



QUALIFI

SUCCESS THROUGH LEARNING
RECOGNISED WORLDWIDE

Qualifi Level 2 Diploma in Beauty Therapy

Qualifi Level 2 Diploma in Beauty Treatments

Qualifi Level 2 Certificate in Facial Skincare

Qualifi Level 2 Certificate in Lash and Brow
Treatments

Qualifi Level 2 Certificate in Nail Treatments

Qualifi Level 2 Certificate in Waxing Treatments

Qualifi Level 2 Certificate in Makeup Techniques

Specification (For Centers)

September 2021

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About QUALIFI

QUALIFI provides academic and vocational qualifications that are globally recognised. QUALIFI's commitment to the creation and awarding of respected qualifications has a rigorous focus on high standards and consistency, beginning with recognition as an Awarding Organisation (AO) in the UK. QUALIFI is approved and regulated by Ofqual (in full). Our Ofqual reference number is RN5160. Ofqual is responsible for maintaining standards and confidence in a wide range of vocational qualifications.

As an Ofqual recognised Awarding Organisation, QUALIFI has a duty of care to implement quality assurance processes. This is to ensure that centres approved for the delivery and assessment of QUALIFI's qualifications and awards meet the required standards. This also safeguards the outcome of assessments and meets national regulatory requirements.

QUALIFI's qualifications are developed to be accessible to all learners in that they are available to anyone who is capable of attaining the required standard. QUALIFI promotes equality and diversity across aspects of the qualification process and centres are required to implement the same standards of equal opportunities and ensure learners are free from any barriers that may restrict access and progression.

QUALIFI's policy document for learners with specific requirements or who need special consideration is available for centre reference. Centres are responsible for reviewing the applicant's ability to complete the training programme successfully and ultimately achieve a qualification. The initial assessment by the centre, will need to take into account the support that is readily available or can be made available to meet individual needs as appropriate. The centre must also consider prior learning and qualifications and they must be in a position to make a judgement on the learner's entry requirements.

Supporting Diversity

QUALIFI and its partners recognise and value individual difference and have a public duty to promote equality and remove discrimination in relation to race, gender, disability, religion or belief, sexual orientation and age.

Learner Voice

Learners can play an important part in improving the quality of this course through the feedback they give. In addition to the ongoing discussion with the course team throughout the year, there are a range of mechanisms for learners to feed back about their experience of teaching and learning. This can include questionnaires and surveys to allow both centres and QUALIFI to understand how we can improve the learner experience.

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1 Introduction

1.1 Why Choose QUALIFI Qualifications?

QUALIFI qualifications look to provide a realistic and broad opportunity for learners seeking career and professional development. They will support learners in realising their potential and provide clear objectives.

These objectives are to:

- provide career path support to learners who wish to develop their vocational skills, enterprise capabilities and opportunities in their chosen sector
- improve learner understanding of any given business environment and organisations and how they are managed and developed
- develop skills and abilities in learners to support their professional development.

Our qualifications provide a rich mix of disciplines and skills development opportunities. Learners will gain insight into the functioning, objectives, and processes of organisations, appreciating their diversity and the influences and impact of external forces on them. The fast-changing and complex business environment and different organisational ability to stay resilient and respond positively to change and opportunities will be explored.

Our qualifications will develop learner ability to:

- apply analytical and evaluative techniques and to enhance vocational skills
- investigate issues and opportunities
- develop their awareness and appreciation of managerial, organisational, and environmental issues
- make use of relevant information from different sources
- develop and encourage problem solving and creativity to tackle problems and challenges
- exercise judgement and take responsibility for decisions and actions
- develop the ability to recognise and reflect on personal learning and improve their personal, social, and other transferable skills.

1.2 Employer Support for the Qualification Development

The development of these qualifications has been initiated by the development of the latest National Occupational Standards and guided by discussions and idea sharing with HABIA and a range of employers, providers and existing centres demonstrating the rigor, validity, and demand for the qualifications.

Discussions and feedback have been taken throughout the development of the qualification on content, the potential learner audience for the qualification and assessment methods, ensuring a valuable experience and a recognised set of skills, knowledge and understanding is realised.

1.3 Qualification Titles and Codes

The qualifications have been accredited to the Regulated Qualification Framework (RQF) and have their own unique Qualification Accreditation Number (QAN). This number will appear on the learner's final certification document. Each unit within the qualification has its own RQF code. The QAN for these qualifications are:

Qualifi Level 2 Diploma in Beauty Therapy 603/7713/6

Qualifi Level 2 Diploma in Beauty Treatments 603/7714/8

Qualifi Level 2 Certificate in Facial Skincare 603/7715/X

Qualifi Level 2 Certificate in Lash and Brow Treatments 603/7716/1

Qualifi Level 2 Certificate in Nail Treatments 603/7717/3

Qualifi Level 2 Certificate in Waxing Treatments 603/7718/5

Qualifi Level 2 Certificate in Makeup Techniques 603/7719/7

1.4 Awarding Organisation

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2 Qualification Purpose, Rational, Aims and Outcomes

2.1 Qualification Purpose

This range of practical and knowledge-based qualifications have been created to develop and equip therapists with skills, competencies and expertise in beauty therapy treatments – primarily relating to the face, hands and feet. These qualifications will also enable therapists to gain confidence in practice while gathering evidence in a realistic working environment.

2.2 Rationale for the Qualifications

The rationale for the qualifications is to provide recognition for those who wish to gain the necessary skills to enter employment in the beauty industry. Qualifi Level 2 Diploma in Beauty Therapy is suitable for those progressing from Level 1 in Beauty Therapy as well as those new to the industry.

2.3 Overall Aims of the Qualifications

The Diploma and Certificates provide learners with the knowledge and skills to carry out beauty therapy related treatments, enabling learners to gain the necessary skills and essential underpinning knowledge to work commercially as a professional Beauty Therapist. The full Diploma will also provide opportunities for learners to develop the necessary skills and competencies to progress to further study or employment.

2.4 Learning Outcomes

The overall learning outcomes from the core and mandatory units for learners include skills and knowledge relating to:

- Anatomy and physiology - learners will know the structure and function of the human body and understand the pathologies and their relation to relative and absolute contraindications to treatment.
- Health, safety and hygiene - learners will be able to apply their knowledge and understanding of health, safety and hygiene when preparing for and providing services/treatments in a real or realistic working environment.
- Client consultation - underpins all the practical technical units within this qualification. Learners will be able to conduct a concise consultation to determine the most appropriate service/treatment to meet the client's needs and achieve the desired outcome/s.
- Manicure treatments - learners will gain the skills and knowledge to use manicure techniques, tools and products safely and effectively to improve the appearance of the client's hands and nails.
- Pedicure treatments - learners will gain the skills and knowledge to use pedicure techniques, tools and products safely and effectively to improve the appearance of the client's feet and toenails.
- Waxing treatments - learners will gain the skills and knowledge to use waxing techniques, products and equipment safely and effectively to remove superfluous hair.
- Facial skincare treatments - learners will be able to improve and maintain the health and appearance of client's facial skin. They will understand how to use products, equipment and techniques to personalise treatment to suit the client's skin type, condition and treatment objectives.
- Lash and brow treatments – learners will be able to use techniques, products and tools to enhance the eyelashes and eyebrows safely and effectively, through lash and brow tinting, eyebrow shaping and the application of cluster lashes.

Optional units have the following overall outcomes:

- Makeup techniques - learners will be able to use makeup tools, techniques, products and strip lash accessories to correct and enhance the client's facial features, taking into consideration the purpose for the makeup - for day, evening or a special occasion and the lighting the make-up will be worn in.
- UV Gel nail services - gel nail products provide an increasingly popular nail finish. Learners will be able to provide a UV cured gel nail polish service to improve the appearance of the client's nails.
- Basic business support - learners will be able to provide carry out duties relating to reception, selling, stock taking and allied tasks for smooth running of the business and to support customer satisfaction.
- Advise on products and services - learners will know how to promote, advise and instruct on products and services, for client loyalty and satisfaction and to contribute to business success.
- Freelance worker - learners will know the basics required to set up as a freelance stylist, therapist, nail technician etc. including planning and managing time, marketing, legal and financial considerations.
- Promotional activities - learners will know how to effectively plan, implement and evaluate promotional activities such as demonstrations and presentations including using social media.
- Threading treatments - learners will gain the skills and knowledge to perform safe and effective removal of unwanted hair using threading techniques

These are the overall learning outcomes in line with RQF Level 2 qualifications. All learning outcomes and assessment criteria for each unit are identified in Appendix 1 within the unit descriptors.

2.5 National Occupational Standards (NOS)

All units have been mapped against the current NOS. The following format has been used to identify the relevant NOS mapped against the learning outcome assessment criteria in relation to performance criteria and knowledge and understanding.

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for service/treatment	1.1	PC
	1.2	PC
	1.3	PC
LO2 Provide service/treatment	2.1	PC
	2.2	PC
	2.3	PC
LO3 Complete the service/treatment	3.1	PC
	3.2	PC
	3.3	PC

Learning Outcomes To achieve this unit, a learner must know and understand:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 How to prepare for service/treatment	4.1	KU
	4.2	KU
	4.3	KU
LO5 How to provide service/treatment	5.1	KU
	5.2	KU
	5.3	KU
LO6 How to complete the service/treatment	6.1	KU
	6.2	KU
	6.3	KU

3 Delivering the Qualification

3.1 Quality Assurance Arrangements

All centres go through an application and approval process to be recognised as an approved centre. Centres must have in place qualified and experienced tutors. The experience of tutors and their ability to support learners will be important. Centres must commit to working with QUALIFI and its team of Quality Reviewers/External Quality Assurers and External Assessors. Continuing professional development (CPD) for tutors is also required.

Approved centres will be monitored by QUALIFI External Quality Assurers (EQAs) to ensure that learners are provided with appropriate learning opportunities and guidance. EQAs will ask to see and discuss a centre's assessment plans. The suitability of these plans will be agreed with the centre.

3.2 Access to Study

All learners should be invited to an induction event to be introduced to the programme in detail through presentations and discussions with tutors and the centre support team.

All learners should be issued with the Diploma handbook, a timetable and meet with their personal tutor and fellow learners. Centres should assess learners carefully to ensure that they take the right qualification and the right pathways or optional units, to allow them to progress to the next stage.

Centres should check the qualification structures and unit combinations carefully when advising learners. Centres will need to ensure that learners have access to a full range of information, advice, and guidance to support them in making the necessary qualification and unit choices. When learners are recruited, centres need to give them accurate information on the title and focus of the qualification for which they are studying.

All learners must be registered with QUALIFI within 30 days of centre registration.

3.3 Entry Criteria

This qualification is designed for learners aged 16 years and above. Although there are no mandatory entry requirements for the Qualifi Level 2 Diploma in Beauty Therapy, centres are responsible for ensuring that this qualification is appropriate to the ability of learners.

The qualification has been designed to be accessible without artificial barriers that restrict access and progression. Entry to the qualification will be through centre interview and learners will be assessed on an individual basis.

4 Structure of the Qualifications

4.1 Units, Credits and Total Qualification Time (TQT)

All units have been designed from a learning time perspective and are expressed in terms of Total Qualification Time (TQT). TQT is an estimate of the total amount of time that could reasonably be expected to be required for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of each Qualification.

TQT includes undertaking each of the activities of Guided Learning, Directed Learning and Invigilated Assessment.

Examples of activities which can contribute to Total Qualification Time include:

- guided learning
- performing service/treatments for competency evidence in a commercial or realistic work environment
- independent and unsupervised research/learning
- unsupervised compilation of a portfolio of work experience
- unsupervised e-learning/unsupervised e-assessment
- unsupervised coursework
- watching a pre-recorded podcast or webinar
- unsupervised work-based learning.

Guided Learning Hours (GLH) are defined as the time when a tutor is present to give specific guidance towards the learning aim being studied on a programme. This definition includes lectures, tutorials, and supervised study in, for example, open learning centres and learning workshops/salons. Guided Learning includes any supervised assessment activity; this includes invigilated examination and observed assessment and observed work-based practice.

Some examples of activities which can contribute to Guided Learning include:

- classroom-based learning supervised by a tutor
- work-based learning supervised by a tutor
- live webinar or telephone tutorial with a tutor in real time
- e-learning supervised by a tutor in real time
- all forms of assessment which take place under the immediate guidance or supervision of a tutor or other appropriate provider of education or training, including where the assessment is competence-based and may be turned into a learning opportunity.

4.2 Qualification Structures

To achieve each qualification the learner successfully complete the mandatory and selected optional units, where stated, to receive any of the listed qualifications.

These are referred to as the **Rules of Combination (ROC)**.

Qualifi Level 2 Diploma in Beauty Therapy

The Qualifi Level 2 Diploma in Beauty Therapy is a Level 2 qualification containing a minimum of **nine** credit bearing units with a minimum total of **62 credits** for the qualification.

To achieve this qualification a learner must successfully complete **nine** units, all **eight** mandatory units, and at least **one** unit from the optional section:

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
J/618/7870	Anatomy and physiology	2	70	7	60
L/618/7871	Health, safety and hygiene	2	60	6	46
R/618/7872	Client consultation	2	70	7	60
Y/618/7873	Manicure treatments	2	60	6	53
D/618/7874	Pedicure treatments	2	60	6	53
H/618/7875	Waxing treatments	2	80	8	65
K/618/7876	Facial skincare treatments	2	100	10	90
M/618/7877	Lash and brow treatments	2	60	6	56

Unit Reference	Optional Units	Level	TQT	Credits	GLH
T/618/7878	Makeup techniques	2	60	6	56
A/618/7879	UV Gel nail services	2	60	6	50
M/618/7880	Basic business support	2	60	6	55
T/618/7881	Advise on products and services	2	60	6	56
A/618/7882	Freelance worker	2	60	6	50
F/618/7883	Promotional activities	3	90	9	60
M/618/8821	Threading treatments	2	60	6	50
	Range totals		620 - 650	62 - 65	533 - 543

For this Diploma, 3 external multiple-choice question (MCQ) papers relating to anatomy and physiology, health, safety and hygiene and client consultation must be achieved.

Qualifi Level 2 Diploma in Beauty Treatments

The Qualifi Level 2 Diploma in Beauty Treatments is a Level 2 qualification containing a minimum of **five** credit bearing units with a minimum total of **36 credits** for the qualification.

To achieve this qualification a learner must successfully complete a minimum of **five** units, which must include all **four** mandatory units and at least **one** other unit selected from the optional units.

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
J/618/7870	Anatomy and physiology	2	70	7	60
L/618/7871	Health, safety and hygiene	2	60	6	46
R/618/7872	Client consultation	2	70	7	60
K/618/7876	Facial skincare treatments	2	100	10	80
Unit Reference	Optional Units	Level	TQT	Credits	GLH
Y/618/7873	Manicure treatments	2	60	6	53
D/618/7874	Pedicure treatments	2	60	6	53
H/618/7875	Waxing treatments	2	80	8	65
M/618/7877	Lash and brow treatments	2	60	6	56
T/618/7878	Makeup techniques	2	60	6	56
A/618/7879	UV Gel nail services	2	60	6	50

M/618/7880	Basic business support	2	60	6	55
T/618/7881	Advise on products and services	2	60	6	56
A/618/7882	Freelance worker	2	60	6	50
F/618/7883	Promotional activities	3	90	9	60
M/618/8821	Threading treatments	2	60	6	50
	Range totals		360 – 390	36 - 39	296 - 311

For this diploma, 3 external multiple-choice question (MCQ) papers relating to anatomy and physiology, health, safety and hygiene and client consultation must be achieved.

Qualifi Level 2 Certificate in Facial Skincare

The Qualifi Level 2 Certificate in Facial Skincare is a Level 2 qualification containing **four** credit bearing units with a total of **30 credits** for the qualification.

To achieve this qualification a learner must successfully complete all **four** mandatory units

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
J/618/7870	Anatomy and physiology	2	70	7	60
L/618/7871	Health, safety and hygiene	2	60	6	46
R/618/7872	Client consultation	2	70	7	60
K/618/7876	Facial skincare treatments	2	100	10	80
	Total		300	30	246

For this certificate, 3 external multiple-choice question (MCQ) papers relating to anatomy and physiology, health, safety and hygiene and client consultation must be achieved.

Qualifi Level 2 Certificate in Lash and Brow Treatments

The Qualifi Level 2 Certificate in Lash and Brow Treatments is a Level 2 qualification containing **three** credit bearing units with total of **19 credits** for the qualification.

To achieve this qualification a learner must successfully complete all **three** mandatory units.

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
L/618/7871	Health, safety and hygiene	2	60	6	46
R/618/7872	Client consultation	2	70	7	60

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
M/618/7877	Lash and brow treatments	2	60	6	56
	Total		190	19	162

For this certificate, 2 external multiple-choice question (MCQ) papers relating to health, safety and hygiene and client consultation must be achieved. With regards to the anatomy and physiology that must be covered, the centre must be able to provide evidence of learner competency for the anatomy and physiology associated with lash and brow treatments, which is subject to Qualifi external quality assurance (EQA).

Qualifi Level 2 Certificate in Nail Treatments

The Qualifi Level 2 Certificate in Nail Treatments is a Level 2 qualification containing a minimum of **four** credit bearing units with a minimum total of **25 credits** for the qualification.

To achieve this qualification a learner must successfully complete a minimum of **four** units, which must include all **three** mandatory units and at least **one** unit selected from the optional units.

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
L/618/7871	Health, safety and hygiene	2	60	6	46
R/618/7872	Client consultation	2	70	7	60
Y/618/7873	Manicure treatments	2	60	6	53
Unit Reference	Optional Units	Level	TQT	Credits	GLH
D/618/7874	Pedicure treatments	2	60	6	53
A/618/7879	UV Gel nail services	2	60	6	50
	Range total		250	25	209 - 212

For this certificate, 2 external multiple-choice question (MCQ) papers relating to health, safety and hygiene and client consultation must be achieved. With regards to the anatomy and physiology that must be covered, the centre must be able to provide evidence of learner competency for the anatomy and physiology associated with the nail treatments, which is subject to Qualifi external quality assurance (EQA).

Qualifi Level 2 Certificate in Waxing Treatments

The Qualifi Level 2 Certificate in Waxing Treatments is a Level 2 qualification containing **three** credit bearing units with a total of **21 credits** for the qualification.

To achieve this qualification a learner must successfully complete all **three** mandatory units.

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
L/618/7871	Health, safety and hygiene	2	60	6	46
R/618/7872	Client consultation	2	70	7	60
H/618/7875	Waxing treatments	2	80	8	65
	Total		210	21	171

#For this certificate, 2 external multiple-choice question (MCQ) papers relating to health, safety and hygiene and client consultation must be achieved. With regards to the anatomy and physiology that must be covered, the centre must be able to provide evidence of learner competency for the anatomy and physiology associated with waxing treatments, which is subject to Qualifi external quality assurance (EQA).

Qualifi Level 2 Certificate in Makeup Techniques

The Qualifi Level 2 Certificate in Makeup Techniques is a Level 2 qualification containing **three** credit bearing units with a total of 20 **credits** for the qualification.

To achieve this qualification a learner must successfully complete all **three** mandatory units.

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
L/618/7871	Health, safety and hygiene	2	60	6	46
R/618/7872	Client consultation	2	70	7	60
T/618/7878	Makeup techniques	2	70	7	56
	Total		200	20	162

#For this certificate, 2 external multiple-choice question (MCQ) papers relating to health, safety and hygiene and client consultation must be achieved. With regards to the anatomy and physiology that must be covered, the centre must be able to provide evidence of learner competency for the anatomy and physiology associated with makeup techniques, which is subject to Qualifi external quality assurance (EQA).

Beauty Therapy Certificates of Unit Credit:

Any of the technical units may be taken individually to claim a Certificate of Unit Credit, however these units are intended only for learners that already have the appropriate pre-requisite skills, knowledge and understanding relating to the units:

- COBT200: Anatomy and physiology
- CO201: Health, safety and hygiene
- CO202: Client consultation

For more information, please contact Qualifi.

4.3 Progression and Links to other QUALIFI Programmes

Learners completing the Qualifi **Level 2 Diploma in Beauty Therapy** can progress to:

- A Qualifi Level 3 qualification within Beauty, Nail Services, Makeup or Wellness
- Qualifi Level 3 Diploma in Advanced Beauty Therapy
- Qualifi Level 3 Diploma in Wellbeing and Holistic Therapy
- Directly into employment or self-employment in the Beauty profession.

Learner completing any of the certificates can carry that credit to progress to the Qualifi **Level 2 Diploma in Beauty Therapy**.

4.4 Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a method of assessment (leading to the award of credit) that considers whether learners can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess, and so do not need to develop through a course of learning.

QUALIFI encourages centres to recognise learners' previous achievements and experiences whether at work, home or at leisure, as well as in the classroom. RPL provides a route for the recognition of the achievements resulting from continuous learning. RPL enables recognition of achievement from a range of activities using any valid assessment methodology. Provided that the assessment requirements of a given unit or qualification have been met, the use of RPL is acceptable for accrediting a unit, units or a whole qualification.

Evidence of learning must be valid and reliable. For full guidance on RPL please refer to QUALIFI's policy document on RPL.

5 Guidance to Teaching and Learning

To ensure consistency and quality of delivery amongst centres, QUALIFI has outlined a number of policies and procedures required to ensure the very best standards are available to learners. These include:

- expertise of staff
- learning and teaching methods
- study skills
- learning resources
- personal development planning
- career opportunities.

The policies and procedures are available on request to all accredited centres or to those wishing to apply for accreditation to deliver QUALIFI qualifications.

6 Learner Support

Centres should continue to support learners and encourage appropriate behaviour. To ensure consistency and quality of delivery amongst centres QUALIFI, has outlined a number of policies and procedures to ensure the very best standards are available to learners. These include:

- learners with disabilities
- health and safety
- conduct
- progression
- weekly timetable/attendance requirements.

The policies and procedures are available on request to all accredited centres or to those wishing to apply for accreditation to deliver QUALIFI qualifications.

6.1 Data Protection

All personal information obtained from learners and other sources in connection with studies will be held securely and will be used during the course and after they leave the course for a variety of purposes. These should be all explained during the enrolment process at the commencement of learner studies. If learners or centres would like a more detailed explanation of the partner and QUALIFI policies on the use and disclosure of personal information, please contact QUALIFI via email support@QUALIFI-international.com

7 Assessment

This qualification is vocational as it can support a learner's career progression. To meet QUALIFI's aim to provide an appropriate assessment method each unit will be assessed through observation in a way to make them holistic and realistic 'work-related' activities wherever possible. Learners will need to demonstrate essential knowledge, and understanding relevant to the skills practice, to ensure sufficient underpinning knowledge for safe and effective provision of the service/treatment. Recommendations on actions will also be asked for from learners where appropriate for the unit. Intellectual rigour will be expected appropriate to the level of the qualification.

Learning Outcomes, Assessment Criteria and Indicative Content

The **learning outcomes** (LOs) and **assessment criteria** (ACs) for each unit are separated into performance criteria and knowledge and understanding criteria. The LOs and ACs are based on the national occupational standard (NOS) relating to that unit. For delivery of this qualification please refer to the full NOS at the beginning of each unit.

Learning outcomes follow the natural sequence of what the learner must do and what they must know and understand before, during and after the service/treatment.

The **indicative content** includes the scope and range and the performance evidence for assessment. A glossary is included to explain the key terms in the context used in the both the NOS and the assessment criteria relevant to that service/treatment.

NB: Contraindications are externally assessed through the MCQ paper for Client Consultation. A guide to relative and absolute contraindications and related pathologies with examples can be found in:
Unit COBT200: Anatomy and Physiology

The learner's '**Evidence of Assessment Record**' will enable Assessors to record and sign off that the essential underpinning knowledge and number of services/treatments carried out are sufficient to ensure coverage of the range.

- Please refer to the **Evidence of Assessment Record** document for this qualification.
- NB: a separate **Evidence of Assessment Record** is required for each learner.

Types of evidence, which can be paper-based or in electronic format:

- Prior learning and achievement
- Observed work
- Service/treatment records
- Case studies
- Client testimonials
- Witness statements
- Before and after service/treatment photographs (with client's consent)
- Remote observation assessor feedback
- Recorded evidence using audio/visual media
- Projects/assignments
- Oral questions
- written work
- Assessor feedback

Evidence requirements for practical observations

1. Services/treatments, which have been carried out in a commercial salon, simulated salon, training environment or where adaptations are required in the learner's/client's home.
2. There must be written, signed/digitally signed client consent forms before all service/treatments are provided.
3. Consent forms must be retained by the centre and be in accordance with GDPR compliance.
4. The recommended numbers of observations/number of clients can be found in the qualification unit descriptor and in the Evidence of Assessment Record.
5. The learner must have met all practical criteria and there should be sufficient evidence of coverage of the range.

Assessment options

For this range of qualifications Centres will have **two** assessment options:

1. Competency-based assessment, ongoing throughout the qualification, which is quality assured by Qualifi EQA's, centres will be required to have suitably qualified and experienced Assessors and IQAs

Or

2. An end of qualification competency-based assessment conducted by a Qualifi External Assessor, centres will be required to have suitably qualified and experienced tutors and a minimum of 10 learners per exam. NB: additional fees apply for this option, please refer to the published HBWA fee schedule.

QUALIFI's guidance on invigilation, preventing plagiarism and collusion will apply to all centres delivering this qualification.

Option 1.

QUALIFI Quality EQAs - External Quality Assurers will monitor centre compliance. For assessment purposes, unless otherwise agreed, QUALIFI will:

- Write assessment criteria, identifying in the learning outcomes what the learner must be able to do and know for each unit.
- Externally set to be internally marked MCQs (multiple choice question papers) at qualification level
- Sample learners' evidence of assessment records (assignments, consultation sheets, written question, media etc.)
- Observe a sample of learners undergoing internal practical assessments during the EQA process
- Issue certificates for successful learners.

Option 2.

QUALIFI Quality External Quality Assurers will monitor centre compliance. For assessment purposes, unless otherwise agreed, QUALIFI will:

- Write assessment criteria, identifying in the learning outcomes what the learner must be able to do and know for each unit.
- Set MCQs (multiple choice question papers) at qualification level (as in Option 1)
- Sample 'evidence of assessment records' (assignments, consultation sheets, written question, media etc.)
- Conduct the end of qualification practical assessments for each learner, for the mandatory skills within the qualification to determine learner competence.
- Issue certificates for successful learners.

MCQs – Multiple-Choice Question papers

For this range of qualifications there will be options for a set number of MCQs. MCQs are designed to test the learner's knowledge and understanding of the theory relevant to the core mandatory units required to ensure safe practice of the services/treatments included in the qualification.

In each **Unit Descriptor** the MCQ/s relevant to that unit will be listed in the **Delivery and Assessment Guidance**

For the units and knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Additional support

QUALIFI has an assessment policy and procedure documents that are available to all centres delivering this qualification. QUALIFI's 'Handbook on Guidance and Requirements for Assessment and Marking' covers the following and should be referred to where applicable in relation to this qualification:

- assessment strategy
- assessment arrangements for learners with a disability
- verification/quality assurance
- marking scheme/pass mark
- deferral after valid mitigating circumstances
- referral after failure
- dealing with difficulties in meeting assessment deadlines

- late submissions
- assessment boards
- appeals
- cheating and plagiarism/referencing
- confidential material
- submission.

For further information please contact Qualifi.

8 Course Regulations

8.1 Course Requirements

Learners must successfully complete all mandatory units and the required minimum number of optional units **and** pass all the associated external multiple choice question papers for those units to receive the full Diploma Award.

QUALIFI will issue certificates to all successful learners through the registered centres.

8.2 Classification of Awards

This qualification has two assessment options:

1. Competency-based assessments carried out by the centre Assessor/s – pass or fail

Or

2. End of qualification competency-based assessments carried out by QUALIFI Assessors – pass or fail

Decisions about the overall achievements of awards are made by QUALIFI through the application of the academic and relevant course regulations. It is based on the Average Percentage Mark (APM) or, at the discretion of QUALIFI, on the basis of overall profile and performance subject to the minimum requirements.

8.3. Learner Voice

Learners can play an important part in improving the quality of this course through the feedback they give. In addition to the ongoing discussion with the course team throughout the year, there is a range of mechanisms for learners to feed back about their experience of teaching and learning.

8.4 Complaints

QUALIFI recognises that there may be occasions when learners and centres have cause for complaint about the service received. When this happens, the complaints procedure is intended to provide an accessible, fair and straightforward system that ensures as an effective, prompt and appropriate response as possible.

For more information on our formal complaints procedure please contact in the first instance or email: support@QUALIFI-international.com

9 Equality and Diversity

QUALIFI recognises that discrimination and victimisation is unacceptable and that it is in the interests of QUALIFI employees to utilise the skills of the total workforce. It is our aim to ensure that no employee or other representative of QUALIFI receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation (protected characteristics).

Our aim is that our workforce will be truly representative of all sections of society and each employee feels respected and able to give their best. We oppose all forms of unlawful and unfair discrimination or victimisation. To that end the purpose of this policy is to provide equality and fairness for all.

Our staff will not discriminate directly or indirectly, or harass customers or clients because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation in the provision of QUALIFI's goods or services.

This policy and the associated arrangements shall operate in accordance with statutory requirements, particularly the Equality Act 2010 <https://www.gov.uk/equality-act-2010-guidance> In addition, full account will be taken of any guidance or codes of practice issued by the Equality and Human Rights Commission, any government departments, and any other statutory bodies.

The policy document will be monitored and reviewed annually and can be downloaded from our website or by contacting QUALIFI.

10 Further Professional Development and Training

QUALIFI supports UK and international customers with training related to our qualifications. This support is available through a choice of training options offered through publications or through customised training at your centre.

The support we offer focuses on a range of issues including:

- planning for the delivery of a new programme
- planning for assessment and grading
- developing effective assignments
- building your team and teamwork skills
- developing learner-centred learning and teaching approaches
- building in effective and efficient quality assurance systems.

You can request customised training through your registered centre in the first instance. If you need to contact QUALIFI directly:

Our customer service number: +44 (0) 1158882323

Or email: support@QUALIFI-international.com

Website: www.Qualifi-HBWA.com

Appendix 1: Unit Descriptors

QUALIFI Level 2 Diploma in Beauty Therapy

Unit COBT200: Anatomy and Physiology

Unit code: J/618/7870

RQF level: 2

Unit Overview

- This core unit provides the essential underpinning knowledge relating to anatomy and physiology and coexists alongside the Level 2 technical units that have been mapped to the Beauty, Nails, Wellbeing and Holistic and related industries NOS suites.
- Learners will need to understand the anatomy, physiology, relative and absolute contraindications and related pathologies pertaining to Level 2 technical units.

This unit coexists alongside Qualifi units:

BT203: Manicure treatments

BT204: Pedicure treatments

BT205: Waxing treatments

BT206: Facial skincare treatments

BT208: Lash and Brow treatments

BT208: Makeup techniques

BT209: UV gel nail services

The main outcomes are:

1. The structure and function of the skin
2. The structure and function of the nail
3. The structure and function of the hair and the hair growth cycle
4. The anatomy and physiology of the human body
5. Relative and absolute contraindications and related pathologies

Learning Outcomes, Assessment Criteria and Indicative Content

Learning Outcomes	Assessment Criteria:
To achieve this unit, a learner must:	Assessment of this unit will require a learner to demonstrate that they can:
LO1 Understand the anatomy, physiology and pathologies of the skin, nails and hair	1.1 Explain the structure and function of the skin
	1.2 Understand the pathologies of the skin and know which are a relative or absolute contraindication to skin treatments
	1.3 Discuss the physiological and physical effects of skincare treatments
	1.4 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional
	1.5 Explain the structure and function of the nail
	1.6 Understand the pathologies of the nail and know which are a relative or absolute contraindication to nail treatments
	1.7 Explain the structure and function of the hair and the hair growth cycle

	1.8 Understand the pathologies of the hair and know, which are relative or absolute contraindications to waxing and lash and brow treatments
LO2 Understand the anatomy, physiology and pathologies of the skeletal system	2.1 Describe the meaning of the common anatomical terms
	2.2 Explain the function of the skeletal system
	2.3 Explain the structure and classification of bones
	2.4 Explain the types of joints and their movement
	2.5 Know the name and location of the bones of the face, head, neck, shoulders, chest, hand and arm, foot and leg
	2.6 Understand the common pathologies associated with the skeletal system
LO3 Understand the anatomy, physiology and pathologies of the muscular system	3.1 Explain the function of muscles, including contraction, relaxation, attachment and movement
	3.2 Know the name, location and action of the muscles of the face, head, neck, shoulders, chest, hand and arm, foot and leg
	3.3 Understand the common pathologies associated with the muscular system
LO4 Understand the anatomy, physiology and pathologies of the circulatory system	4.1 Explain the functions of blood including transport, regulation, protection and clotting
	4.2 Explain blood composition including erythrocytes, leucocytes, thrombocytes and plasma
	4.3 Know the name and location of the arteries of the face, head, neck, shoulders, chest, hand and arm, foot and leg
	4.4 Know the name and location of the veins of the face, head, neck, shoulders, chest, hand and arm, foot and leg
	4.5 Explain the circulation of the heart, pulmonary circulation, capillaries and systemic circulation
	4.6 Understand the common pathologies associated with the circulatory system
LO5 Understand the anatomy, physiology and pathologies of the lymphatic system	5.1 Explain the functions of the lymphatic system including fluid distribution, fighting infection, transport of fat and removal of waste
	5.2 Explain the functions of lymph nodes
	5.3 Know the position of lymph nodes relative to the face, head, neck, shoulders, chest, hand and arm, foot and leg
	5.4 Understand the common pathologies associated with the lymphatic system

Indicative Content:

Unit	Anatomy and Physiology	Section
Unit BT203 Manicure treatments <i>NOS - Provide manicure treatments</i>	1. the structure and functions of the skin	A
	2. the structure and functions of the nail	B
	3. the anatomy and physiology of the upper extremities	D
	4. relative and absolute contraindications and related pathologies	A, B & D
Unit BT204 Pedicure treatments <i>NOS - Provide pedicure treatments</i>	1. the structure and functions of the skin	A
	2. the structure and functions of the nail	B
	3. the anatomy and physiology of the lower extremities	D

	4. relative and absolute contraindications and related pathologies	A, B & D
Unit BT205 Waxing treatments <i>NOS - Provide waxing treatments for the Face and Body</i>	1. the structure and function of the hair and the hair growth cycle 2. the structure and function of the skin 3. the anatomy and physiology of the human body 4. relative and absolute contraindications and related pathologies	C A D A, C & D
Unit BT206 Facial skincare treatments <i>NOS - Provide facial skincare treatments</i>	1. the structure and function of the skin 2. the anatomy and physiology of the human body 3. relative and absolute contraindications and related pathologies 4. the physiological and physical effects of skincare treatments	A D A & D A
Unit BT207 Lash and brow treatments <i>NOS - Enhance the appearance of eyelashes and eyebrows</i>	1. the structure and function of the hair and the hair growth cycle 2. the structure and functions of the skin 3. the anatomy and physiology of the human body 4. relative and absolute contraindications and related pathologies	C A D A, C & D
Unit BT208 Makeup techniques <i>NOS - Provide customised makeup services</i>	1. the structure and function of the skin 2. the anatomy and physiology of the human body 3. relative and absolute contraindications and related pathologies	A D A & D
Unit BT209 UV gel nail services <i>NOS - Provide UV light cured nail product services</i>	1. the structure and function of the skin 2. the structure and functions of the nail 3. the anatomy and physiology of the lower and upper extremities 4. relative and absolute contraindications and related pathologies	A B D A, B & D

Section A – Structure and function of the skin

Structure

- Diagram of the structure of the skin
- Layers of the epidermis – horny layer (L3 - stratum corneum), clear layer (L3 - stratum lucidum), granular layer (L3 - stratum granulosum), prickle cell layer (L3 - stratum spinosum), basal layer (L3 - stratum germinativum)
- Dermis layer – papillary layer, reticular layer, hair, hair follicle, sebaceous gland (oil), sweat (sudoriferous) gland, blood capillary, lymphatic capillary, sensory and motor nerve endings, collagen, elastin
- Subcutaneous layer– adipose/ fat cells,
- Cells and tissues of the skin – main tissue types

Function

- Functions of the skin – secretion, heat regulation, absorption, protection, excretion, sensation, including acid mantle, vitamin D production, pigmentation, melanin formation, tanning and sunburn
- Growth and repair

Pathologies

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Allergies e.g.: urticaria; dermatitis
- Disorders e.g.: eczema; psoriasis; pustules; papules; milia; comedones; sensitivity; sunburn; skin tags
- Pigmentation disorders e.g., hyperpigmentation; hypopigmentation; vitiligo; albinism; chloasma; ephelides; lentigo/lentiginosae; naevae; leukoderma; erythema
- Bacterial infections e.g., impetigo; conjunctivitis; styes; boils; folliculitis; cysts; acne vulgaris; acne rosacea
- Fungal diseases e.g.: tinea corporis; tinea capitis; tinea pedis
- Infestations e.g.: scabies; mites; lice
- Viral infections e.g.: herpes simplex; herpes zoster; verrucae, warts
- Skin cancer e.g.: melanoma, carcinoma

Physiological and physical effects of skincare treatments

- Aids desquamation – exposing younger fresher cells, skin is smoother and softer
- Increases circulation – improves the supply of oxygenated blood and nutrients, toning and firming facial contours
- Surface capillaries dilate – improving skin colour
- Lymphatic circulation is improved – speeding up the removal of toxins and waste products, reducing puffiness and improving skin condition
- Pores and follicles are relaxed – aids removal of surface debris and superficial absorption of skincare products
- Soothes or stimulates sensory nerves – to relax or refresh, depending on skincare products, tools and techniques used
- Sebaceous and sudoriferous glands are stimulated – increasing oil and sweat production, helping to maintain the skin's natural oil and moisture balance, benefits dry skin

Section B – Structure and function of the nail

Structure

- Diagram of the structure of the nail
- Location of the: nail plate; free edge; hyponychium; nail wall; nail groove; nail bed; nail grooves; matrix; nail mantle; lunula; cuticle.

Function

- Function of the: nail plate; free edge; hyponychium; nail wall; nail groove; nail bed; nail grooves; matrix; nail mantle; cuticle.
- Nail growth and factors affecting e.g.: diet; lifestyle; age; health; medication; damage

Pathologies

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Nail disorders and diseases e.g.: nail separation - onycholysis, damaged nails, eczema, psoriasis, bruising, brittle/split nails - onychorrhexis; lamellar dystrophy; onychauxis; bitten nails – onychophagy; pterygium; nail trauma – leukonychia; blue nails; eggshell nails; hangnails; ridges; Beau’s lines; pitting; discoloured nails; bacterial infections – paronychia; viral infections – warts/verrucae; fungal infections – tinea unguium, onychomycosis; ingrown nail – onychocryptosis; onychogryphosis; onychatrophia; whitlow
- Product allergies

Section C – Structure and function of the hair and the hair growth cycle

Structure

- Hair shaft; cuticle, cortex, medulla
- Hair root: arrector pili muscle; sebaceous gland; inner and outer root sheaths
- Hair bulb: matrix, dermal papilla, nerve supply
- Hair follicle and nerve supply
- Types of hair: lanugo, vellus, terminal.

Function

- Insulation, protection from foreign bodies entering the body,
- Hair growth cycle: anagen, catagen, telogen
- Types of hair growth: hirsutism; hypertrichosis; superfluous
- Factors affecting hair growth: health; diet; age; race; heredity; pregnancy; medical conditions; stress

Pathologies

- Pediculosis capitis, corporis, pubis
- Tinea capitis
- Folliculitis

- Alopecia
- Seborrhoea
- Pityriasis capitis

Section D – Anatomy and physiology of the human body

- Anatomical terminology – anterior, posterior, proximal, medial, distal, lateral, superior, inferior, plantar, dorsal

Skeletal system

- Function of the skeletal system – support, joints, movement, protection, attachment, mineral source, blood cell formation
- Classification of bones, by tissue, by shape
- Types of joints and movement
- Name and location of the bones of the face, head, neck, shoulders, chest, hand and arm, foot and leg

Muscular system

- Function of muscles – contraction, relaxation, attachment, movement
- Name, location and action of the muscles of the face, head, neck, shoulders, chest, hand and arm, foot and leg

Circulatory system

- Functions of blood – transport, regulation, protection, clotting.
- Blood composition – erythrocytes, leucocytes, thrombocytes, plasma.
- Arteries of the face, head, neck, shoulders, chest, hand and arm, foot and leg
- Veins of the face, head, neck, shoulders, chest, hand and arm, foot and leg
- Circulation – heart, pulmonary circulation, capillaries, systemic circulation

Lymphatic system

- Functions of the lymphatic system – fluid distribution, fighting infection, transport of fat, removes waste.
- Functions of lymph nodes – filter toxins, clean lymphatic fluid, antibodies and antitoxins, produce lymphocytes
- Position of lymph nodes relative to the areas of treatment

Learners must know the common pathology associated with the integumentary system

- Common diseases and disorders of the skin:
 - Infestations (scabies)
 - Bacterial infections (impetigo, blepharitis, stye, conjunctivitis, cellulitis)
 - Viral infections (warts, plantar warts, chickenpox, herpes, influenza)
 - Fungal infections (tinea pedis, tinea capitis, ringworm)
 - Skin conditions (psoriasis, eczema, dermatitis, sebaceous cysts, ichthyosis, acne, rosacea, keratosis pilaris)

- Pigmentation disorders (vitiligo, chloasma, lentigo, naevi, spider naevus, ephelides)
- *Skin cancers (basal cell carcinoma, squamous cell carcinoma, malignant melanoma)
- Common diseases and disorders of the hair:
 - Infestations (pediculosis capitis)
 - Bacterial infections (folliculitis, furuncle, carbuncle)
 - Fungal infection (tinea capitis)
 - Hair and scalp conditions (alopecia, dandruff, hirsutism, hypertrichosis)
- Common disease and disorders of the nail:
 - Paronychia, tinea unguium, onycholysis, onychomycosis, onychatrophia, onychorrhexis, onychauxis, leuconychia, beau's lines, pterygium

Learners must know the common pathology associated with the skeletal system

- Common diseases and disorders of the skeletal system:
 - Osteoporosis, osteoarthritis, rheumatoid arthritis, rickets, bursitis, fractures

Learners must know the common pathology associated with the muscular system

- Common diseases and disorders of the muscular system:
 - Muscular dystrophy, fibromyalgia, muscle cramps, tendonitis

Learners must know the common pathology associated with the circulatory system

- Common diseases and disorders of the circulatory system:
 - Thrombosis, varicose veins, phlebitis, high and low blood pressure, aneurism

Learners must know the common pathology associated with the lymphatic system

- Common diseases and disorders of the lymphatic system:
 - Oedema, glandular fever, tonsillitis

***Skin cancer awareness:**

Each technical unit includes the knowledge and understanding assessment criteria:

'Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional'

NB: Learners should be aware of the importance of being able to recognise when a skin irregularity or lesion looks suspicious using the ABCDE guide. However, this information will not be assessed in the Anatomy and Physiology MCQ (multiple-choice question paper).

Public awareness of skin cancer has never been higher, and yet skin cancer remains the fastest growing cancer in the UK, especially amongst young people. The chances of a positive treatment outcome can be dramatically increased with early identification and diagnosis.

Professionals in **Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services** work closely with clients and in many cases have sight of areas of skin, which may not be easily visible to the client. An informed awareness of the signs, symptoms and changes of appearance to be aware of when checking for early signs of cancer is a crucial tool for the conscientious practitioner in order to provide the most thorough service and in some cases, possibly lifesaving information signposting.

Signs to look for when checking moles include utilising the ABCDE guide:

- A** - Asymmetry – the two halves of the area/mole may differ in their shape and not match.
- B** - Border – the edges of the mole area may be irregular or blurred and sometimes show notches or look 'ragged'.
- C** - Colour – this may be uneven and patchy. Different shades of black, brown and pink may be seen.

D - Diameter – most but not all melanomas are at least 6mm in diameter. If any mole gets bigger or changes, see your doctor.

E - Elevation/evolving – elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape or colour.

Anyone can get a suspicious mole or patch of skin checked out free of charge by the NHS by visiting their doctor, who may then refer to a dermatologist (an expert in diagnosing skin cancer).

Additional NHS information is available from:

<https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer>

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:
Anatomy and Physiology

Part A - relating to Level 2 Beauty and Nails sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based assessment

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- Anatomy and Physiology for Therapists by Jeanine Connor, Kathy Morgan, et al.
- Anatomy and physiology for Holistic Therapists by Francesca Gould
- Anatomy, Physiology and Pathology for Therapists and Healthcare Professionals by Ruth Hull
- Anatomy, Physiology and Pathology for Complementary Therapists Level 2 and 3 by [Francesca Gould](#)
- The Foundations Beauty Therapy 2 (VRQ) including nails by Lorraine Nordmann and Marian Newman
- Level 2 VRQ Diploma in Beauty Therapy: includes Nail Technology by Helen Beckman and Kelly Rawlings
- Pocket Guide to Key Terms for Beauty Therapy *by Lorraine Nordmann, Marian Newman*
- Beauty Therapy Fact File 5th Edition by Susan Cressy

Unit CO201: Health, safety and hygiene

Unit code: L/618/7871

RQF level: 2

(NOS SKAHDBRBNS4 - Implement and maintain safe, hygienic, and effective working practices)

NOS and Unit Overview

- This standard is for professionals complying with the maintenance of effective health, safety, infection control and hygiene practices throughout their work, in accordance with the service protocol, legislative, regulatory, and organisational requirements.
- This standard is part of the Hair, Barbering, Trichology, Beauty, Nails, Wellbeing and Holistic and related industries NOS suites.
- You will need to identify, assess, and implement control methods in relation to yourself, the working environment including tools, equipment, and products, the individual and area to be treated, prior to the procedure being performed.
- It is advisable users of this standard are aware of, and comply with first aid requirements, in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

CO202: Client consultation

NOS Performance Criteria (PC)

The learner must be able to:

1. maintain responsibilities for health and safety pre, during and post procedure in accordance with legislation and other relevant regulations, directives, and guidelines
2. carry out risk assessment(s) prior to undertaking the procedure to include:
 - 2.1 record the outcomes of the risk assessment(s)
3. implement control methods and take appropriate action
4. apply infection prevention and control measures in accordance with legislation and other relevant regulations, directives, and guidelines to include:
 - 4.1 universal precautions and standard precautions
5. prepare the working environment in accordance with legislative requirements and organisational policies and procedures
6. prepare and protect yourself and others within the working environment in accordance with legislative and organisational policies and procedures to include:
 - 6.1 personal hygiene
 - 6.2 personal presentation
 - 6.3 personal protective equipment
7. position the individual in accordance with the procedure protocol
8. use working practices that:
 - 8.1 minimise fatigue and the risk of injury to yourself and others
 - 8.2 use environmental and sustainable working practices
 - 8.3 minimise risk and maintain the individual's safety
9. source and select the equipment, materials, and products to meet the individual's needs, area to be treated and are fit for purpose to include:
 - 9.1 associated risks
 - 9.2 according to recognised standards and legislative requirements
10. use equipment, materials, and products in accordance with the procedure plan, legislative requirements, and manufacturer's guidance
11. carry out tests to establish suitability for the procedure when required
12. assess and dispose of waste to meet legislative requirements

NOS Knowledge and Understanding (KU)

The learner will need to know and understand:

1. their responsibilities for health and safety as defined by any specific legislation covering their job role
2. the local authority's rules and conditions, licensing and/or registration requirements for their own and your premises
3. why they must comply with ethical practice and work within the legislative requirements
4. the importance to comply with a professional code of conduct in the workplace, in accordance with organisational policies and procedures
5. their own physical and psychological wellbeing and how this may impact on being able to provide a procedure safely
6. their responsibility and the reporting procedures for suspected malpractice
7. how and when to seek further advice and support outside the practitioner's remit to include:
 - 7.1 compliance with data legislation
8. how to carry out a risk assessment and controls to be implemented
9. how and why you must comply with infection prevention and control procedures to include:
 - 9.1 universal precautions and standard precautions
10. the hard surface disinfectants to include:
 - 10.1 the chemical compositions and associated risks
 - 10.2 how contact times impact the effectiveness
11. the causes and risks of microbial contamination and methods of infection prevention
12. the skin disinfectants to include:
 - 12.1 the chemical compositions and associated risks
 - 12.2 the impact on the pH scale and barrier function
 - 12.3 how contact times impact the effectiveness
13. the causes, hazards of accidental exposure to clinical waste and how to respond
14. the audit and accountability of working practices and procedures
15. the reasons for adhering to procedure protocols:
 - 15.1 the consultation, assessment, and delivery of procedures
16. the legislative and organisational requirements for the individual's protection, preparation, dignity, and privacy
17. how safe positioning techniques and working practices can prevent work related injury and ill health
18. the importance of ensuring the working environment is in line with legislative requirements to include:
 - 18.1 lighting and illumination
 - 18.2 heating
 - 18.3 ventilation
 - 18.4 fixtures, fittings, and equipment
 - 18.5 facilities and amenities
 - 18.6 audit and accountability
19. the hazards and risks associated with procedure environment, equipment, materials, products, and the controls to be implemented
20. the range of environmental and sustainable working practices
21. a centre's current insurance and indemnity requirements relevant to the procedure
22. the legislative, organisational and manufacturers' safety instructions for equipment, materials, and products, to include:
 - 22.1 storage
 - 22.2 handling
 - 22.3 usage
 - 22.4 disposal
 - 22.5 record keeping
23. why you must source equipment and products which comply with legislative requirements
 - 23.1 ensuring products sourced are for cosmetic use

- 23.2 avoiding the risk of toxicity
- 24. the legislative requirements for tests prior to procedures, taking into account:
 - 24.1 the purpose of tests
 - 24.2 how and when to carry out tests
- 25. the legislative requirements for waste disposal

Learning Outcomes, Assessment Criteria, Scope and Range

The following unit has been mapped to the National Occupational Standard [Implement and maintain safe, hygienic, and effective working practices](#)
 Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare the salon, self and client using health and safety practices	1.1 Use health and safety methods before, during and after services/treatments in line with legal guidelines	PC 1
	1.2 Carry out and record, a risk assessment before services/treatments	PC 2
	1.3 Prepare the work area using; legal and regulation requirements, salon policies and procedures to make sure infection control and prevention is in place	PC 3, 4, 5
	1.4 Prepare and protect yourself and your client(s) within the salon for services/treatments in line with legal and salon policies	PC 6
LO2 Use health and safety practices for salon, self and clients	2.1 Use safe, environmental, and sustainable working methods, for yourself and your client to reduce the risk of injury and to reduce carbon footprint	PC 7, 8
	2.2 Select and use equipment, materials, and products for planned services/treatments, for clients and work area, in line with legal, manufacturer's instructions and industry standards	PC 9, 10
	2.3 Carry out tests to make sure of your client's fitness for services /treatments when required	PC 11
LO3 Complete health and safety practices for salon, self, and clients	3.1 Sort and dispose of waste to meet legal requirements	PC 12
Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how prepare salon, self and clients using health and safety practices	4.1 Describe your legal duties for health and safety that cover your job role	KU 1
	4.2 Explain the rules and conditions set by your local council for registering or licensing for yourself and the salon	KU 2
	4.3 Explain how to carry out a risk assessment and how to reduce identified risks	KU 7
	4.4 Explain how to prepare the work area using; legal and regulation requirements, salon policies and procedures, to make sure infection control and prevention is in place	KU 8

	4.5 Explain the risks of contamination within a salon, what can cause it, and chemical methods used to prevent it	KU 9, 10
	4.6 Explain the chemical composition, pH and ingredients relating to skin sterilisers used in the workplace, how they work, and the effects of continuous use over time on the skin.	KU 11, 12
	4.7 Explain the legal requirements of carrying out tests, their purpose, when and how they should be used	KU 24
LO5 Know how use health and safety practices for salon, self and clients	5.1 Explain why you must work within legal requirements, ethical methods of working, and comply with a professional code of conduct	KU 3, 4
	5.2 Describe how your personal wellbeing can affect your ability to carry out services/treatments	KU 5
	5.3 Describe your duties for reporting suspected malpractice	KU 6
	5.4 Explain how and when to seek advice and support when needed	KU 7
	5.5 Describe how to deal with accidental contact with clinical waste	KU 13
	5.6 Explain the auditing systems in place that all staff must work towards, for the salons working practices and procedures	KU 14
	5.7 Explain why you must follow salon policies for consultation, services/treatments, and assessments	KU 15
	5.8 Describe the salon policies and legal requirements for the client's protection, preparation, dignity, and privacy during services/treatments	KU 16
	5.9 Describe the safe working practices for clients and staff, that can stop work related injury and ill health	KU 17
	5.10 Explain why it is important that the fixtures, fittings, and layout of the salon follows legal requirements	KU 18
	5.11 Explain the procedures the salon has in place, to deal with hazards and risks regarding; the salon, equipment, materials, and products	KU 19
	5.12 Explain the environmental and sustainable working practices used within a salon	KU 20
	5.13 Explain the insurance requirements that must be in place to cover services/treatments and the salon	KU 21
	5.14 Explain salon policies, manufacturers' instructions, and legal responsibilities for the use, storage, handling, disposal, and record keeping for products, materials, and equipment	KU 22
	5.15 Explain why you must use products and equipment which are legally fit for use	KU 23
LO6 Know how to complete health and safety practices for salon, self and clients	6.1 Explain the legal requirements for the disposal of waste	KU 25

Indicative content:

Health and safety - Legal, organisational and health and safety requirements including:

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
- 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
- The Electricity at Work Act
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations
- The Local Government (Miscellaneous Provisions) Act

Hygiene - Covid-19 hygiene safety practices

- **COVID-19 regulations** – [Close contact services - Working safely during coronavirus \(COVID-19\) - Guidance - GOV.UK \(www.gov.uk\)](#) COVID-19 training, screening/temperature of staff and clientele, face coverings, hand washing/anti-bacterial hand gel, social distancing, limiting of numbers in salon, disposable gowns/aprons, client belongings in disposable bags, deep cleaning/disinfecting of workstation trolley and chair between clients, deep cleaning/disinfecting of tools between each client, monitor whole salon not just own clients and workstation.

Maintaining a safe salon

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, no smoking, eating, drinking or drugs in the salon, maintain professional personal hygiene.

- **Electricity at work** – visual check of equipment, no trailing wires, portable appliance testing.
- **Manual handling** – moving stock safely, lifting, working heights, unpacking.
- **Towels** – wash after use 60°, clean towel for every client, place dirty towels in covered bin, consider disposable towels/carbon footprint.
- **Reporting of injuries, diseases, and dangerous occurrences** – accident book, reporting diseases, log accidents.
- **Control of substances hazardous to health** – store, handle, use, dispose, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, follow manufacturers' instructions for use.
- **Testing of hair, skin, and scalp** - Use manufacturer's instructions, salon guidelines, before during and after service.
- **Disposal of waste** – dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle (empties).
- **Product storage** – check end date/stock rotation/recycle packaging, store securely away from heat/damp/direct sunlight, avoid theft.

Scope/range

Working environment

1. Health and safety legislation, regulations, directives, and guidelines
2. Licensing and/or registration requirements
3. Risk assessment(s)
4. Infection prevention and control
5. Fire safety risk assessment
6. Waste management

Waste

1. Non-hazardous waste
2. Clinical
3. Sharps
4. Mixed municipal waste
5. General and confidential
6. Recyclable

Health and safety

1. Health and safety legislation, regulations, directives, and guidelines
2. Local Authority Legislation, licensing and/or registration schemes
3. Environmental Protection
4. Cosmetic Products Enforcement
5. Safeguarding policy

Infection prevention and control procedures

1. Aseptic techniques
2. Single use items
3. Universal precautions
4. Standard precautions

Procedure protocols

1. Working environment
2. Health and safety
3. Risk management plan
4. Infection prevention and control
5. Service plan
6. Informed consent
7. Test outcomes
8. Manufacturer's instructions
9. Additional advice and support
10. Data management
11. Pre- and post-instructions and advice
12. Sustainability
13. Waste management
13. Evidence based practice
14. Reflective practice

Work related injury and ill health

1. Physical injuries
2. Disorders
3. Diseases
4. Mental health
5. Fatigue

Environmental and sustainable working practices

1. Environmental waste management
2. Energy use
3. Environmental core practices
4. Working to commercial times
5. Use bio-degradable and compostable options or products
6. Aware of your own and business carbon footprint

Glossary:

- **Aseptic techniques** - Aseptic techniques are using practices and procedures to prevent cross contamination of pathogens
- **Auditing** - is an official financial inspection of a salon or its accounts
- **Chemical** - liquid treatments for killing germs
- **Clinical waste** - is the term used to describe **waste** produced from activities that may pose a risk of infection
- **Contamination** - something made unclean/contagious by pollution, poisoning, virus
- **Control** - the power to do something
- **Dignity** – treating a client with respect
- **Duties** – jobs within capability and job role
- **Effectiveness** - the higher the level of usefulness, the greater the success
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust, and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way
- **Environmental** - related to the natural world and the impact of human activity on its condition
- **Evidence-based practice** - is based on the best available, current, valid, and relevant evidence
- **First aid** - First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Infection** - this happens when a virus enters the body and causes disease, viruses include Covid 19
- **Influence** - a person or thing with the ability to make somebody or something happen
- **Legal** - something required by the law
- **Licensing** - to give a government approved licence to operate microbes such as bacteria, fungi, viruses, and spores.
- **Malpractice** - improper, illegal, or negligent professional behaviour
- **Microbial contamination** - Microbiological contamination refers to the presence of unwanted microbes such as bacteria, fungi, viruses, and spores.
- **Prevention** - stopping something from happening
- **Procedures** - a recognised or official way of doing something, salon rules, code of conduct
- **Regulation** - a rule made and looked after by a local authority/council, local by-laws
- **Requirements** - things that are needed and must be done
- **Risk** - something that may be dangerous
- **Suspected** - you have an idea of the possibility of something but without certain proof
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive
- **Tests** - can be referred to as patch, allergy alert, tolerance/pain and thermal/tactile depending on the proposed service.

- **Toxicity** - Toxicity is determined by a person's reaction to different dosages of a chemical. Toxicity or adverse reactions can occur from incompatibilities with an incorrect mixture of chemicals.
- **Universal precautions and standard precautions** - Universal precautions are relevant if the practitioner is exposed to blood and/or some bodily fluid. It is the responsibility of the practitioner to implement infection prevention and control measures to prevent exposure to blood borne pathogens or Other Potentially Infectious Materials (OPIM).

Standard precautions are the basic level of infection control that should be used at all times within the working environment, such as hand hygiene, personal protective equipment, risk assessment, respiratory hygiene and cough etiquette, environmental cleaning, and waste disposal. If required, the storage, handling, use and disposal of sharps must be in accordance with legislative requirements.

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Part A - General knowledge relating to Health, safety, and hygiene

Part B - Applied knowledge at **level 2** relating to Health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs.

Competency-based assessment

Competent performance must be observed as part of all technical service/treatment units and recorded on **at least 3 occasions across 3 different technical units**. Simulation is not allowed for this unit. Evidence should be gathered in a commercial salon or realistic working environment, however adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- The Foundations Beauty Therapy 2 (NVQ) by Lorraine Nordmann
- The Foundations Beauty Therapy 2 (VRQ) including nails by Lorraine Nordmann and Marian Newman
- Level 2 VRQ Diploma in Beauty Therapy: includes Nail Technology by Helen Beckman and Kelly Rawlings
- Pocket Guide to Key Terms for Beauty Therapy by Lorraine Nordmann, Marian Newman
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- Beauty Therapist's Guide to Professional Practice and Client Care by Andrea Barham
- Hairdressing and Barbering, The Foundations: The Official Guide to Level 2 by Leo Palladino and Martin Green
- Hairdressing and Barbering: Foundation L2 NVQ by Leo Palladino and Martin Green
- S/NVQ Level 2 Hairdressing with Barbering 2nd edition candidate handbook by Leah Palmer
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Patrick Cameron Dressing Long Hair Books
- The Hair Colour Book: A Practical Guide to The Theory of Colouring Hair by Mr. Peter Regan
- Mike Taylor Barbering Book 2nd Edition, Mike Taylor (author)
- [Hairdressing Training Videos | Barbering Tutorials | MHD \(myhairdressers.com\)](#)
- [Hairdressing Training | Jisc](#)

Unit CO202: Client consultation

Unit code: R/618/7872

RQF level: 2

(NOS - SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services)

Unit Overview

- This standard is about carrying out the consultation, assessment, planning and preparation for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors.
- This standard is part of the Hair, Barbering, Beauty, Wellbeing and Holistic and related industries NOS suites.
- Learners will need to follow the service protocol, legislative, regulatory and organisational requirements to implement and maintain safe, hygienic and effective working practices.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

NOS Performance Criteria (PC)

Learners must be able to:

1. carry out a concise and comprehensive consultation taking account of:
 - 1.1 the individual's declared medical history and current medical status
 - 1.2 the individual's service history
 - 1.3 the individual's **treatment area**
 - 1.4 the individual's concerns, expectations and desired outcomes
 - 1.5 considering the individual's physical and psychological wellbeing for the service
 - 1.6 diverse needs
 - 1.7 declared relative and absolute contraindications and restrictions
2. recognise, respond and signpost appropriately in response to any **disclosed conditions** in compliance with data legislation
3. discuss the individual's objectives, concerns, expectations and desired outcomes to inform the service plan
4. explain the fee structure
5. discuss and agree pre-service/treatment instructions and recommendations prior to the service
6. assess, discuss, agree and document the consultation and expected service outcomes and associated risks with the individual
7. inform and provide information to the individual of their **rights**
8. discuss the physical sensation that may occur during the service with the individual in accordance with the service protocol
9. develop the service plan
10. provide **instructions** and advice to the individual, pre and post the service

NOS Knowledge and Understanding (KU)

Learners will need to know and understand:

1. the importance of collaboration with competent professionals to support effective and safe working practices
2. why you must comply with ethical practice and work within the legislative requirements

3. the importance to engage in, and document your continuous professional development to include, current and up-to-date information, policies, procedures and best practice guidance
4. the contraindications or presenting conditions
5. the reasons why medical conditions may contraindicate the service
6. the legislative and insurance requirements for obtaining medical diagnosis and referral
7. the importance of communicating with the individual in a professional manner and within the limits of your own competencies
8. the factors to consider when creating a bespoke service plan
9. why you must develop and agree a service plan to include:
 - 9.1. declared current medical status
 - 9.2. treatment history
 - 9.3. relative and absolute contraindications
 - 9.4. undertake and analysis of the treatment area
 - 9.5. individual's expectations
 - 9.6. considering the individual's physical and psychological wellbeing for the service.
10. the importance of identifying diverse needs of the individual and adapting the service accordingly
11. how pregnancy can impact the service, and the importance of carrying out a risk assessment in accordance with legislative and insurance requirements
12. the impact of social influences, the media and trends
13. the importance of assessing, discussing, agreeing, reviewing and documenting the consultation outcomes
14. the importance of explaining the service process, expected outcomes and associated risks
15. the benefits of using visual aids during consultation
16. how to manage the individual's expectations
17. the legislative requirements for gaining, recording, storing, protecting and retaining the individual's data
18. why certain services are prohibited or restricted for minors
19. the legislative requirements which sets out the rights of the individual and the professional
20. the legislative, insurance and organisational requirements for taking and storing visual media of the individual's treatment area
21. the legislative and regulatory requirements of completing and storing the individuals' service records
22. the reasons for providing instructions and advice, pre and post the service

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

<https://www.ukstandards.org.uk/Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services>

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Consult with the client to identify requirements	1.1 Carry out a concise and detailed consultation for the service/treatment requested	PC 1
	1.2 Recognise and respond to disclosed conditions	PC 2
	1.3 Discuss and identify the client's objectives, concerns, expectations and desired outcomes, including service/treatment history and alternative options	PC 3
	1.4 Discuss and agree instructions and recommendations prior to the service/treatment and explain the costs involved	PC 4, 5
LO2 Carry out checks to inform procedures	2.1 Document the agreed consultation, identifying the risks and expected outcomes	PC 6
	2.2 Provide the client with information regarding their rights	PC 7
	2.3 Discuss the physical sensation that may occur during and following the service/treatment	PC 8
LO3 Complete client consultation	3.1 Develop the service/treatment plan	PC9
	3.2 Provide instructions and advice to the client pre and post the service/treatment	PC 10

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to consult with clients to identify requirements	4.1 Describe the importance of working with other professionals, to support effective and safe working practices	KU 1
	4.2 Explain why you must work within ethical, sustainable and legal requirements	KU 2
	4.3 Explain the importance of engaging in and documenting continuous professional development of; salon information, policies, procedures and best practice guidance.	KU 3
	4.4 Explain the contraindications and presenting conditions and why medical conditions may prevent the service/treatment taking place	KU 4, 5
	4.5 Describe the legal and insurance requirements for obtaining medical diagnosis and referral and signed, informed consent	KU 6
	4.6 Explain the importance of communicating with the client in a professional manner and within the limits of your own abilities	KU 7
LO5 Know how to carry out checks to inform procedures	5.1 Explain the influencing factors when developing and agreeing a bespoke service/treatment plan.	KU 8, 9
	5.2 Discuss the importance of identifying diverse needs of the individual and adapting the service accordingly	KU 10
	5.3 Describe how pregnancy can impact the service, and the importance of carrying out a risk assessment in accordance with legislative and insurance requirements	KU 11

	5.4 Discuss the impact of social influences, the media and trends	KU 12
	5.5 Describe the importance of assessing, discussing, agreeing, reviewing and documenting the outcomes of the consultation	KU 13
	5.6 Understand the importance of explaining the service/treatment process, expected outcomes and associated risks	KU 14
	5.7 Describe the benefits of using visual aids during consultation	KU 15
	5.8 Describe how to manage client's expectations	KU 16
LO6 Know how to complete client consultation	6.1 Understand the legal requirements for gaining, recording, storing, protecting and retaining the client's data and service/treatment records	KU 17, 21
	6.2 Explain why certain services/treatments are prohibited or restricted for minors	KU 18
	6.3 Explain the legal rights of the client and the professional	KU 19
	6.4 Understand the legal, insurance and salon policy for taking and storing visual media of the client's service/treatment area	KU 20
	6.5 Explain the reasons for providing instructions and advice, pre and post the service	KU 22

Indicative Content:

Scope/range

Treatment area

1. hair curl classification and condition
2. skin classification, condition and sensitivity
3. nail condition

Disclosed conditions

1. contraindications
2. body dysmorphic disorders
3. physical and psychological condition

Rights

1. reflection time/period to make an informed choice
2. informed agreement and consent to the service
3. financial/contractual agreement
4. the right to request the subject specific qualifications, training and indemnity insurance

Visual media

1. photographic
2. video

Instructions

1. the client and practitioner's legal rights and responsibilities
2. pre and post service instructions and care
3. future services

Glossary

- **Anatomy** - the structure of the human body
- **Associated** - linked or connected with something
- **Bespoke** - designed especially for a particular person
- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Concise** - to the point, however still including all the relevant information, in as few words as possible.
- **Confirmation** - confirming/agreeing something
- **Consent** - permission for something to happen or agreement to do something
- **Continuous professional development** - process of tracking and documenting the skills, knowledge and experience that you gain both formally and informally as you work, beyond any initial training
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g.: suspected infections, infestations, diseases, disorders (*reference Appendix 2 for further information*)

Beauty contra-indications – does the client have a relative or absolute contra-indication to treatment? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of action. If no – identify as not present:

- **Suspected infections (contagious or non-contagious)** – no treatment
- **Skin disorders and diseases** – adapt treatment/no treatment
- **Nail disorders and diseases** – adapt treatment/no treatment
- **Pigmentation disorders** – adapt treatment/follow instructions or advice
- **Medical history, advice, or instructions** – follow instructions or advice
- **Current medical conditions** – follow instructions or advise
- **Suspected melanomas** – medical referral
- **Skin or nail damage** – dependant on severity of damage, no treatment or adapt treatment
- **Cuts, abrasions, injuries, scarring** – open wound no treatment – relating to the area, healed wound treatment adapted
- **Skin sensitivity** – adapt treatment/no treatment
- **Skin allergies** – carry out sensitivity test/adapt treatment/no treatment
- **Piercings/jewellery** – remove if in the treatment area
- **Time interval between treatments** – follow manufacturer’s instructions for frequency of service

Hair contra-indications – is the hair/scalp fit for service? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of action. If no – identify as not present:

- **Suspected infections (contagious or non-contagious)** – no service
- **Suspected infestations** – no service
- **Medical history, advice, or instructions** – follow instructions or advice
- **Hair damage** – dependant on severity of damage no service or adapt service
- **Cuts, abrasions, injuries, scarring** – open wound no service, healed wound service adapted
- **Scalp sensitivity** – no service
- **Hair loss/alopecia** – service may need to be adapted
- **Trichorrhexis Nodosa** – no service
- **History of allergic reaction** – no service

- **Piercings** – remove/cover before service
- **Incompatibility of products and services** – no service
- **Presence/quantity of added hair** – remove added hair before service
- **Amount of re-growth** – check suitability of hair to enable service
- **Transition (hair going through transition period from relaxed to natural state)** – treat root area only
- **Removal of extensions/plaits** – remove before service
- **Time interval between chemical service** – follow manufacturer’s instructions for frequency of service
- **Client characteristics** – gender, age, height, weight
- **Diagnosis** - the process of deciding by examination/consultation the nature and circumstances of a disease or condition
- **Disclosed** - to make something known
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** – in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Expectations** - what a client will require of you
- **Influences** - a person or thing with the ability to make somebody or something happen
- **Influencing factors – Hair** - something that can prevent or alter a service:
 - **Hair curl classifications:**
 - **Type 1 - straight hair**
 - 1A - fine and straight
 - 1B – medium, straight with volume
 - 1C – coarse, straight difficult hair
 - **Type 2 - wavy**
 - 2A – fine, ‘S’ pattern
 - 2B – medium, frizzy ‘S’ pattern
 - 2C – coarse, very frizzy ‘S’ pattern
 - **Type 3 - curly**
 - 3A – fine, soft curl
 - 3B – medium, loose curl
 - 3C – coarse, tight curl
 - **Type 4 - excessively curly**
 - 4A – fine, tightly coiled curl pattern
 - 4B – medium, ‘Z’ pattern spring curl
 - 4C – coarse, tight ‘Z’ pattern
 - **Hair condition** – dry, oily, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture) – is it possible to have service, amount of product used, length of time left on hair
 - **Hair cut/style** – square, triangular, round – will the service support the style?
 - **Hair colour** – natural, percentage of white, previously coloured hair – does hair need a colour service to support look?
 - **Skin tone** – fair, medium, olive, dark – colour service should complement skin tone
 - **Face shape** – oval, round, square, oblong, heart, pear – the finished service should complement the face shape
 - **Temperature** – body heat, salon temperature, added heat – length of time product on

hair

- **Texture** – fine (A), medium (B), coarse (C) – the amount of product used, length of time on hair
- **Length** – short, medium, long - the amount of product used, time to conduct service
- **Density** – fine, medium, thick - the amount of product used
- **Growth patterns** – cowlick, widow’s peak, nape whorl, double crown, male pattern baldness – can stop, effect change service requested
- **Head size** – large, medium, small - amount of product used
- **Lifestyle** – job, family, financial, time – affordability, time for repeat service
- **Test results** – good, bad, caution, positive, negative - can or cannot have service
- **Influencing factors – Beauty - something that can prevent or alter a treatment:**
 - **Skin classifications** – Lancer skin types
 - Dry - Feels tight or itchy without enough moisture. Gets rough and flakes, accompanied by small pores. Rarely breaks out
 - Oily - Gets shiny, visible oil on tissue when skin is blotted. Enlarged pores, breakouts not uncommon
 - Combination - Enlarged pores and oil across forehead, nose, and chin. Parts of the face are balanced (normal) or dry. Breakouts not uncommon
 - Balanced (normal) - Fairly uniform without excess oil or flakiness. Breakouts are rare
 - **Skin conditions**
 - Sensitive - Easily reacts with redness and irritation to hot water, alcohol, spicy foods, and products. Requires special care
 - Sensitised - tends to look blotchy with visible dryness and irritation, triggered by external or internal factors like medication reaction, poor diet, too much exposure to UV rays, extreme weather conditions, and as a reaction to harsh skincare products or ingredients
 - Aging or sun-damaged - Begins to lose elasticity. Fine lines and wrinkles begin to appear, skin can sag or appear crepey. Areas of discoloration appear, and skin becomes less smooth
 - Lifestyle – job, family, financial, time, diet, exercise, stress factors
 - Product use e.g., homecare routine products
 - Exposure to UV – sunbathing, tanning treatments
 - Previous treatments – results, reactions, hyper-sensitivity
 - Prior aesthetic treatments e.g., botulinum toxin, dermal fillers, chemical peels, micro-needling
 - Test results – good, bad, caution, positive, negative
 - Nail shape, length and condition
 - **Genotype** - inherited genes responsible for characteristics and traits from parent to offspring, based on the dominant and recessive genes, traits that are unlikely to change or can predispose to conditions:
e.g., eye/hair colour and texture/skin type - ethnicity/blood type/diabetes/heart disease/cancer
 - **Phenotype** - observable physical characteristics and appearance that can change in response to genotype, evolution, the environment and the aging process - nature (inherited genes) and nurture (lifestyle impact):
e.g., weight/height/health/disposition/skin type - characteristics/hair type
- **First aid** - First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms

- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have something
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level.
- **Visual media** - visual media is evidence generated through photography or video

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

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Part B - Applied knowledge at **level 2** relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based assessment

Competent performance must be observed as part of all technical service/treatment units and recorded on **at least 3 occasions across 3 different technical units**. Simulation is not allowed for this unit. Evidence should be gathered in a commercial salon or realistic working environment, however adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and

evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- The Foundations Beauty Therapy 2 (NVQ) by Lorraine Nordmann
- The Foundations Beauty Therapy 2 (VRQ) including nails by Lorraine Nordmann and Marian Newman
- Level 2 VRQ Diploma in Beauty Therapy: includes Nail Technology by Helen Beckman and Kelly Rawlings
- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- Beauty Therapist's Guide to Professional Practice and Client Care by Andrea Barham
- *Hairdressing and Barbering, The Foundations: The Official Guide to Level 2* by Leo Palladino and Martin Green
- *Hairdressing and Barbering: Foundation L2 NVQ* by Leo Palladino and Martin Green
- S/NVQ Level 2 Hairdressing with Barbering 2nd edition candidate handbook by Leah Palmer
- Hairdressing Science, Florence Openshaw (author) third edition
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Patrick Cameron Dressing Long Hair Books
- The Hair Colour Book: A Practical Guide to The Theory of Colouring Hair by Mr. Peter Regan
- Mike Taylor Barbering Book 2nd Edition, Mike Taylor (author)
- Hairdressing Training Videos | Barbering Tutorials | MHD (myhairdressers.com)
- Hairdressing Training | Jisc
- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens

Unit BT203: Manicure treatments

Unit code: Y/618/7873

RQF level: 2

(NOS SKABN1 Provide manicure treatments)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNST1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is for a Beauty or Nail professional providing manicure treatments to improve and maintain nail and skin condition.
- The manicure treatment includes preparation of the hands and nails, shaping the nails, cuticle work, skin exfoliation, massage, heat treatments and nail finish.
- The Beauty or Nail professional will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

CO201: Health, safety and hygiene

CO202: Client consultation

The main outcomes are:

1. Provide manicure treatments
2. Provide heat treatments

NOS Performance Criteria (PC)

Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives, nail concerns, expectations and desired outcomes to inform the manicure treatment plan, to include:
 - 3.1 treatment history
 - 3.2 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed manicure treatment, to include:
 - 4.1 contra-actions
 - 4.2 **adverse reactions**
5. obtain and record the individual's informed consent for the manicure treatment in accordance with organisational and insurance requirements
6. prepare the individual's treatment area in accordance with the **manicure treatment protocol**, to include:
 - 6.1 remove any existing product from the nail in accordance with the manufacturer instructions
7. carry out a nail and skin analysis, to include:
 - 7.1 **nail condition**
 - 7.2 skin condition
 - 7.3 **length and shape of the nail**
 - 7.4 **nail finish**

8. discuss and agree the nail and skincare products to be used in the manicure treatment in accordance with the manicure treatment protocol, to include:

8.1 heat treatment

9. confirm the desired nail length and shape with the individual

10. clip and shape the nails to ensure a smooth free edge in accordance with the manicure treatment protocol

Exfoliation

11. select and use an exfoliator in accordance with the manicure treatment protocol

Warm oil heat treatment

12. prepare a warm oil treatment and soak the nails and cuticle in accordance with the manicure treatment protocol

Cuticle work

13. soak the nails and cuticle in accordance with the manicure treatment protocol

14. prepare cuticles in accordance with the manufacturer instructions

15. use tools to remove cuticle from the visible nail plate without damaging the surrounding skin

Massage

16. select a **massage medium** in accordance with the manicure treatment protocol

17. apply the massage medium and carry out **massage techniques** in accordance with the manicure treatment protocol, to include:

17.1 relaxation techniques

17.2 therapeutic massage techniques

Heat treatments

18. select a mask product in accordance with the manicure treatment protocol

19. select, prepare and apply the heat treatment in accordance with the manicure treatment protocol

20. remove the mask product in accordance with the manufacturer instructions

Nail finish

21. select the **nail finish** and prepare the nail plate in accordance with the manicure treatment protocol

22. apply the nail finish in accordance with the manicure treatment protocol

23. monitor the individual's health, wellbeing and skin reaction throughout the manicure treatment

24. implement the correct course of action in the event of an adverse reaction

25. conclude the treatment in accordance with the manicure treatment protocol, legislative requirements and organisational policies and procedures

26. complete the individual's treatment records and store in accordance with data legislation

27. use reflective practice to evaluate the manicure treatment and take appropriate action

28. provide **instructions** and advice to the individual, pre and post the treatment

29. record the outcome and evaluation of the manicure treatment

NOS Knowledge and Understanding (KU)

Learners will need to know and understand:

1. their role and responsibilities in performing manicure treatment and the importance of workings within your competence

2. why they must comply with ethical practice and work within the legislative requirements, to include:

2.1 the responsibilities under local authority licensing regulations for yourself and your premises

3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance

4. the **anatomy and physiology** relevant to this standard

5. the relative and absolute contraindications relevant to the beauty treatment, to include:

5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral

6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional

7. the purpose, use and limitations of manicure treatments, in relation to:

7.1 past and current medical history

- 7.2 nail and skin condition
- 7.3 relevant lifestyle factors
- 7.4 medication and medical conditions
- 7.5 individual's expectations
- 8. the different types of treatable nail and skin conditions
- 9. how to conduct a nail and skin analysis
- 10. the **natural nail shapes** and how they can impact the manicure treatment
- 11. the importance of carrying out a nail and skin analysis to determine the treatment plan
- 12. the importance of adhering to the manicure treatment protocol
- 13. the manual techniques used in a manicure treatment to include:
 - 13.1 how to adapt the manicure to meet the individual's needs
- 14. the types of hygiene products for the skin and the importance of following manufacturer instructions
- 15. the types, benefits and limitations of nail and skincare products and equipment used in manicure treatments, to include:
 - 15.1 the risks associated with allergens and ingredients that could cause harm
- 16. how to prepare and use products, tools and equipment in accordance with the manicure treatment protocol
- 17. the massage techniques used within a manicure treatment
- 18. the physiological effects of massage techniques on the nails and skin
- 19. why it is important to clean and dry the natural nail prior to applying to a nail finish
- 20. the types and methods of applying different nail finishes
- 21. the adverse reactions associated with a manicure treatment and how to respond
- 22. the health and safety responsibilities in line with legislation before, during and after the manicure treatment
- 23. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the manicure treatment plan
- 24. the legal requirements for providing beauty services to minors and vulnerable adults
- 25. the fee structures and treatment options
- 26. the legislative and indemnity requirements of gaining signed, informed consent for the manicure treatment
- 27. the importance of monitoring the health and wellbeing of the individual during and post the treatment
- 28. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
- 29. the legislative and regulatory requirements of completing and storing the individual's manicure treatment records
- 30. the expected outcomes of manicure treatments
- 31. the purpose of reflective practice and evaluation and how it informs future treatments
- 32. the importance to record the outcome and evaluation of the manicure treatment
- 33. the instructions and advice, pre and post the manicure treatment

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard
<https://www.ukstandards.org.uk/Provide manicure treatments>

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for manicure treatment	1.1 Carry out a concise and thorough consultation obtaining consent according to organisational and insurance requirements	PC 1

	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, nail concerns, expectations and desired outcomes, including treatment history and alternative options	PC 3
	1.4 Confirm and agree with the client, they understand the proposed treatment including possible contra-actions and adverse reactions	PC 4
	1.5 Gain and record informed consent to meet salon and insurance requirements	PC 5
LO2 Provide manicure treatment	2.1 Prepare the client for the manicure treatment, remove any existing nail product and carry out a nail and skin analysis	PC 6, 7, 8, 9
	2.2 Clip and shape the nails to the desired length ensuring a smooth free edge	PC 10
	2.3 Provide exfoliation and/or warm oil treatment as required.	PC 11, 12
	2.4 Carry out cuticle work using tools to remove cuticle carefully from the visible nail plate without damaging the nail plate or surrounding skin.	PC 13, 14, 15
	2.5 Apply a massage medium and carry out manual massage	PC 16, 17
	2.6 Select and apply a mask product including heat treatment as required and remove mask according to manufacturer's instructions	PC 18, 19, 20
	2.7 Prepare the nail plate for the nail finish and apply the agreed nail finish.	PC 21, 22
	2.8 Monitor the client's health, wellbeing and skin reaction throughout the manicure and adapt the treatment and take action in the event of an adverse reaction	PC 23-24
LO3 Complete the manicure treatment	3.1 Complete the manicure treatment according to the treatment plan and protocol and to the client's satisfaction.	PC 25
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 26
	3.3 Use reflective practice to evaluate the manicure treatment and take appropriate action	PC 27
	3.4 Provide instructions and aftercare advice to the client	PC 28
	3.5 Record the outcome and evaluation of the manicure treatment	PC 29

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for manicure treatment	4.1 Understand your role and responsibilities in performing manicure treatment and the importance of working within your limits	KU 1
	4.2 Explain why you must work within ethical and sustainable best practice and legal requirements	KU 2, 3
	4.3 Understand the anatomy and physiology relevant to the treatment	KU 4
	4.4 Discuss the relative and absolute contra-indications relevant to manicure treatment	KU 5

	4.5 Describe the legal and insurance requirements for obtaining medical diagnosis, referral and signed, informed consent	KU 5
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide manicure treatment	5.1 Explain the importance of carrying out a nail and skin analysis and all the relevant factors to determine the treatment plan	KU 7, 8, 9, 11
	5.2 Explain the importance of natural nail shapes and how they can affect the manicure treatment	KU 10
	5.3 Understand the importance of following treatment protocol	KU 12
	5.4 Explain the manual techniques used in manicure and how to adapt the treatment to meet the client's needs	KU 13
	5.5 Describe the types, benefits, limitations and risks in the use of hygiene, nail and skincare products, tools and equipment	KU 14, 15, 16
	5.6 Describe the benefits and effects on the nails and skin of the massage techniques used within a manicure treatment.	KU. 17, 18
	5.7 Explain why it is important to clean and dry the natural nail prior to applying a nail finish.	KU 19
	5.8 Describe the types and methods of applying different nail finishes.	KU 20
	5.9 Describe the potential adverse reactions to manicure treatment and how to respond.	KU 21
	5.10 Understand the health and safety responsibilities in line with legislation before, during and after the manicure treatment	KU 22
	5.11 Explain importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 23, 25
	5.12 Explain why you need to monitor the client's health and wellbeing during and after the treatment	KU 27
LO6 Know how to complete the manicure treatment	6.1 Understand the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 24, 26
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 28
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 29
	6.4 Describe the expected outcomes of the treatment	KU 30
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 31
	6.6 Discuss the importance of recording the outcome and evaluating the manicure treatment	KU 32
	6.7 Explain the instructions and advice, pre and post the manicure treatment	KU 33

Indicative Content:

Scope/range

Adverse reactions

1. hyperaemia
2. allergic reaction
3. discolouration of the product
4. discolouration of the nail plate
5. discolouration of the nail bed
6. thinning of the nail plate
7. cuts and abrasions
8. bruising
9. lifting of the product
10. infection

Manicure treatment protocol

1. working environment
2. health and safety
3. infection prevention and control
4. treatment plan
5. informed consent
6. data management
7. manufacturer instructions
8. audit and accountability
9. instructions and advice
10. sustainability
11. waste management
12. evidence-based practice
13. reflective practice

Nail condition

1. onychophagy
2. discolouration
3. misshapen
4. split above the hyponychium
5. Beau's lines
6. longitudinal and horizontal ridges
7. dehydrated
8. onychorrhexis
9. leukonychia
10. onycholysis

Length and shape of the nail

1. long
2. mid-length
3. short
4. round
5. oval
6. square
7. squoval
8. almond

Nail finish

1. nail polish
2. glossing buffer
3. natural nail
4. nail strengthener
5. French
6. dark colour
7. light colour

Heat treatment

1. heated mitts
2. paraffin wax

Massage medium

1. oil
2. cream
3. oil free

Massage techniques

1. effleurage
2. petrissage
3. tapotement
4. frictions

Instructions

1. the client and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

Anatomy and physiology

1. the structure and functions of the skin
2. the structure and functions of the nail
3. the anatomy and physiology of the upper extremities
4. relative and absolute contraindications and related pathologies

Natural nail shapes

1. fan
2. hook
3. spoon
4. oval
5. square

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g.: suspected infections, infestations, diseases, disorders
- **Effective** - successfully achieved the results that you want

- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Evidence-based practice** - is based on the best available, current, valid and relevant evidence.
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer's instructions
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Anatomy and Physiology

Part A - relating to Level 2 Beauty and Nails sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based assessment

Competent performance must be observed for manicure treatments and recorded on **a minimum of 3 occasions for at least 2 different clients** including **1** dark colour and **1** French manicure finish. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- The Foundations Beauty Therapy 2 (VRQ) including nails by Lorraine Nordmann and Marian Newman
- Level 2 VRQ Diploma in Beauty Therapy: includes Nail Technology by Helen Beckman and Kelly Rawlings
- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- Beauty Therapist's Guide to Professional Practice and Client Care Andrea Barham

Unit BT204: Pedicure treatments

Unit code: D/618/7874

RQF level: 2

(NOS SKABN2 Provide pedicure treatments)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is for a Beauty or Nail professional providing pedicure treatments to improve and maintain nail and skin condition.
- The pedicure treatment includes preparation of the feet and nails, shaping the nails, cuticle work, skin exfoliation, callus removal treatment, massage, heat treatments and nail finish.
- The Beauty or Nail professional will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

CO201: Health, safety and hygiene

CO202: Client consultation

The main outcomes are:

1. Provide pedicure treatments
2. Provide heat treatments

NOS Performance Criteria (PC)

Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives, nail concerns, expectations and desired outcomes to inform the pedicure treatment plan, to include:
 - 3.1 treatment history
 - 3.2 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed pedicure treatment, to include:
 - 4.1 contra-actions
 - 4.2 **adverse reactions**
5. obtain and record the individual's informed consent for the pedicure treatment in accordance with organisational and insurance requirements
6. prepare the individual's treatment area in accordance with the **pedicure treatment protocol**, to include:
 - 6.1 remove any existing product from the nail in accordance with the manufacturer instructions
7. carry out a nail and skin analysis, to include:
 - 7.1 **nail condition**
 - 7.2 **skin condition**
 - 7.3 length and shape of the nail
 - 7.4 **nail finish**
8. discuss and agree the nail and skincare products to be used in the pedicure treatment in accordance with the pedicure treatment protocol, to include:

8.1 heat treatment

8.2 callus removal treatment

9. confirm the desired nail length and shape with the individual

10. clip and shape the nails to ensure a smooth free edge in accordance with the pedicure treatment protocol

Exfoliation

11. select and use an exfoliator in accordance with the pedicure treatment protocol

Cuticle work

12. soak the nails and cuticle in accordance with the pedicure treatment protocol

13. prepare cuticles in accordance with the manufacturer instructions

14. use tools to remove cuticle from the visible nail plate without damaging the surrounding skin

Callus treatment removal

15. select and apply a callus removal treatment to the underside of the feet in accordance with the pedicure treatment protocol

16. conclude the callus removal treatment in accordance with the pedicure treatment protocol

Massage

17. select a **massage medium** in accordance with the pedicure treatment protocol

18. apply the massage medium and carry out **massage techniques** in accordance with the pedicure treatment protocol, to include:

18.1 relaxation techniques

18.2 therapeutic massage techniques

Heat treatments

19. select a mask product in accordance with the pedicure treatment protocol

20. select, prepare and apply the heat treatment in accordance with the pedicure treatment protocol

21. remove the mask product in accordance with the manufacturer instructions

Nail finish

22. select the **nail finish** and prepare the nail plate in accordance with the pedicure treatment protocol

23. apply the nail finish in accordance with the pedicure treatment protocol

24. monitor the individual's health, wellbeing and skin reaction throughout the pedicure treatment

25. implement the correct course of action in the event of an adverse reaction

26. conclude the treatment in accordance with the pedicure treatment

protocol, legislative requirements and organisational policies and procedures

27. complete the individual's treatment records and store in accordance with data legislation

28. use reflective practice to evaluate the pedicure treatment and take appropriate action

29. provide **instructions** and advice to the individual, pre and post the treatment

30. record the outcome and evaluation of the pedicure treatment

NOS Knowledge and Understanding (KU)

You need to know and understand:

1. your role and responsibilities in performing pedicure treatment and the importance of working within your competence

2. why you must comply with ethical practice and work within the legislative requirements, to include:

2.1 the responsibilities under local authority licensing regulations for yourself and your premises

3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance

4. the **anatomy and physiology** relevant to this standard

5. the relative and absolute contraindications relevant to the beauty treatment, to include:

5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral

6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional

7. the purpose, use and limitations of pedicure treatments, in relation to:

7.1 past and current medical history

- 7.2 nail and skin condition
- 7.3 relevant lifestyle factors
- 7.4 medication and medical conditions
- 7.5 individual's expectations
- 8. the different types of treatable nail and skin conditions
- 9. how to conduct a nail and skin analysis
- 10. the natural nail shapes and how they can impact the pedicure treatment
- 11. how to prevent ingrowing toenails, to include:
 - 11.1 how and when to refer to a medical professional
- 12. the importance of carrying out a nail and skin analysis to determine the treatment plan
- 13. the importance of adhering to the pedicure treatment protocol
- 14. the manual techniques used in a pedicure treatment to include:
 - 14.1 how to adapt the pedicure to meet the individual's needs
- 15. the types of hygiene products for the skin and the importance of following manufacturer instructions
- 16. the types, benefits and limitations of nail and skincare products and equipment used in pedicure treatments, to include:
 - 16.1 the risks associated with allergens and ingredients that could cause harm
- 17. how to prepare and use products, tools and equipment in accordance with the pedicure treatment protocol
- 18. the massage techniques used within a pedicure treatment
- 19. the physiological effects of massage techniques on the nails and skin
- 20. why it is important to clean and dry the natural nail prior to applying to a nail finish
- 21. the types and methods of applying different nail finishes
- 22. the adverse reactions associated with a pedicure treatment and how to respond
- 23. the health and safety responsibilities in line with legislation before, during and after the pedicure treatment
- 24. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the pedicure treatment plan
- 25. the legal requirements for providing beauty services to minors and vulnerable adults
- 26. the fee structures and treatment options
- 27. the legislative and indemnity requirements of gaining signed, informed consent for the pedicure treatment
- 28. the importance of monitoring the health and wellbeing of the individual during and post the treatment
- 29. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
- 30. the legislative and regulatory requirements of completing and storing the individual's pedicure treatment records
- 31. the expected outcomes of pedicure treatments
- 32. the purpose of reflective practice and evaluation and how it informs future treatments
- 33. the importance to record the outcome and evaluation of the pedicure treatment
- 34. the instructions and advice, pre and post the pedicure treatment

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

https://www.ukstandards.org.uk/Provide_pedicure_treatments

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for pedicure treatment	1.1 Carry out a concise and thorough consultation obtaining consent according to organisational and insurance requirements	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, nail concerns, expectations and desired outcomes, including treatment history and alternative options	PC 3
	1.4 Confirm and agree with the client, they understand the proposed treatment including possible contra-actions and adverse reactions	PC 4
	1.5 Gain and record informed consent to meet salon and insurance requirements	PC 5
LO2 Provide pedicure treatment	2.1 Prepare the client for the pedicure treatment, remove any existing nail product and carry out a nail and skin analysis	PC 6, 7, 8
	2.2 Clip and shape the nails to the desired length ensuring a smooth free edge	PC 9, 10
	2.3 Provide exfoliation as required.	PC 11
	2.4 Carry out cuticle work using tools to remove cuticle carefully from the visible nail plate without damaging the nail plate or surrounding skin.	PC 12, 13, 14
	2.5 Select, apply and conclude callus removal treatment	PC 15, 16
	2.6 Apply a massage medium and carry out manual massage	PC 17 18
	2.7 Select and apply a mask product including heat treatment as required and remove mask according to treatment protocol	PC 19, 20, 21
	2.8 Prepare the nail plate for the nail finish and apply the agreed nail finish.	PC 22, 23
	2.9 Monitor the client's health, wellbeing and skin reaction throughout the pedicure and adapt the treatment and take action in the event of an adverse reaction	PC 24, 25
LO3 Complete the pedicure treatment	3.1 Complete the pedicure treatment according to the treatment plan and protocol and to the client's satisfaction.	PC 26
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 27
	3.3 Use reflective practice to evaluate the pedicure treatment and take appropriate action	PC 28
	3.4 Provide instructions and aftercare advice to the client	PC 29
	3.5 Record the outcome and evaluation of the pedicure treatment	PC 30

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for pedicure treatment	4.1 Understand your role and responsibilities in performing pedicure treatment and the importance of working within your limits	KU 1
	4.2 Explain why you must work within ethical and sustainable best practice and legal requirements	KU 2, 3
	4.3 Understand the anatomy and physiology relevant to the treatment	KU 4
	4.4 Discuss the relative and absolute contra-indications relevant to pedicure treatment	KU 5
	4.5 Describe the legal and insurance requirements for obtaining medical diagnosis, referral and signed, informed consent	KU 5
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide pedicure treatment	5.1 Explain the importance of carrying out a nail and skin analysis and all the relevant factors to determine the treatment plan	KU 7, 8, 9, 12
	5.2 Explain the importance of natural nail shapes and how they can affect the pedicure treatment	KU 10
	5.3 Describe how to prevent ingrown toenails and know when to refer to a medical professional	KU 11
	5.4 Understand the importance of following treatment protocol	KU 13
	5.5 Explain the manual techniques used in pedicure and how to adapt the treatment to meet the client's needs	KU 14
	5.6 Describe the types, benefits, limitations and risks in the use of hygiene, nail and skincare products, tools and equipment	KU 15, 16, 17
	5.7 Describe the benefits and effects on the nails and skin of the massage techniques used within a pedicure treatment.	KU 18, 19
	5.8 Explain why it is important to clean and dry the natural nail prior to applying a nail finish.	KU 20
	5.9 Describe the types and methods of applying different nail finishes.	KU 21
	5.10 Describe the potential adverse reactions to pedicure treatment and how to respond.	KU 22
	5.11 Understand the health and safety responsibilities in line with legislation before, during and after the pedicure treatment	KU 23
	5.12 Explain importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 24, 26
	5.13 Explain why you need to monitor the client's health and wellbeing during and after the treatment	KU 28
LO6	6.1 Understand the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 25, 27

Know how to complete the pedicure treatment	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 29
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU. 30
	6.4 Describe the expected outcomes of the treatment	KU 31
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 32
	6.6 Discuss the importance of recording the outcome and evaluating the pedicure treatment	KU 33
	6.7 Explain the instructions and advice, pre and post the pedicure treatment	KU 34

Indicative Content:

Scope/range

Adverse reactions

1. hyperaemia
2. allergic reaction
3. discolouration of the product
4. discolouration of the nail plate
5. discolouration of the nail bed
6. thinning of the nail plate
7. cuts and abrasions
8. bruising
9. lifting of the product
10. infection

Pedicure treatment protocol

1. working environment
2. health and safety
3. infection prevention and control
4. treatment plan
5. informed consent
6. data management
7. manufacturer instructions
8. audit and accountability
9. instructions and advice
10. sustainability
11. waste management
12. evidence-based practice
13. reflective practice

Nail condition

1. onychophagy
2. discolouration
3. misshapen
4. split above the hyponychium
5. Beau's lines
6. longitudinal and horizontal ridges
7. dehydrated
8. onychorrhexis
9. leukonychia

10. onycholysis

Skin condition

1. damaged cuticle
2. dry cuticle and skin
3. overgrown cuticle
4. fragile skin
5. calluses
6. superficial heel cracks
7. corns

Nail finish

1. nail polish
2. glossing buffer
3. natural nail
4. nail strengthener
5. French
6. dark colour
7. light colour

Heat treatment

1. heated booties
2. paraffin wax

Massage medium

1. oil
2. cream
3. oil free

Massage techniques

1. effleurage
2. petrissage
3. tapotement
4. frictions

Instructions

1. the client and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

Anatomy and physiology

1. the structure and functions of the skin
2. the structure and functions of the nail
3. the anatomy and physiology of the lower extremities
4. relative and absolute contraindications and related pathologies

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Callus removal treatment** – often consists of exfoliation, application of a product used to soften hard skin and removal of any remaining hard skin with a rasp or pumice, however, can differ depending on manufacturer instructions
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g.: suspected infections, infestations, diseases, disorder
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way
- **Evidence-based practice** - is based on the best available, current, valid and relevant evidence
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer's instructions
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Anatomy and Physiology

Part A - relating to Level 2 Beauty and Nails sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs.

Competency-based assessment

Competent performance must be observed for pedicure treatments and recorded on **a minimum of 3 occasions for at least 2 different clients** and include **1** dark nail polish finish. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- The Foundations Beauty Therapy 2 (VRQ) including nails by Lorraine Nordmann and Marian Newman
- Level 2 VRQ Diploma in Beauty Therapy: includes Nail Technology by Helen Beckman and Kelly Rawlings
- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- Beauty Therapist's Guide to Professional Practice and Client Care Andrea Barham

Unit BT205: Waxing treatments

Unit code: H/618/7875

RQF level: 2

(NOS SKABBR1 Provide waxing treatments for the face and body)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNS1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is about providing waxing treatments on the face and body.
- The Beauty Therapist will also be required to do a post treatment evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

CO201: Health, safety and hygiene

CO202: Client consultation

The main outcomes are:

1. remove unwanted hair from the face
2. remove unwanted hair from the body

NOS Performance Criteria (PC)

Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain their responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives, concerns, expectations and desired outcomes to inform the waxing treatment plan, to include:
 - 3.1 **treatment history**
 - 3.2 skincare regime
 - 3.3 alternative treatment options
4. carry out tests and record the outcome to establish suitability for the treatment as per manufacturer instructions
5. confirm and agree with the individual, they have understood the proposed waxing treatment, to include:
 - 5.1 expected outcomes
 - 5.2 contra-actions
 - 5.3 **adverse reactions**
 - 5.4 physical sensation
6. obtain and record the individual's informed consent for the waxing treatment, in accordance with organisational and insurance requirements
7. prepare the **individual's treatment area** in accordance with the **waxing treatment protocol**, to include:
 - 7.1 maintaining the individual's modesty and comfort
8. select and use effective hygiene preparation and pre-wax product to meet the individual's needs, in accordance with the waxing treatment protocol
9. carry out a hair and skin analysis, to include:

9.1 hair classification

9.2 hair growth patterns

9.3 skin classification

9.4 skin type

9.5 skin condition

10. select **waxing products** in accordance with the waxing treatment protocol

Strip wax

11. carry out safe and effective removal of hair using strip wax systems, to include:

11.1 conduct a thermal test patch immediately prior to the waxing treatment on the therapist's wrist and the individual's treatment area

11.2 establish the hair growth pattern and trim long hair prior to the application of the wax

11.3 transfer the wax from the waxing unit in accordance with legislative requirements to minimise the risk of cross-infection and contamination

11.4 apply the wax at the appropriate angle, in the direction of the hair growth and in accordance with the waxing treatment protocol

11.5 apply the wax strip evenly, applying pressure for adhesion to the wax

11.6 remove the wax strip swiftly against the hair growth, ensuring the skin is taut in accordance with the waxing treatment protocol

11.7 ensure the individual's treatment area is left free of wax and hair in accordance with the waxing treatment protocol

11.8 apply a soothing product on to the individual's treatment area in accordance with the waxing treatment protocol

11.9 ensure minimum wastage for sustainability

Non-strip wax

12. carry out safe and effective removal of hair using non-strip wax systems, to include:

12.1 conduct a thermal test patch immediately prior to the waxing treatment on the therapist's wrist and the individual's treatment area

12.2 establish the hair growth pattern and trim long hair, prior to the application of the wax

12.3 transfer the wax from the waxing unit in accordance with legislative requirements to minimise the risk of cross-infection and contamination

12.4 apply the wax at the appropriate angle in accordance with the waxing treatment protocol

12.5 remove the wax swiftly in accordance with the waxing treatment protocol

12.6 ensure the individual's treatment area is left free of wax and hair in accordance with the waxing treatment protocol

12.7 apply a soothing product on to the individual's treatment area in accordance with the waxing treatment protocol

12.8 ensure minimum wastage for sustainability

13. monitor the individual's health, wellbeing and skin reaction throughout the waxing treatment

14. implement the correct course of action in the event of an adverse reaction

15. conclude the treatment in accordance with the waxing treatment protocol, legislative requirements and organisational policies and procedures

16. complete the individual's treatment records and store in accordance with data legislation

17. use reflective practice to evaluate the waxing treatment and take appropriate action

18. provide **instructions** and advice to the individual, pre and post the waxing treatment

19. record the outcome and evaluation of the waxing treatment

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

1. their role and responsibilities in providing waxing treatments and the importance of working within your competence
2. why they must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to beauty treatments, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional
7. the purpose, use and limitations of waxing treatments, in relation to:
 - 7.1 past and current medical history
 - 7.2 medication and medical conditions
 - 7.3 individual's expectations
 - 7.4 treatment history
8. the reasons for cutting stray and over long hairs, prior to commencing the waxing treatment
9. the anatomical facial structure and features to determine symmetry and balance from eyebrow waxing treatments
10. the adverse reactions associated with a waxing treatment and how to respond
11. the hair types and which are suitable for waxing treatments
12. why the therapist must support the skin to be taut throughout the waxing treatment
13. how the position of the therapist and individual effects the treatment outcomes
14. the health and safety responsibilities in line with legislation before, during and after the treatment, to include:
 - 14.1 effective disposal of waxing contaminated waste in accordance with legislative requirements
15. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the waxing treatment plan
16. the legal requirements for providing beauty treatments to minors and vulnerable adults
17. the fee structures and treatment options
18. the legislative and indemnity requirements of gaining signed, informed consent for the treatment
19. the importance of adhering to the waxing treatment protocol
20. the importance of carrying out a hair and skin analysis
21. how to maintain the individual's modesty and comfort throughout the treatment
22. the types of hygiene products for the skin and the importance of following manufacturer instructions
23. the types of wax products and wax systems and how they differ, to include:
 - 23.1 ingredients and composition
 - 23.2 working temperatures
 - 23.3 application and removal techniques
 - 23.4 individual's treatment area
24. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health
25. the benefits and limitations of products and equipment used in waxing treatments, to include:
 - 25.1 how hair and skin classification and the individual's pain tolerance can affect the selection of products and equipment used in a waxing treatment
26. the congenital, systemic and topical causes of unwanted hair growth
27. the adaptations required when removing hair around conditions which restrict the treatment
28. how to prepare and use products and equipment in accordance with the waxing treatment protocol
29. the importance of monitoring the health and wellbeing of the individual during and post treatment

30. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
31. the legislative and regulatory requirements of completing and storing the individual's waxing treatment records
32. the expected outcomes of waxing treatments
33. the purpose of reflective practice and evaluation and how it informs future treatments
34. the importance to record the outcome and evaluation of the waxing treatment
35. the instructions and advice, pre and post the waxing treatment

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

[https://www.ukstandards.org.uk/Provide waxing treatments for the face and body](https://www.ukstandards.org.uk/Provide_waxing_treatments_for_the_face_and_body)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for waxing treatment	1.1 Carry out a concise and thorough consultation obtaining consent according to organisational and insurance requirements	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, concerns, expectations and desired outcomes, including treatment history and alternative options	PC 3
	1.4 Carry out sensitivity tests to ensure suitability for waxing	PC 4
	1.5 Confirm and agree with the client, they understand the proposed treatment including possible contra-actions, adverse reactions and physical sensation	PC 5
	1.6 Gain and record informed consent to meet salon and insurance requirements	PC 6
LO2 Provide waxing treatment	2.1 Prepare the client for the waxing treatment and maintain the client's modesty and comfort throughout the treatment	PC 7
	2.2 Select and use effective hygiene preparation and pre-wax product and carry out a hair and skin analysis	PC 8, 9
	2.3 Select the waxing product and heat according to manufacturer's instructions	PC 10
	2.4 Conduct a thermal patch test on self and client immediately prior to wax treatment	PC 11, 12
	2.5 Carry out safe and effective removal of the unwanted hair using the selected wax system following waxing treatment protocol	PC 11, 12
	2.6 Apply the wax avoiding risk of cross-infection and contamination and ensure minimum wastage	PC 11, 12
	2.7 Ensure the treatment area is left free of wax and hair and apply soothing after wax product	PC 11, 12
	2.8 Monitor the client's health, wellbeing and skin reaction throughout the waxing and adapt the treatment and take action in the event of an adverse reaction	PC 13, 14

LO3 Complete the waxing treatment	3.1 Complete the waxing treatment according to the treatment plan and protocol and to the client's satisfaction.	PC 15
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 16
	3.3 Use reflective practice to evaluate the waxing treatment and take appropriate action	PC 17
	3.4 Provide instructions and aftercare advice to the client	PC 18
	3.5 Record the outcome and evaluation of the waxing treatment	PC 19

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for waxing treatment	4.1 Understand your role and responsibilities in performing waxing treatment and the importance of working within your limits	KU 1
	4.2 Explain why you must work within ethical and sustainable best practice and legal requirements	KU 2, 3
	4.3 Understand the anatomy and physiology relevant to the treatment	KU 4
	4.4 Discuss the relative and absolute contra-indications to waxing treatment	KU 5
	4.5 Describe the legal and insurance requirements for obtaining medical diagnosis, referral and signed, informed consent	KU 5
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide waxing treatment	5.1 Explain the purpose, use and limitations of waxing in relation to medical history and conditions, medication and client expectations	KU 7
	5.2 Explain the reasons for cutting stray and over long hairs, prior to commencing the waxing treatment	KU 8
	5.3 Describe how facial structure and features determine symmetry and balance from eyebrow waxing	KU 9
	5.4 Explain the adverse reactions associated with a waxing treatment and how to respond	KU 10
	5.5 Know the hair types and which are suitable for waxing treatments	KU 11
	5.6 Explain why the therapist must support the skin to be taut throughout the waxing treatment	KU 12
	5.7 Explain how the position of the therapist and individual effects the treatment outcomes	KU 13
	5.8 Understand the health and safety responsibilities in line with legislation before, during and after waxing	KU 14
	5.9 Describe effective disposal of waxing contaminated waste and the importance of following treatment protocol	KU 14, 19
	5.10 Explain importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 15, 17

	5.11 Explain the importance of carrying out a hair and skin analysis and how to maintain the client's modesty and comfort throughout waxing	KU 20, 21
	5.12 Describe the types of hygiene products for the skin and the importance of following manufacturer's instructions	KU 22
	5.13 Describe the types of wax products and wax systems, how they differ in ingredients, composition, temperature, application and removal and their suitability for the client's treatment area	KU 23
	5.14 Understand the importance of following manufacturer instructions to prevent product incompatibilities and risks to health	KU 24
	5.15 Explain the benefits and limitations of waxing products and equipment and how hair and skin classification and the client's pain tolerance can affect the selection	KU 25, 28
	5.16 Describe the congenital, systemic and topical causes of unwanted hair growth	KU 26
	5.17 Explain the adaptations required when removing hair around conditions that restrict treatment	KU 27
	5.18 Explain why you need to monitor the client's health and wellbeing during and after the treatment	KU 29
LO6 Know how to complete the waxing treatment	6.1 Understand the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 16, 18
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 30
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 31
	6.4 Describe the expected outcomes of the treatment	KU 32
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 33
	6.6 Discuss the importance of recording the outcome and evaluating the waxing treatment	KU 34
	6.7 Explain the instructions and advice, pre and post the waxing treatment	KU 35

Indicative Content:

Scope/range

Treatment history

1. waxing
2. tweezing
3. threading
4. trimming
5. shaving
6. depilatory creams
7. electrical depilatory
8. abrasive mitts
9. intense pulsed light
10. laser hair removal
11. electrical epilation
12. alkaline wash

13. dermaplaning

Adverse reactions

1. bruising
2. excessive oedema
3. burns
4. abrasions
5. broken hair
6. urticaria
7. hyperaemia
8. excessive and diminished regrowth
9. abrasions / skin graze
10. allergy

Client's treatment area

1. face: eyebrows, upper lip, chin
2. body: half leg, full leg, underarm, bikini

Waxing treatment protocol

1. working environment
2. health and safety
3. infection prevention and control
4. treatment plan
5. informed consent
6. data management
7. test outcomes
8. manufacturer instructions
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-based practice
14. reflective practice

Hair classification

1. straight
2. curly
3. very curly

Skin type

1. dry
2. oily
3. combination
4. balanced

Waxing products

1. strip wax
2. non-strip wax

Instructions

1. the client and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

Anatomy and physiology

1. the structure and function of the hair and the hair growth cycle
2. the structure and function of the skin
3. the anatomy and physiology of the human body
4. relative and absolute contraindications and related pathologies

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g.: suspected infections, infestations, diseases, disorders
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way
- **Evidence-based practice** - is based on the best available, current, valid and relevant evidence
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness
- **Hair classification** – can be described as hair type i.e., straight, wavy, curly, excessively curly
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Non-strip hot wax** - is a multi-directional wax that is applied to the hair, left to almost set and removed. Hot wax can have varying properties.
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer's instructions
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Skin classification** – Lancer skin types
 - **Dry** - Feels tight or itchy without enough moisture. Gets rough and flakes, accompanied by small pores. Rarely breaks out.

Oily - Gets shiny, visible oil on tissue when skin is blotted. Enlarged pores, breakouts not uncommon.
Combination - Enlarged pores and oil across forehead, nose, and chin. Parts of the face are balanced (normal) or dry. Breakouts not uncommon.

Balanced (normal) - Fairly uniform without excess oil or flakiness. Breakouts are rare.

- **Skin sensitivity** – adapt treatment/no treatment
- **Skin allergies** – carry out sensitivity test/adapt treatment/no treatment
- **Strip wax** - refers to application of a warm wax to the hair and using a fabric or paper like strip to remove. Crème, honey and sugar are categorised as warm wax and each have varying consistencies and properties
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level

Delivery and Assessment Guidance

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All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Anatomy and Physiology

Part A - relating to Level 2 Beauty and Nails sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based assessment

Competent performance must be observed for waxing treatments including the face and body and recorded on a **minimum of 3 occasions for at least 2 different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- The Foundations Beauty Therapy 2 (VRQ) including nails by Lorraine Nordmann and Marian Newman
- Level 2 VRQ Diploma in Beauty Therapy: includes Nail Technology by Helen Beckman and Kelly Rawlings
- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- Beauty Therapist's Guide to Professional Practice and Client Care Andrea Barham

Unit BT206: Facial skincare treatments

Unit code: K/618/7876

RQF level: 2

(NOS SKABBR2 Provide facial skincare treatments)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is about providing facial treatments to improve and maintain skin condition.
- The Therapist will also be required to do a post treatment evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

CO201: Health, safety and hygiene

CO202: Client consultation

The main outcomes are:

1. Provide facial treatments

NOS Performance Criteria (PC)

Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain their responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives, skin concerns, expectations and desired outcomes to inform the facial treatment plan, to include:
 - 3.1 treatment history
 - 3.2 skincare regime
 - 3.3 lifestyle
 - 3.4 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed facial treatment, to include:
 - 4.1 expected outcomes
 - 4.2 contra-actions
 - 4.3 adverse reactions
 - 4.4 physical sensation
5. obtain and record the individual's informed consent for the facial treatment in accordance with organisational and insurance requirements
6. prepare and superficially cleanse the individual's treatment area in accordance with the **facial treatment protocol**
7. illuminate and magnify the individual's treatment area in which in accordance with the facial treatment protocol
8. carry out a skin analysis, to include:
 - 8.1 **skin classification**
 - 8.2 **skin condition**
 - 8.3 **skin type**
9. select and use skincare products in accordance with the facial treatment protocol, to include:

- 9.1 deep cleanse
- 9.2 **exfoliation**
- 10. select skin warming technique and use in accordance with facial treatment protocol, to include:
 - 10.1 hot towel
 - 10.2 steam
- 11. carry out safe and effective manual comedone extraction in accordance with facial treatment protocol
- 12. select a massage medium in accordance with the facial treatment protocol
- 13. apply the **massage medium** and carry out **massage techniques** as agreed in the facial treatment protocol, to include:
 - 13.1 relaxation
 - 13.2 **therapeutic massage techniques**
- 14. select, apply and remove a **mask product** in accordance with the facial treatment protocol
- 15. monitor the individual's health, wellbeing and skin reaction throughout the facial treatment
- 16. implement the correct course of action in the event of an adverse reaction
- 17. conclude the treatment in accordance with the facial treatment protocol, legislative requirements and organisational policies and procedures
- 18. complete the individual's treatment records and store in accordance with data legislation
- 19. use reflective practice to evaluate the facial treatment and take appropriate action
- 20. provide **instructions** and advice to the individual pre and post treatment
- 21. record the outcome and evaluation of the facial treatment

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

- 1. their role and responsibilities in providing facial treatments and the importance of working within your competence
- 2. why they must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
- 3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
- 4. the **anatomy and physiology** relevant to this standard
- 5. the relative and absolute contraindications relevant to the beauty treatment, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
- 6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional
- 7. the purpose, use and limitations of facial treatments, in relation to:
 - 7.1 skin condition
 - 7.2 past and current medical history
 - 7.3 relevant lifestyle factors
 - 7.4 medication and medical conditions
 - 7.5 individual's expectations
- 8. the adverse reactions associated with a facial treatment and how to respond
- 9. the health and safety responsibilities in line with legislation before, during and after the facial treatment
- 10. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the facial treatment plan
- 11. the fee structures and treatment options
- 12. the legislative and indemnity requirements of gaining signed, informed consent for the facial treatment
- 13. the importance of adhering to the facial treatment protocol
- 14. the **manual techniques** used in facial treatments
- 15. the importance of magnification, illumination and preparation of the individual's treatment area when carrying out a skin analysis
- 16. the types of hygiene products for your skin and the importance of following manufacturer instructions
- 17. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health

18. the importance of carrying out a skin analysis to determine the treatment plan
19. the types, benefits and limitations of skincare products and **equipment** used in facial treatments
20. how to prepare and use products and equipment in accordance with the facial treatment protocol
21. the risks and limitations associated with self-heating masks
22. the risks and restrictions associated with very superficial skin peels, to include:
 - 22.1 the pH scale and its relevance to skin sensitivity
 - 22.2 the action of acid and alkaline concentrations on the skin
 - 22.3 how and why the skin's barrier function is impaired
 - 22.4 the increased risk of photosensitivity and ways to protect the skin
 - 22.5 how and why it is important to carry out a skin test
23. the importance of monitoring the health and wellbeing of the individual during, and post the treatment
24. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
25. the legislative and regulatory requirements of completing and storing the individual's facial treatment records
26. the expected outcomes of a facial treatment
27. the purpose of reflective practice and evaluation and how it informs future treatments
28. the importance to record the outcome and evaluation of the facial treatment
29. the instructions and advice, pre and post the facial treatment

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

[https://www.ukstandards.org.uk/Provide facial skincare treatments](https://www.ukstandards.org.uk/Provide%20facial%20skincare%20treatments)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for facial treatment	1.1 Carry out a concise and thorough consultation obtaining consent according to organisational and insurance requirements	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, skin concerns, expectations and desired outcomes, including treatment history, skincare routine, lifestyle and alternative options	PC 3
	1.4 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contra-actions, adverse reactions and physical sensation	PC 4
	1.5 Gain and record informed consent to meet salon and insurance requirements	PC 5
LO2 Provide facial treatment	2.1 Prepare the client for the facial treatment and carry out a superficial cleanse	PC 6
	2.2 Carry out a skin analysis, using lamp and magnifier to identify skin classification, skin condition and skin type	PC 7, 8
	2.3 Select and use skincare products to carry out a deep cleanse and exfoliation	PC 9

	2.4 Select skin warming technique and carry out safe and effective comedone extraction according to facial treatment protocol	PC 10, 11
	2.5 Select and apply massage medium and carry out massage techniques for relaxation or therapeutic purposes as agreed	PC 12, 13
	2.6 Select, apply and remove a mask product	PC 14
	2.7 Monitor the client's health, wellbeing and skin reaction throughout the facial and adapt the treatment and take action in the event of an adverse reaction	PC 15, 16
LO3 Complete the facial treatment	3.1 Complete the facial treatment according to the treatment plan and protocol and to the client's satisfaction.	PC 17
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 18
	3.3 Use reflective practice to evaluate the facial treatment and take appropriate action	PC 19
	3.4 Provide instructions and aftercare advice to the client	PC 20
	3.5 Record the outcome and evaluation of the facial treatment	PC 21

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for facial treatment	4.1 Understand your role and responsibilities in performing facial treatment and the importance of working within your limits	KU 1
	4.2 Explain why you must work within ethical and sustainable best practice and legal requirements	KU 2, 3
	4.3 Understand the anatomy and physiology relevant to the treatment	KU 4
	4.4 Discuss the relative and absolute contra-indications relevant to facial treatment	KU 5
	4.5 Describe the legal and insurance requirements for obtaining medical diagnosis, referral and signed, informed consent	KU 5
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide facial treatment	5.1 Explain the purpose, use and limitations of facials in relation to skin conditions, medical history and conditions, medication, lifestyle factors and client expectations	KU 7
	5.2 Describe the adverse reactions associated with facial treatment and how to respond	KU 8
	5.3 Understand the health and safety responsibilities in line with legislation before, during and after the facial treatment	KU 9
	5.4 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 10, 11
	5.5 Understand the importance of following treatment protocol used in facial treatment	KU 13

	5.6 Explain the importance of magnification, illumination and preparing the client's face to carry out skin analysis to determine treatment plan	KU 15, 18
	5.7 Describe the types, benefits, limitations and risks in the use of hygiene and skincare products and equipment	KU 16, 17, 19
	5.8 Explain the manual techniques used in facials and how to adapt the treatment to meet the client's needs	KU 14
	5.9 Describe how to prepare and use skincare products and equipment	KU 20
	5.10 Know the risks, limitations and restrictions associated with self-heating masks and very superficial skin peels	KU 21, 22
	5.11 Describe the skin's barrier function and the pH scale and the relevance to skin sensitivity	KU 22
	5.12 Explain the action of acid and alkali concentrations on the skin and the importance of carrying out sensitivity tests	KU 22
	5.13 Describe the increased risk of photosensitivity and ways to protect the skin	KU 22
	5.14 Explain why you need to monitor the client's health and wellbeing during and after the treatment	KU 23
LO6 Know how to complete the facial treatment	6.1 Understand the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 12
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 24
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU. 25
	6.4 Describe the expected outcomes of the treatment	KU 26
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 27
	6.6 Discuss the importance of recording the outcome and evaluating the facial treatment	KU 28
	6.7 Explain the instructions and advice, pre and post the facial treatment	KU 29

Indicative Content:

Scope/range

Facial treatment protocol

1. working environment
2. health and safety
3. infection prevention and control
4. treatment plan
5. informed consent
6. data management
7. test outcomes
8. manufacturer instructions
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-based practice
14. reflective practice

Skin classification

1. Fitzpatrick scale
2. Phenotype and genotype
3. Lancer scale

Skin condition

1. lax elasticity
2. hyper and hypo pigmentation
3. congested
4. pustular
5. fragile
6. vascular
7. sensitised
8. sensitive
9. dehydrated
10. photo-sensitive
11. photo-aged
12. lack lustre

Skin type

1. dry
2. oily
3. combination
4. balanced

Exfoliation

1. very superficial skin peels as per the stratum corneum
2. physical exfoliation
3. chemical exfoliation

Massage medium

1. oil
2. cream
3. serum
4. oil free

Massage techniques

1. effleurage
2. petrissage
3. tapotement
4. friction
5. vibrations
6. pressure point
7. lymphatic drainage

Therapeutic massage techniques

1. detoxifying
2. stimulating
3. toning

Mask product

1. self-heating
2. cooling
3. setting

4. non-setting

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

Anatomy and physiology

1. the structure and function of the skin
2. the anatomy and physiology of the human body
3. relative and absolute contraindications and related pathologies
4. the physiological and physical effects of skincare treatments

Manual techniques

1. skin analysis
2. cleansing
3. exfoliating
4. comedone extraction
5. massage
6. mask application
7. moisturizer application
8. sun protection factor protection application

Equipment

1. magnifying light
2. skin warming devices
3. digital technologies

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g.: suspected infections, infestations, diseases, disorders
- **Digital technologies** - are used to provide a scientific skin analysis
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way
- **Evidence-based practice** - is based on the best available, current, valid and relevant evidence
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness
- **Fitzpatrick Skin Scale** - is commonly used to determine risk factors and classifies the skin under six categories. The Fitzpatrick evaluation is based on how much melanin is in the skin and on the skin's response to ultraviolet radiation exposure, hair colour, eye colour, and racial background. Ethnic groups of common concern include those of African, Asian, Eastern Indian, Hispanic, Middle Eastern, and Native American Indian descent

- **Genotype** - inherited genes responsible for characteristics and traits from parent to offspring, based on the dominant and recessive genes, traits that are unlikely to change or can predispose to conditions: e.g., eye/hair colour and texture/skin type - ethnicity/blood type/diabetes/heart disease/cancer
- **Informed** - having or showing knowledge of a subject or situation
- **Lancer scale** – is based on ethnicity or ancestry and is the key to deciding the best skincare treatment for clients by having a better understanding the potential sensitivity and reaction of the skin to treatments and products. The Lancer Ethnicity Scale (LES), which accounts for five different skin types is based on geography and heredity. Each skin type has its own challenges and benefits:
LES I is extremely fair skin that burns quickly and tends toward sensitivity. Ancestors are: Celtic, Nordic, Northern European
LES II is fair skin that does not burn quickly, but still wrinkles and sags and can scar easily. Ancestors are: Central, Eastern, or Northern European
LES III is golden skin, possibly with olive undertones, that can scar easily or become easily inflamed. Ancestors are: European Jews, Native American and Inuit, Southern European and Mediterranean
LES IV is olive or brown skin that can become easily inflamed and can tend toward acne. Ancestors are: Sephardic Jews, Central and South American Indian, Chinese, Korean, Japanese, Thai, and Vietnamese, Filipino and Polynesian, Southern European and Mediterranean
LES V is black skin that can react to irritation with discoloration or texture changes. Ancestors are: Central, East, and West African, Eritrean and Ethiopian, North African and Middle East Arabic
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Outcomes** - final product or end result
- **Phenotype** - observable physical characteristics and appearance that can change in response to genotype, evolution, the environment and the aging process - nature (inherited genes) and nurture (lifestyle impact): e.g., weight/height/health/disposition/skin type -characteristics/hair type
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer’s instructions
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Sensitive skin condition** - a genetic increased capillary reactivity and altered barrier function leading to inherent epidermal fragility. Skin easily flushes and is delicate
- **Sensitised skin condition** - occurs due to environmental and lifestyle factors that either increase inflammatory cytokines (proteins) and modulators (balancing) or impair skin barrier
- **Skin barrier function** - the renewable, biochemical barrier that shields our internal systems from environmental aggressors and pathogens and helps prevent trans-epidermal water loss. Composed of cornified cells, natural moisturising factors, barrier lipids and the skin microbiome

- **Skin priming programme** - are a set of instructions the client can follow-up on prior to the treatment to achieve the best results
- **Skin types:**
 - Dry** - Feels tight or itchy without enough moisture. Gets rough and flakes, accompanied by small pores. Rarely breaks out
 - Oily** - Gets shiny, visible oil on tissue when skin is blotted. Enlarged pores, breakouts not uncommon
 - Combination** - Enlarged pores and oil across forehead, nose, and chin. Parts of the face are normal or dry. Breakouts not uncommon
 - Balanced (normal)** - Fairly uniform without excess oil or flakiness. Breakouts are rare.
 - Sensitive** - Easily reacts with redness and irritation to hot water, alcohol, spicy foods, and products. Requires special care
 - Aging or sun-damaged** - Begins to lose elasticity. Fine lines and wrinkles begin to appear, skin can sag or appear crepey. Areas of discoloration appear, and skin becomes less smooth
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:
Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Anatomy and Physiology

Part A - relating to Level 2 Beauty and Nails sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based assessment

Competent performance must be observed for facial treatments and recorded on a **minimum of 3**

occasions for at least 2 different clients. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- The Foundations Beauty Therapy 2 (VRQ) including nails by Lorraine Nordmann and Marian Newman
- Level 2 VRQ Diploma in Beauty Therapy: includes Nail Technology by Helen Beckman and Kelly Rawlings
- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
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- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- Beauty Therapist's Guide to Professional Practice and Client Care Andrea Barham

Unit BT207: Lash and brow treatments

Unit code: M/618/7877

RQF level: 2

(NOS SKAB1 Provide eyelash and eyebrow treatments)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is for a beauty professional providing eyelash and eyebrow treatments.
- The Beauty Therapist will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures, to include, carry out emergency first aid response in the event of an adverse incident.

This unit coexists alongside Qualifi units:

CO201: Health, safety and hygiene

CO202: Client consultation

The main outcomes are:

1. Shape the brows
2. Colour the eyelashes and brows using eyelash and brow tint
3. Apply and remove cluster lashes

NOS Performance Criteria (PC)

Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives, lash or brow concerns, expectations and desired outcomes to inform the eyelash and brow treatment plan, to include:
 - 3.1 treatment history
 - 3.2 alternative treatment options
4. carry out **tests** and record the outcome to establish suitability for the treatment as per manufacturer instructions
5. confirm and agree with the individual, they have understood the proposed eyelash and brow treatment, to include:
 - 5.1 expected outcomes
 - 5.2 contra-actions
 - 5.3 **adverse reactions**
 - 5.4 physical sensation
6. obtain and record the individual's informed consent for the eyelash and brow treatment in accordance with organisational and insurance requirements
7. prepare the individual's treatment area in accordance with the **eyelash and brow treatment protocol**
8. illuminate and magnify the individual's treatment area in accordance with the eyelash and brow treatment protocol
9. select an effective hygiene preparation product to meet the individual's needs in accordance with the eyelash and brow treatment protocol

10. carry out a hair and skin analysis, to include:

- 10.1 **hair classification**
- 10.2 **hair colour**
- 10.3 **hair type**
- 10.4 **hair growth pattern**
- 10.5 hair condition
- 10.6 skin classification
- 10.7 skin condition

11. select and use the eyelash and brow products in accordance with the eyelash and brow treatment protocol

12. prepare the individual's treatment area in accordance with the eyelash and brow treatment protocol

Eyebrow shaping

13. carry out safe and effective manual removal of brow hair using manual or automatic tweezers to enhance the eyebrow shape, in accordance with the eyelash and brow treatment protocol, to include:

- 13.1 supporting the skin to be taut during removal
- 13.2 tweezing the hairs in the same direction of the hair growth

Eyelash and brow tinting

14. carry out safe and effective tinting of the eyelashes and eyebrows in accordance with the eyelash and brow treatment protocol, to include:

- 14.1 application of protective barrier products and consumables adjacent to the area to be tinted
- 14.2 select and mix the tint and peroxide
- 14.3 accurately timing the product development
- 14.4 safe removal of the product

Cluster lash application

15. carry out safe and effective semi-permanent application of cluster lashes to natural lashes in accordance with the eyelash and brow treatment protocol, to include:

- 15.1 ensure the individual is in a semi-reclined position
- 15.2 measure the cluster lash and trim prior to application
- 15.3 apply the adhesive to the bulb of the cluster lash, accurately stroke the natural lash and secure the cluster lash at the base of the natural lash

Removal

16. carry out safe and effective removal of cluster lashes to natural lashes, avoiding damage to the natural lash, in accordance with the eyelash and brow treatment protocol, to include:

- 16.1 the use of oil-based remover or solvent in accordance with the manufacturer instructions

17. monitor the individual's health, wellbeing and skin reaction throughout the eyelash and brow treatment

18. implement the correct course of action in the event of an adverse reaction, to include:

- 18.1 first aid emergency response

19. conclude the treatment in accordance with the eyelash and brow treatment protocol, legislative requirements and organisational policies and procedures

20. complete the individual's eyelash and brow treatment record and store in accordance with data legislation

21. use reflective practice to evaluate the eyelash and brow treatment and take appropriate action

22. provide **instructions** and advice to the individual, pre and post the eyelash and brow treatment

23. record the outcome and evaluation of the eyelash and brow treatment

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

1. their role and responsibilities in providing eyelash and brow treatments, and the importance of working within your competence

2. why they must comply with ethical practice and work within the legislative requirements to include:

- 2.1 the responsibilities under local authority licensing regulations for yourself and your premises

3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance

4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to the beauty treatment, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional
7. the purpose, use and limitations of eyelash and brow treatments, in relation to:
 - 7.1 past and current medical history
 - 7.2 relevant lifestyle factors
 - 7.3 medication and medical conditions
 - 7.4 individual's expectations
8. how to measure eyebrows and identify the anatomical lash and brow structure and features, to include:
 - 8.1 the types of eyebrow and eyelashes shapes and how they influence lash and brow dimensions
 - 8.2 how to achieve symmetry and balance
9. how hair growth patterns influence the treatment outcomes
10. the adverse reactions associated with an eyelash and brow treatments and how to respond
11. the health and safety responsibilities in line with legislation before, during and after the eyelash and brow treatment
12. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the eyelash and brow treatment plan
13. the legal requirements for providing beauty treatments to minors and vulnerable adults
14. the fee structures and treatment options
15. the legislative and indemnity requirements of gaining signed, informed consent for the eyelash and brow treatment
16. the importance of adhering to the eyelash and brow treatment protocol
17. how magnifying and illuminating the individual's treatment area can support the brow shaping treatment
18. the types of hygiene products for the skin and the importance of following manufacturer instructions
19. the types, benefits and limitations of products and equipment used in eyelash and brow treatments, to include:
 - 19.1 how oxidation affects the shelf life of tint
 - 19.2 how hair classification and characteristics can affect the colour choice and development time of the tint
20. the composition of henna used to colour eyebrow hair and the associated risks to health, to include:
 - 20.1 why henna is unsuitable for eyelashes
21. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health
22. the purpose of tests and the reasons why you must carry out a test using the product(s) to be used
23. how to prepare and use products and equipment in line with the eyelash and brow treatment protocol
24. the importance of monitoring the health and wellbeing of the individual during and post the treatment
25. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
26. the legislative and regulatory requirements of completing and storing the individual's eyelash and brow treatment records
27. the expected outcomes of eyelash and brow treatments
28. the purpose of reflective practice and evaluation and how it informs future treatments
29. the importance to record the outcome and evaluation of eyelash and brow treatments
30. the instructions and advice, pre and post eyelash and brow treatments

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard
[https://www.ukstandards.org.uk/Provide eyelash and eyebrow treatments](https://www.ukstandards.org.uk/Provide_eyelash_and_eyebrow_treatments)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for lash and brow treatments	1.1 Carry out a concise and thorough consultation	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, lash or brow concerns, expectations and desired outcomes, including treatment history and alternative options	PC 3
	1.4 Carry out sensitivity tests and record results to check client suitability for the treatment as per manufacturer instructions	PC 4
	1.5 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contra-actions, adverse reactions and physical sensation	PC 5
	1.6 Gain and record informed consent to meet salon and insurance requirements	PC 6
LO2 Provide lash and brow treatments	2.1 Prepare the client for the lash and brow treatment	PC 7
	2.2 Carry out a hair and skin analysis, using lamp and magnifier to identify hair classification, colour, type, growth pattern, skin classification and skin condition	PC 8, 10
	2.3 Select an effective hygiene preparation product to meet client's needs	PC 9
	2.4 Select and use lash or brow products and prepare the treatment area according to treatment protocol	PC 11, 12
	2.5 Carry out safe and effective removal of brow hair using manual or automatic tweezers to enhance the eyebrow shape	PC 13
	2.6 Carry out safe and effective tinting of the eyelashes and eyebrows	PC 14
	2.7 Carry out safe and effective semi-permanent application of cluster lashes to natural lashes	PC 15
	2.8 Carry out safe and effective removal of cluster lashes to natural lashes, avoiding damage to the natural lash	PC 16
	2.9 Monitor the client's health, wellbeing and skin reaction throughout the lash and brow and adapt the treatment and take action in the event of an adverse reaction	PC 17, 18
LO3 Complete the lash and brow treatments	3.1 Complete the lash and brow treatment according to the treatment plan and protocol and to the client's satisfaction	PC 19
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 20
	3.3 Use reflective practice to evaluate the lash and brow treatment and take appropriate action	PC 21
	3.4 Provide instructions and aftercare advice to the client	PC 22
	3.5 Record the outcome and evaluation of the lash and brow treatment	PC 23

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for lash and brow treatments	4.1 Understand your role and responsibilities in performing lash and brow treatments and the importance of working within your limits	KU 1
	4.2 Explain why you must work within ethical and sustainable best practice and legal requirements	KU 2, 3
	4.3 Understand the anatomy and physiology relevant to the treatment	KU 4
	4.4 Discuss the relative and absolute contra-indications relevant to lash and brow treatments	KU 5
	4.5 Describe the legal and insurance requirements for obtaining medical diagnosis, referral and signed, informed consent	KU 5
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide lash and brow treatments	5.1 Explain the purpose, use and limitations of lash and brow treatments in relation to medical history and conditions, medication, lifestyle factors and client expectations	KU 7
	5.2 Describe how to measure the eyebrows and identify anatomical structures and features to determine lash and brow shapes to achieve symmetry and balance	KU 8
	5.3 Understand how hair growth patterns influence the treatment outcomes	KU 9
	5.4 Describe the adverse reactions associated with lash and brow treatments and how to respond	KU 10
	5.5 Understand the health and safety responsibilities in line with legislation before, during and after the lash and brow treatment	KU 11
	5.6 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 12, 14
	5.7 Understand the importance of following treatment protocol used in lash and brow treatments	KU 16
	5.8 Explain how magnifying and illuminating the client's treatment area can support the brow shaping treatment	KU 17
	5.9 Describe the types and limitations of hygiene products for the skin and lash and brow products and equipment	KU 18, 19
	5.10 Explain how oxidation affects the shelf life of lash and brow tint	KU 19
	5.11 Understand how hair classification and characteristics can affect colour choice and development time of the tint	KU 19
	5.12 Discuss the composition of henna used for brows, the potential risks and unsuitability for use on the lashes	KU 20
	5.13 Explain the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health	KU 21
	5.14 Explain the purpose of tests and the reasons why you must carry out a test using the product(s) to be used	KU 22

	5.15 Describe how to prepare and use products and equipment following lash and brow treatment protocol	KU 23
	5.16 Explain why you need to monitor the client's health and wellbeing during and after the treatment	KU 24
LO6 Know how to complete the lash and brow treatments	6.1 Understand the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 13, 15
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 25
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 26
	6.4 Describe the expected outcomes of the treatment	KU 27
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 28
	6.6 Discuss the importance of recording the outcome and evaluating the lash and brow treatment	KU 29
	6.7 Explain the instructions and advice, pre and post the lash and brow treatment	KU 30

Indicative Content:

Scope/range

Tests

1. skin test(s) for the product(s) to be used
2. sensitivity test
3. allergy alert test

Adverse reactions

1. hyperaemia
2. urticaria
3. abrasions
4. damage to the eye
5. eye irritation
6. oedema
7. eyelash loss
8. blindness
9. allergy

Eyelash and brow treatment protocol

1. working environment
2. health and safety
3. infection prevention and control
4. treatment plan
5. informed consent
6. data management
7. test outcomes
8. manufacturer instructions
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-based practice
14. reflective practice

Hair classification

1. straight
2. curly
3. very curly

Hair colour

1. fair
2. red
3. dark
4. white

Hair type

1. terminal
2. vellus

Hair growth pattern

1. direction of growth
2. hair loss

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

Anatomy and physiology

1. the structure and function of the hair and the hair growth cycle
2. the structure and functions of the skin
3. the anatomy and physiology of the human body
4. relative and absolute contraindications and related pathologies

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g.: suspected infections, infestations, diseases, disorders
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way
- **Evidence-based practice** - is based on the best available, current, valid and relevant evidence.
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness
- **Hair classification** - straight, wavy, curly, excessively curly

- **Hair condition** – dry, oily, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture) – is it possible to have service, length of time left on lash or brow hair.
- **Hair colour** - white, fair, dark, red, black
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer's instructions
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:
Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Anatomy and Physiology

Part A - relating to Level 2 Beauty and Nails sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based assessment

Competent performance must be observed for lash and brow treatments and recorded on a **minimum of 3 occasions for at least 2 different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- The Foundations Beauty Therapy 2 (VRQ) including nails by Lorraine Nordmann and Marian Newman
- Level 2 VRQ Diploma in Beauty Therapy: includes Nail Technology by Helen Beckman and Kelly Rawlings
- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock

Unit BT208: Makeup techniques

Unit code: T/618/7878

RQF level: 2

(NOS SKAB2 Provide customised makeup services)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic, and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is about providing customised makeup techniques for a natural appearance, evening look and special occasion.
- The therapist or makeup artist will also be required to do a post treatment evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures, and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures, to include carry out emergency first aid response in the event of an adverse incident.

This unit coexists alongside Qualifi units:

CO201: Health, safety, and hygiene

CO202: Client consultation

The main outcomes are:

1. Carry out a natural makeup
2. Carry out an evening makeup
3. Carry out a makeup for a special occasion

NOS Performance Criteria (PC)

Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain responsibilities for health and safety in accordance with legislation, regulations, directives, and guidelines
3. discuss and establish the individual's objectives, skin concerns, expectations, and desired outcomes to inform the makeup treatment plan, to include:
 - 3.1 **makeup style**
 - 3.2 skincare regime
 - 3.3 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed makeup treatment, to include:
 - 4.1 expected outcomes
 - 4.2 contra-actions
 - 4.3 **adverse reactions**
 - 4.4 physical sensation
5. obtain and record the individual's informed consent for the makeup treatment in accordance with organisational and insurance requirements
6. carry out **tests** to establish suitability for the treatment and record the outcome in accordance with the manufacturer instructions
7. prepare the individual's treatment area in accordance with the makeup treatment protocol
8. carry out a skin and face characteristics analysis to confirm the makeup treatment, to include:

- 8.1 skin classification
- 8.2 skin condition
- 8.3 skin type
- 8.4 facial features
- 8.5 anatomical facial structures
- 9. select the skincare products and prepare the individual's treatment area in accordance with the makeup treatment protocol, to include:
 - 9.1 ensuring the makeup environment is carried out in the same lighting it will be worn in
- 10. select the **makeup products** in accordance with the makeup treatment protocol, to include:
 - 10.1 individual's skin analysis
 - 10.2 skin classification
 - 10.3 facial features
- 11. apply customised makeup using **makeup tools** to enhance their facial features in accordance with the makeup treatment protocol, to include:
 - 11.1 safely decanting cream-based products on a sterile makeup palette
 - 11.2 using sterile tools in powder-based products
 - 11.3 using single use items to apply mascara and lip products

Strip lash

- 12. prepare the individual for the strip lash treatment
- 13. select the strip lash and eye lash adhesive in accordance with the treatment protocol, to include:
 - 13.1 strip lash length
 - 13.2 strip lash density/weight
 - 13.3 strip lash style
 - 13.4 strip lash colour
 - 13.5 individual's preference
 - 13.6 makeup style
- 14. measure the lash to the individual's eye shape and trim with scissors accordingly
- 15. apply adhesive on the strip lash base and allow to become tacky
- 16. apply the strip lash to the centre of the eye lash line and finally secure in the outer corner and inner corners
- 17. finish the makeup with a setting spray for longevity
- 18. monitor the individual's health, wellbeing, and skin reaction throughout the makeup treatment
- 19. implement the correct course of action in the event of an adverse reaction
- 20. conclude the treatment in accordance with the makeup treatment protocol, legislative requirements and organisational policies and procedures
- 21. complete the individual's treatment records and store in accordance with data legislation
- 22. use reflective practice to evaluate the makeup treatment and take appropriate action
- 23. provide **instructions** and advice to the individual, pre and post the treatment
- 24. record the outcome and evaluation of the makeup treatment

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

- 1. their role and responsibilities in providing makeup treatments and the importance of working within your competence
- 2. why they must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
- 3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, treatments, and best practice guidance
- 4. the **anatomy and physiology** relevant to this standard
- 5. the relative and absolute contraindications relevant to beauty treatments, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
- 6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional

7. the purpose, use and limitations of makeup treatments, in relation to:
 - 7.1 past and current medical history
 - 7.2 skin condition
 - 7.3 relevant lifestyle factors
 - 7.4 medication and medical conditions
 - 7.5 individual's expectations
8. the adverse reactions associated with a makeup treatment and how to respond
9. the health and safety responsibilities in line with legislation before, during and after the makeup treatment
10. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the makeup treatment plan
11. the legal requirements for providing beauty treatments to minors and vulnerable adults
12. the fee structures and treatment options
13. the legislative and indemnity requirements of gaining signed, informed consent for the makeup treatment.
14. the importance of adhering to the makeup treatment protocol
15. the importance of carrying out a skin and facial characteristics analysis to determine the treatment plan
16. the types of hygiene products for the skin and the importance of following manufacturer instructions
17. the reasons why makeup should be applied in the lighting it will be worn
18. the types, benefits and limitations of skincare and makeup products and tools, to include:
 - 18.1 accurate match to the individual's skin type, classification, and makeup style
19. the application techniques to correct and enhance facial features, to include:
 - 19.1 eye shape
 - 19.2 brow definition
 - 19.3 face shape
 - 19.4 lip shape
20. the types of strip lashes, application techniques and the associated risks, to include:
 - 20.1 the importance of measuring and trimming the strip lash prior to application
 - 20.2 how strip lashes can influence the appearance of the eyes and facial dimensions
 - 20.3 how to achieve symmetry and balance
21. the risks and restrictions associated with makeup products, to include:
 - 21.1 the benefits of using hypo allergenic makeup products
22. the importance to identify if the individual is wearing contact lenses and the associated risks
23. the importance to identify if the individual plans on wearing glasses post the makeup treatment, to include:
 - 23.1 adaptations to the makeup to accommodate the magnification or demagnification of the eyes through long sighted or short-sighted glasses
24. how to prepare and use makeup products and equipment in line with the makeup treatment protocol, to include:
 - 24.1 the working practices required to avoid cross contamination of products
 - 24.2 disinfecting and sterilisation of tools and equipment
25. the reasons why cream-based products are applied to the skin before powders
26. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health
27. the purpose of tests and the reasons why you carry out a test using the product(s) to be used
28. the importance of monitoring the health and wellbeing of the individual during, and post the treatment
29. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
30. the legislative and regulatory requirements of completing and storing the individual's makeup treatment record
31. the expected outcomes of makeup treatments
32. the purpose of reflective practice and evaluation and how it informs future treatments
33. the importance to record the outcome and evaluation of the makeup treatment
34. the instructions and advice, pre and post the makeup treatments

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard
[https://www.ukstandards.org.uk/Provide customised makeup services](https://www.ukstandards.org.uk/Provide_customised_makeup_services)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for makeup	1.1 Carry out a concise and thorough consultation for makeup	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, skin concerns, expectations and desired outcomes, including makeup style, skincare routine and alternative options	PC 3
	1.4 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contra-actions, adverse reactions and physical sensation	PC 4
	1.5 Carry out sensitivity tests and record results to check client suitability for the treatment	PC 6
	1.6 Gain and record informed consent to meet salon and insurance requirements	PC 5
LO2 Provide makeup	2.1 Prepare the client for the makeup	PC 7
	2.2 Carry out a skin and face characteristics analysis to include skin classification/condition/type, facial and anatomical features	PC 8
	2.3 Select and use skincare products to prepare the client's skin for makeup	PC 9
	2.4 Ensure the makeup application is carried out or checked in the same level of lighting that the makeup will be worn in	PC 9
	2.5 Select makeup products according to analysis of the client's skin and facial features and makeup plan	PC 10
	2.6 Use makeup tools and techniques to enhance facial features following hygiene protocol e.g., decanting cream products and single use items to apply mascara and lipstick	PC 11
	2.7 Prepare the client for and apply strip lashes, account for lash length, density, colour, client preference and makeup	PC 12, 13, 14, 15, 16
	2.8 Finish the makeup with a setting spray for longevity	PC 17
	2.9 Monitor the client's health, wellbeing and skin reaction throughout the facial and adapt the treatment and take action in the event of an adverse reaction	PC 18, 19
LO3 Complete the makeup	3.1 Complete the makeup according to the treatment plan and protocol and to the client's satisfaction.	PC 20
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 21
	3.3 Use reflective practice to evaluate the makeup and take appropriate action	PC 22
	3.4 Provide instructions and aftercare advice to the client	PC 23
	3.5 Record the outcome and evaluation of the makeup	PC 24

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for makeup	4.1 Understand your role and responsibilities in providing makeup and the importance of working within your limits	KU 1
	4.2 Explain why you must work within ethical and sustainable best practice and legal requirements	KU 2, 3
	4.3 Understand the anatomy and physiology relevant to the treatment	KU 4
	4.4 Discuss the relative and absolute contra-indications relevant to makeup	KU 5
	4.5 Describe the legal and insurance requirements for obtaining medical diagnosis, referral and signed, informed consent	KU 5
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide makeup	5.1 Explain the purpose, use and limitations of makeup in relation to skin conditions, medical history and conditions, medication, lifestyle factors and client expectations	KU 7
	5.2 Describe the adverse reactions associated with makeup and how to respond	KU 8
	5.3 Understand the health and safety responsibilities in line with legislation before, during and after the makeup	KU 9
	5.4 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 10, 12
	5.5 Understand the importance of following treatment protocol for makeup including sterilisation of tools and how to avoid cross-contamination	KU 14, 24
	5.6 Explain the importance of carrying out skin and facial characteristics analysis to determine treatment plan	KU 15
	5.7 Describe the types, benefits, limitations and risks in the use of hygiene, skincare and makeup products and tools	KU 16, 18
	5.8 Understand the reasons why makeup should be applied in the lighting it will be worn	KU 17
	5.9 Explain the application techniques to correct and enhance facial features i.e., face and lip shapes, eye colour and shape and brow definition	KU 19
	5.10 Describe the types of strip lashes, the application techniques and associated risks	KU 20
	5.11 Know the risks and restrictions associated with makeup products and the benefits of using hypo allergenic products	KU 21
	5.12 Explain the importance to identify if the client wears contact lenses and the associated risks	KU 22
	5.13 Explain the importance to know if the client will be wearing glasses and to how to adapt makeup for the effects of magnification or demagnification of the eyes	KU 23
	5.14 Describe why cream-based makeup products are applied before powders	KU 25

	5.15 Discuss the importance of following manufacturer instructions to prevent product incompatibilities and risks to health	KU 26
	5.16 Explain the purpose of tests and why sensitivity tests are carried out using the product/s to be used	KU 27
	5.17 Explain the need to monitor the client's health and wellbeing during and after the treatment	KU 28
LO6 Know how to complete the makeup	6.1 Understand the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 11, 13
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 29
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 30
	6.4 Describe the expected outcomes of the treatment	KU 31
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 32
	6.6 Discuss the importance of recording the outcome and evaluating the makeup	KU 33
	6.7 Explain the instructions and advice, pre and post the makeup	KU 34

Indicative Content:

Scope/range

Makeup style

1. natural
2. evening
3. special occasion

Adverse reactions

1. hyperaemia
2. allergy
3. oedema

Tests

1. skin test(s) for the product(s)
2. skin test for the strip lash adhesive
3. sensitivity test

Makeup treatment protocol

1. working environment
2. health and safety
3. infection prevention and control
4. service plan
5. informed consent
6. data management
7. test outcomes
8. manufacturer instructions
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management

13. evidence-based practice
14. reflective practice

Skin classification

1. Fitzpatrick scale
2. Lancer scale

Skin type

1. dry
2. oily
3. combination
4. balanced

Skin condition

1. lax elasticity
2. hyper and hypo pigmentation
3. congested
4. pustular
5. fragile
6. vascular
7. sensitised
8. sensitive
9. dehydrated
10. photo-sensitive
11. photo-aged
12. lack lustre

Facial features

1. eye shape
2. eye colour
3. face shape
4. lip shape

Makeup products

1. primers (facial and eyelid primers)
2. foundations (SPF, oil based, water based, mineral based, medicated foundations)
3. setting powder (banana, translucent, colourless, high definition)
4. bronzing products
5. concealer creams
6. brightening creams
7. cream and powder highlighters
8. cream and powder shades
9. blush (creams and powders)
10. eyebrow products (pomade, pencil, powder, gels)
11. eye shadow (cream based, powder, pigments, glitters)
12. eye liner (liquid, gel kohl pencil)
13. mascara (waterproof, non-waterproof, fibre building)
14. lip products (exfoliator, colours, gloss, liner)
15. strip lashes
16. strip lash glue
17. setting/finishing spray

Makeup tools

1. makeup brushes
2. makeup palette

3. single use items
4. mirror
5. sterile eyelash curlers
6. sterile tweezers
7. hair protective equipment

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

Anatomy and physiology

1. the structure and function of the skin
2. the anatomy and physiology of the human body
3. relative and absolute contraindications and related pathologies

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g.: suspected infections, infestations, diseases, disorders
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way
- **Evidence-based practice** - is based on the best available, current, valid and relevant evidence.
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Fitzpatrick Skin Scale** - is commonly used to determine risk factors and classifies the skin under six categories. The Fitzpatrick evaluation is based on how much melanin is in the skin and on the skin's response to ultraviolet radiation exposure, hair colour, eye colour, and racial background. Ethnic groups of common concern include those of African, Asian, Eastern Indian, Hispanic, Middle Eastern, and Native American Indian descent
- **Informed** - having or showing knowledge of a subject or situation
- **Lancer scale** – is based on ethnicity or ancestry and is the key to deciding the best skincare treatment for clients by having a better understanding the potential sensitivity and reaction of the skin to treatments and products. The Lancer Ethnicity Scale (LES), which accounts for five different skin types is based on geography and heredity. Each skin type has its own challenges and benefits:
 - LES I** is extremely fair skin that burns quickly and tends toward sensitivity. Ancestors are: Celtic, Nordic, Northern European
 - LES II** is fair skin that does not burn quickly, but still wrinkles and sags and can scar easily. Ancestors are: Central, Eastern, or Northern European
 - LES III** is golden skin, possibly with olive undertones, that can scar easily or become easily inflamed. Ancestors are: European Jews, Native American and Inuit, Southern European and Mediterranean

LES IV is olive or brown skin that can become easily inflamed and can tend toward acne. Ancestors are: Sephardic Jews, Central and South American Indian, Chinese, Korean, Japanese, Thai, and Vietnamese, Filipino and Polynesian, Southern European and Mediterranean

LES V is black skin that can react to irritation with discoloration or texture changes

Ancestors are: Central, East, and West African, Eritrean and Ethiopian, North African and Middle East Arabic

- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer's instructions
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Sensitive skin condition** - a genetic increased capillary reactivity and altered barrier function leading to inherent epidermal fragility. Skin easily flushes and is delicate
- **Sensitised skin condition** - occurs due to environmental and lifestyle factors that either increase inflammatory cytokines (proteins) and modulators (balancing) or impair skin barrier
- **Skin types:**
 - Dry** - Feels tight or itchy without enough moisture. Gets rough and flakes, accompanied by small pores. Rarely breaks out
 - Oily** - Gets shiny, visible oil on tissue when skin is blotted. Enlarged pores, breakouts not uncommon
 - Combination** - Enlarged pores and oil across forehead, nose, and chin. Parts of the face are normal or dry. Breakouts not uncommon
 - Balanced (normal)** - Fairly uniform without excess oil or flakiness. Breakouts are rare
 - Sensitive** - Easily reacts with redness and irritation to hot water, alcohol, spicy foods, and products. Requires special care
 - Aging or sun-damaged** - Begins to lose elasticity. Fine lines and wrinkles begin to appear, skin can sag or appear crepey. Areas of discoloration appear, and skin becomes less smooth
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

Part A - General knowledge relating to health, safety, and hygiene

Part B - Applied knowledge at level 2 relating to health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Anatomy and Physiology

Part A - relating to Level 2 Beauty and Nails sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based assessment

Competent performance must be observed for makeup and recorded on **a minimum of 3 occasions for at least 2 different clients** including **1** makeup for either evening or special occasion. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- The Foundations Beauty Therapy 2 (VRQ) including nails by Lorraine Nordmann and Marian Newman
- Level 2 VRQ Diploma in Beauty Therapy: includes Nail Technology by Helen Beckman and Kelly Rawlings
- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- Beauty Therapist's Guide to Professional Practice and Client Care Andrea Barham

Unit BT209: UV gel nail services

Unit code: A/618/7879

RQF level: 2

(NOS SKABN3 Provide UV cured nail product services)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is for a Beauty or Nail professional providing UV cured nail product services to enhance the appearance of nails on the hands and/or feet.
- The UV cured nail product service includes preparing the nails, shaping the nails, cuticle work and applying a UV cured nail product overlay.
- The Beauty or Nail professional will also be required to do a post service evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

CO201: Health, safety and hygiene

CO202: Client consultation

The main outcomes are:

1. Enhance nails through applying UV cured nail product overlay
2. Remove the UV cured nail product from the natural nail

NOS Performance Criteria (PC)

Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives, nail concerns, expectations and desired outcomes to inform the UV cured nail product service plan, to include:
 - 3.1 **UV cured nail product**
 - 3.2 **UV cured nail product finish**
 - 3.3 lifestyle
 - 3.4 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed UV cured nail product service, to include:
 - 4.1 contra-actions
 - 4.2 **adverse reactions**
 - 4.3 physical sensation on the nail bed and surrounding skin
5. obtain and record the individual's informed consent for the UV cured nail product service
6. prepare the individual's treatment area in accordance with the **UV cured nail product service protocol**, to include:
 - 6.1 remove any existing product from the nail in accordance with the manufacturer instructions
7. carry out a nail and skin analysis, to include:
 - 7.1 **nail condition**
 - 7.2 skin condition

7.3 length and shape of the nail

8. discuss and agree the UV cured nail product service in accordance with the UV cured nail product service protocol
9. confirm the desired nail length and shape with the individual
10. shape the nails to ensure a smooth free edge in accordance with the UV cured nail product service protocol
11. prepare cuticles in accordance with the UV cured nail product service protocol
12. use tools to remove cuticle from the visible nail plate without damaging the surrounding skin in accordance with the UV cured nail product service protocol
13. prepare the nail plate for the UV cured nail product finish in accordance with the UV cured nail product service protocol
14. select the UV cured nail product in accordance with the UV cured nail product service protocol
15. apply the UV cured nail product overlay to the nail plate leaving a free margin from surrounding skin in accordance with the UV cured nail product service protocol
16. cure the UV cured nail product using UV **equipment** for the duration in accordance with the UV cured nail product service protocol
17. remove the inhibition layer of UV cured nail product in accordance with the manufacturer instructions
18. monitor the individual's health, wellbeing and skin reaction throughout the UV cured nail product service
19. implement the correct course of action in the event of an adverse reaction
20. conclude the service in accordance with the UV cured nail product service protocol, legislative requirements and organisational policies and procedures
21. complete the individual's service records and store in accordance with data legislation
22. use reflective practice to evaluate the UV cured nail product service and take appropriate action
23. provide **instructions** and advice to the individual, pre and post the service
24. record the outcome and evaluation of the UV cured nail product service

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

1. their role and responsibilities in performing UV cured nail product services and the importance of working within your competence
2. why they must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to the nail service, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional
7. the purpose, use and limitations of UV cured nail product services, in relation to:
 - 7.1 past and current medical history
 - 7.2 nail and skin condition
 - 7.3 relevant lifestyle factors
 - 7.4 medication and medical conditions
 - 7.5 individual's expectations
8. the different types of treatable skin and nail conditions
9. how to conduct a nail and skin analysis
10. the **natural nail shapes** and how they can impact the UV cured nail product service
11. the importance of carrying out a nail and skin analysis to determine the service plan
12. the importance of adhering to the UV cured nail product service protocol
13. the manual techniques used in a UV cured nail product services, to include:
 - 13.1 how to adapt the UV cured nail product service to meet the individual's needs
14. the types of hygiene products for the skin and the importance of following manufacturer instructions

15. the types, benefits and limitations of UV nail products, skincare products and equipment used in UV cured nail product services
16. when and how to use builder gels
17. the polymerisation process
18. the electromagnetic spectrum and the UV wavelengths
19. how to cure UV cured nail products effectively, to include:
 - 19.1 the reasons why UV cured nail products under-cure and/or over-cure
20. the importance of using a UV lamp with the correct wavelength, irradiance and timing for the UV cured nail product
21. how to prepare and use products, tools and equipment in line with the UV cured nail product service protocol
22. why it is important to clean and dry the natural nail prior to applying a UV cured nail product
23. the types and methods of applying a UV cured nail product
24. why the inhibition layer is removed following a UV cured nail product application
25. the reasons for applying a post-treatment product following a UV cured nail product application
26. the equipment used in UV cured nail product services, to include:
 - 26.1 the maintenance, use and safety requirements in accordance with the manufacturer instructions
27. the methods used to remove UV cured nail products
28. the adverse reactions associated with an UV cured nail product services and how to respond
29. the health and safety responsibilities in line with legislation before, during and after the UV cured nail product service, to include:
 - 29.1 the importance of adequate extraction and ventilation when using UV cured nail product
30. importance of using cosmetically approved products
31. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health
32. the types and associated risks of nail products linked with toxicity
33. the reasons why a contingency plan for safe removal of the nail enhancement is required, to include:
 - 33.1 the ways in which a contingency plan can be effective and maintain the individual's health and safety
34. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the UV cured nail product service plan
35. the fee structures and treatment options
36. the legal requirements for providing nail services to minors and vulnerable adults
37. the legislative and indemnity requirements of gaining signed, informed consent for the UV cured nail product service
38. the importance of monitoring the health and wellbeing of the individual during and post the service
39. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
40. the legislative and regulatory requirements of completing and storing the individual's UV cured nail product service records
41. the expected outcomes of the UV cured nail product service
42. the purpose of reflective practice and evaluation and how it informs future services
43. the importance to record the outcome and evaluation of the UV cured nail product service
44. the instructions and advice, pre and post the UV cured nail product service

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard
<https://www.ukstandards.org.uk/Provide UV cured nail product services>

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for UV gel nail service	1.1 Carry out a concise and thorough consultation obtaining consent according to organisation and insurance requirements	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, nail concerns, expectations and desired outcomes to inform the service plan	PC 3
	1.4 Confirm and agree with the client, they understand the proposed treatment including possible contra-actions and adverse reactions	PC 4
	1.5 Gain and record informed consent to meet salon and insurance requirements	PC 5
LO2 Provide UV gel nail service	2.1 Prepare the client for the UV gel nail service, remove any existing nail product and carry out a nail and skin analysis	PC 6, 7, 8
	2.2 Confirm the nail length and shape the nails ensuring a smooth free edge	PC 9, 10
	2.3 Carry out cuticle work using tools to remove cuticle carefully from the visible nail plate without damaging the nail plate or surrounding skin.	PC 11, 12
	2.4 Prepare the nail plate for UV cured gel nail product	PC 13
	2.5 Select and apply the gel product and cure with the UV equipment following manufacturer's instructions and protocol	PC 14, 15, 16
	2.6 Remove the inhibition layer of gel product	PC 17
	2.7 Monitor the client's health, wellbeing and skin reaction throughout and adapt the service and take action in the event of an adverse reaction	PC 18, 19
LO3 Complete the UV gel nail service	3.1 Complete the UV gel nail service according to the treatment plan and protocol and to the client's satisfaction	PC 20
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 21
	3.3 Use reflective practice to evaluate the UV gel nail service and take appropriate action	PC 22
	3.4 Provide instructions and aftercare advice to the client	PC 23
	3.5 Record the outcome and evaluation of the UV gel nail service	PC 24

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for UV gel nail service	4.1 Understand your role and responsibilities in performing UV gel nail service and the importance of working within your limits	KU 1
	4.2 Explain why you must work within ethical and sustainable best practice and legal requirements	KU 2, 3
	4.3 Understand the anatomy and physiology relevant to the treatment	KU 4
	4.4 Discuss the relative and absolute contra-indications relevant to UV gel nail service	KU 5
	4.5 Describe the legal and insurance requirements for obtaining medical diagnosis, referral and signed, informed consent	KU 5
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide UV gel nail service	5.1 Explain the importance of carrying out a nail and skin analysis and all the relevant factors to determine the service plan	KU 7, 8, 9, 11
	5.2 Explain the importance of natural nail shapes and how they can impact on the UV gel nail service	KU 10
	5.3 Understand the importance of following treatment protocol	KU 12
	5.4 Explain the manual techniques used in gel nail services and how to adapt the service to meet the client's needs	KU 13
	5.5 Describe the types, benefits, limitations and risks in the use of hygiene, nail and skincare products, tools and equipment	KU 14, 15
	5.6 Know how and when to use builder gels and understand the polymerisation process	KU 16, 17
	5.7 Describe the electromagnetic spectrum, UV wavelengths, and the correct use of UV lamps to ensure the gel is not under-cured or over-cured	KU 18, 19, 20
	5.8 Describe how to use products, tools and equipment for UV gel nail service.	KU 21
	5.9 Explain why it is important to clean and dry the natural nail prior to applying a UV cured gel nail product	KU 22
	5.10 Describe the types of gel products and post treatment products including methods of application and removal	KU 23, 24, 25, 26, 27
	5.11 Describe the potential adverse reactions to UV gel nail service and how to respond	KU 28
	5.12 Understand the health and safety responsibilities in line with legislation before, during and after the UV gel nail service and the potential risks to health	KU 26, 29, 30, 31, 32
	5.13 Explain importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 34, 35
	5.14 Explain why you need to monitor the client's health and wellbeing during and after the treatment	KU 38

LO6 Know how to complete the UV gel nail service	6.1 Understand the legal requirements for providing nail services to minors and vulnerable adults and the importance of gaining informed consent	KU 36, 37
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 39
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU. 40
	6.4 Describe the expected outcomes of the treatment	KU 41
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 42
	6.6 Discuss the importance of recording the outcome and evaluating the UV gel nail service	KU 43
	6.7 Explain the instructions and advice, pre and post the UV gel nail service	KU 44

Indicative Content:

Scope/range

UV cured nail product

1. UV gel polish
2. builder gel
3. base coats
4. top coats

UV cured nail product finish

1. opaque
2. French
3. colour

Adverse reactions

1. allergic reaction
2. discolouration of the product
3. discolouration of the nail plate
4. discolouration of the nail bed
5. thinning of the nail plate
6. cuts and abrasions
7. bruising
8. overexposure
9. exothermic reaction
10. lifting of the product
11. infection
12. onycholysis

UV cured nail product service protocol

1. working environment
2. health and safety
3. infection prevention and control
4. service plan
5. informed consent
6. data management
7. manufacturer's instructions
8. audit and accountability
9. instructions and advice

10. sustainability
11. waste management
12. evidence-based practice
13. reflective practice

Nail condition

1. onychophagy
2. discolouration
3. misshapen
4. split above the hyponychium
5. Beau's lines
6. longitudinal and horizontal ridges
7. dehydrated
8. onychorrhexis
9. leukonychia
10. onycholysis

Length and shape of the nail

1. long
2. mid-length
3. short
4. round
5. oval
6. square
7. squoval
8. almond

Equipment

1. UV CFL
2. UV LED

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

Anatomy and physiology

1. the structure and functions of the skin
2. the structure and functions of the nail
3. the anatomy and physiology of the lower and upper extremities
4. relative and absolute contraindications and related pathologies

Natural nail shapes

1. fan
2. hook
3. spoon
4. oval
5. square

Glossary

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- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
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Delivery and Assessment Guidance

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The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Anatomy and Physiology

Part A - relating to Level 2 Beauty and Nails sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based assessment

Competent performance must be observed for UV gel nail services and recorded on **a minimum of 3 occasions for at least 2 different clients** including **1** dark gel polish finish. Simulation is not allowed.

Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

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Suggested Resources

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- Beauty Therapist's Guide to Professional Practice and Client Care Andrea Barham

Unit CO203: Basic business support

Unit code: M/618/7880

RQF level: 2

(NOS SKAHDBRBNS2 - Provide basic business support and service)

NOS and Unit Overview

- This standard coexists alongside, **Implement and maintain safe, hygienic and effective working practices.**
- This standard is for Hair and Beauty professionals providing basic business support and services to promote the smooth running of the business.
- The benefits are increased customer satisfaction and business growth.
- You will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information and emerging technologies, policies, procedures and best practice guidance.

The main outcomes are:

1. Assist in promoting products and services
2. Attend /respond to customer enquiries
3. Make appointments for services
4. Handle payments from customers
5. Assist with stock takes, ordering and deliveries
6. Liaise with the team
7. Handle paperwork and administrative tasks

NOS Performance Criteria (PC)

Learners must be able to:

Health and Safety

1. maintain your responsibilities for health and safety in accordance with legislative requirements

Assist in promoting products and services

2. provide clear information and deal with customer enquiries
3. assist with promotional events/displays/social media posts
4. inform customers of promotions

Attend /respond to customer enquiries

5. attend to people in a polite manner
6. identify the purpose of enquiries
7. confirm appointments informing the relevant person
8. refer enquiries which cannot be dealt with to the relevant person for action
9. record messages and pass them to the relevant person in a timely manner
10. provide clear information
11. give confidential information only to authorised people
12. balance the need to give attention to individuals whilst ensuring others are not left without attention

Make appointments for services

13. deal with all requests for appointments
14. identify customer requirements for the service requested
15. confirm the customer has had relevant tests when scheduling appointments
16. arrange for the customer to have relevant tests, when necessary, within the limits of your own authority
17. schedule appointments in a way that satisfies the customer, the practitioner and ensure the most productive use of commercial time

18. confirm that the appointment details are acceptable to the customer
19. record appointment details to meet your organisation's requirements

Handle payments from customers

20. calculate total charges for the customer
21. inform customers of charges
22. visually inspect purchases for condition and quality as they are processed for payment
23. establish the customer's method of payment and acknowledge receipt of payments
24. ensure accepted payments are correct
25. record information about the sale to meet the organisation's requirements
26. gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept
27. inform customers when authorisation cannot be obtained for non-cash payments
28. identify and resolve, where possible, any discrepancies in payments within the limits of your own authority
29. refer payment discrepancies which you cannot resolve to the relevant person for action
30. give the correct change and issue receipts when required by customers
31. follow cash point security procedures at all times
32. identify and report low levels of change in time to avoid shortages

Assist with restocking, stock takes, ordering and deliveries

33. carry out stock take, re-stocking, stock rotation and maintenance
34. record orders following the organisation's policies and procedures
35. identify and resolve, where possible, any discrepancies which you cannot resolve to the relevant person for action
36. research and assist with purchasing products, tools and equipment in accordance with legislation and regulatory guidelines
37. check off a delivery ensuring all items have been received and are of good condition

Liaise with the team

38. take part in meetings
39. take minutes of meetings
40. inform staff members of customer arrival and assist in greeting and completing necessary paperwork
41. undertake duties to help the smooth running of the business including housekeeping duties

Maintain administration and records

42. carry out stationery stock take and order including consultations and customer record cards
43. adhere to legislation related to personal data
44. update social media accounts under the direction of a senior member of staff, to include:
 - 44.1 in accordance with cyber security and organisational policies and procedures
45. follow/carry out risk assessments in accordance with legislative requirements and organisational policies and procedures

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

Health and Safety

1. the health and safety responsibilities in accordance with legislative requirements

Assist in promoting products and services

2. the importance of providing clear information when dealing with customer enquiries
3. how to plan a promotional event/display/social media post
4. how to promote and inform customers of promotions

Maintain the reception/virtual reception

5. your organisation's procedures for:
 - 5.1 maintaining the reception/virtual reception
 - 5.2 customer care
6. the limits of your authority when maintaining the reception/virtual reception
7. how to maintain and rotate stock to meet the organisational requirements

8. manual and digital booking services and technologies and who to refer software issues too

Attend to customers and make appointments for services

9. the importance of effective communication has on the business reputation and success

10. how and when to ask questions

11. the importance to speak clearly in a way that promotes understanding

12. how to show you are listening closely to what people are saying to you

13. how to adapt what you say to suit different situations

14. how to show positive body language

15. the organisation's procedures and limits of authority for:

15.1 maintaining confidentiality

15.2 taking messages

15.3 making and recording appointments

15.4 carrying out tests

15.5 authorising non-cash payments when these are 'over limit'

15.6 personal safety

15.7 dealing with suspected fraud

15.8 dealing with payments and discrepancies

15.9 reconcile credit notes and purchase ledger

16. the importance of confirming and making appointments correctly

17. the types of information required to make an appointment

18. the importance of taking messages and passing them on to the right person in a timely manner

19. who to refer to with different types of enquiries

20. the person in your organisation to whom you should refer problems or issues that arise

21. the importance of checking that customers have had tests for specific services

22. the services available and their duration and cost

23. the products available for sale and their cost

24. the importance of maintaining customer interest through promotional activities and new technologies

25. how to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods

Handle payments from customers

26. the digital payment portals, associated risks in accordance with legislative requirements and organisational policies and procedures

27. common methods of calculating payments including point of sale technology and physical calculations

28. how to keep cash and other payments safe and secure

29. the types of payment that you are authorised to accept

30. how to gain electronic authorisation for payment cards

31. how to identify and deal with discrepancies

32. how to deal with customers offering suspect tender or suspect non-cash payments

33. consequences of failure to handle payments correctly

Assist with restocking, stock take, ordering and deliveries

34. the principles on restocking, maintaining appropriate stock levels, rotating and managing stock, to include:

34.1 reference to shelf life and/or expiry dates

35. how to record orders following the organisation's policies and procedures

Provide basic business support and services

36. how to identify and resolve, where possible, any discrepancies which you cannot resolve to the relevant person for action

37. the importance of researching and purchasing products, tools and equipment in accordance with legislation and regulatory guidelines

38. how to check off a delivery ensuring all items have been received and are of good condition

Liaise with team

39. the importance of adhering to scheduled activities, rooming and equipment, to include:

39.1 how to deal with problems and who to refer too

40. the importance of taking part in meetings

41. how to take the minutes for a meeting

42. how and when to inform staff members of customer arrival and assist in greeting and completing necessary paperwork

43. the importance of being proactive and undertaking duties to help the smooth running of the business: including housekeeping duties

Maintain administration and records

44. how to carry out stationery stock take and order including consultations and customer record cards

45. the importance of maintaining customer confidentiality and data protection in accordance with legislative requirements

46. how the update social media accounts and create promotional posts

47. the cyber security required in accordance with data legislation

48. how to follow requirements set out within risk assessments

Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard [https://www.ukstandards.org.uk/Provide basic business support and service](https://www.ukstandards.org.uk/Provide%20basic%20business%20support%20and%20service)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Provide customer service, support enquiries and handle payments	1.1 Maintain your responsibilities for health and safety according to legal requirements	PC 1
	1.2 Assist in promoting products and services by providing clear information through; customer enquiries, promotional events, displays, social media posts and promotions.	PC 2, 3, 4
	1.3 Respond to customer enquiries through clear, polite and effective communication	PC 5 - 10
	1.4 Identify the purpose of the enquiry and take appropriate action including making appointments, referring to others, passing on messages and paying equal attention to customers	PC 11, 12
	1.5 Respond to customer requirements, confirm relevant sensitivity tests, schedule appointments and record details protecting customer data according to salon policy	PC 13 - 19
	1.6 Handle customer payments making sure that charges and payments are correct, purchases are not damaged, card payments are authorised, and any discrepancies resolved.	PC 20 - 32
LO2 Assist with stock taking, orders and deliveries	2.1 Carry out stock take, re-stocking, stock rotation, reorders and maintenance following required procedures	PC 33, 34
	2.2 Identify any discrepancies, resolve if possible and if not refer to the relevant person for action	PC 35
	2.3 Research and assist with purchasing products, tools and equipment in accordance with legislation and regulation	PC 36
	2.4 Check off a delivery ensuring all items have been received and are of good condition	PC 37
LO3	3.1 Work with the team, participate in meetings, take minutes as required and undertake housekeeping duties	PC 38, 39, 41

Work with the team and carry out admin duties	3.2 Inform staff members of customer arrival, assist in greeting and complete necessary records following data protection legislation	PC 40, 43
	3.3 Carry out stationary stock and order including consultation and customer record cards	PC 42
	3.4 Update social media accounts under direction and in accordance with cyber security and policies and procedures	PC 44
	3.5 Follow/carry out risk assessments in accordance with legislative and organisational requirements	PC 45

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to provide customer service, support enquiries and handle payments	4.1 Understand the health and safety responsibilities associated with reception duties and customer service	KU 1
	4.2 Explain the importance effective communication and providing the appropriate attention has on business reputation and success when handling customer enquiries	KU 2, 9, 10, 25
	4.3 Understand how to read and respond to cues, show positive body language, listen actively and adapt tone and speech to suit differing situations	KU 11, 12 13, 14
	4.3 Know how to assist in planning promotional events/displays or social media promotions and inform customers of promotions to maintain their interest	KU 3, 4, 24
	4.4 Describe how to maintain the reception/virtual reception and the importance of providing good customer service within limits of authority	KU 5, 6
	4.5 Know the procedures for manual and digital booking services and referral process for technical software issues	KU 8
	4.6 Understand procedures for handling enquiries, making appointments, maintaining confidentiality, taking messages and carrying out tests within limits of authority	KU 15 - 21
	4.7 Describe the services available and their duration and the products for sale and associated costs	KU 22, 23
	4.8 Explain how to handle cash and card payments safely and securely, deal with suspected fraud and discrepancies and reconcile credit note and purchase ledger	KU 15, 28 - 33
	4.9 Understand digital payment portals, associated risks and methods of calculating payments using point of sale technology and physical calculations	KU 26, 27
LO5 Know how to assist with stock taking, orders and deliveries	5.1 Explain the principles of stock taking and rotating including reference to shelf life and expiry dates	KU 7, 34
	5.2 Describe how to record orders, identify and resolve or refer discrepancies to the relevant person for action	KU 35, 36
	5.3 Explain the importance of researching and purchasing products, tools and equipment in accordance with legislation and regulation	KU 37
	5.4 Describe how to check off a delivery ensuring all items have been received and are of good condition	KU 38

LO6 Know how to work with the team and carry out admin duties	6.1 Discuss the importance of teamwork, scheduling activities, participating in meetings and taking minutes	KU 39, 40, 41, 42
	6.2 Understand the importance of being proactive and carrying out housekeeping duties to help the business to run smoothly	KU 43
	6.3 Explain the reason to carry out stationary stock take and order including consultations/customer record cards	KU 44
	6.4 Explain the importance of maintaining client confidentiality and data protection in accordance with legal requirements	KU 45
	6.5 Know how to update social media accounts, create promotional posts and the cyber security required	KU 46, 47
	6.6 Understand the need to follow the requirements set out in risk assessments	KU 48

Indicative Content:

Scope/range

Enquiries

1. in person
2. by telephone
3. digitally

Appointments

1. in person
2. by telephone
3. digitally
4. mobile apps
5. social media

Methods of payment

1. cash
2. card
3. banking portal
4. mobile apps
5. social media
6. non-cash payments
7. credit notes

Glossary

- **Body language** - non-verbal communication conveyed through expression, gestures, posture and movement such as hand signals and foot tapping
- **Cue** - a signal to or from a person to do something/take action
- **Effective** - successfully achieved the results that you want
- **Legal** - something required by the law
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Referral** - a person recommended to someone or for something
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous

- **Social media** – websites and applications - Facebook, YouTube, Twitter, Instagram, LinkedIn, WhatsApp, content sharing, forums, interaction, collaboration, wikis, blogs
- **Tests** – skin tests, sensitivity to products used in services, allergy alert tests
 - **test results** - good, bad, caution, positive, negative - can or cannot have service.

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in either a realistic or virtual working environment. Simulation is allowed for this unit. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:
Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Competency-based assessment

Competent performance must be observed for at least **3** different business support services and recorded on **at least 3 occasions**:

1. Assisting in promoting products and services
2. Reception duties e.g., handling enquiries, making appointments
4. Handling payments from customers
5. Assisting with stock takes, ordering and deliveries
6. Team working, attending meetings and/or minute taking
7. Handling paperwork, housekeeping duties and administrative tasks

Simulation is allowed. Evidence should be gathered in a commercial salon or realistic working environment or virtual/online environment, adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- To sell is Human by Daniel Pink
- The Foundations Beauty Therapy 2 (NVQ) by Lorraine Nordmann
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- *Hairdressing and Barbering, The Foundations: The Official Guide to Level 2* by Leo Palladino and Martin Green
- *Hairdressing and Barbering: Foundation L2 NVQ* by Leo Palladino and Martin Green
- S/NVQ Level 2 Hairdressing with Barbering 2nd edition candidate handbook by Leah Palmer

Unit CO204: Advise on products and services

Unit code: T/618/7881

RQF level: 2

(NOS - SKAHDBRBNS3 Instruct and advise on products and services)

Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is for Hair and Beauty professionals providing bespoke advice on products and application techniques and services suitable for the individual.
- The benefits are, increased individual satisfaction and business growth.
- Hair and Beauty professionals will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information and emerging technologies, policies, procedures and best practice guidance.

This unit coexists alongside Qualifi units:

CO201: Health, safety and hygiene

CO202: Client consultation

The main outcomes are:

1. To instruct and advise on products and services

NOS Performance Criteria (PC)

Learners must be able to:

1. maintain their responsibilities for health and safety pre, during and post the bespoke advice service
2. carry out a concise and comprehensive consultation with the individual
3. investigate and establish the individual's objectives, concerns and desired outcomes, to include:
 - 3.1 consultation outcomes
 - 3.2 lifestyle
 - 3.3 budget
 - 3.4 time
4. obtain the individual's consent for the analysis procedure
5. carry out an analysis of the **treatment area**
6. identify and describe appropriate products or services suitable to the individual, to include:
 - 6.1 benefits
 - 6.2 application techniques
 - 6.3 cost
 - 6.4 duration
 - 6.5 expected outcome of the product or service
7. encourage the individual to ask questions about the product or service
8. allow time for the individual to reflect on the advice given
9. suggest alternative products and services in a different price range if the individual shows a disinterest
10. seek the individual's commitment to the product advice or service, to include:
 - 10.1 referral to the relevant professional if not within your competence
11. secure the individual's agreement and understanding of product or service, to include:

- 11.1 use demonstrable and **instructional techniques** as required
- 12. conclude the sale in accordance organisational policies and procedures
- 13. update the individual's procedure records and store in accordance with data legislation
- 14. use reflective practice to evaluate the advice given and take appropriate action

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

- 1. how to interpret the consultation outcomes and analysis of the individual treatment area to determine appropriate advice, products and services
- 2. how to carry out an analysis of the individual's treatment area
- 3. the importance of keeping up to date with their practices and emerging technologies, policies, procedures and best practice guidance
- 4. how to introduce additional products and services to individuals'
- 5. the main factors that influence individuals to use additional services or products
- 6. how to use **communication methods** to provide balanced information about services and products to individuals
- 7. the importance of encouraging the individual to ask question relating to the product or service
- 8. why you would allow time for the individual to reflect on the advice given
- 9. how to interpret body language when identifying the individual's interest in a product or service
- 10. the importance of offering a wide range of products and services in different price ranges
- 11. how the individual's use of additional services or products will benefit the business
- 12. why using additional products and services will benefit the individual's health, wellbeing and treatment results
- 13. how to secure the individual's commitment to the product advice or service
- 14. when and why referral to the relevant professional is required
- 15. why demonstrable and instructional techniques will help close a sale
- 16. how to conclude the sale in accordance organisational policies and procedures
- 17. the importance of updating the individual's service records and store in accordance with data legislation
- 18. the importance of reflection and evaluation of the advice given and how to take appropriate action

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard
<https://www.ukstandards.org.uk/Instruct and advise on products and services>

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Consult with the client to identify products and services	1.1 Maintain responsibility for health, safety and hygiene	PC 1
	1.2 Carry out a consultation to establish the client's objectives, concerns, expectations and desired outcomes	PC 2
	1.3 Consider the client's lifestyle, budget and time constraints to inform recommendations	PC 3
	1.4 Discuss and agree the analysis procedures to be conducted	PC 4, 5
LO2	2.1 Identify appropriate products and services based on the results of the consultation and analysis	PC 6

Instruct and advise the client on products and services	2.2 Describe the benefits, application techniques, cost, duration and expected outcomes of additional products and services	PC 6
	2.3 Give the client time to reflect and ask questions and offer options of products and services in different price ranges	PC 7, 8, 9
	2.4 Refer the client to relevant professionals if their needs are outside level of competency	PC 10
	2.5 Use demonstration and instruction techniques to ensure the client fully understands the products and services being offered	PC 11
LO3 Gain client agreement to products and services	3.1 Seek the client's agreement to commit to the recommended products and services	PC 10
	3.2 Close the sale, update the client's records and store according to salon procedures and data legislation	PC 12, 13
	3.3 Use reflective practice to evaluate the advice given and take appropriate action	PC 14

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to consult with the client to identify products and services	4.1 Know how to interpret the results of consultation and analysis to determine appropriate advice, products and services	KU 1, 2
	4.2 Explain the importance of keeping up to date with technologies, procedures and best practice	KU 3
	4.3 Know how to promote additional products and services and understand the factors that would influence the client to buy	KU 4, 5
LO5 Know how to instruct and advise the client on products and services	5.1 Describe the importance of communication methods to provide ethical and balanced information about products and services	KU 6
	5.2 Explain why the client should be given time to reflect and ask questions relating to the products and services	KU 7, 8
	5.3 Understand the importance of correctly interpreting body language to identify the client's interest	K 9
	5.4 Explain the value of having a range of products and services in different price ranges and the benefit to business	KU 10, 11
	5.5 Discuss why using additional products and services will benefit the client's health, wellbeing and treatment results	KU 12
	5.6 State how to secure the client's commitment to the product advice or service	KU 13
	5.7 Know when and why referral to a relevant professional is required	KU 14
	5.8 Explain the purpose of using demonstrable and instructional techniques to close the sale	KU 15
LO6 Know how to gain client agreement to products and services	6.1 Describe how to gain client agreement to the products and services and the importance of closing the sale	KU 16
	6.2 Explain the need to update the client's records and store according to salon procedures and data legislation	KU 17
	6.3 Discuss the importance of reflection and evaluation of the advice given and how to take appropriate action	KU 18

Indicative Content:

Scope/range

Treatment area

1. hair and scalp
2. skin
3. nails and surrounding skin

Instructional techniques

1. skills demonstration
2. use of visual aids
3. verbal explanation
4. use of written instructions

Communication methods

1. active listening
2. non-verbal and verbal communication
3. receiving feedback
4. asking questions

Glossary

- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Body language** - the conscious and unconscious movements and postures by which attitudes, and feelings are communicated
- **Concise** - to the point, however still including all the relevant information, in as few words as possible
- **Confirmation** - confirming/agreeing something
- **Closing the sale** - is generally defined as the moment when the client decides to make the purchase. It is usually necessary to instigate closing the sales as few prospects self-close
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** – in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Expectations** - what a client will require of you
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Outcomes** - final product or end result
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Reflection** – a period of time to make an informed decision
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level.
- **Visual media** - visual media is evidence generated through photography or video

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions for the associated unit CO201

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:
Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Competency-based assessment

Competent performance must be observed and recorded on **at least 3 occasions across 3 different technical units**. Simulation is not allowed for this unit. Evidence can be gathered in a commercial salon or realistic working environment, however adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- To sell is Human by Daniel Pink
- The Foundations Beauty Therapy 2 (NVQ) by Lorraine Nordmann
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- *Hairdressing and Barbering, The Foundations: The Official Guide to Level 2* by Leo Palladino and Martin Green
- *Hairdressing and Barbering: Foundation L2 NVQ* by Leo Palladino and Martin Green
- S/NVQ Level 2 Hairdressing with Barbering 2nd edition candidate handbook by Leah Palmer

Unit CO205: Freelance worker

Unit code: A/618/7882

RQF level: 2

(NOS SKAHDBRBNT1 - Undertake freelance work)

NOS and Unit Overview

- This standard is about a professional operating as a freelancer, whereby you are your business, and your skills are your service.
- You must be aware of your obligations regarding legislation, accounts, tax and insurance responsibilities as well as manage what may be a fluctuating cash flow during economy changes and/or changes in circumstances.
- It is advisable users of this standard can implement first aid emergency response in accordance with legislation requirements and generate a lone working policy for your personal safety and welfare and that of the individual.

You might do this if you are:

1. currently operating as a freelancer or
2. planning to operate as a freelancer in the future

The main outcomes are:

1. marketing yourself as a freelancer
2. negotiating freelance contracts
3. carrying out freelance work to meet contracts
4. managing your finances and work administration
5. using the services of an agent

NOS Performance Criteria (PC)

Learners must be able to:

1. maintain responsibilities for health and safety in accordance with legislative requirements, to include:
 - 1.1 carry out risk assessment(s) to generate a lone working policy
2. identify and use appropriate strategies and tools to enhance your professional reputation and promote yourself to potential customers
3. create a personal 'brand'
4. make, follow up and maintain contacts with potential customers
5. make, follow up and maintain appropriate networks to support you and your work, to include:
 - 5.1 digital networking platforms
6. assess the value of your services and estimate fees to consider:
 - 6.1 competition
 - 6.2 market
 - 6.3 economy
7. negotiate and agree fees, timescales, outcomes and completion criteria that meet your own and the customers' requirements
8. calculate realistic schedules of work allowing time for contingencies and minor changes
9. plan, organise and maintain your work schedules to promote a work and life balance, to include:
 - 9.1 provide services to meet legislative requirements and regulatory guidelines
 - 9.2 adapting ways of working to meet environmental working conditions in accordance with legislative requirements
 - 9.3 maintain customer satisfaction
 - 9.4 implementing time management strategies
 - 9.5 calculating and achieving income objectives

10. prepare and update your financial records and accounts for audit and accountability, to include:
 - 10.1 legislative and regulatory requirements
11. maintain professional standards of behaviour and work within your specialism in accordance with the service objectives and environmental conditions
12. use the variety of social media platforms to promote your 'brand'

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

Advice and information

1. where to find the relevant sources of advice and information on:
 - 1.1 self-employment or employment legislative requirements and rights
 - 1.2 the insurance relevant to your business
 - 1.3 Value Added Tax regulations
 - 1.4 business legislation
 - 1.5 local authority licensing regulations for yourself and working environments'

Marketing and networking

2. the **strategies and tools** used to promote your services and business and their effects
3. how to identify and choose suitable strategies and tools to achieve your business objectives
4. the importance of maintaining a positive reputation for yourself and how it impacts the success of your business
5. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance. to include:
 - 5.1 how this impacts the reputation and success of your business
6. how networking effectively can increase your customer contacts and promote work opportunities

Planning

7. the importance to maintain a work and life balance
8. the reasons for forecasting and planning business income objectives, to include:
 - 8.1 the time duration to complete the work
 - 8.2 resources required
9. how to implement time management strategies and how this will benefit your wellbeing and business
10. the common environmental working conditions and how to adapt your ways of working in accordance with legislative requirements
11. the importance of maintaining customer satisfaction and how it impacts the success of your business
12. how to carry out contingency planning, scheduling and future planning to maintain a viable and stable business

Finances

13. how to keep accounts manually and digitally
14. how to budget for resources and overheads if required
15. how to forecast and calculate business income objectives, to include:
 - 15.1 business development costs
 - 15.2 business promotion
 - 15.3 resources
 - 15.4 expenses

Negotiating contracts

16. how to negotiate and agree contracts in accordance with relevant employer legislation, income forecasts, time available and expected outcomes
17. how to communicate, agree and construct contractual requirements, to include:
 - 17.1 expected outcomes
 - 17.2 expected completion date
 - 17.3 agreed fees and payment terms
18. the relevance and understanding of using an agent to find work and promote your 'brand'

Working with the customer

19. how to maintain professional standards of behaviour, to include:
 - 19.1 quality standards of yourself and work
 - 19.2 effective time management
 - 19.3 sustainability
 - 19.4 customer relations
20. how to adapt ways of working to meet environmental working conditions in accordance with legislative requirements and organisational policies and procedures
21. the importance to carry out services in accordance with contractual obligations, to include:
 - 21.1 providing further estimate of fees should an unforeseeable problem occur

Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard
[Undertake freelance work \(ukstandards.org.uk\)](http://ukstandards.org.uk)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Plan to operate as a freelancer	1.1 Carry out risk assessment(s) to generate a lone working policy.	PC 1
	1.2 Identify and use appropriate strategies and tools to enhance your professional reputation and promote yourself to potential customers.	PC 2
	1.3 Create a personal 'brand' and use a variety of social media platforms for promotion.	PC 3, 12
	1.4 Make, follow up and maintain contacts with potential customers and appropriate networks to support you and your work including digital networking platforms.	PC 4, 5
	1.5 Assess the value of your services and estimate fees to consider the competition, the market and economy.	PC 6
	1.6 Negotiate and agree fees, timescales, outcomes and completion criteria that meet your own and the customers' requirements.	PC 7
	1.7 Calculate realistic schedules of work allowing time for contingencies and minor changes.	PC 8
	1.8 Plan, organise and maintain work schedules to promote work, life balance, including legal requirements, the work environment, customer satisfaction, time management, calculating and achieving income objectives.	PC 9
	1.9 Prepare and update your financial records and accounts for audit and accountability, to include legal requirements	PC 10
	1.10 Maintain professional standards of behaviour in your specialism of work regarding the services offered and environmental conditions.	PC 11

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO2 Know how to provide advice and information	2.1 Explain where to find the relevant sources of advice and information on; employment law, insurance requirements, tax regulations, local authority licensing regulations for yourself and working environments.	KU 1
LO3 Know how to market and network a business	3.1 Explain how to identify and choose suitable strategies and tools to promote your services and business to achieve your business objectives.	KU 2, 3
	3.2 Explain the importance of maintaining a positive reputation for yourself and how it impacts the success of your business.	KU 4
	3.3 Explain the importance to engage in, and document CPD to include up-to-date information on policies, procedures and best practice guidance and how this can impact on the reputation and success of your business.	KU 5
	3.4 Explain how effective networking can increase your customer contacts and promote work opportunities.	KU 6
LO4 Know how to plan for business	4.1 Describe the importance of maintaining a work life balance.	KU 7
	4.2 Explain the reasons for forecasting and planning business income objectives, including the duration to complete the work and resources required.	KU 8
	4.3 Explain how to implement time management strategies and how this will benefit both your wellbeing and business.	KU 9
	4.4 Describe environmental working conditions and how you have adapted your business ways of working.	KU 10
	4.5 Explain the importance of maintaining customer satisfaction and its impact on the success of your business.	KU 11
	4.6 Explain how to carry out contingency planning, scheduling and future planning to maintain a viable and stable business.	KU 12
LO5 Know how to organise business finances	5.1 Explain how to keep accounts both manually and digitally.	KU 13
	5.2 Explain how to budget for resources and overheads when required.	KU 14
	5.3 Explain how to forecast and calculate business income regarding; business development, promotion, resources and expenses.	KU 15
LO6 Know how to negotiate contracts	6.1 Explain how to negotiate, agree and construct client contracts that include employer legislation, income forecasts, time available, expected outcomes, completion date, agreed fees and payment terms.	KU 16, 17
	6.1.2 Explain the relevance and understanding of using an agent to find work and promote your 'brand'.	KU 18
LO7 Know how to work with the customer	7.1 Explain how to maintain professional standards of behaviour for yourself and your work, effective time management, sustainability and customer relations.	KU 19
	7.2 Explain how to adapt ways of working to meet environmental working conditions, legal requirements and organisational policies and procedures	KU 20
	7.3 Explain the importance of carrying out services according to contractual obligations, and the necessity to provide further estimate of fees should an unforeseeable problem occur	KU 21

Indicative Content:

Strategies and tools

1. social media platforms (Instagram, LinkedIn, Facebook, Twitter)
2. blogs and websites
3. media advertising (tv, radio, news, podcasts)
4. literature (business cards, price lists, posters)
5. curriculum vitae
6. biography

Glossary

- **Brand** - refers to a business and marketing concept that helps people identify a particular company, product, or individual
- **CPD** - continuous professional development
- **Effective** - successfully achieved the results that you want
- **Legal** - something required by the law
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Referral** - a person recommended to someone or for something
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Social media** - websites and applications - Facebook, YouTube, Twitter, Instagram, LinkedIn, WhatsApp, content sharing, forums, interaction, collaboration, wikis, blogs

Delivery and Assessment Guidance

The assessment criteria from within this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

Evidence requirements

The evidence for this unit will be gathered via both practical and knowledge-based research and can be collated using a variety of methods to make up a 'portfolio of evidence' that will be internally marked by tutors.

The portfolio of evidence will confirm the knowledge, understanding and skills learnt and can be in electronic or paper format. The tutor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement and understanding of the knowledge required to successfully complete this unit.

A portfolio of evidence can take the following forms, but are not limited to:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

All evidence should be documented in the portfolio and cross-referenced to unit outcomes.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

Suggested Resources

Brilliant Freelancer: Discover the power of your own success (Freelance/Freelancing) (Brilliant Business) Paperback, 19 April 2011, by Leif Kendall (Author)

Business Of Freelancing, The: How To Thrive As A Freelancer By Singapore Creatives at work (Author)

Unit CO303: Promotional activities

Unit code: F/618/7883

RQF level: 3

(NOS - SKAHDBRBNST3 Plan, implement and evaluate promotional activities)

Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices.**
- This standard is about planning, implementing and evaluating promotional activities.
- Promotional activities can include presentations, exhibitions, digital technologies and social media platforms.
- The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect of this standard. Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.

This unit coexists alongside Qualifi unit:

CO201: Health, safety and hygiene

The main outcomes are:

1. plan a promotional activity
2. implement a promotional activity
3. evaluate the effectiveness of the promotional activity

NOS Performance Criteria (PC)

Learners must be able to:

Health and Safety

1. maintain their responsibilities for health and safety

Plan for promotional activities

2. identify the unique selling point(s) of the product(s) and/or service(s) you plan to promote, to include:
 - 2.1 explore a range of suitable promotional activities
3. calculate and forecast the immediate **output** from promoting your product(s) and/or service(s) at the promotional event, to include:
 - 3.1 the **input** for a range of promotional activities
 - 3.2 market research
 - 3.3 economy
4. present your findings to the relevant person(s) within your organisation and agree the **promotional activity** and forecasted output
5. produce a detailed plan in accordance with the promotional activity and business objectives, to include:
 - 5.1 a contingency plan and adaptations to address prospective **change in circumstances**
6. facilitate an initial meeting with other(s) to discuss the promotional activity, to include:
 - 6.1 **plan**
 - 6.2 how health and safety working practices will be implemented and maintained
7. agree commitment of other(s), to include:
 - 7.1 setting specific, measurable, achievable, realistic and timely targets in accordance with the promotional activity and business objectives
 - 7.2 communication strategy
 - 7.3 facilitation of resources within the scheduled timescale

Prepare for the promotional activity

8. prepare the work environment, yourself and model (if required) in accordance with the plan, legislative requirements and organisational policies and procedures, to include:

8.1 working with others if and/or when required

8.2 implement the contingency plan in the event of changed circumstances

9. ensure the working environment provide a clear vision of the demonstration and/or products promoted

Promotional activity

10. communicate the unique selling points, features and benefits of products and services to the audience, to include:

10.1 use methods of communication that are suitable for promotional activity and audience

11. demonstrate the products and/or service clearly in logical steps, to include:

11.1 work in a way that minimises the risk of injury to you and others

11.2 encourage the audience to ask questions about the products and services promoted

11.3 respond to questions and queries accurately

12. actively encourage the audience to trial the products and/or service if participating in person

13. monitor the model's health, wellbeing and skin reaction if a model is used

14. implement the correct course of action in the event of an adverse reaction

15. tidy and clean the products and equipment at the end of the promotional activity, when necessary, in accordance with the organisational policies and procedures

16. conclude the promotional activity in accordance with the plan and organisational policies and procedures

17. ensure your model's appearance is to their satisfaction post the promotional activity, and provide further advice

18. use social media in a way that further promotes the promotional event

Participate in the evaluation of promotional activities

19. use the reflective practice and evaluation methods agreed in your promotional activity plan to gain feedback from the relevant sources

20. collate and record your evaluation to inform future promotions

Evaluate the results against the plan and business objectives

21. reflect on immediate gained outputs, to include:

21.1 how this will inform future financial forecasts

22. make recommendations for improvements to any future promotional activities

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

1. the health and safety responsibilities in line with legislation requirements

2. the contractual requirements when using an external venue for a promotional activity, to include:

2.1 legal implications

2.2 health and safety risk assessment requirements

2.3 adaptations required to demonstrate products and/or services effectively

3. how to recognise and determine unique selling points of products and services, in relation to:

3.1 economic climate

3.2 market

3.3 socioeconomic

3.4 media influences

3.5 quality

3.6 versatility

4. how the audience can influence the choice of promotional activity

5. how the products and/or service influence the choice of promotional activity

6. the purpose and value of detailed and accurate planning

7. why it is important to consider methods of evaluation at the planning stage

8. the importance of developing a plan that will have a high probability of financial return, to include:

8.1 the estimated input required

9. the importance of working within budget
10. the prospective change in circumstances and how to respond to include:
 - 10.1 contingency plan and adaptations
11. the roles and responsibilities of others and how they impact on the effectiveness and success of the promotional activity, to include:
 - 11.1 the importance of gaining commitment of others to undertake a role within in the promotional activity
12. the methods in which plans can be communicated and presented
13. the tools, products and equipment used in promotional activities to include:
 - 13.1 inventory, packing and transportation if working in a venue
14. how to prepare the work environment, yourself and model in accordance with organisational policies and procedures
 - 14.1 how to use equipment and products in accordance with legislative requirements and organisational policies and procedures
 - 14.2 work in a way that minimises the risk of injury to you and others
15. how to apply the appropriate techniques to promote the product and/or service to include:
 - 15.1 how to adapt **techniques** in response to the audience engagement
 - 15.2 how and when to make openings to encourage others to ask questions
16. the importance of monitoring the model's health and wellbeing
17. the legislative, insurance and organisational requirements for taking and storing visual media
18. how to carry out evaluative and reflective practices
19. how peers and the audience can inform reflective practice
20. the purpose of reflective practice and evaluation and how the outcome informs future promotional activities
21. the importance of receiving feedback in a constructive way that improves your personal development
22. suitable ways of formatting and producing an evaluation report
23. why it is important to ensure your model's appearance is to their satisfaction post the promotional activity if a model is used to include:
 - 23.1 provide instructions and advice

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard
<https://www.ukstandards.org.uk/Plan, implement and evaluate promotional activities>

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Plan a promotional activity	1.1 Maintain responsibility for health, safety and hygiene	PC 1
	1.2 Identify the unique selling points for the products or services to be promoted	PC 2
	1.3 Explore suitable promotional activities considering output, input, market research and economy	PC 3
	1.4 Present findings to the relevant person/s, agree the activity and output	PC 4
	1.5 Produce a detailed plan for the promotional activity, include business objectives and a contingency plan for if circumstances change	PC 5

	1.6 Meet with others to agree the plan, commitment of others, health, safety and resource needs, communication strategy and set SMART targets	PC 6, 7
LO2 Implement a promotional activity	2.1 Prepare the environment for the promotional activity, make sure there is clear vision of the demonstration and/or products and implement the contingency plan if required	PC 8, 9
	2.2 Use effective communication to promote the unique selling points and benefits of the products or service	PC 10
	2.3 Demonstrate safely and in logical steps encouraging audience engagement and responding accurately to questions	PC 11, 12
	2.4 Monitor the model's health and wellbeing if a model is being used and take appropriate action in the case of an adverse reaction	PC 13, 14
	2.5 Tidy and clean products and equipment and conclude the activity in accordance with the plan and organisation protocols	PC 15, 16
	2.6 Ensure the model's appearance meets with their satisfaction, provide instructions and advice and use social media to further promote the activity	PC 17, 18
LO3 Evaluate the effectiveness of the promotional activity	3.1 Use reflective practice and evaluation methods agreed in the plan to gain feedback from relevant sources	PC 19
	3.2 Collate and record the evaluation to inform future promotions	PC 20
	3.3 Reflect on the outputs gained to inform future forecasts and to recommend improvements to any future promotional activities	PC 21, 22

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to plan a promotional activity	4.1 Explain the importance of health and safety and risk assessment and meeting legal and contractual obligations	KU 1, 2
	4.2 Describe how to determine the unique selling points of the products and/or services and the market and media factors that need to be considered	KU 3
	4.3 Explain how the audience and the products and/or services influence the choice of promotional activity	KU 4, 5
	4.4 Explain the purpose and value for creating a clear, detailed plan for the activity, including inputs, outputs, contingencies and know how to set SMART objectives	KU 6, 7, 8, 9, 10
	4.5 Discuss the importance of defining roles and responsibilities of those involved in the promotional activity	KU 11
	4.6 Identify the communication strategy for the activity and the tools, products and equipment to be used, including inventory, packing and transportation methods	KU 12, 13
LO5 Know how to implement a promotional activity	5.1 Explain how to prepare the environment, self and model and how to use equipment and products to comply with health, safety, legal and contractual requirements	KU 14
	5.2 Describe the techniques to promote the products and/or service in a professional manner and to how to elicit audience engagement	KU 15
	5.3 Explain why it is important to monitor the model's health, wellbeing and safety throughout the promotional activity	K 16
	5.4 Explain the legal, insurance and organisational requirements for taking and storing visual media related to the activity	KU 17

LO6 Know how to evaluate the promotional activity	6.1 Discuss how to carry out evaluative and reflective practice, how others can inform that practice and the impact of reflection and evaluation on future promotional activities	KU 18, 19, 20
	6.2 Explain the importance of receiving feedback in a constructive way to improve personal development	KU 21
	6.3 Establish suitable ways to format and produce an evaluation report	KU 22
	6.4 Explain why it is important to ensure the model's appearance is to their satisfaction and to provide instructions and advice after the activity	KU 23

Indicative Content:

Scope/range

Output

1. sales
2. financial income minus the inputs
3. increased business
4. improved reputation
5. increased customer base

Input

1. resources
2. expenses
3. insurance
4. staffing if required
5. venue if required

Promotional activity

1. demonstrations
2. visual merchandising
3. marketing campaigns
4. customer loyalty and incentives
5. social media campaign
6. seasonal push campaign
7. product launch campaign
8. brand/rebranding awareness campaign
9. digital media (podcasts, webinars, live streams)
10. contest marketing campaign
11. email marketing campaign
12. collaborations

Plan

1. scope
2. cost
3. schedule
4. milestones
5. define roles and responsibilities
6. quality
7. contingency plan
8. evaluation methodologies

Change in circumstances

1. cancellation
2. environmental
3. illness
4. models
5. tools and equipment
6. start time delays
7. environmental conditions
8. budget constraints
9. travel
10. poor time management

Venue

1. pop up stores
2. exhibitions
3. temporary site
4. commercial units
5. educational environments

Techniques

1. presentation
2. communication
3. digital media
4. practical demonstrations could include, hairdressing, barbering, makeup artistry, lash artistry, beauty therapy or nail artistry

Glossary

- **Benefits** - the way in which the functions provide advantages
- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Budget** - a financial plan for a defined period/activity including forecast revenue and expenditure
- **Concise** - to the point, however still including all the relevant information, in as few words as possible
- **Confirmation** - confirming/agreeing something
- **Effective** - successfully achieved the results that you want
- **Expectations** - what a client will require of you
- **Evaluation** – judging or assessing the quality, quantity, value and effectiveness
- **Legal** - something required by the law
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Reflection** - a period of time to make an informed decision
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **SMART** - an acronym used for setting objectives meaning they should be specific, measurable, achievable, realistic and timely
- **Visual media** - visual media is evidence generated through photography or video

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs multiple choice questions for the associated unit CO301 Health, safety and hygiene.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:
Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Competency-based assessment

Competent performance must be observed and recorded on **at least 1 occasion for a promotional activity**. Simulation is not allowed for this unit. Evidence can be gathered from delivering the activity in a venue suited to promoting the products and/or services.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observation will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- To sell is Human by Daniel Pink
- Professional Beauty Therapy: *The Official Guide to Level 3* by Lorraine Nordmann
- *Professional Hairdressing: The Official Guide to Level 3* by Martin Green and Leo Palladino

Unit BT211: Threading treatments

Unit code: M/618/8821

RQF level: 2

(NOS SKAB7 Provide threading treatments)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is about providing threading treatments to remove unwanted hair on the face and body.
- The Beauty Therapist will also be required to do a post treatment evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

CO201: Health, safety and hygiene

CO202: Client consultation

The main outcomes are:

1. remove unwanted hair using threading techniques

NOS Performance Criteria (PC)

You must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives, hair concerns, expectations and desired outcomes to inform the threading treatment plan, to include:
 - 3.1 **treatment history**
 - 3.2 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed threading treatment, to include:
 - 4.1 contra-actions
 - 4.2 **adverse reactions**
5. obtain and record the individual's written informed consent for the threading treatment
6. prepare the **individual's treatment area** in accordance with the **threading treatment protocol**
7. illuminate and magnify the individual's treatment area in accordance with the threading treatment protocol
8. select an effective hygiene preparation product to meet the individual's needs in accordance with the manufacturer instructions and the threading treatment protocol
9. carry out a hair and skin analysis, to include:
 - 9.1 hair classification
 - 9.2 hair growth patterns
 - 9.3 skin classification
 - 9.4 skin condition
10. trim over long hairs if required
11. select and use a sterile piece of thread equipment in accordance with the threading treatment protocol

12. carry out safe and effective manual removal of hair using thread to remove unwanted hair in accordance with the threading treatment protocol, to include:
 - 12.1 the individual supporting the skin to be taut during removal
 - 12.2 removing hair in the opposite direction of the hair growth
 - 12.3 apply the correct tension of the thread
13. create a well-balanced, proportioned and defined eyebrow shape to suit the individual's objectives
14. monitor the individual's health, wellbeing and skin reaction throughout the threading treatment
15. implement the correct course of action in the event of an adverse
16. conclude the treatment in accordance with the threading treatment protocol, legislative requirements and organisational policies and procedures
17. complete the individual's treatment records and store in accordance with data legislation
18. use reflective practice to evaluate the threading treatment and take appropriate action
19. provide **instructions** and advice to the individual pre and post the treatment
20. record the outcome and evaluation of the threading treatment

NOS Knowledge and Understanding (KU)

You need to know and understand:

1. your role and responsibilities in providing threading treatments and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to the beauty treatment to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional
7. the purpose, use and limitations of threading treatments, in relation to:
 - 7.1 past and current medical history
 - 7.2 medication and medical conditions
 - 7.3 individual's expectations
 - 7.4 treatment history
8. the reasons for cutting long hairs, prior to commencing the threading treatment
9. why the therapist requires the individual to support the skin to be taut throughout the threading treatment
10. the **hair removal methods** used to perform safe, quick and effective threading techniques
11. the importance of maintaining and adapting the tension of the thread
12. the reason why hair is removed against the direction of hair growth
13. how threading techniques can be adapted to avoid repetitive strain injury
14. why threading using the mouth is a risk to health
15. the anatomical facial structure and features to determine symmetry and balance from an eyebrow threading treatment
16. the adverse reactions associated with a threading treatment and how to respond
17. the health and safety responsibilities in line with legislation before, during and after the threading treatment
18. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the threading treatment plan
19. the legal requirements for providing beauty treatments to minors and vulnerable adults
20. the fee structures and treatment options
21. the legislative and indemnity requirements of gaining signed, informed consent for the threading treatment
22. the importance of adhering to the threading treatment protocol

23. how magnifying and illuminating the individual's treatment area can support the threading treatment
24. the types of hygiene products for the skin and the importance of following manufacturer instructions
25. how to prepare and use equipment and products in line with the threading treatment protocol
26. the importance of monitoring the health and wellbeing of the individual during and post the treatment
27. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
28. the legislative and regulatory requirements of completing and storing the individual's threading treatment records
29. the expected outcomes of threading treatments
30. the purpose of reflective practice and evaluation and how it informs future treatments
31. the importance to record the outcome and evaluation of the threading treatment
32. the instructions and advice, pre and post threading treatments

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard
[SKAB7.Provide threading treatments](#)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for threading treatment	1.1 Carry out a concise and thorough consultation obtaining consent according to organisational and insurance needs	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, concerns, expectations and desired outcomes, including treatment history and alternative options	PC 3
	1.4 Confirm and agree with the client, they understand the proposed treatment including possible contra-actions, adverse reactions and physical sensation	PC 4
	1.5 Gain and record informed consent to meet salon and insurance requirements	PC 5
LO2 Provide threading treatment	2.1 Prepare the client's treatment area for threading following treatment protocol	PC 6
	2.2 Illuminate and magnify the client's treatment area	PC 7
	2.3 Select and use effective hygiene preparation following manufacturer's instructions	PC 8
	2.4 Carry out a hair and skin analysis, to identify hair classification, hair growth pattern, skin classification and skin condition	PC 9
	2.5 Trim over long hairs if required	PC 10
	2.6 Select and use a sterile piece of thread and to carry out safe and effective removal of unwanted hair using threading techniques	PC 11, 12
	2.7 Create a well-balanced, proportioned and defined eyebrow shape to suit the client's objectives	PC 13
	2.8 Monitor the client's health, wellbeing and skin reaction throughout threading and adapt the treatment and take action in the event of an adverse reaction	PC 15

LO3 Complete the threading treatment	3.1 Complete the threading treatment according to the treatment plan and protocol and to the client's satisfaction.	PC 16
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 17
	3.3 Use reflective practice to evaluate the threading treatment and take appropriate action	PC 18
	3.4 Provide instructions and aftercare advice to the client	PC 19
	3.5 Record the outcome and evaluation of the threading treatment	PC 20

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for threading treatment	4.1 Understand your role and responsibilities in performing threading treatment and the importance of working within your limits	KU 1
	4.2 Explain why you must work within ethical and sustainable best practice and legal requirements	KU 2, 3
	4.3 Understand the anatomy and physiology relevant to the treatment	KU 4
	4.4 Discuss the relative and absolute contra-indications to threading treatment	KU 5
	4.5 Describe the legal and insurance requirements for obtaining medical diagnosis, referral and signed, informed consent	KU 5
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide threading treatment	5.1 Explain the purpose, use and limitations of threading in relation to medical history and conditions, medication and client expectations	KU 7
	5.2 Explain the reasons for cutting stray and over long hairs, prior to commencing the threading treatment	KU 8
	5.3 Explain why the therapist requires the client to support the skin to be taut throughout the threading treatment	KU 9
	5.4 Describe the hair removal methods to perform safe, quick and effective threading techniques	KU 10
	5.5 Explain the importance of maintaining and adapting the tension of the thread and the reason for removing hair against the direction of hair growth	KU 11. 12
	5.6 Discuss how threading techniques can be adapted to avoid repetitive strain injury	KU 13
	5.7 Explain why threading using the mouth is a risk to health	KU 14
	5.8 Describe the anatomical facial structure and features to determine symmetry and balance from eyebrow threading	KU 15
	5.9 Explain the adverse reactions associated with a threading treatment and how to respond	KU 16
	5.10 Understand the health and safety responsibilities in line with legislation before, during and after threading	KU 17
	5.11 Explain importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 18, 20

	5.12 Explain why it is necessary to follow treatment protocol and how magnifying and illuminating the treatment area can support the threading treatment	KU 22, 23
	5.13 Describe the types of hygiene products for the skin and the importance of following manufacturer's instructions	KU 24
	5.14 Explain how to prepare and use equipment and products in line with threading treatment protocol	KU 25
	5.15 Explain the need to monitor the client's health and wellbeing during and after the treatment	KU 26
LO6 Know how to complete the threading treatment	6.1 Understand the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 19, 21
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 27
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 28
	6.4 Describe the expected outcomes of the treatment	KU 29
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 30
	6.6 Discuss the importance of recording the outcome and evaluating the threading treatment	KU 31
	6.7 Explain the instructions and advice, pre and post the threading treatment	KU 32

Indicative Content:

Scope/range

Treatment history

1. tweezing
2. shaving
3. depilatory creams
4. electrical depilatory
5. abrasive mitts
6. light-based hair reduction
7. threading
8. electrical epilation
9. trimming
10. epilator
11. laser and light
12. electrolysis

Adverse reactions

1. excessive oedema
2. abrasions
3. broken hair
4. hyperaemia
5. excessive and diminished regrowth
6. allergy

Individual's treatment area

1. face
2. body

Threading treatment protocol

1. working environment
2. health and safety
3. infection prevention and control
4. treatment plan
5. informed consent
6. data management
7. test outcomes
8. audit and accountability
9. instructions and advice
10. sustainability
11. waste management
12. evidence-based practice
13. reflective practice

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

Hair removal methods

1. neck technique
2. hand technique

Anatomy and physiology

1. the structure and function of the hair and the hair growth cycle
2. the structure and function of the skin
3. the anatomy and physiology of the human body
4. relative and absolute contraindications and related pathologies

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g.: suspected infections, infestations, diseases, disorders
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way
- **Evidence-based practice** - is based on the best available, current, valid and relevant evidence
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness
- **Hair classification** – can be described as hair type i.e., straight, wavy, curly, excessively curly
- **Informed** - having or showing knowledge of a subject or situation
- **Hand technique** - hair removal using a thread held and looped between both hands. Commonly used by practitioners on themselves and others. This technique is also known as self or double looped method.
- **Legal** - something required by the law

- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Neck technique** - hair removal using a thread where one part of the thread is held around the neck and the other part is looped in the hands. This is a substitute for the mouth technique, also known as single looped method.
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer's instructions
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Skin classification** – Lancer skin types
 - Dry** - feels tight or itchy without enough moisture. Gets rough and flakes, accompanied by small pores. Rarely breaks out.
 - Oily** - goes shiny, visible oil on tissue when skin is blotted. Enlarged pores, breakouts not uncommon.
 - Combination** - enlarged pores and oil across forehead, nose, and chin. Parts of the face are balanced (normal) or dry. Breakouts not uncommon.
 - Balanced** (normal) -fairly uniform without excess oil or flakiness. Breakouts are rare.
- **Skin sensitivity** – adapt treatment/no treatment
- **Skin allergies** – carry out sensitivity test/adapt treatment/no treatment
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

1. Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

2. Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

3. Anatomy and Physiology

Part A - relating to Level 2 Beauty and Nails sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based model

Competent performance must be observed for threading treatments including the face and body and recorded on a **minimum of 3 occasions for at least 2 different clients**. Simulation is not allowed.

Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- The Foundations Beauty Therapy 2 (VRQ) including nails by Lorraine Nordmann and Marian Newman
- Level 2 VRQ Diploma in Beauty Therapy: includes Nail Technology by Helen Beckman and Kelly Rawlings
- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- Beauty Therapist's Guide to Professional Practice and Client Care Andrea Barham