	

P26	use and adapt the equipment, tools and treatment duration to suit the client's skin type, skin condition and treatment objectives	
P27	carry out milia extraction minimising discomfort to the client and damage to the skin	
P28	take remedial action if the client experiences discomfort or contra-actions	
P29	ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives	
P30	give your client advice and recommendations on the treatment provided	
P31	ensure the client's records are completed and signed by you and the client	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1	2	3	4		
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
	1	2	3	4		
All consultation techniques						
questioning						
listening						
visual						
manual						
written						
At least one necessary action						
encouraging the client to seek medical advice						
explaining why the treatment cannot be carried out						
encouraging the client to seek medical advice						
All skin types						
oily						
dry						
combination						
All skin conditions						
sensitive skin						
mature skin						
dehydrated skin						
congested						
vascular						
All Tools and equipment						
direct high frequency						
galvanic						
microcurrent						
microdermabrasion						
All Tools and equipment						
improved skin condition						
improved contour and muscle condition						
improved skin texture						
improved lymphatic drainage						
All advice and recommendations						
suitable aftercare products and their uses						

avoidance of activities which may cause contra-actions						
time intervals between treatments						
present and future products and treatments						

Observation	1	2	3	4		
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4: Maintain safe and effective methods of working when improving and maintaining facial electrical treatments	
K1	your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	the legal and organisational requirements for client protection and preparation
K3	the legal and organisational requirements for your own personal hygiene, protection and appearance
K4	the reasons for maintaining the client's modesty and privacy
K5	safe positioning techniques for yourself and your client to prevent discomfort
K6	the necessary environmental conditions for treatments, such as heating, sound and ventilation and why these are important
K7	why it is important to keep your work area clean and tidy
K8	methods of cleaning, disinfection and sterilisation
K9	why it is important to avoid direct and indirect cross-infection by working safely and hygienically
K10	the different types of working methods that promote environmental and sustainable working practices
K11	the hazards and risks which exist in your workplace and the safe working practices which you must follow
K12	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K13	the legal requirements for waste disposal
K14	the reasons for completing the treatment in a commercially viable time
Outcome 5: Consult, plan and prepare for facial electrical treatments	
K15	why it is important to communicate with clients in a professional manner
K16	how to complete a consultation taking into account client's diverse needs
K17	the legal requirements for providing treatments to minors under 16 years of age
K18	the age at which an individual is classed as a minor and how this differs nationally
K19	the importance of agreeing the treatment that meets the client's needs
K20	the legal significance of gaining signed, informed client consent to treatment
K21	the legislative requirements for storing and protecting client data
K22	how to recognise contra-indications that would prevent or restrict the treatment
K23	the contra-indications requiring medical referral and why
K24	the necessary action to take in relation to specific contra-indications when referring clients
K25	the reasons for not naming specific contra-indications when referring clients
K26	how to carry out and interpret pre-treatment tests
K27	how to assess facial muscle tone, skin type and condition
K28	the selection and preparation of tools, equipment and products for facial electrical treatments

Outcome 6: Carry out facial electrical treatments

K29	why it is important to explain the treatment process, equipment sensation and noise to the client
K30	how to use and adapt facial electrical equipment to suit different skin types, skin conditions and treatment objectives
K31	the benefits and effects of different types of facial electrical equipment
K32	the benefits of products available for facial electrical treatments and their effects
K33	the type of electrical currents produced by the equipment being used and their effects on the face
K34	the techniques used to carry out milia extraction that cause minimal damage to the skin
K35	the types of treatments that could be given in conjunction with, or after, facial electrical treatments
K36	the risks associated with facial electrical treatments and how to deal with them
K37	the anatomy and physiology of the face, neck and shoulders
K38	how ageing affects the skin and limits the effectiveness of electrical treatments
K39	the possible contra-actions which may occur, how to deal with them and what advice to give to clients
K40	the methods used to evaluate the effectiveness of facial electrical treatments
K41	the advice and recommendations on products and treatments

Knowledge and Understanding Range

(K22) **Contra-indications:** which prevent treatment:

- contagious skin diseases
- dysfunction of the nervous system
- recent scar tissue
- undiagnosed lumps and swellings
- cancer treatment

which restrict treatment:

- undergoing medical treatment
- uncontrolled diabetes
- epilepsy
- high/low blood pressure
- micropigmentation
- history of thrombosis or embolism
- botox
- dermal fillers
- metal pins or plates
- medication
- pregnancy
- piercings
- anxiety
- cuts and abrasions
- bruises
- recent dermabrasion or chemical peels
- IPL or laser and epilation
- heart disorder/disease
- pacemaker
- medication causing a thinning or inflammation of the skin for example steroids, accutane and retinols

- recent dermabrasion
- (K37) **Anatomy and physiology:** the position of the primary bones of the skull and shoulder girdle and the functions of the skull
 the positions and actions of the facial muscle groups in the face, neck and shoulders
 the definition of 'origin' and 'insertion' of a muscle
 the structure and functions of the skin
 the structure and function of the arteries, veins and capillaries in the face, neck and shoulders
 the structure and function of the lymphatic system in the face, neck and shoulders
 the basic principles of the central nervous system, motor points and autonomic system
 the effect of electrical treatments on the facial muscles, skin, circulatory, lymphatic and nervous systems
 how ageing affects the skin and limits the effectiveness of facial electrical treatments
- (K39) **Contra-actions:** galvanic burn
 irritation
 allergic reaction
 excessive erythema
 hyper/hypopigmentation
- (K41) **Advice and recommendations:** additional services
 additional products
 the benefits of a course of treatment
 the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
 post-treatment restrictions and future treatment needs
 products for home use that will benefit and protect the client and those to avoid and why
 how skin care routines can affect and improve the effectiveness of treatment

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds online test		
City and Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 303

Provide body electrical treatments (SKABT21)

This standard is about improving body and skin condition using different body electrical equipment. It covers the skills involved in providing a thorough consultation with the client to formulate and deliver a specific course of treatment tailored to suit individual client's needs. The ability to provide relevant aftercare advice is also required.

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing body electrical treatments
2. Consult, plan and prepare for body electrical treatments
3. Carry out body electrical treatments

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 4 separate occasions, which must involve at least 3 different clients.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing body electrical treatments	
P1 maintain your responsibilities for health and safety throughout the treatment P2 prepare your client and yourself to meet legal and organisational requirements P3 maintain your client's modesty and privacy P4 position your client to meet the needs of the treatment P5 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others P6 ensure environmental conditions are suitable for the client and the treatment P7 keep your work area clean and tidy throughout the treatments P8 use working methods that minimise the risk of cross-infection P9 ensure the use of clean equipment and materials P10 promote environmental and sustainable working practices P11 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products P12 dispose of waste materials to meet legal requirements P13 complete the treatment within a commercially viable time	
Outcome 2: Consult, plan and prepare for body electrical treatments	
P14 use consultation techniques to determine the client's treatment plan P15 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment P16 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16 P17 recognise any contra-indications and take the necessary action P18 agree the treatment and outcomes that meet the client's needs P19 obtain signed, informed consent from the client prior to carrying out the treatment P20 carry out a pre-treatment test/s to determine skin sensitivity P21 identify the client's body type and body condition P22 ensure the client's skin is prepared to suit the type of equipment to be used P23 select tools and equipment and products to suit the treatment objectives, body type and body condition	
Outcome 3: Carry out body electrical treatments	
P24 provide information about the sensation and noise created by the equipment to the client	

P25	explain the treatment procedure to the client, at each stage in the process	
P26	use and adapt the equipment, tools and treatment duration to suit the client's body type and body condition	
P27	take remedial action if the client experiences discomfort or contra-actions	
P28	ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives	
P29	give your client advice and recommendations on the treatment provided	
P30	ensure the client's records are completed and signed by you and the client	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1	2	3	4		
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
	1	2	3	4		
All consultation techniques						
questioning						
listening						
visual						
manual						
written						
At least one necessary action						
modification of the treatment						
explaining why the treatment cannot be carried out						
encouraging the client to seek medical advice						
All body types						
endomorph						
mesomorph						
ectomorph						
All body conditions						
cellulite						
poor muscle tone						
sluggish circulation						
skin type						
All types of tools and equipment						
galvanic						
electro muscle stimulator – EMS						
microdermabrasion						
lymphatic drainage equipment						
All treatment objectives						

improved skin and body condition						
improved contour and muscle condition						
improved lymphatic drainage						
All advice and recommendations						
suitable aftercare products and their uses						
avoidance of activities which may cause contra-actions						
time intervals between treatments						
present and future products and treatments						

Observation	1	2	3	4		
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4: Maintain safe and effective methods of working when providing body electrical treatments

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	the legal and organisational requirements for client protection and preparation
K3	the legal and organisational requirements for your own personal hygiene, protection and appearance
K4	the reasons for maintaining the client's modesty and privacy
K5	safe positioning techniques for yourself and your client to prevent discomfort
K6	the necessary environmental conditions for services such as heating, sound and ventilation and why these are important
K7	why it is important to keep your work area clean and tidy
K8	methods of cleaning, disinfection and sterilisation
K9	why it is important to avoid direct and indirect cross infection by working safely and hygienically
K10	the different types of working methods that promote environmental and sustainable working practices
K11	the hazards and risks which exist in your workplace and the safe working practices which you must follow
K12	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K13	the legal requirements for waste disposal
K14	the reasons for completing the treatment in a commercially viable time

Outcome 5: Consult, plan and prepare for body electrical treatments

K15	why it is important to communicate with clients in a professional manner
K16	how to complete a consultation taking into account client's diverse needs
K17	the legal requirements for providing treatments to minors under 16 years of age
K18	the age at which an individual is classed as a minor and how this differs nationally
K19	the importance of agreeing the treatment that meets the client's needs
K20	the legal significance of gaining signed, informed client consent to carry out the treatment
K21	the legislative requirements for storing and protecting client data
K22	how to recognise contra-indications that would prevent or restrict the treatment and why
K23	the contra-indications requiring medical referral and why
K24	the necessary action to take in relation to specific contra-indications when referring clients
K25	the reasons for not naming specific contra-indications when referring clients
K26	how to carry out and interpret pre-treatment tests

- K27 how to assess muscle tone, skin type and condition
- K28 how to assess posture, fluid retention and body fat
- K29 the characteristics of different body types and body conditions
- K30 the selection and preparation of tools, equipment and products for body electrical treatments

Outcome 6: Carry out body electrical treatments

- K31 why it is important to explain the treatment process, equipment sensation and noise to the client
- K32 how to use and adapt body electrical equipment to suit different body types, body conditions and treatment objectives
- K33 the benefits and effects of different types of body electrical equipment
- K34 the benefits of products available for electrical treatments and their effects
- K35 the type of electrical currents produced by the equipment being used and their effects on the body
- K36 the types of treatments that could be given in conjunction with, or after, body electrical treatments
- K37 the risks associated with body electrical treatments and how to deal with them
- K38 the anatomy and physiology of the body
- K39 the possible contra-actions which may occur, how to deal with them and what advice to give to clients
- K40 the methods used to evaluate the effectiveness of body electrical treatments
- K41 the advice and recommendations on products and treatments

Knowledge and Understanding Range

(K22) **Contra-indications:** which prevent treatment:

- contagious skin diseases
- dysfunction of the nervous system
- recent scar tissue
- undiagnosed lumps and swellings
- cancer treatment

which restrict treatment:

- undergoing medical treatment
- uncontrolled diabetes
- epilepsy
- high/low blood pressure
- micropigmentation
- history of thrombosis or embolism
- metal pins or plates
- medication
- pregnancy
- piercings
- anxiety
- cuts and abrasions
- bruises
- IPL or laser and epilation
- heart disorder/disease

- pacemaker

- (K38) **Anatomy and physiology:** structure and function of the skeleton
the structure, function and types of muscles
the positions and actions of the main muscle groups in the body
the definition of 'origin' and 'insertion' of a muscle
the causes of muscle fatigue and how to recognise it
the structure and functions of the skin
the structure, location and the body's utilisation of adipose tissue
the function of the endocrine system and its relationship to weight gain and loss
the function of the digestive system
the structure and function of the heart and arteries, veins and capillaries
the structure and function of the lymphatic system in of the body
the basic principles of the central nervous system, motor points and autonomic system
the effect of electrical treatment on the muscles, skin, circulatory, skeletal, lymphatic, endocrine, digestive and nervous systems
how ageing affects the body and skin and limits the effectiveness of body electrical treatments
- (K39) **Contra-actions:** galvanic burn
bruising
irritation
allergic reaction
excessive erythema
muscle fatigue
hyper/hypopigmentation
- (K41) **Advice and recommendations:** additional services
additional products
the benefits of a course of treatment
the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
post-treatment restrictions and future treatment needs
products for home use that will benefit and protect the client and those to avoid and why
how skin care routines can affect and improve the effectiveness of treatment

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds online test		
City and Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 404

Contribute to the planning and implementation of promotional activities (CHB17)

This standard is about working with others to plan, implement and evaluate promotional activities. The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect of this standard.

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. **You will need to collect documentary evidence to show you have met all the requirements of the standard.**

Outcome	Assessor notes
Outcome 1: Contribute to the planning and preparation of promotional activities	
P1 make recommendations to the relevant person for suitable promotional activities and identify the potential benefits for the business P2 identify and agree specific, measurable, achievable, realistic and time bound objectives and target groups for the activity with the relevant person(s) P3 agree requirements for the activity with all relevant persons in sufficient detail to allow the work to be planned P4 produce an agreed plan showing the: P4.1 type of promotional activity P4.2 objectives of the activity P4.3 roles and responsibilities of others involved P4.4 resource requirements P4.5 preparation and implementation activities P4.6 timescales P4.7 budget P4.8 methods of evaluation P5 agree a plan that takes into account any legal requirements, when necessary P6 ensure resources are available to meet the planned timescale	
Outcome 2: Implement promotional activities	
P7 implement promotional activities to meet the agreed plan P8 adapt promotional activities, when necessary, in response to changed circumstances and or problems P9 use resources effectively throughout the promotional activities P10 communicate the essential features and benefits of products and services to the target group P11 use methods of communication that are suitable for the type of promotional activity being undertaken P12 present information in logical steps P13 encourage the target group to ask questions about the services and products being promoted P14 respond to questions and queries in a way which promotes goodwill and enhances the salon image P15 actively encourage the target group to take advantage of the services and products being promoted P16 clear away products and equipment at the end of the promotional activities, when necessary, to meet the requirements of the venue	
Outcome 3: Participate in the evaluation of promotional activities	
P17 use the methods agreed in your promotional activity plan to gain feedback from the relevant sources	

P18	collate and record the information gained from the feedback using a clear format and method of presentation	
P19	draw conclusions on the effectiveness of the promotional activity in meeting the agreed objectives	
P20	participate in discussions giving a clear and well structured summary of the results of the evaluation	
P21	make recommendations for improvements to any future promotional activities based upon the outcomes of your evaluation	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range your documentary evidence must demonstrate that you have met the following.						
All the types of promotional activities						
demonstrations						
displays						
advertising campaigns						
Both types of objectives						
to enhance salon image						
to increase salon business						

Observation						
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. This knowledge could be assessed by an assignment

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

Outcome 4: Contribute to the planning and preparation of promotional activities	
K1	the practical requirements and restrictions of any venue
K2	the contract requirements, local bye-laws and legislation which could restrict your promotional activity in any venue used
K3	the importance of considering health and safety and other legal requirements
K4	the health and safety procedures applicable to any venue you use
K5	the potential hazards you must consider when working at any venue
K6	the steps that should be taken to minimise risks when working at an external venue
K7	the purpose and value of detailed and accurate planning
K8	the type of resourcing requirements necessary for promotional activities such as individuals, tools and equipment, materials, time, venue
K9	how the nature of the target group can influence the choice of promotional activity
K10	how to match types of promotional activities to objectives
K11	how to present a plan for promotional activities
K12	why it is important to consider methods of evaluation at the planning stage
K13	how to write objectives that are SMART; Specific, Measurable, Achievable, Realistic and Time bound objectives
K14	the importance of working to a budget
K15	where and how to obtain resources
K16	the importance of clearly defining the roles and responsibilities of those involved in promotional activities
K17	the importance of allocating roles and responsibilities to match an individual's competence levels
K18	the importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity
K19	the types of foreseeable problems that occur and ways of resolving them
Outcome 5: Implement promotional activities	
K20	the features and benefits of the products and or services being promoted
K21	how to recognise buying signals and to close sales
K22	the difference between the features of a product or service and the benefits of a product or service
K23	how to tailor your presentation of the benefits of products and or services to meet individual needs and interests
K24	how and when to participate in discussions
K25	how to give a short presentation taking into account the timing, pace, use of voice and use of graphics
K26	methods of presenting information such as pictorially, graphically, verbally
K27	methods of creating a visual impact
K28	how and when to make openings to encourage others to ask questions
K29	how to answer questions and manage queries in a way likely to maintain goodwill
Outcome 6: Participate in the evaluation of promotional activities	
K30	the purpose of evaluation activities
K31	the areas of the promotional activity which should be evaluated

- K32 the most suitable methods of gaining feedback for the promotional activities in the range
- K33 how to collate, analyse and summarise evaluation feedback in a clear and concise way
- K34 suitable ways of formatting and producing an evaluation report

Knowledge and Understanding Range

For information on the scope and range for health and safety please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds Assignment		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 210

Provide self-tanning services (SKABT24)

This standard is about the application of a variety of self-tanning products

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing self-tanning services
2. Consult, plan and prepare for self-tanning services
3. Apply self-tanning products

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you just cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 3 occasions, each involving a different client. Observations must include a spray tan and a manually applied self-tan.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing self-tanning services	
P1 maintain your responsibilities for health and safety throughout the service P2 prepare your client and yourself to meet legal and organisational requirements P3 position your client to meet the needs of the service P4 maintain the client's modesty and privacy at all times P5 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others P6 ensure environmental conditions are suitable for the client and the service P7 keep your work area clean and tidy throughout service P8 use working methods that minimise the risk of cross-infection P9 ensure the use of clean equipment and materials P10 promote environmental and sustainable working practices P11 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products P12 dispose of waste materials to meet legal requirements P13 complete the service within a commercially viable time	
Outcome 2: Consult, plan and prepare for self-tanning services	
P14 use consultation techniques to determine the client's service plan P15 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service P16 ensure that parent or guardian is present throughout the treatment for minors under the age of 16 P17 recognise any contra-indications and take the necessary action P18 agree the treatment and outcomes that meet the client's needs P19 obtain signed, informed consent from the client prior to carrying out the treatment P20 carry out a skin sensitivity test and record the results P21 select equipment and products to meet the client's needs P22 ensure that the client's skin is clean and prepared to suit the type of self-tanning product to be used	
Outcome 3: Apply self-tanning products	
P23 test the pressure and operation of the spray gun prior to use P24 use equipment and products to meet the client's requirements P25 use spray tanning techniques in a controlled way and at the required distance from the body to achieve the desired effect P26 apply products evenly in the required sequence to achieve the desired effect P27 use techniques that minimise the risk of products being spread outside the treatment area and surrounding environment P28 correct any problems occurring during the application process	

P29	ensure that the finished result is to the client's satisfaction	
P30	give your client advice and recommendations on the service provided	
P31	ensure the client's records are completed and signed by you and the client	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1	2	3
Achieved (tick)			
Date			
Candidate signature			
Assessor signature			
IQA signature (if sampled)			

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation			
	1	2	3
All consultation techniques			
questioning			
listening			
visual			
manual			
written			
At least one necessary action			
encouraging the client to seek medical advice			
explaining why the treatment cannot be carried out			
modification of treatment			
All equipment			
spray gun			
compressor			
buffing mitt			
At least four out of six products			
tanning creams			
tanning gels			
spray tan liquid			
barrier cream			
exfoliators			
moisturisers			
All advice and recommendations			
suitable aftercare products and their uses			
avoidance of activities which may cause contra-actions			
time intervals between services			
present and future products and services			

Observation	1	2	3
Achieved (tick)			
Date			
Candidate signature			
Assessor signature			
IV signature (if sampled)			

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4 Maintain safe and effective methods of working when providing self-tanning services	
K1	your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	the legal and organisational requirements for client protection and preparation
K3	the legal and organisational requirements for your own personal hygiene, protection and appearance
K4	the reasons for maintaining the client's modesty and privacy
K5	safe positioning techniques for yourself and your client to prevent discomfort
K6	the necessary environmental conditions for treatments such as heating, sound and ventilation and why these are important
K7	why it is important to keep your work area clean and tidy
K8	methods of cleaning, disinfection and sterilisation
K9	methods of working safely and hygienically to avoid the risk of cross- infection
K10	the different types of working methods that promote environmental and sustainable working practices
K11	the hazards and risks which exist in your workplace and the safe working practices which you must follow
K12	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K13	the legal requirements for waste disposal
K14	the reasons for completing the treatment in a commercially viable time
Outcome 5: Consult, plan and prepare for self-tanning services	
K15	the importance of communicating with clients in a professional manner
K16	how to complete a consultation taking into account the client's diverse needs
K17	the legal requirements for providing treatment to minors under 16 years of age
K18	the age at which an individual is classed as a minor and how this differs nationally
K19	the importance of agreeing the service that meets the client's needs
K20	the legal significance of gaining signed, informed client consent to carry out the service
K21	the legislative requirements for storing and protecting client data
K22	how to recognise contra-indications that would prevent or restrict the treatment
K23	the contra-indications requiring medical referral and why
K24	the reasons for not naming specific contra-indications when referring clients
K25	the procedure for carrying out a skin sensitivity test prior to self-tanning
K26	the reasons for carrying out a skin sensitivity test prior to self-tanning and recording the results
K27	how to match product selection to skin type and client preference
K28	how to prepare the client's skin to suit the products and equipment being used
K29	the reasons for exfoliating and moisturising the skin prior to self-tanning

Outcome 6 Apply self-tanning products

- K30 the types of equipment available for spray tanning, their features and how and when to use them
- K31 the meaning of psi and why this is adjusted to suit the size of area and coverage required
- K32 the potential risks associated with the use of pressurised spray tanning equipment
- K33 the importance of using equipment with a pressure gauge
- K34 how to clean, maintain and reassemble spray tanning equipment and associated accessories
- K35 the types of problems that can occur with spray tanning equipment and how to correct them
- K36 the types of self-tanning products available and their advantages and disadvantages
- K37 the ingredients of tanning products, exfoliators and moisturisers
- K38 the effects of self-tanning products on the skin
- K39 the structure of the skin
- K40 the different types of skin pigmentation disorders and how they may affect the self-tan result
- K41 the use and effects of tanning enhancers
- K42 how and when to use tanning correctors
- K43 the reasons for providing the client with pre and post treatment advice
- K44 products for home use that will benefit the client and those to avoid and why
- K45 the post-treatment restrictions applicable to self-tanning
- K46 the contra-actions that can occur as a result of self-tanning and the advice to give to clients
- K47 the advice and recommendations on products and services to the client

Knowledge and Understanding Range

- (K22) **Contra-indications requiring medical referral:** which prevent treatment
- severe asthma for spray tanning
 - contagious skin conditions
 - bronchial conditions for spray tanning
- which restrict treatment:
- insulin dependent diabetes
 - pigmentation disorders
 - sunburn
 - psoriasis
 - eczema
 - cuts and abrasions
- (K39) **Structure of the skin:** layers of epidermis
- dermis
 - subcutaneous layer
 - hair follicle
 - hair shaft
 - sebaceous gland
 - arrector pili gland
 - sweat gland
 - blood and lymph vessels
 - sensory nerve endings
- (K46) **Contra-actions:** skin irritation
- swelling
 - burning

itching
watery eyes
coughing
fainting

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City & Guilds online test		
City & Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 304

Carry out massage using pre-blended aromatherapy oils (SKABT17)

This standard is about the skills involved in preparing clients for and delivering massage using pre-blended aromatherapy oils. The ability to adapt the use of pre-blended oils and massage techniques to suit an individual client's needs is a crucial requirement.

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing massage using pre-blended aromatherapy oils
2. Consult, plan and prepare for pre-blended aromatherapy treatments
3. Massage the body using pre-blended aromatherapy oils

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you just cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 3 occasions, each involving a different client.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing massage using pre-blended aromatherapy oils	
P1 maintain your responsibilities for health and safety throughout the treatment P2 prepare your client and yourself to meet legal and organisational requirements P3 maintain the client's modesty and privacy at all times P4 position your client to meet the needs of the treatment P5 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others P6 ensure environmental conditions are suitable for the client and the treatment P7 use working methods that minimise the risk of cross-infection P8 ensure the use of clean equipment and materials P9 promote environmental and sustainable working practices P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products P11 dispose of waste materials to meet legal requirements P12 complete the treatment within a commercially viable time	
Outcome 2: Consult, plan and prepare for pre-blended aromatherapy treatments	
P13 use consultation techniques to determine the client's treatment plan P14 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment P15 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16 P16 recognise any contra-indications and take the necessary action P17 carry out a skin sensitivity test to establish suitability for use of pre-blended aromatherapy oils and record the results P18 agree the treatment and outcomes with the client that meet their needs P19 obtain signed, informed consent from the client prior to carrying out the treatment P20 assess the client's physical characteristics to determine a treatment plan P21 select pre-blended aromatherapy oils which meet the treatment objectives and the client's requirements	
Outcome 3 Massage the body using pre-blended aromatherapy oils	
P22 provide support and cushioning to the required areas of the body during the treatment P23 adapt your massage techniques, sequence and use of pre-blended aromatherapy oil to meet the client's physical characteristics and treatment areas	

P24	vary the depth, rhythm and pressure of massage movements to meet treatment objectives, treatment areas and client's physical characteristics and preferences	
P25	co-ordinate breathing techniques with that of the client	
P26	check the client's well-being throughout the treatment and allow sufficient post-treatment recovery time	
P27	ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives	
P28	give your client advice and recommendations on the treatment provided	
P29	ensure the client's records are completed and signed by you and the client	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1	2	3			
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
	1	2	3			
All consultation techniques						
questioning						
listening						
visual						
manual						
written						
At least one necessary action						
encouraging the client to seek medical advice						
explaining why the treatment cannot be carried out						
modification of treatment						
All physical characteristics						
body type						
posture						
muscle tone						
age						
health						
skin condition						
All treatment objectives						
relaxation						
sense of well-being						
uplifting						
stimulating						
All massage techniques						
effleurage						
petrissage						
tapotement						
pressure point						
All treatment areas						
Face						
head						
chest and shoulders						
arms and hands						
abdomen						
back						
gluteals						
legs and feet						
All advice and recommendations						

suitable aftercare products and their uses						
avoidance of activities which may cause contra-actions						
present and future products and treatments						
post-treatment advice						

Observation	1	2	3			
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4: Maintain safe and effective methods of working when providing massage using pre-blended aromatherapy oils

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the legal and organisational requirements for client protection and preparation
- K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
- K4 your responsibilities under local authority licensing regulations for yourself and your premises
- K5 the reasons for maintaining the client's modesty and privacy during the treatment
- K6 safe positioning techniques for yourself and your client and why using these are important
- K7 the necessary environmental conditions for services such as heating and ventilation and why these are important
- K8 methods of cleaning, disinfection and sterilisation
- K9 methods of working safely and hygienically to avoid cross-infection
- K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K11 the different types of working methods that promote environmental and sustainable working practices
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K13 the legal requirements for waste disposal
- K14 the reasons for completing the treatment in a commercially viable time

Outcome 5: Consult, plan and prepare for pre-blended aromatherapy treatments

- K15 why it is important to communicate with clients in a professional manner
- K16 how to complete a consultation taking into account the client's diverse needs
- K17 the legal requirements for providing treatment to minors under 16 years of age
- K18 the age at which an individual is classed as a minor and how this differs nationally
- K19 the importance of agreeing with the client the treatment that meets their needs
- K20 the legal significance of gaining signed, informed client consent to carry out the treatment
- K21 the legislative requirements for storing and protecting client data
- K22 how to recognise contra-indications that would prevent or restrict the treatment
- K23 the contra-indications requiring medical referral and why
- K24 the necessary action to take in relation to specific contra-indications when referring clients
- K25 the reasons for not naming specific contra-indications when referring clients
- K26 the procedure for carrying out a skin sensitivity test prior to using pre-blended aromatherapy oils and recording the results

- K27 the reasons for carrying out a skin sensitivity test prior to using pre-blended aromatherapy oils and recording the results
- K28 how to visually assess the client's physical characteristics
- K29 the causes of postural faults and conditions
- K30 how to match pre-blended aromatherapy oils to different skin types, conditions and treatment objectives
- K31 the types of pre-blended aromatherapy oils available, their purpose and their beneficial properties

Outcome 6: Massage the body using pre-blended aromatherapy oils

- K32 the areas of the body that may require support and cushioning during the treatment and how to provide it
- K33 the use and application of massage techniques to meet a variety of treatment objectives
- K34 how to adapt the massage sequence, depth and pressure to suit different client physical characteristics, treatment objectives, treatment areas and client preference
- K35 the areas of the body and body characteristics needing particular care when undertaking massage using pre-blended aromatherapy oils
- K36 the benefits of co-ordinating your breathing techniques with that of the client
- K37 how to use, store and maintain pre-blended aromatherapy oils
- K38 the limitations of using pre-blended aromatherapy oils and when to refer clients onto a clinical aromatherapist
- K39 the remedial action to take if contra-actions or discomfort occur during the course of treatment
- K40 why it is important to check the client's well-being throughout the treatment and allow sufficient post-treatment recovery time
- K41 the anatomy and physiology of the body
- K42 the physical and psychological effects of massage using pre-blended aromatherapy oils
- K43 the methods used to evaluate the effectiveness of massage using pre-blended aromatherapy oils
- K44 the advice and recommendations on products and service to your client

Knowledge and Understanding Range

(K22) **Contra-indications:** which prevent treatment:

- contagious skin diseases
- dysfunction of the nervous system
- recent scar tissue
- undiagnosed lumps and swellings

which restrict treatment:

- undergoing medical treatment
- uncontrolled diabetes
- epilepsy
- high/low blood pressure
- history of thrombosis or embolism
- medication
- pregnancy
- piercings
- cuts and abrasions
- during cancer treatment

(K39) **Contra-action:** erythema
hyperaemia

- allergy to pre-blended aromatherapy oils
- (K41) **Anatomy and physiology:** the structure and function of cells and tissues
 the structure, function and different types of muscles
 the positions and actions of the main muscle groups identified within the treatment areas of the body
 the position and function of the primary bones and joints of the skeleton
 how to recognise postural faults and conditions
 the structure and function of the circulatory system
 the structure and function of the lymphatic system
 the basic principles of the central nervous system and autonomic system
 the basic principles of the endocrine, respiratory (including sinuses and olfactory bulb), digestive and excretory systems
 the structure and functions of skin
 the structure and location of the adipose tissue
- (K42) **Physical and psychological:** Physical effects:
 - relaxes muscles
 - stimulates circulatory and lymphatic systems
 - calms or stimulates nerve fibres
 Psychological effects:
 - stress and tension relief
 - improved general well-being
 - calming and relaxing
- (K44) **Advice and recommendations:** additional services
 additional products
 the lifestyle factors and changes that may be required to improve the effectiveness of the treatment such as diet, exercise, stress and sleep
 post-treatment restrictions and future treatment needs
 post-treatment advice includes drinking plenty of water and relaxation
 time intervals between treatments

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds online test		
City and Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

This standard is about the skills involved in providing Indian head massage treatment. The ability to adapt massage techniques to suit individual client's needs and the environment in which the massage takes place is a crucial requirement. The ability to perform Indian head massage with and without the use of oils is also required. The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing Indian head massage treatments
2. Consult, plan and prepare for Indian head massage treatments
3. Perform Indian head massage treatments

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 3 separate occasions, each on 3 different clients, 1 massage must include the use of massage oil and 1 massage which must exclude the use of oil.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing Indian head massage treatments	
P1 maintain your responsibilities for health and safety throughout the treatment P2 prepare your client and yourself to meet legal and organisational requirements P3 maintain your client's modesty and privacy at all times P4 position your client to meet the needs of the treatment without causing them discomfort P5 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others P6 ensure environmental conditions are suitable for the client and the treatment P7 use working methods that minimise the risk of cross-infection P8 ensure the use of clean equipment and materials P9 promote environmental and sustainable working practices P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products P11 dispose of waste materials to meet legal requirements P12 complete the treatment within a commercially viable time	
Outcome 2: Consult, plan and prepare Indian head massage treatments	
P13 use consultation techniques to determine the client's treatment plan P14 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16 P16 recognise any contra-indications and take the necessary action P17 carry out a sensitivity test to establish suitability for use of pre blended aroma therapy oils and record the results P18 obtain signed, informed consent from the client prior to carrying out the treatment P19 adapt your preparation procedures to suit the environment in which the massage is to be undertaken P20 assess the client's physical characteristics and agree treatment objectives that meet the client's needs	
Outcome 3: Perform Indian head massage treatments	
P21 provide suitable support and cushioning to the required areas of the body during the treatment P22 adapt your massage techniques, sequence and massage medium to meet the client's physical characteristics and treatment areas	

P23	vary the depth, rhythm and pressure of massage techniques to meet treatment objectives, treatment areas and the client's physical characteristics and preferences	
P24	co-ordinate your breathing techniques with that of the client	
P25	take remedial action if contra-actions or discomfort occurs during the course of treatment	
P26	check the client's well-being throughout the treatment and allow the client sufficient post-treatment recovery time	
P27	ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives	
P28	give your client advice and recommendations on the treatment provided	
P29	ensure your client's records are completed and signed by you and the client	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1	2	3			
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
	1	2	3			
All consultation techniques						
questioning						
listening						
visual						
manual						
written						
At least one necessary action						
encouraging the client to seek medical advice						
explaining why the treatment cannot be carried out						
modification of treatment						
All physical characteristics						
posture						
muscle tone						
age						
health						
skin condition						
hair condition						
scalp condition						
All treatment objectives						
relaxation						
sense of well-being						
uplifting						
improvement of hair and scalp condition						
All massage techniques						
effleurage						
petrissage						
tapotement						
friction						
marma point acupressure						
All treatment areas						
face						
head						
chest and shoulders						
arms and hands						
back						
chakras						
All advice and recommendations						
suitable aftercare products and their uses						

avoidance of activities which may cause contra-actions						
present and future products and treatments						
post-treatment advice						

Observation	1	2	3			
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4: Maintain safe and effective methods of working when providing Indian head massage treatments	
K1	your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	the legal and organisational requirements for client protection and preparation
K3	the legal and organisational requirements for your own personal hygiene, protection and appearance
K4	the responsibilities under local authority licensing regulations for yourself and your premises
K5	the reasons for maintaining the client's modesty and privacy during the treatment
K6	safe positioning techniques for yourself and your client and why these are important
K7	the necessary environmental conditions for services such as heating and ventilation and why these are important
K8	methods of cleaning, disinfection and sterilisation
K9	methods of working safely and hygienically to avoid cross-infection
K10	the hazards and risks which exist in your workplace and the safe working practices which you must follow
K11	the different types of working methods that promote environmental and sustainable working practices
K12	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K13	the legal requirements for waste disposal
K14	the reasons for completing the treatment in a commercially viable time
Outcome 5: Consult, plan and prepare for Indian head massage treatments	
K15	why it is important to communicate with clients in a professional manner
K16	how to complete a consultation taking into account the client's diverse needs
K17	the legal requirements for providing treatment to minors under 16 years of age
K18	the age at which an individual is classed as a minor and how that differs nationally
K19	the importance of agreeing the treatment that meets the client's needs
K20	the legal significance of gaining signed, informed client consent to carry out the treatment
K21	the legislative requirements for storing and protecting client data
K22	how to recognise contra-indications that would prevent or restrict the treatment
K23	the contra-indications requiring medical referral and why
K24	the necessary action to take in relation to specific contra-indications when referring clients
K25	the reasons for not naming specific contra-indications when referring clients
K26	how to visually assess the client's physical characteristics
K27	the causes of postural faults and conditions
K28	massage selection criteria for different skin, scalp and hair conditions

K29	the procedure for carrying out a skin sensitivity test prior to use of pre- blended aromatherapy oils and recording the results
K30	the reasons for carrying out a skin sensitivity test prior to using pre-blended aromatherapy oils and recording the results
K31	how to prepare the treatment to suit different work environments
Outcome 6: Perform Indian head massage treatments	
K32	the areas of the body that may require support and cushioning during the treatment and how to provide it
K33	the use and application of Indian head massage techniques to meet a variety of treatment objectives
K34	how to adapt the sequence, depth and pressure of massage techniques to suit different client's physical characteristics, areas of the body and client preferences
K35	how co-ordinating your own breathing techniques with that of the clients can enhance the effectiveness of the treatment
K36	the origins and traditions of Indian head massage and Ayurveda
K37	the principles and practices of marma points and their purpose
K38	the principles and practices of the seven primary chakras and their importance in relation to the Indian head massage treatment
K39	the benefits of Indian head massage treatment
K40	the remedial action to take if contra-actions or discomfort occur during the course of treatment
K41	the anatomy and physiology of the head, neck and shoulders
K42	why it is important to check the client's well-being throughout the treatment and allow sufficient post-treatment recovery time
K43	the methods used to evaluate the effectiveness of Indian head massage treatments
K44	the advice and recommendations on products and treatments to your client

Knowledge and Understanding Range

(K22) **Contra-indications:** which prevent treatment:

- contagious skin diseases
- dysfunction of the nervous system
- recent scar tissue
- undiagnosed lumps and swellings

which restrict treatment:

- undergoing medical treatment
- uncontrolled diabetes
- epilepsy
- high/low blood pressure
- history of thrombosis or embolism
- medication
- pregnancy
- piercings
- cuts and abrasions
- during cancer treatment

(K40) **Contra-actions:** erythema
hyperaemia

allergic reaction to products

(K41) **Anatomy and physiology:** structure and functions of the skin
structure, function, position and action of muscles

position and function of bones
 structure and function of the circulatory system
 structure and function of the lymphatic system
 basic principles of the central nervous system and autonomic nervous system
 basic principles of the endocrine, respiratory, olfactory, digestive and excretory systems

- (K44) **Advice and recommendations:** additional treatments
 additional products
 the lifestyle factors and changes that may be required to improve the effectiveness of the treatment such as diet, exercise, stress and sleep
 post-treatment restrictions and future treatment needs
 post-treatment advice includes drinking plenty of water and relaxation
 time intervals between treatments

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City & Guilds online test		
City & Guilds written test		
Cross-unit knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

This standard is about the skills involved in providing hot and cold stone therapy treatments. It covers both massage and the placing of stones on the head, face and body. The ability to adapt stone therapy treatments to suit an individual client's needs is a crucial requirement. The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing stone therapy treatments
consult
2. Plan and prepare for stone therapy treatments
3. Perform stone therapy treatments

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 3 separate occasions, each on 3 different clients, which must include 2 full body stone therapy treatments, incorporating the face.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing stone therapy treatments	
P1 maintain your responsibilities for health and safety throughout the treatment P2 prepare your client and yourself to meet legal and organisational requirements P3 maintain your client's modesty and privacy at all times P4 position your client to meet the needs of the treatment P5 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others P6 provide support and cushioning to the required areas of the body during the treatment P7 ensure environmental conditions are suitable for the client and the treatment P8 use working methods that minimise the risk of cross-infection P9 ensure the use of clean equipment and materials P10 promote environmental and sustainable working practices P11 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products P12 dispose of waste materials to meet legal requirements P13 complete the treatment within a commercially viable time	
Outcome 2: Consult, plan and prepare for stone therapy treatments	
P14 use consultation techniques to determine the client's treatment plan P15 ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment P16 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16 P17 recognise any contra-indications and take the necessary action P18 carry out a skin sensitivity test and thermal test patch on relevant skin areas P19 agree the treatment objectives and outcomes with the client that meet their needs P20 obtain signed, informed consent from the client prior to carrying out the treatment P21 assess the client's physical characteristics and select treatment stones to meet the treatment objectives P22 check the water is at the required temperature prior to stone placement	
Outcome 3: Perform stone therapy treatments	
P23 provide information about the sensation created by the treatment stones to the client, at each stage of the process P24 protect the client's skin against extremes of temperature during front and back stone placement	

P25	place treatment stones on the chakra points, to meet the agreed treatment objectives	
P26	place treatment stones under the body, ensuring client comfort	
P27	select and apply a treatment oil to meet the treatment objectives	
P28	manage treatment techniques to prevent overexposure of heat to the skin	
P29	adapt your stone therapy techniques and sequence to meet the client's physical characteristics, treatment area(s) and treatment objectives	
P30	vary the depth, rhythm and pressure of treatment techniques to meet treatment objectives and client's physical characteristics and preferences	
P31	take remedial action if contra-actions or discomfort occur during the course of treatment	
P32	check the client's wellbeing throughout the treatments and allow the client sufficient post-treatment recovery time	
P33	ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives	
P34	give your client advice and recommendations on the treatment provided	
P35	ensure your client's records are completed and signed by you and the client	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1	2	3			
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
	1	2	3			
All consultation techniques						
questioning						
listening						
visual						
manual						
written						
At least one necessary action						
encouraging the client to seek medical advice						
explaining why the treatment cannot be carried out						
modification of treatment						
All treatment objectives						
relaxing						
uplifting						
sense of wellbeing						
relief from muscular tension						
All physical characteristics						
body type						
posture						
muscle tone						
age						
health						
skin conditions						
All treatment stones						
basalt						
marble						
semi-precious stones						
All treatment techniques						
effleurage						
petrissage						
friction						
tapping						
tucking						
placement						
trigger point						
All the stone therapy techniques						

rotation of stones						
alternation of hot and cold stones						
use of hot stones only						
use of cold stones only						
combination of stone types and sizes						
All treatment areas						
face						
head						
neck, chest and shoulders						
arms and hands						
abdomen						
back						
legs and feet						
All advice and recommendations						
suitable aftercare products and their uses						
avoidance of activities which may cause contra-actions						
present and future products and treatments						
post-treatment advice						

Observation	1	2	3			
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4: Maintain safe and effective methods of working when providing stone therapy treatments	
K1	your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	the legal and organisational requirements for client protection and preparation
K3	the legal and organisational requirements for your own personal hygiene, protection and appearance
K4	your responsibilities under local authority licensing regulations for yourself and your premises
K5	the reasons for maintaining the client's modesty and privacy during the treatment
K6	safe positioning techniques for yourself and your client and why using these are important
K7	the areas of the body that may require support and cushioning during the treatment and how to provide it
K8	the necessary environmental conditions for services such as heating and ventilation and why these are important
K9	methods of cleaning, disinfection and sterilisation
K10	the methods used to disinfect treatment stones after each treatment
K11	methods of working safely and hygienically to avoid cross-infection
K12	the hazards and risks which exist in your workplace and the safe working practices which you must follow
K13	the different types of working methods that promote environmental and sustainable working practices
K14	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K15	the legal requirements for waste disposal
K16	the reasons for completing the service in a commercially viable time
Outcome 5: Consult, plan and prepare for stone therapy treatments	
K17	why it is important to communicate with clients in a professional manner
K18	how to complete a consultation taking into account the client's diverse needs
K19	the legal requirements for providing treatment to minors under 16 years of age
K20	the age at which an individual is classed as a minor and how that differs nationally
K21	the importance of agreeing with the client the treatment that meets their needs
K22	the legal significance of gaining signed, informed client consent to carry out the treatment
K23	the legislative requirements for storing and protecting client data
K24	how to recognise contra-indications that would prevent or restrict the treatment
K25	the contra-indications requiring medical referral and why
K26	the necessary action to take in relation to specific contra-indications when referring clients
K27	the reasons for not naming specific contra-indications when referring clients

K28	how to visually assess different clients' physical characteristics
K29	the procedures for carrying out a skin sensitivity test prior to use of pre-blended aromatherapy oils and a thermal test patch
K30	the reasons for carrying out tests prior to stone therapy treatments and recording the results
K31	how to prepare the treatment area and client for stone therapy treatments
K32	the importance of checking water temperature prior to treatment
Outcome 6: Perform stone therapy treatments	
K33	the types of materials used to protect the client's skin against extremes of temperature
K34	stone selection techniques, including correct size, type, shape and quality
K35	how to select the correct massage medium to suit the client's needs
K36	how to introduce and place the treatment stones to maximise their benefits and ensure client comfort
K37	the importance of temperature management of the stones during treatment and how to carry this out
K38	safe handling techniques to avoid excessive noise and disturbance
K39	the benefits of selecting and placing specific stones to the seven major chakras
K40	how to adapt and vary your treatment techniques and sequence to meet the client's physical characteristics and treatment area(s)
K41	the benefits and effects of using hot and cold stones, either in isolation or combining the two temperatures during a treatment
K42	the five elements of stone therapy
K43	the basic principles and characteristics of the seven major chakras and their significance to the practice of stone therapy treatment
K44	methods of cooling stones
K45	the storage requirements of different types of stone
K46	the remedial action to take if contra-actions or discomfort occur during with course of the treatment
K47	how to adapt stone therapy techniques to prevent work related injuries
K48	the anatomy and physiology of the body
K49	the physical and psychological effects of hot and cold stone therapy treatments
K50	why it is important to check the client's wellbeing throughout the treatment and allow sufficient post-treatment recovery time
K51	the methods used to evaluate the effectiveness of stone therapy treatments
K52	the advice and recommendations on products and service to the client

Knowledge and Understanding Range

(K24) **Contra-indications:** which prevent treatment:

- contagious skin diseases
- dysfunction of the nervous system
- recent scar tissue
- undiagnosed lumps and swellings

which restrict treatment:

- undergoing medical treatment
- uncontrolled diabetes
- epilepsy
- high/low blood pressure
- history of thrombosis or embolism
- varicose veins
- metal pins or plates

- medication
- pregnancy
- piercings
- cuts and abrasions
- during cancer treatment.

(K46) **Contra-actions:** erythema
hyperaemia

allergic reaction to products

(K47) **Work related injuries:** back injury

carpal tunnel syndrome

neck strain

repetitive strain injury (RSI)

(K48) **Anatomy and physiology:** the structure and function of cells and tissues

the structure, function and different types of muscles

the positions and actions of the main muscle groups identified within the treatment areas of the body

the position and function of the primary bones and joints of the skeleton

how to recognise postural faults and conditions

the structure and function of the circulatory system

the structure and function of the lymphatic system

the basic principles of the central nervous system and autonomic system

the basic principles of the endocrine, respiratory, digestive and excretory systems

the structure and function of skin

the structure and location of the adipose tissue

(K49) **Physical and psychological:** Physical effects:

- relaxes muscles

- stimulates circulatory/lymphatic systems

- calms or stimulates nerve fibres

Psychological effects:

- stress and tension relief

- improved general well-being

- calming and relaxing

(K52) **Advice and recommendations:** additional treatments

additional products

the lifestyle factors and changes that may be required to improve the effectiveness of the treatment such as diet, exercise, stress and sleep

post-treatment restrictions and future treatment needs

post-treatment advice to include drinking plenty of water and relaxation

time intervals between treatments

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds online test		
City and Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 307

Provide female intimate waxing services (SKABT22)

This standard is about removing hair from intimate areas using various waxing techniques. You will need to be able to consult with the client, prepare and plan for the waxing service. You will also need to provide aftercare advice to the client, particularly around the avoidance of certain activities and home care products.

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing female intimate waxing services
2. Consult, plan and prepare for female intimate waxing services
3. Remove unwanted hair

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance **on 3 occasions, each on a different client.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when removing hair by providing female intimate waxing	
P1 maintain your responsibilities for health and safety and safeguarding throughout the service P2 prepare your client and yourself to meet legal and organisational requirements P3 protect your client's clothing throughout the service P4 maintain your client's modesty and privacy at all times P5 position your client to meet the needs of the service P6 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others P7 ensure environmental conditions are suitable for the client and the service P8 keep your work area clean and tidy throughout the service P9 use working methods that minimise the risk of cross-infection P10 ensure the use of clean equipment and materials P11 promote environmental and sustainable working practices P12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products P13 dispose of waste materials to meet legal requirements P14 complete the service within a commercially viable time	
Outcome 2: Consult, plan and prepare for female intimate waxing services	
P15 use consultation techniques to determine the client's service plan P16 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service P17 ensure that a parent or guardian is present throughout the service for minors under the age of 16 P18 recognise any contra-indications and take the necessary action P19 agree the service and outcomes that meet the client's needs P20 explain the possible contra-actions to the client prior to carrying out the waxing service P21 obtain signed, informed consent from the client prior to carrying out the waxing service P22 explain the intimate waxing procedure and possible contra-actions to the client, prior to the waxing service P23 select equipment, materials, applicators and wax products for the waxing service P24 make sure the preparation of the client meets the agreed service plan	
Outcome 3: Remove unwanted hair	
P25 use pre-wax application products P26 conduct a thermal test patch immediately prior to the waxing service on a suitable area of skin in the groin	

P27	establish the hair growth pattern and skin condition the treatment area	
P28	apply and remove wax according to the requirements of the hair removal method and hair growth patterns	
P29	ensure the waxing service minimises the risk of cross-infection, contamination and follows safeguarding procedures	
P30	ensure your work techniques minimise discomfort to the client	
P31	check the client's wellbeing throughout the waxing service	
P32	ensure the treatment area is left free of wax and hair and treated with an after-wax product	
P33	ensure that the finished result is to the client's satisfaction	
P34	give your client advice and recommendations on the service provided	
P35	ensure the client's records are completed and signed by you and the client	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1	2	3			
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
	1	2	3			
All consultation techniques						
questioning						
listening						
visual						
manual						
written						
At least one necessary action						
modification of the waxing service						
explaining why the waxing service cannot be carried out						
encouraging the client to seek medical advice						
All waxing services						
Hollywood						
Brazilian						
shaping						
Both wax products						
hot wax						
warm wax						
All types of preparation of the client						
removal of the accessories and clothing necessary for the treatment						
protection of clothing						
client's own cleansing of the area to be treated						
trimming of over long hair for the treatment						
1 out of the 2 pre-wax application products						
oils						
powders						
All work techniques						
stretching and manipulating the skin during application and removal						
speed of product removal						
direction and angle of removal						

on-going product temperature checks						
All types of advice and recommendations						
suitable homecare products and their uses						
avoidance of activities which may cause contra-actions						
time intervals between services						
present and future products and services						

Observation	1	2	3			
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4: Maintain safe and effective methods of working when providing female intimate waxing services	
K1	your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	the legal and organisational requirements for ensuring safeguarding procedures are in place
K3	the legal and organisational requirements for client protection and preparation
K4	the legal and organisational requirements for your own personal hygiene, protection and appearance
K5	the reasons for maintaining the client's modesty and privacy at all times
K6	safe positioning techniques for yourself and the client to prevent discomfort
K7	the necessary environmental conditions for services such, as heating and ventilation, and why these are important
K8	why it is important to keep your work area clean and tidy
K9	methods of cleaning, disinfection and sterilisation
K10	methods of working safely and hygienically to avoid the risk of cross- infection
K11	the different types of working methods that promote environmental and sustainable working practices
K12	the hazards and risks which exist in your workplace and the safe working practices which you must follow
K13	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K14	the legal requirements for waste disposal
K15	the reasons for completing the service in a commercially viable time
Outcome 5: Consult, plan and prepare for female intimate waxing services	
K16	why it is important to communicate with clients in a professional manner
K17	how to complete a consultation taking into account the client's diverse needs
K18	the legal requirements for providing services to minors under 16 years of age
K19	the age at which an individual is classed as a minor and how this differs nationally
K20	the importance of agreeing the service that meets the client's needs
K21	the legal significance of gaining signed, informed client consent to carry out the service
K22	the legislative requirements for storing and protecting client data
K23	the contra-indications requiring medical referral and why
K24	how to recognise contra-indications that would prevent or restrict the service
K25	the necessary action to take in relation to specific contra-indications when referring clients
K26	the reasons for not naming specific contra-indications when referring clients
K27	the reasons why it is advisable to conduct a skin sensitivity test prior to waxing services
K28	why it is important to explain the procedure and possible contra-actions to the client, before an intimate waxing service

K29 why it is important for the client to personally cleanse the area to be treated, immediately prior to the waxing service

Outcome 6: Remove unwanted hair

- K30 the reasons for conducting a thermal test patch procedure and for trimming over long hair prior to the waxing service
- K31 how to assess the skin condition and hair growth in the treatment area
- K32 the types of equipment and waxing products used for intimate waxing services, including shaping templates
- K33 the function and purpose of pre-wax and after-wax products
- K34 the ingredients and composition of different waxing products
- K35 the suitability of specific waxing products for certain hair types
- K36 product application and removal requirements in relation to the direction of hair growth
- K37 the advantages, disadvantages and limitations of waxing treatments
- K38 how to support the client's skin during the intimate waxing process to avoid inappropriate contact
- K39 why it is necessary to conduct yourself in a professional manner in order to avoid any possible misinterpretation of behaviour
- K40 how to deal with circumstances in which the client's behaviour breaches the professional status of the treatment
- K41 other methods of hair removal and the effect of these methods on the waxing process
- K42 the contra-actions that may occur, how to deal with them and what advice to give to clients
- K43 the expected skin reaction to waxing
- K44 the structure of the female genitalia
- K45 the structure and functions of the skin and hair
- K46 the hair growth cycle, the different types of hair growth and the causes of hair growth
- K47 the activities to avoid after waxing and why these are important
- K48 aftercare and maintenance requirements for intimate waxing treatments and why these are important
- K49 the advice and recommendations on products and services

Knowledge and Understanding Range

- (K23) **Contra-indications requiring medical referral:** urinary infections
sexually transmitted infections
pubic lice
contagious skin disease
oedema
- (K24) **Contra-indications:** which restrict treatment:
 - medication affecting skin, blood or immune system
 - heat rash
 - sunburn
 - diabetes
 - moles
 - infected ingrowing hairs
 - skin tags
 - recent scar tissue
 - external haemorrhoids
 - menstruationwhich prevent treatment:

- thin and fragile skin
- known allergies to products and ingredients such as rosin found in sticking plasters and wax
- severe and infectious skin conditions
- severe varicose veins

(K32) **Intimate waxing services:** Hollywood

Brazilian
Bollywood
Las Vegas
California
shaping
adornments

(K41) **Methods of hair removal:** tweezing

shaving
depilatory creams
electrical depilatory
abrasive mitts
light based hair reduction
threading
electrical epilation

(K42) **Contra-actions:** bruising

blood spots
abrasions
broken hair
histamine reaction
excessive erythema
excessive and diminished regrowth
burns
inflammation

(K44) **Structure of the female genitalia:** mons pubis

the labia consisting of the labia majora and the labia minora
the external portion of the clitoris, consisting of the clitoral glans and the clitoral hood
the urinary meatus
the vaginal orifice
the hymen

(K45) **Structure and function of the skin:** layers of the epidermis

dermis
subcutaneous layer
hair follicle
hair shaft
sebaceous gland
arrector pili muscle
sweat gland
blood and lymph vessels
sensory nerve endings
Functions:
- sensitivity
- heat regulation
- absorption

- protection
- excretion
- secretion
- vitamin D production

- (K46) **Hair growth cycle:** anagen
catagen
telogen
- (K46) **Different types of hair growth:** terminal
vellus
ingrown hairs
- (K46) **Causes of hair growth:** topical
congenital
systemic
- (K47) **Activities to avoid after waxing:** heat such as sauna, sun and hot baths
use of perfumed and chemical based products
wearing of restrictive clothing
touching the treated area
swimming and other exercise
- (K49) **Advice and recommendations:** additional services
additional products
aftercare requirements for waxing and why these are important
the recommendations for the client to return for waxing services every 6-8 weeks
personal toilet hygiene

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds online test		
City and Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 308

Contribute to the financial effectiveness of the business (CHB18)

This standard is about the monitoring and effective use of salon resources and meeting productivity and development targets to make a positive contribution to the effectiveness of the business. You are also required to ensure that individuals who may assist you to deliver services to clients work effectively too.

The main outcomes of this standard are:

1. Contribute to the effective use and monitoring of resources
2. Meet productivity and development targets

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you just cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. **You will need to collect documentary evidence to show you have met all the requirements of the standard.**

Outcome	Assessor notes
Outcome 1: Contribute to the effective use and monitoring of resources	
P1 follow your salon procedures for monitoring the use of resources P2 ensure information relating to stock levels is obtained from colleagues in time to coincide with your salon ordering system P3 use resources in a way which complies with legal and salon requirements P4 use working methods that promote environmental and sustainable working practices P5 check all deliveries are accurate and complete against order documentation reporting any inaccuracies and or damages P6 identify and resolve any problems with resources within the limits of your authority P7 report any resource problems you cannot resolve to the relevant person P8 make constructive recommendations to improve the use of resources to the relevant person P9 make recommendations which clearly show the benefits of implementing your suggestions P10 ensure records for which you are responsible are accurate, legible and up-to-date	
Outcome 2: Meet productivity and development targets	
P11 set, agree and record your productivity and development targets with the relevant person to meet the needs of the business P12 seek opportunities that will help you to meet your productivity and development targets P13 regularly review and record your progress towards the achievement of your productivity and development targets P14 adjust your activities in a way that will help you to meet your productivity and development targets P15 meet your set productivity and development targets consistently and within the agreed timescale	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation						
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
All Resources						
human						
stock						
tools and equipment						
time						
Productivity and development targets						
retail sales						
technical services						
personal learning						

Observation						
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. The remainder of the knowledge and also the practical skills covered in the what you must do section could be assessed by City and Guilds Assignment.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 3: Contribute to the effective use and monitoring of resources

- K1 your salon's requirements relating to the use of the resources in the range
- K2 the critical aspects of current legal requirements relevant to your business relating to the use of resources
- K3 current legal requirements relating to the sale of retail goods
- K4 the different types of working methods that promote environmental and sustainable working practices
- K5 your own limits of authority in relation to the use of resources
- K6 to whom to report recommendations
- K7 how the effective use of resources contributes to the profitability of the business
- K8 how salon ordering systems work and how to interpret them
- K9 the importance of keeping accurate records for the use and monitoring of resources
- K10 the common problems associated with salon resources and how to resolve them
- K11 how to present the benefits of recommendations in a positive manner
- K12 how to negotiate and agree productivity and development targets
- K13 how to respond positively to negative feedback
- K14 general principles of time management applicable to the delivery of salon services

Outcome 4: Meet productivity and development targets

- K15 why it is important to meet your productivity and development targets
- K16 the consequences of failure to meet your productivity and development targets
- K17 the types of opportunities that can be used to achieve your productivity and development targets, such as promotion of new products and services, seasonal promotions and special offers
- K18 why you should regularly review your targets
- K19 the importance of gaining feedback of your performance and development needs from others

Knowledge and Understanding Range

- (K2) **Your responsibilities for other additional legislation covering your job role:** Data Protection Act
Working Time Directives
Cosmetic Products Regulations
Sale of Goods Act
Distance Selling Act
Trade Descriptions Act
Consumer Protection Legislation

For information on the scope and range for health and safety and environmental and sustainable working practices please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds Assignment		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

This standard is about the skills involved in carrying out electrical needle epilation treatments to remove hair, using alternating current and blend techniques. You will need to carry out a thorough consultation with the client, formulate an individual treatment plan, provide treatment and aftercare advice. The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing electrical epilation treatments
2. Consult, plan and prepare for treatments
3. Carry out body electrical epilation

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you must cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 6 separate occasions, on at least 4 different clients with 1 observation being carried out on the bikini line.**

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing electrical epilation treatments	
P1 maintain your responsibilities for health and safety throughout the treatment P2 prepare and protect your client and yourself with personal protective equipment within the controlled area P3 maintain your client's modesty, privacy and comfort at all times P4 position your client to meet the needs of the treatment without causing them discomfort P5 ensure your own posture and working methods minimises fatigue and the risk of injury to yourself and others P6 ensure environmental conditions are suitable for the client and the treatment P7 use working methods that minimise the risk of cross-infection P8 ensure the use of clean equipment and materials P9 promote environmental and sustainable working practices P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products P11 dispose of waste materials to meet legal requirements P12 complete the treatment within a commercially viable time	
Outcome 2: Consult, plan and prepare for treatments	
P13 use consultation techniques to determine the client's treatment plan P14 ensure that informed and signed parent or guardian consent is obtained for minors prior to any treatment P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16 P16 recognise any contra-indications and take the necessary action P17 agree the treatment and outcomes that meet the client's needs P18 obtain signed, informed consent from the client prior to carrying out the treatment P19 identify the client's hair type, skin type and condition, the area to be treated and the treatment objectives P20 take photographs of the area to be treated, following organisational practices P21 explain the physical sensation created by the treatment P22 carry out a test patch prior to treatment following organisational requirements P23 select and prepare equipment and products to meet the treatment objectives	
Outcome 3: Carry out electrical epilation	
P24 ensure the area to be treated is clean, oil free and dry P25 select electrical epilation treatments to suit the client's hair type, skin type and condition	

P26	use the size and type of needle to treat the client's hair type, skin type and condition	
P27	load and use needles avoiding damage and contamination throughout the treatment	
P28	illuminate the treatment area and use magnification to ensure maximum visibility during treatment	
P29	manipulate the skin, to meet the needs of the area to be treated	
P30	ensure the needle holder and needle is used at the correct angle, direction and depth for the hair follicle and the area to be treated	
P31	adapt the intensity and duration of current flow to suit client tolerance and skin reaction	
P32	work systematically to remove the hair from the treated follicle without traction	
P33	apply aftercare products to the treatment area	
P34	give your client advice and recommendations on the treatment provided	
P35	ensure the client's records are completed and signed by you and the client	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1	2	3	4	5	6
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
	1	2	3	4	5	6
All consultation techniques						
questioning						
listening						
visual						
manual						
written						
All areas of a treatment plan						
medical history						
causes of hair growth						
past and present hair management						
current skin care						
At least one necessary action						
encouraging the client to seek medical advice						
explaining why treatment cannot be carried out						
modification of treatment						
All hair types						
fine						
coarse						
curly						
All skin types and conditions						
dry						
oily						
sensitive						
dehydrated						
All areas to be treated						
upper lip						
chin						
bikini line						
eyebrows						
underarms						
neck						
abdomen						
breast						
Both electrical epilation treatments						

alternating current						
blend						
All types of needle						
one piece						
two piece						
insulated						
gold						
stainless						
All advice and recommendations						
suitable aftercare products and their uses						
avoidance of activities which may cause contra-action						
time intervals between treatment						
present and future products and treatments						
dealing with regrowth between treatment						

Observation	1	2	3	4	5	6
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4: Maintain safe and effective methods of working when providing electrical epilation treatments	
K1	your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	the reasons for checking current insurance guidelines for the delivery of electrical epilation treatments
K3	the responsibilities under local authority licensing regulations for yourself and your premises
K4	why it is important to maintain client's modesty, privacy and comfort
K5	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
K6	the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
K7	the different types of work related injuries associated with the delivery of electrical epilation and how they can be avoided
K8	the necessary environmental conditions for services, such as heating and ventilation and why these are important
K9	methods of cleaning, disinfection and sterilisation
K10	why it is important to avoid direct and indirect cross-infection by working safely and hygienically
K11	the hazards and risks associated with the delivery of advanced epilation treatments and how these can be minimised
K12	the different types of working methods that promote environmental and sustainable working practices
K13	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K14	the legal requirements for waste disposal
K15	the reasons for completing the service in a commercially viable time
Outcome 5: Consult, plan and prepare for treatments	
K16	why it is important to communicate with clients in a professional manner
K17	how to complete a consultation taking into account client's diverse needs
K18	the legal requirements for providing treatments to minors under 16 years of age
K19	the age at which an individual is classed as a minor and how this differs nationally
K20	the importance of agreeing the treatment that meets the client's needs
K21	the legal significance of gaining signed, informed client consent to carry out the treatment
K22	the legislative requirements for storing and protecting client data
K23	how to recognise contra-indications that would prevent or restrict the treatment and why
K24	the contra-indications requiring medical referral and why

K25	the necessary action to take in relation to specific contra-indications when referring clients
K26	the reasons for not naming specific contra-indications when referring clients
K27	how to recognise different types of hair growth, hair types, skin types and conditions
K28	why it is advisable to take photographs of the treatment area pre and post- treatments and how they should be taken
K29	how to describe the physical sensation of the treatment to the client and what can impact on client pain threshold
K30	the reasons why it is advisable to carry out a test patch prior to the treatment and provide aftercare instructions
K31	the importance of giving information including the use of visual aids to assist the client's understanding of hair growth cycle
K32	the constraints surrounding electrical epilation treatments such as cost, time, number of treatments, healing rate and client commitment
K33	how skin sensitivity is affected by other skincare treatments which may inhibit electrical epilation
K34	how to prepare the equipment, products and materials for electrical epilation treatments

Outcome 6: Carry out electrical epilation

K35	the different types and use of equipment, products and materials available for electrical epilation
K36	how to load and use needles to avoid damage and contamination
K37	why it is important to use magnification and illuminate the treatment area
K38	the type and size of needle to suit the hair type, diameter, skin type and treatment area
K39	why and how you stretch and manipulate the skin during treatment
K40	the reasons for working systematically with correct spacing across the area to be treated
K41	how to insert the needle into the hair follicle with regard to depth, angle and direction and the consequences of inaccurate needle insertion
K42	how to adapt the intensity and duration of current flow to suit client tolerance and skin sensitivity
K43	how to release hairs from different types of follicles without traction
K44	the principles, uses and benefit of the alternating current such as short wave, radio frequency and high frequency
K45	possible contra-actions which may occur, how to deal with them and what advice to give to clients
K46	the anatomy and physiology of the hair and skin
K47	the hair growth cycle, the causes of hair growth and how this impacts on the treatment
K48	the advice and recommendations on products and services

Knowledge and Understanding Range

(K23) **Contra-indications:** which prevent treatment:

- pacemakers
- haemophilia
- cochlear implants

which restrict treatment:

- psoriasis
- eczema
- acne
- epilepsy

- diabetes
 - metal pins and plates
 - infectious and contagious disease
- (K27) **Different types of hair growth:** terminal
vellus
ingrown hairs
- (K45) **Contra-actions:** erythema
oedema
blanching
bleeding
bruising
- (K46) **Anatomy and physiology:** the structure and function of the skin
the principles of skin healing
the structure of the hair and its follicle
the structure and function of the endocrine system
the effect of malfunctions of the endocrine system on hair growth
the principles of the circulatory and lymphatic system
- (K47) **Hair growth cycle:** anagen
catagen
telogen
- (K47) **Causes of hair growth:** topical
congenital
systemic
- (K48) **Advice and recommendations:** additional services
additional products
the normal reactions which occur after treatment and how to deal with any abnormal reactions
post treatment restrictions and future treatment needs
the reasons for avoiding the following activities post electrical epilation: heat treatments, touching the treated area, use of perfumed and chemical based products, wearing of restrictive clothing on the treated areas
products for home use that will benefit and protect the client and those to avoid and why
suitable methods of dealing with regrowth between treatments

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds online test		
City and Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Unit 310

Provide cosmetic skin peel treatments (SKABT33)

This standard is about using legally available superficial cosmetic skin peel products* and techniques to rejuvenate skin condition. It covers the skills involved in providing a thorough consultation to establish the client's suitability for treatment and the formulation of a specific treatment plan tailored to suit individual client's needs. The ability to provide relevant aftercare advice is also required.

The main outcomes of this standard are:

1. Maintain safe and effective methods of working when providing cosmetic skin peel treatments
2. consult, plan and prepare for treatments
3. Carry out cosmetic skin peel treatments

*NOTE: Cosmetic skin peel products are those approved by current EU Regulations for cosmetic use by therapists and conform to professional insurance requirements.

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do
2. What you just cover
3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance on **at least 4 occasions, each involving a different client**.

Outcome	Assessor notes
Outcome 1: Maintain safe and effective methods of working when providing cosmetic skin peel treatments	
P1 maintain your responsibilities for health and safety throughout the treatment P2 prepare and protect your client and yourself to meet legal and organisational requirements P3 maintain your client's modesty and privacy at all times P4 position your client to meet the needs of the treatment without causing them discomfort P5 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others P6 ensure environmental conditions are suitable for the client and the treatment P7 use working methods that minimise the risk of cross-infection P8 ensure the use of clean equipment and materials P9 promote environmental and sustainable working practices P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products P11 dispose of waste materials to meet legal requirements P12 complete the treatment within a commercially viable time	
Outcome 2: Consult, plan and prepare for treatments	
P13 use consultation techniques to determine the client's treatment plan P14 refuse cosmetic skin peel treatments for people under the age of 18 P15 recognise any contra-indications and take the necessary action P16 identify the client's medical history, skin classification, skin condition and sensitivity P17 take pre-treatment photographs of the areas to be treated following organisational procedures P18 explain the physical sensation of the treatment and the appearance of the skin post-treatment, to the client P19 carry out a skin sensitivity test on the client, prior to the treatment and record the results P20 identify the client's needs, expectations and treatment objectives, and agree with the client P21 obtain signed, informed consent from the client prior to carrying out the treatment P22 select equipment and products to match the treatment objectives for the cosmetic skin peel treatment	
Outcome 3: Carry out cosmetic skin peel treatments	
P23 ensure the areas to be treated are clean, oil free and dry P24 work systematically to ensure even coverage of skin peel products in the areas to be treated	

P25	adjust the duration and intensity of the cosmetic skin peel treatment to suit the client's skin type and skin condition	
P26	monitor the client's skin reaction and client response and discontinue treatment if adverse reactions occur	
P27	remove the cosmetic skin peel product and apply a skin neutraliser, after the required time	
P28	apply a sun protection product to the treated area	
P29	take post-treatment photographs of the treated area following organisational procedures	
P30	give your client advice and recommendations on the treatment provided	
P31	ensure the client's records are completed and signed by you and the client	

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

Observation	1	2	3	4		
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation						
	1	2	3	4		
All consultation techniques						
questioning						
listening						
visual						
manual						
written						
At least one necessary action						
encouraging the client to seek medical advice						
explaining why the treatment cannot be carried out						
modification of treatment						
Areas to be treated						
face						
neck						
chest						
hands						
back						
Treatment objectives						
general skin rejuvenation						
improvement of superficial blemishes						
improvement of pigmentation variations						
improvement of skin texture						
improvement of skin hydration						
All equipment and products types						
skin analysis aids						
applicators						
identifiable cosmetic skin containers						
cosmetic skin peel agents						
pre-treatment products						
post-treatment products						
Both cosmetic skin peel treatments types						
Alpha Hydroxy Acids -AHAs						
Beta Hydroxy Acids – BHAs						

All skin types						
oily						
dry						
combination						
Fitzpatrick scale 1-3						
Fitzpatrick scale 4-6						
All skin conditions						
sensitive						
mature						
dehydrated						
congested						
acne						
hyperpigmentation						
All advice and recommendations						
suitable aftercare products and their uses						
avoidance of activities which may cause contra-actions						
time intervals between treatments						
present and future products and treatments						

Observation	1	2	3	4		
Achieved (tick)						
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

Outcome 4: Maintain safe and effective methods of working when providing cosmetic skin peel treatments

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the responsibilities under local authority licensing regulations for yourself and your premises, where applicable
- K3 the importance of checking the legality of the products against current EU Cosmetic Regulations and how to gain verification of legality
- K4 the reasons for checking current insurance guidelines for the delivery of cosmetic skin peel treatments
- K5 the legal and organisational requirements for client protection and preparation
- K6 the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
- K7 why it is important to maintain client's modesty and privacy
- K8 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K9 the necessary environmental conditions for treatments such as heating and ventilation and why these are important
- K10 methods of cleaning, disinfection and sterilisation
- K11 why it is important to avoid direct and indirect cross-infection by working safely and hygienically
- K12 the hazards and risks associated with the delivery of cosmetic skin peel treatments and how these can be minimised
- K13 the different types of working methods that promote environmental and sustainable working practices
- K14 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K15 the legal requirements for waste disposal
- K16 the reasons for completing the service in a commercially viable time

Outcome 5: Consult, plan and prepare for treatments

- K17 the importance of communicating with clients in a professional manner
- K18 how to complete a consultation taking into account client's diverse needs
- K19 the reasons why cosmetic skin peel treatments should not be carried out on clients under the 18 years of age
- K20 the importance of agreeing the treatment that meets the client's needs
- K21 the legal significance of gaining signed, informed client consent to carry out the treatment
- K22 the legislative requirements for storing and protecting client data
- K23 how to recognise contra-indications that would prevent or restrict the treatment
- K24 the contra-indications requiring medical referral and why

- K25 the necessary action to take in relation to specific contra-indications when referring clients
- K26 the importance of and reasons for not naming specific contra-indications when referring clients
- K27 how to prepare consultation records
- K28 the reasons for considering the client's previous skin treatment history, sun exposure, scarring and medical history prior to any treatment
- K29 how to assess skin type and condition
- K30 the use of the Fitzpatrick classification scale in order to determine the outcome of the cosmetic skin peel treatments and avoid post-inflammatory hyperpigmentation
- K31 the preparation of equipment and products for cosmetic skin peel treatments
- K32 how to describe the physical sensation and post-treatment appearance to the client
- K33 how pain threshold and sensitivity varies from client to client
- K34 the procedure for carrying out a skin sensitivity test prior to skin peel treatments
- K35 the reasons for carrying out a skin sensitivity test and recording the results
- K36 the type of pre-treatment advice that should be given to clients classification to optimise results and why this needs to be relevant to their skin type and Fitzpatrick scale

Outcome 6: Carry out cosmetic skin peel treatments

- K37 the reasons for cleansing the skin prior to treatment
- K38 the reasons for protecting areas such as eyes, nostrils and lips with suitable barrier products when carrying out chemical peels
- K39 how to select, use and adapt the use of cosmetic skin peel agents to suit different skin types and conditions, the Fitzpatrick classification scale and different treatment objectives
- K40 the benefits and effects of cosmetic skin peeling
- K41 the pH scale and its relevance on skin sensitivity
- K42 the action of acids and alkalines and their concentrations on the skin
- K43 the classification of Alpha Hydroxy Acids (AHA) and Beta Hydroxy Acids (BHA)
- K44 the chemical peel agents only suitable for medical use and why
- K45 the chemical agents in different types of skin peels and their potential for harm
- K46 the reasons for prompt application, timing and removal of all cosmetic skin peel products
- K47 how to work systematically and methodically, avoiding excess treatment overlap across the areas to be treated
- K48 the circumstances in which re-application may be necessary and how this should be carried out
- K49 the treatments that could be given in conjunction with or after cosmetic skin peeling
- K50 the limitations of products and equipment used for AHA and BHA cosmetic skin peel treatments
- K51 the benefits and use of tyrosinase inhibitors to avoid post-inflammatory hyperpigmentation when treating Fitzpatrick classification scale 4-6
- K52 the type of chemicals that do and do not require neutralisation to be performed
- K53 possible contra-actions which may occur, how to deal with them and what advice to give to clients
- K54 the anatomy and physiology of the skin
- K55 the reasons for restoring pH levels of the skin following treatment
- K56 the products necessary to prevent infection and promote healing and how they should be used before and after cosmetic skin peeling treatments
- K57 why it is necessary to use a minimum of a SPF30 UVA and UVB product post treatment
- K58 the types of post-treatment products available and why they are necessary
- K59 the advice and recommendations on products and service

Knowledge and Understanding Range

- (K22) **Contra-indications requiring medical referral:** which prevent treatment:
- recent radiation treatment
 - active bacterial, viral, fungal or herpetic infection
 - open wounds
 - some drugs with photosensitising potential
 - active inflammatory dermatoses such as psoriasis, atopic dermatitis, keloids and hypertrophic scarring
 - uncooperative client
 - client who is careless about sun exposure or application of medicine
 - client with unrealistic expectations
 - isotretinoin use in the last 6 months
 - trying to conceive
 - pregnant
 - lactating
 - any direct sun exposure
 - the current use of any steroidal topical medication
 - allergy to aspirin (salicylic acid) or use of retinoic acid or Retin A products
 - under age 18 years of age
 - failure to follow all the pre-treatment programme
- which restrict treatment:
- skin type
 - prior to cosmetic surgery
 - poor mental and emotional state
 - herpes
 - history of hypertrophic scarring
 - diabetes
 - epilepsy
 - anxiety
 - bruises
 - recent microdermabrasion or cosmetic skin peels
 - IPL or laser
 - epilation
- (K23) **Conditions that require medical approval:** clients taking certain medications including:
- blood thinners
 - diabetes
 - recent surgery
 - undiagnosed swellings in treatment area
 - evidence of medical conditions such as cardiac, hepatic, or renal diseases
 - any radiation treatment
- (K27) **Consultation records:** identified previous cosmetic skin peel treatments
- identified previous cosmetic skin treatments such as microdermabrasion and laser/IPL
 - medical history
 - identified contra-indications
 - emotional and physical condition
 - sun tanning history
 - Fitzpatrick scale

- client expectations
- treatment aims
- area to be treated
- (K53) **Contra-actions:** blanching and frosting
- excess erythema
- flaking
- pigmentary changes
- discomfort
- (K37) **Anatomy and physiology:** structure and functions of the skin
- the effects of genetics on the ageing process of the skin
- the effects of lifestyle and environmental factors on the skin such as photo damage, smoking, alcohol, diet and premature ageing
- the process of desquamation, exfoliation and skin resurfacing
- the defensive role of the epidermis and the importance of barrier function
- the skin healing process
- the impact of a compromised healing process and how to recognise and respond to it
- the process of collagen and elastin synthesis including fibroblastic stimulation
- the importance of the extra cellular matrix and the role Alpha Hydroxy Acids play in stimulating glycosaminoglycans
- the inflammation process including post-inflammatory hyperpigmentation
- the topical effects of cosmetic peel ingredients on the skin and skin conditions
- the process of melanogenesis
- (K41) **Advice and recommendations:** additional services
- additional products
- the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
- ongoing maintenance to retain optimum results
- post-treatment visual skin changes and recovery time
- use of recommended skin care products during the healing process including use of minimum SPF30 UVA and UVB sun protection
- post-treatment restrictions including avoiding sun exposure and wearing a hat, heat treatments, use of cosmetics, vigorous physical activity, to avoid other exfoliating/resurfacing treatments and products, to avoid chlorinated water, to avoid excessive abrasion
- likely future treatment needs
- post-treatment contra-actions and the need to check for signs of infection
- post-treatment assessment through client feedback, including questionnaire, telephone call, next visit follow-up
- the importance of giving the client written aftercare advice
- the importance of ensuring the client is given a post-treatment point of contact
- the benefits of a course of treatment

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

Type of Test	Tick	Date
City and Guilds online test		
City and Guilds written test		
Cross-knowledge test		
Other (please state)		

Declaration

Supplementary notes

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

Comment	Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date

Appendix 1 Further information

Health and Safety and other legislation

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 principle items of legislation which apply to general salon operations and, therefore, to employers and employees/trainees etc. alike:

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrences 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 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

Environmental and sustainable working practices:

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items
- using recycled, eco-friendly furniture
- using low chemical paint
- using organic and allergy free products
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Diverse needs:

- cultural
- religious
- age
- disability
- gender

Values and behaviours

You must know the different types of working methods that promote environmental and sustainable working practices. Hairdressers 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.

The following key **values** underpin the delivery of services in the beauty, nails and spa sectors:

1. a willingness to learn
2. a flexible working attitude
3. a team worker
4. a positive attitude
5. personal and professional ethics

The following **behaviours** underpin the delivery of services in the beauty, nails and spa sectors. These behaviours ensure that clients receive a positive impression of both the organisation and the individual.

1. meeting the salon'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. treating the client courteously and helpfully at all times
5. adapting behaviour to respond effectively to different client behaviour
6. checking with the client that you have fully understood their expectations
7. responding promptly and positively to the client's questions and comments
8. recognising information that the client might find complicated and checking whether they fully understood
9. meeting both organisational and industry standards of appearance

Appendix 2 Glossary

AHA Skin Peel

Alpha hydroxy acid peel – the main ingredients in AHA peels are made from naturally occurring acids found in fruits and other foods. Some of the popular ingredients include lactic acid from sour milk, citric acid from citrus fruit and glycolic acid from sugar cane. AHA peels remove dead cells on the surface of the skin thus smoothing and rejuvenating the skin.

AHB Skin Peel

Beta hydroxy acid peel – BHA peels have the ability to get deeper into the pores than AHA peels. BHA peels control sebum and acne, as well as remove dead skin cells. Salicylic acid is an example of a beta hydroxy acid. AHA and AHB acids are often combined in skin peel products to ensure maximum results.

Alternating current (electrical epilation treatment)

An oscillating alternating current is commonly known as Diathermy and destroys hair growth cells by heat.

Ayurveda

An ancient Indian Ayurvedic healing system which combines natural therapies and encompasses the mind, body and spirit.

Barrel bit

This is an electric file attachment which can be either carbide or diamond.

Bikini Line - general waxing

This involves removing hair that falls outside a high-leg brief, around and underneath the upper inner thigh.

Blend (electrical epilation treatment)

The application of direct current and high frequency to the hair follicle simultaneously.

Body types

The *ectomorph* is often below average weight for their height and will have a lean appearance. Ectomorphs tend to have a very high metabolism and often complain of relentless eating with little to no weight gain.

The *endomorph* body type is the complete opposite of an ectomorph. This individual will usually be larger in appearance with heavier fat accumulation and little muscle definition. They find it hard to lose weight, even when they diet and exercise.

The *mesomorph* has a more muscular and lean physique. The mesomorph is between the ectomorph and the endomorph so displays qualities from both. They may have a larger frame than the endomorph, but a lower body fat percentage than the ectomorph. This is often the body type that everybody wants.

Buffed

Satin or gloss finish using a 2 to 4 way buffer.

Camouflage

To cover or disguise any imperfections.

Chakras

The ancient Sanskrit word chakra means 'energy wheel'. Chakras act as a link between the emotional and physical body.

Cleansing hands

This refers to cleansing or washing the hands to an antiseptic level so as to inhibit bacteria.

Clinical aromatherapist

A qualified practitioner that can select essential oils and blend with carrier oils to treat physical and psychological conditions.

Colour fading

A blend of two or more colours to create a gradient colour effect.

Comedones

Comedones are commonly known as 'blackheads'. They are often found on the face around the t-zone. Keratin combines with oil and bacteria to create a blockage in the hair follicle of the skin pore which has a 'blackhead'. Comedones can be extracted from the skin with a comedone extractor device.

Confidential information

May include personal aspects of conversations with clients, personal aspects of conversations with colleagues, contents of client records, client and staff personal details such as addresses and telephone numbers, financial aspects of the business, gossip.

Congestion

The state of being overloaded, clogged or blocked with blood or mucus.

Contra-actions

Refers to negative reactions from the treatment or products, such as excessive erythema or allergic reactions.

Contra-indications

Conditions or restrictions which indicate a particular treatment should not be carried out.

Custom blend

This refers to mixing a variation of products to suit individual clients' requirements.

Design plan

A plan that is used to show the design of the nail image and list products, equipment, accessories, and any additional media required.

Embellishments

These can include rhinestones, flatstones or any pre-made art products such as bows and flowers.

Exfoliation

The removal of surface skin cells.

Exothermic

An exothermic reaction is a chemical reaction that releases energy by light or heat.

Eyelash Extensions:*Full set*

This covers from the outer corner to the inner corner of the upper eyelid.

Partial set

This covers from the outer corner to the midpoint of the upper eyelid.

Strip lashes

These are a length of lashes pre-attached to a non-adhesive strip.

Flare lashes

These are a collection of individual lashes attached to a non-adhesive bulb.

Single or individual lashes

These are a single lash, which are attached to a single natural eyelash by the use of adhesives.

Fabric

Fabric used to imprint or embed into the nail art designs.

Fitzpatrick classification scale

Devised in 1975 at Harvard University, this is a skin classification on a scale of 1 to 6 based on photosensitivity reaction to ultra violet radiation.

Five elements of stone therapy

Generally thought to be earth, fire, wood, metal and water. It is thought that stone therapy provides balance in the body by encompassing all the five elements into the service.

Freehand

Freehand drawing using any nail art medium.

French finish

A technique in nail services which creates a defined smile line on the nail free edge.

Gel polish design

Creating a nail art design with gel polish

Gold needle

A needle plated with gold.

Gyratory massage

Gyratory massage uses a revolving mechanical equipment to reproduce the effects of manual massage movements.

Hyperpigmentation

Excessive colouration in comparison to the surrounding skin due to excess melanin such as age spots, freckles, stretch marks, sun tan, melasma and chloasma.

Hypopigmentation

Loss of colouration in comparison to the surrounding skin area such as leucoderma, stretch marks, scarring and vitiligo.

Imprinting

A range of techniques that can emboss a design or imprint.

In-fill

The application of new product in the small gap that occurs between the cuticle and the end of the enhancement, as the natural nail grows. This is carried out approximately every 2-3 weeks.

Legal requirements

This refers to laws affecting the way businesses are operated, how the salon or workplace is set up and maintained, people in employment and the systems of working which must be maintained. Of particular importance are the COSHH regulations, the Electricity at Work Regulations and the Cosmetic Products Regulations.

Limits of own authority

The extent of your responsibility as determined by your own job description and workplace policies.

Marma Points

Vital energy points defined as an anatomical site where flesh, veins, arteries, tendons, bones and joints meet up. Acupressure massage is applied to these vital energy points. The ancient Sanskrit word marma means hidden or secret.

Mask treatments

Setting (these include clay, thermal, paraffin and geloids). Non-setting (these include gels and creams).

Marbling

Two or more colours to create a marbled effect using a range of products.

Media consultant

This could include photographer, videographer, sound and lighting technician, IT specialists.

Natural make-up

A natural style make-up would be classed as a light application of make-up.

Overlay

A thin coating applied to the natural nail or an application over the natural nail and tip.

Oxidisation

This is a chemical process called oxidizing. It is the addition of oxygen to a compound resulting in a chemical reaction where one or more substances are changed into others.

Painting nail art techniques

A range of nail art techniques, which could include the use of freehand, brushes, textured sponges and colour shapers, which are a range of tools to create different painting effects.

Personal presentation

This includes personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace.

Placement

Placing a stone in a specific position on or underneath the body.

Pre-heat treatments

These can include heat packs, sauna, steam, infra-red, baths, paraffin wax baths and power showers are some examples of pre-heat treatments.

Primers

Can be used as a make-up base to give longevity of the make-up.

PSI

This is an abbreviation of pounds per square inch relating to the air pressure coming from the compressor through the spray gun onto the skin. This will be adjusted according to the coverage required and the size of the area.

Rebalance

This is maintenance of the entire nail structure, including the stress area, free edge and cuticle. This is carried out approximately every 4-6 weeks.

Relevant person

An individual deemed responsible for supervising you during a given task or service or the person to whom you normally report such as your line manager. In these particular Standards, it may also refer to an individual deemed responsible by the salon for specific areas and services.

Safeguarding

This is the action we take to promote the welfare of children and vulnerable adults to protect them from harm.

Semi-precious stones

These can be incorporated within stone therapy placement to enhance the benefits of the treatment, such as for clearing and balancing chakras.

Skin sensitivity tests

A test to determine if the client is allergic to the product, such as tint, being applied.

Skin warming devices

These can include steamers, hot towels, hot towel cabinet.

Special occasion

This could include make-up for parties, proms, weddings.

Specialised skin products

These include eye creams, eye gels, neck creams, serums, acne products, lip balms.

Stylist

The person responsible for deciding the wardrobe requirements and possible overall look.

Tapping

This technique requires the therapist to hold a stone against the body whilst rhythmically tapping with another to create a vibrational effect.

Tests

A test will determine if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical.

Test patch

This is a test to determine the degree of skin reaction and sensitivity. Test patches can be used to test the degree of heat sensitivity and pain response plus skin reaction. Test patch can incorporate a patch test, thermal test or tactile test.

Thermal test patch

A patch of wax applied to a small area of the client's skin in the treatment area, immediately prior to a waxing service. This is to check that the wax is a comfortable temperature for the client before continuing with the service.

Transfers

Transfers can be either a water-released material, material that has a self-adhesive backing or a material applied using a separate adhesive.

Treatment plan

The stages or plan you intend to follow in carrying out a particular treatment. The basic content of the treatment plan includes areas to be treated, type of treatment, product and/or equipment to be used, known contra-indications, contra-actions, treatment advice, client signature, and client feedback.

Trigger point

Deep continuous pressure with a stone on an isolated area to achieve relief of muscular tension.

Tucking

The positioning of a warm stone underneath an area of the body after it has been used for treatment such as the knees, legs and shoulders.

Two-piece needle

A needle constructed from two separate pieces of metal crimped together.

Warm wax

Includes, but not restricted to, crème, honey wax and sugar-based products with or without additives such as tea tree and lavender, applied by spatula or by other mechanical means and removed by strips.

Wrap fabrics

A material encapsulated in resin to strengthen the nail such as fibre glass, silk, muslin, nylon and cotton.

Wraps

Wraps can be heat-released material or self-adhesive.

Useful contacts

UK learners

General qualification information

International learners

General qualification information

Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

Publications

Logbooks, Centre documents, Forms, Free literature

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