



QUALIFI

SUCCESS THROUGH LEARNING
RECOGNISED WORLDWIDE

Qualifi Level 3 Diploma in Advanced Beauty Therapy

Qualifi Level 3 Diploma in Body Electrotherapy

Qualifi Level 3 Diploma in Epilation

Qualifi Level 3 Certificate in Facial Electrotherapy

Qualifi Level 3 Certificate in Advanced Lashes and Brow
Lamination

Qualifi Level 3 Certificate in Intimate Waxing

Specifications (For Centers)

March 2022

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About QUALIFI

QUALIFI provides academic, vocational and occupational 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
- provide a clear link to one or more occupations through qualifications based on national occupational standards, which incorporate the knowledge, skills and understanding to move directly into employment in the occupation
- 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 occupational 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 and occupational 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 qualifications on content, the potential learner audience for the qualifications and assessment methods, ensuring a valuable experience and a recognised set of skills, knowledge and understanding is realised.

1.3 Qualification Titles and Codes

This suite of qualifications has been accredited to the Regulated Qualification Framework (RQF) and each qualification has its 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 each qualification is:

Qualifi Level 3 Diploma in Advanced Beauty Therapy 610/0610/5

Qualifi Level 3 Diploma in Body Electrotherapy 610/0611/7

Qualifi Level 3 Diploma in Epilation 610/0612/9

Qualifi Level 3 Certificate in Facial Electrotherapy 610/0613/0

Qualifi Level 3 Certificate in Advanced Lashes and Brow Lamination 610/0614/2

Qualifi Level 3 Certificate in Intimate Waxing 610/0615/4

1.4 Awarding Organisation

QUALIFI LTD

2 Qualification Purpose, Rational, Aims Outcomes

2.1 Qualification Purpose

These practical and knowledge-based qualifications have been developed to enable Beauty Therapists to advance their occupational skills and competences through the acquisition of higher level techniques. The purpose is improved employability by increasing the range of treatments that can be provided, in particular: consultation and profiling, body massage, facial electrotherapy, body electrotherapy, epilation, lash lifting and brow lamination, advanced lash extensions and intimate waxing. The qualifications will enable beauty therapists to gain confidence in practice while gathering evidence in a realistic working environment.

2.2 Rationale for the Qualifications

The rationale for the Diploma and Certificates is to provide recognition for those who wish to gain the necessary occupational skills to gain employment within the beauty and spa industries. The Qualifi Level 3 Diploma in Advanced Beauty Therapy and associated Certificates are suitable for those progressing from a Level 2 Beauty Therapy qualification or from the Level 2 Beauty Therapist apprenticeship.

2.3 Overall Aims of the Qualifications

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

2.4 Learning Outcomes

The overall learning outcomes of the qualifications for learners include skills and knowledge relating to:

- **Anatomy, physiology and pathology** - learners will gain knowledge of the; structure and function of the body systems and their interdependence on each other, the relative and absolute contraindications and related pathologies.
- **Implement health, safety, and hygiene** - learners will be able to implement their advanced knowledge and understanding of health, safety, and hygiene practices through research of legislation, policies, and procedures. The learner will analyse and review policies and procedures for refinement when implementing health, safety and hygiene for the salon, self, and clients for services/treatments.
- **Client consultation and profiling** - underpins all the practical technical units within the qualification. Learners will be able to conduct a concise consultation to develop and create client lifestyle profiles from which wellbeing experiences and holistic therapy treatment plans can be produced and tailored to meet the individual needs of clients, to achieve the desired wellbeing and holistic outcome/s.
- **Body massage** - learners will develop the knowledge and skills to perform fundamental Swedish style body massage. They will learn the benefits and effects of massage, the massage techniques including effleurage, petrissage, tapotement, frictions and vibrations and the importance of adapting the massage rhythm, speed and pressure to suit client's comfort, satisfaction and for the desired outcome.
- **Facial electrotherapy** - learners will be able to provide facial electrical therapy treatments using the following technologies, Galvanic, Micro current, Microdermabrasion, low intensity LED light (below 500mW), Skin warming devices, Radiofrequency/High-frequency (3KHz – 300GHz), Lymphatic drainage equipment and Ultrasonic to improve and maintain skin condition.
- **Body electrotherapy** - learners will be able to provide body electrical therapy treatments using the following technologies, Electrical Muscle Stimulation, Galvanic, Micro current, Microdermabrasion, low intensity LED light (below 500mW), Skin warming devices, Radiofrequency/High-frequency (3KHz – 300GHz), Lymphatic drainage equipment and Ultrasonic to improve and maintain skin and body condition.
- **Lash lifting and brow lamination** - learners will be able to provide semi-permanent eyelash lifting and brow lamination treatments changing the structure of the lashes and brows using chemical lifting and fixing and safely reverse the effects of eyelash lifting solutions on over-lifted lashes.
- **Advanced semi-permanent lash extensions** - learners will be able to apply semi-permanent individual eyelash extensions, create and apply Russian eyelash extensions and be able to maintain lash extensions and remove lash extensions from the natural lashes.
- **Epilation** - learners will be able to provide safe removal of unwanted hair using galvanic, shortwave diathermy and blend electrical epilation techniques.
- **Intimate waxing** - learners will be able to provide intimate waxing treatments using advanced waxing techniques to remove unwanted hair safely and effectively from intimate regions.
- **Holistic head, neck and shoulder massage** - based on the principles of traditional Indian Head Massage, learners will gain the skills and knowledge to provide holistic scalp, face, neck, décolleté and upper shoulder massage treatments adapted to client's needs.
- **Thermal therapy massage** - learners will gain the skills and knowledge to provide body massage treatments using thermal therapy equipment including handheld tools or preparations that emit temperature and require heating or cooling prior to treatment.
- **Wellbeing and holistic therapy** - learners will gain the skills and knowledge to provide individualised wellbeing and holistic therapy treatments blending essential oils to create the therapeutic experiences and treatments.

- **Advise on products and services** - learners will gain the knowledge and skills on how to promote, advise and instruct on products and services, for client loyalty and satisfaction and to contribute to business success.
- **Promotional activities** - Learners will gain knowledge and skills about planning, implementing and evaluating promotional activities including 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 unit. Learners will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.

Learners will be able to modify and adapt treatments based on client feedback and reaction during treatments to maintain the client's comfort and wellbeing and optimise outcome/s.

Learner will also be required to do an evaluation and reflection for continuous improvement after the treatment/s and experiences provided.

These are the overall learning outcomes in line with RQF Level 3 programmes.

The learning outcomes 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.

Each unit includes the relevant national occupational standard and has been written in the following format:

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 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 Examiners. 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.

Centres will have **two** assessment options for this Diploma:

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 assessment conducted by a Qualifi External Assessor/EQA, centres will be required to have suitably qualified and experienced tutors and a minimum of 10 learners per external assessment booking.

Option 1.

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.
- Provide externally set MCQs (multiple choice question papers) at qualification level for internal marking and external sampling.
- 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 and mark an end of qualification practical assessment, which will decide the learner's achievement and combined with the MCQs determine overall achievement.

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

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 or Certificate 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 course enrolment.

3.3 Entry Criteria

This qualification is designed for learners aged 16 years and older who have achieved a Level 2 qualification or apprenticeship in Beauty Therapy or have equivalent qualifications and/or substantial industry experience for direct entry to Level 3. Learners undertaking the unit/Certificate in Intimate Waxing must be aged 18 years or older.

Centres are responsible for ensuring that this qualification is suited 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 a 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/spas/wellness clinics.

Guided Learning includes any supervised assessment activity; this includes invigilated examination and observed assessment and observed work-based practice.

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

Qualifi Level 3 Diploma in Advanced Beauty Therapy

To achieve this qualification a learner must select and successfully complete **eight** units. This includes all **six** mandatory units, and at least **one** unit from the optional section. A minimum of **63** credits:

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
R/650/0798	Anatomy, physiology and pathology	3	130	13	90
T/650/0799	Implement health, safety, and hygiene	3	70	7	50
H/650/0800	Client consultation and profiling	3	80	8	60
T/650/0806	Body Massage	3	90	9	70
Y/650/0807	Facial electrotherapy	3	100	10	75
J/650/1701	Body electrotherapy	3	100	10	75
Unit Reference	Optional Units	Level	TQT	Credits	GLH
K/650/1702	Lash lifting and brow lamination	3	60	6	50
L/650/1703	Advanced semi-permanent lash extensions	3	60	6	50
M/650/1704	Epilation	3	100	10	75
R/650/1705	Intimate waxing	3	70	7	60
J/650/0801	Holistic head, neck and shoulder massage	3	70	7	50
K/650/0802	Thermal therapy massage	3	80	8	60
L/650/0803	Wellbeing and holistic therapy	3	100	10	75
T/618/7881	Advise on products and services	2	60	6	56

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
F/618/7883	Promotional activities	3	90	9	60
Range totals			630-670	63-67	470-495

For this qualification **three** external MCQ – multiple choice question papers relating to anatomy, physiology and pathology, implement health, safety and hygiene and client consultation and profiling must be achieved. Pre-requisite – Qualifi Level 2 Diploma in Beauty Therapy or equivalent.

Qualifi Level 3 Diploma in Body Electrotherapy

To achieve this qualification a learner must successfully complete the **four** mandatory units – **38** credits

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
R/650/0798	Anatomy, physiology and pathology	3	130	13	90
T/650/0799	Implement health, safety, and hygiene	3	70	7	50
H/650/0800	Client consultation and profiling	3	80	8	60
J/650/1701	Body electrotherapy	3	100	10	75
Totals			380	38	275

For this qualification **three** external MCQ – multiple choice question papers relating to anatomy, physiology and pathology, implement health, safety and hygiene and client consultation and profiling must be achieved.

Qualifi Level 3 Diploma in Epilation

To achieve this qualification a learner must successfully complete the **four** mandatory units – **38** credits

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
R/650/0798	Anatomy, physiology and pathology	3	130	13	90
T/650/0799	Implement health, safety, and hygiene	3	70	7	50
H/650/0800	Client consultation and profiling	3	80	8	60
M/650/1704	Epilation	3	100	10	75
Totals			380	38	275

For this qualification **three** external MCQ – multiple choice question papers relating to anatomy, physiology and pathology, implement health, safety and hygiene and client consultation and profiling must be achieved.

Qualifi Level 3 Certificate in Facial Electrotherapy

To achieve this qualification a learner must successfully complete the **three** mandatory units – **25** credits

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
T/650/0799	Implement health, safety, and hygiene	3	70	7	50
H/650/0800	Client consultation and profiling	3	80	8	60
Y/650/0807	Facial electrotherapy	3	100	10	75
Totals			250	25	185

For this qualification **two** external MCQ – multiple choice question papers relating to implement health, safety and hygiene and client consultation and profiling must be achieved. Pre-requisite – a relevant Level 2 qualification in Beauty Therapy or Qualifi Level 2 Certificate in Facial Skincare or equivalent.

Qualifi Level 3 Certificate in Advanced Lashes and Brow Lamination

To achieve this qualification a learner must successfully complete the **four** mandatory units – **27** credits.

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
T/650/0799	Implement health, safety, and hygiene	3	70	7	50
H/650/0800	Client consultation and profiling	3	80	8	60
K/650/1702	Lash lifting and brow lamination	3	60	6	50
L/650/1703	Advanced semi-permanent lash extensions	3	60	6	50
Totals			270	27	210

For this qualification **two** external MCQ – multiple choice question papers relating to implement health, safety and hygiene and client consultation and profiling must be achieved. Pre-requisite for this qualification is a Level 2 Certificate in Lash and Brow Treatments or equivalent, plus the relevant anatomy and physiology.

Qualifi Level 3 Certificate in Intimate Waxing

To achieve this qualification a learner must successfully complete **three** mandatory units – **22** credits.

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
T/650/0799	Implement health, safety and hygiene	3	70	7	50
H/650/0800	Client consultation and profiling	3	80	8	60
R/650/1705	Intimate waxing	3	70	7	60
Totals			220	22	170

For this qualification **two** external MCQ – multiple choice question papers relating to implement health, safety and hygiene and client consultation and profiling must be achieved. Pre-requisite - a Qualifi Level 2 Certificate Waxing Treatments or equivalent, plus the relevant anatomy and physiology.

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 level 2 skills and the relevant knowledge and understanding associated with the following units:

COBT300:	Anatomy, physiology and pathology
CO301:	Implement health, safety, and hygiene
CO302:	Client consultation and profiling

4.3 Progression and Links to other QUALIFI Programmes

Learners completing the **Qualifi Level 3 Diploma in Advanced Beauty Therapy, or allied Certificates** can advance their career in employment or self-employment in the Beauty, Spa and Holistic Therapy industries. Learners can also progress to Qualifi Level 4 Certificates and Diplomas in Beauty, Wellness and Aesthetics.

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 occupational as it can support a learner's employment and 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. 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, range and glossary and the performance evidence for assessment.

The **scope/range** is a list of specific factors (e.g., characteristics, health and safety, treatment protocols, tools, equipment, techniques, influencing factors, anatomy and physiology etc.) that are related to each treatment.

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 and Profiling. A guide to relative and absolute contraindications and related pathologies with examples can be found in Unit COBT300: Anatomy, Physiology and Pathology

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 Records** available for this qualification.
- NB: a separate **Evidence of Assessment Record** is required for each unit/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/spa, simulated salon/ spa, 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 logged 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 relevant scope/range listed after the assessment criteria in each unit.

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 fee schedule.

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 summative 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 summative assessments for each learner, for the mandatory skills within the qualification to determine learner competence.
- Issue certificates for successful learners.

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.

MCQs – Multiple Choice Question papers

For this qualification there will be a set number of MCQs. MCQs are designed to test the learner's knowledge and understanding of the theory relevant to the core/overarching 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.

For further information please contact Qualifi exams@qualifi-hbwa.com

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 or Certificate Award.

This qualification has two assessment options:

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

Or

2. Summative competency-based assessments carried out by a QUALIFI External Assessor – pass or fail

8.2 Certification

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

Overall learner achievement for certification claims must be signed off by the centre's IQA – Internal Quality Assurer. Awarding of certificates is subject to successful EQA visits and QUALIFI External Quality Assurance processes.

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: hbwa@qualifi-hbwa.com Website: www.qualifi-hbwa.com

Appendix 1: Unit Descriptors

Unit COBT300: Anatomy, Physiology and Pathology

Unit code: R/650/0798

RQF level: 3

Unit Overview

- This core unit provides the essential underpinning knowledge relating to anatomy, physiology and pathology and coexists alongside the Level 3 technical units that have been mapped to the Beauty, Nails, Wellbeing and Holistic and related industries NOS suites.
- This is a standalone unit, however the content builds on the knowledge and understanding from Qualifi unit COBT200: Anatomy and Physiology.
- Learners progressing from a Qualifi Level 2 Diploma in Beauty Treatments or Level 2 Diploma in Beauty Therapy or an equivalent qualification covering anatomy and physiology at a level 2 will only need to complete the associated multiple-choice question (MCQ) Paper B for anatomy, physiology and pathology.

The main outcomes are:

1. the organisation of the body, anatomical terminology, regions, related terms and anatomical structure and functions
2. the structure and function of the body systems and their interdependence on each other
3. the relative and absolute contraindications and related pathologies
4. the physical, psychological and physiological effects of treatments and therapies

Learning Outcomes, Assessment Criteria and Indicative Content

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:
LO1 Understand the anatomical terms and the organisation of the body	1.1 Describe the anatomical terms, movements and regions of the body
	1.2 Describe cell structure, cell division, tissue types and organs
	1.3 Explain homeostasis
	1.4 Define metabolism and explain basal metabolic rate
LO2 Understand the anatomy, physiology and pathologies of integumentary system	2.1 Explain the structure, function and repair of the skin
	2.2 Analyse the pathologies of the skin and know which are relative or absolute contraindications to treatment
	2.3 Explain the structure, function and growth of the nail
	2.4 Analyse the pathologies of the nail and know which are relative or absolute contraindications to treatment
	2.5 Explain the structure, function and growth cycle of the hair
	2.6 Analyse the pathologies of the hair and know which are relative or absolute contraindications to treatment
LO3 Understand the anatomy, physiology and	3.1 Explain the structure, function and growth of the skeletal system
	3.2 Explain the structure and classification of bones
	3.3 Explain the types of joints and their movement
	3.4 Know the name and location of the bones of the face, skull and body

pathologies of the skeletal and muscular systems	3.5 Explain the structure, function growth and repair of the muscular system
	3.6 Know the name, location and action of the muscle and muscle groups of the face and body
	3.7 Analyse the pathologies of the skeletal system and know which are relative or absolute contraindications to treatment
	3.8 Analyse the pathologies of the muscular system and know whether they are relative or absolute contraindications
LO4 Understand the anatomy, physiology and pathologies of the cardiovascular and lymphatic systems	4.1 Explain the structure and function of cardiovascular system
	4.2 Describe the composition and functions of blood
	4.3. Explain the location, structure and function of the heart
	4.4 Know the name and location of major blood vessels
	4.5 Explain pulmonary, hepatic portal and systemic circulation
	4.5 Explain blood pressure and analyse factors that affect blood pressure
	4.6 Explain the structure and function of lymphatic system
	4.7 Describe the composition and functions of lymph and its impact on the immune system
	4.8 Know the name and location of the major lymph nodes, ducts and lymphatic organs
	4.9 Analyse the pathologies of the cardiovascular system and know whether they are relative or absolute contraindications
LO5 Understand the anatomy, physiology and pathologies of the nervous, endocrine and limbic systems	4.10 Analyse the pathologies of the lymphatic system and whether they are relative or absolute contraindications
	5.1 Describe the structure, function and components of the nervous system
	5.2 Describe the function and structure of the endocrine system
	5.3 Explain the location of the endocrine glands
	5.4 Describe the limbic system and its importance relative to health and wellbeing
	5.5 Analyse the pathologies of the nervous system and know whether they are relative or absolute contraindications
	5.6 Analyse the pathologies of the endocrine system and know whether they are relative or absolute contraindications
5.7 Analyse the pathologies of the limbic system and know whether they are relative or absolute contraindications	
LO6 Understand the anatomy, physiology and pathologies of the respiratory system	6.1 Describe the structure and function of the respiratory system
	6.2 Define respiration and gaseous exchange
	6.3 Analyse the pathologies of the respiratory system and whether relative or absolute contraindications to treatment
LO7 Understand the anatomy, physiology and pathologies of the digestive system	7.1 Explain the structure and function of the digestive system
	7.2 Name the locations, and processes involved in digestion
	7.3 Analyse the pathologies of the digestive system and whether they are relative or absolute contraindications to treatment
LO8 Understand the anatomy, physiology and pathologies of the genito-urinary systems	8.1 Explain the structure of the urinary system
	8.2 Describe the production and content of urine
	8.3 Explain the structure and function of the male and female reproductive organs
	8.4 Explain the reproductive cycle, associated life changes, hormonal impact and interdependence with the endocrine system
	8.5 Analyse the pathologies of the genito-urinary system and whether they are relative or absolute contraindications to treatment

LO9 Understand the anatomy, physiology and pathologies of olfactory system and special senses	9.1 Explain the structure and function of the olfactory system
	9.2 Explain the structure and function of the eyes and ears
	9.3 Describe the senses and how these are affected by beauty, wellbeing and holistic treatments and therapies
	9.4 Analyse the pathologies associated with the ears, eyes and nose and whether they are relative or absolute contraindications to treatment
LO10 Understand the physical, psychological and physiological effects of treatments and therapies on the mind and body	10.1 Analyse the physical, psychological and physiological effects of beauty, wellbeing and holistic treatments and therapies on the mind and body
	10.2 Discuss the interdependence of the body systems on each other and their influence on health and wellness

Indicative Content:

Anatomical terminology

- Anatomical terminology – prone, supine, anterior, posterior, proximal, medial, distal, lateral, superior, inferior, plantar, dorsal, frontal, sagittal, parietal, visceral, transverse, longitudinal, oblique
- Movement – adduction, abduction, flexion, extension, lateral flexion, rotation, circumduction
- Movements of the hand – palmar, supination, pronation
- Movements of the foot – dorsiflexion, plantar flexion, inversion, eversion

Organisation of the body

- Cells, cell division, tissue types, organs, growth and repair
- Homeostasis and interdependence on the nervous and endocrine systems
- Metabolism, metabolic rate and processes, basal metabolic rate - BMR,

Pathologies

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

- Bacterial. Viral, fungal, congenital, hormonal, allergic
- Pathologies of the tissues and cells e.g., cancer, lupus erythematosus

Systems of the body and their interdependence on each other

Integumentary system

The skin

- Diagram of the structure of the skin
- Layers of the epidermis – stratum corneum, lucidum, granulosum, spinosum, germinativum
- Dermis layer – papillary, reticular, hair, hair follicle, sebaceous gland, sudoriferous gland - eccrine glands and apocrine glands, blood capillary, lymphatic capillary, sensory and motor nerve endings, collagen, elastin
- Subcutaneous – adipose tissue, sebaceous glands, sudoriferous glands

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
- Common skin lesions e.g., fissures, abrasions, scabs,-blisters, wheals, pustules, vesicles, papules,

nodules, scar tissue

- Common skin blemishes e.g., milia, comedones, moles and naevus,
- Pigmentation e.g., macule, ephelides, chloasma, lentigo, vitiligo, albinism
- Circulatory related disorders e.g., spider naevi, vascular naevi, angioma, telangiectasia, bruises
- Common skin disorders – dermatitis, psoriasis, eczema, cellulite, bromhidrosis, hyperhidrosis, seborrhoea, sebaceous cyst, sunburn, urticaria, corns, callouses
- Skin infections – bacterial, fungal, parasitic, viral
 - Bacterial infections e.g., impetigo; conjunctivitis; styes; boils; folliculitis; cysts; acne vulgaris; acne rosacea
 - Fungal diseases e.g., tinea corporis; tinea capitis; tinea pedis
 - Parasitic e.g., scabies; mites; pediculosis capitis
 - Viral infections e.g., herpes simplex; herpes zoster; verrucae, warts
- Skin cancer* e.g., melanoma, carcinoma

The nail

- 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; onychatrophobia; whitlow
- Product allergies

The hair

- Diagram and 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.
- Hair growth cycle: anagen, catagen, telogen

Function

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

Pathologies

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

- E.g., pediculosis capitis, corporis, pubis, tinea capitis, folliculitis, alopecia, seborrhoea, pityriasis capitis, pityriasis simplex, hirsutism, hypertrichosis, trichotillomania

Skeletal system

- Function of the skeletal system – support, joints, movement, protection, attachment, mineral source, blood cell formation
- Classification of bones, by tissue, by shape
- Axial skeleton, appendicular skeleton
- Name and location of the bones of the face, skull and body

- Types of joints and movement

Pathologies

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

- Common diseases and disorders of the skeletal system:
 - E.g., osteoporosis, osteoarthritis, rheumatoid arthritis, rickets, bursitis, fractures, spondylosis, bunion

Muscular system

- Function of muscles – contraction, tone, relaxation, attachment, movement, posture, assisting venous return, heat production, defining body shape
- Types of muscular tissue – skeletal, striated, or voluntary, cardiac, smooth or involuntary
- Name, location and action of the muscles of the primary muscles of the face and body

Pathologies

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

- Common diseases and disorders of the muscular system:
 - E.g., muscular dystrophy, fibromyalgia, muscle cramps, tendonitis, sprains, strains, capsulitis, spasticity, RSI – repetitive strain injury
 - Disorders affecting both skeletal and muscular systems e.g., whiplash, torticollis (wry neck), rheumatism

Cardiovascular system

- Functions of blood – transport, regulation, protection, clotting
- Blood composition – erythrocytes, leucocytes, thrombocytes, plasma
- Primary blood vessels – arteries and veins of the face and body
- Structure and function of the heart
- Circulation – heart, pulmonary circulation, capillaries, systemic circulation, hepatic portal circulation

Pathologies

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

- Common diseases and disorders of the cardio-vascular system:
 - E.g., thrombosis, varicose veins, phlebitis, high and low blood pressure, aneurism, embolism, leukaemia, strokes, atherosclerosis, heart disease, angina

Lymphatic and immune 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.
- Lymphatic organs – adenoids, tonsils, thymus, spleen
- Location of lymph nodes and ducts

Pathologies

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

- Common diseases and disorders of the lymphatic system:
 - E.g., oedema, glandular fever, tonsillitis, AIDS, Hodgkin's disease, ME – myalgia encephalomyelitis, allergy, auto-immune disorders

Nervous system

- Function of the central and autonomic nervous system
- Nerve cell structure and transmission of nerve impulses

Pathologies

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

- Common diseases and disorders of the nervous system:
 - E.g., Parkinson's disease, MS – multiple sclerosis, migraine, anxiety and depression, epilepsy, sciatica, carpal tunnel syndrome

Endocrine system

- Endocrine gland's location and function of their hormones – pituitary, pineal, thyroid, parathyroid, adrenals, cortex, medulla, pancreas, thymus, ovaries and testes

Pathologies

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

- Gigantism, dwarfism, acromegaly, goitre, hyperthyroidism, hypothyroidism, myxoedema, Addison's disease, Cushing's syndrome, hyperglycaemia, diabetes type 1, type 11, PMT – pre-menstrual tension, virilism, hirsutism, infertility

Limbic system

- Structure and function, associated chemical, behavioural and emotional responses
- Interdependence with the nervous and endocrine systems

Pathologies

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

- Epilepsy, limbic encephalitis, dementia, anxiety disorder, schizophrenia, and autism

Respiratory system

- Structure and functions of the respiratory system – nose, pharynx, larynx, trachea, bronchi, alveoli, lungs

Pathologies

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

- Asthma, bronchitis, hay fever, coughs, colds, flu, COVID-19

Digestive system

- Structure of the digestive system – alimentary canal, gastro-intestinal tract, mouth, pharynx, oesophagus, stomach, small intestine, large intestine
- The process of digestion
- Accessory organs – liver, gall bladder, pancreas

Pathologies

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

- Crohn's disease, colitis, diverticular disease, IBS – irritable bowel syndrome, coeliac disease, candida albicans, hepatitis, constipation, diarrhoea, flatulence

Genito-urinary system

- Function of the urinary system – kidneys, urethra, ureter, urinary bladder
- Structure and function of the male and female reproductive organs
- Life changes – puberty, menstrual cycle, menopause

Pathologies

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

- Cystitis, urethritis, candida albicans
- PMS – pre-menstrual syndrome, endometriosis

Olfactory system and special senses

- Structure and function of the olfactory system
- Structure and function of the eyes and ears
- Senses of touch, sight, smell, hearing, taste
- The amygdala

Pathologies

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

- Conjunctivitis, blepharitis, cataracts, tinnitus, perforated eardrum, sinusitis, glue ear, vertigo, otitis media, anosmia

The physical, psychological and physiological effects of treatments and therapies

- Benefits and effects on each of the systems of the body

- Aids desquamation – exposing younger fresher cells, skin is smoother and softer
- Increases circulation – improves the supply of oxygenated blood and nutrients, toning and firming contours
- Surface capillaries dilate – improving skin colour
- Blood pressure will fall due to vasodilation
- Lymphatic circulation is improved – speeding up the removal of toxins and waste products, reducing puffiness and improving skin condition
- Hyperaemia and erythema – heat will pass into the deeper tissues inducing relaxation
- General increase in the metabolic rate
- Stimulation of the digestive system aiding relief of constipation
- 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
- Sebaceous and sudoriferous glands are stimulated – increasing oil and sweat production, helping to maintain the skins natural oil and moisture balance, benefits dry skin
- General relaxation of the muscular tissues and relaxation of the muscle fibres to help alleviate minor aches and pains
- Percussion movements help to loosen mucus secretions
- Psychological benefits e.g., massage promotes the release of endorphins, which help block pain signals to the brain, increase the sense of pleasure, relaxation and wellbeing, helping to rebalance and energise

***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 for the core units 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 and Anatomy, Physiology and Pathology

Part A - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

Part B – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

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

>70% = Pass

<69% = 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 Essential Guide to Holistic and Complementary Therapy by Helen Beckmann and Suzanne Le Quesne
- Professional Beauty Therapy Level 3 by Lorraine Nordmann
- Pocket Guide to Key Terms for Beauty Therapy by Lorraine Nordmann, Marian Newman
- Beauty Therapy Fact File 5th Edition by Susan Cressy

Unit CO301: Implement health, safety, and hygiene

Unit code: T/650/0799

RQF level: 3

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

NOS and Unit Overview

- This standard is for professionals implementing 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, plan, 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 unit:

CO302: Client consultation and profiling

NOS Performance Criteria (PC)

You must be able to:

1. maintain your 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)

You need to know and understand:

1. your responsibilities for health and safety as defined by any specific legislation covering your job role
2. the local authority's rules and conditions, licensing and/or registration requirements for yourself and your premises
3. why you 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. your own physical and psychological wellbeing and how this may impact on being able to provide a procedure safely
6. your 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. your 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:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Plan for health, safety and risk assessment practices	1.1 Plan and implement the use of health and safety methods before, during and after services/treatments in line with legal guidelines	PC 1
	1.2 Plan, implement and record the risk assessments required before services/treatments	PC 2
	1.3 Plan and implement preparation of 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 Plan, prepare and protect both the practitioner and client(s) within the salon for services/treatments in line with legal and salon policies	PC 6
LO2 Implement health and safety practices for salon, practitioners, and clients	2.1 Demonstrate safe, environmental, and sustainable working methods, for the practitioner and client, to reduce the risk of injury and to reduce carbon footprint	PC 7, 8
	2.2 Demonstrate the selection and use of 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 Demonstrate tests to make sure of the client's suitability for services/treatments when required	PC 11
	2.4 Plan and demonstrate the sorting and disposal 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
LO3 Understand how to plan for health, safety, and risk assessment practices	3.1 Explain the legal duties for health and safety that cover the practitioners job role	KU 1
	3.2 Investigate the rules and conditions set by your local council for registering or licensing the practitioner and the salon	KU 2
	3.3 Explain how and when to seek further advice and support regarding data legislation compliance	KU 7
	3.4 Justify the reasons for conducting risk assessment and implementing control procedures	KU 8
	3.5 Explain the risks of contamination within a salon, what can cause it and chemical methods used to prevent it	KU 9, 10
	3.6 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
	3.7 Report the legal requirements for carrying out tests, their purpose, when and how they should be used	KU 24

LO4 Understand how to implement health and safety practices for the salon, practitioners and clients	4.1 Explain why practitioners must work within legal requirements, ethical methods of working, and comply with a professional code of conduct	KU 3, 4
	4.2 Explain how personal wellbeing can affect the ability to carry out services/treatments	KU 5
	4.3 Interpret the duties for reporting suspected malpractice	KU 6
	4.4 Explain how and when to seek advice and support when needed	KU 7
	4.5 Identify the causes and hazards of accidental exposure to clinical waste and the responses needed	KU 13
	4.6 Explain how to implement and monitor auditing systems for the salons working practices and procedures	KU 14
	4.7 Explain the importance to implement and monitor salon procedure protocols for consultation, assessment, and service/treatment delivery	KU 15
	4.8 Explain how to implement and monitor salon policies and legal requirements for the client's protection, preparation, dignity, and privacy during services/treatments	KU 16
	4.9 Explain how to implement and monitor safe working practices for clients and staff, that can stop work related injury and ill health	KU 17
	4.10 Explain why it is important that the fixtures, fittings, and layout of the salon follow legal requirements	KU 18
	4.11 Explain how to implement procedures to deal with hazards and risks regarding: the salon, equipment, materials, and products	KU 19
	4.12 Investigate the environmental and sustainable working practices to be implemented in the salon	KU 20
	4.13 Report on the insurance requirements that must be in place to cover services/treatments and the salon	KU 21
	4.14 Investigate the salon policies, manufacturers' instructions, and legal responsibilities for the use, storage, handling, disposal, and record keeping for products, materials, and equipment	KU 22
	4.15 Explain why practitioners must use products and equipment that are legally fit for use	KU 23
	4.16 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.
- **Implement** - is defined as to put something into effect, enforcing a new set of procedures
- **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.
- **Practitioner** – this is the collective term for a hairdresser, barber, beauty therapist, nail technician, trichologist, and wellbeing and holistic therapist
- **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 for the core units 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 (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to implement 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 model

Competent performance must be observed and recorded on a **minimum of 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

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- [Implementing your plan - Managing health and safety - HSE](#)
- Pocket Guide to Key Terms for Beauty Therapy by Lorraine Nordmann, Marian Newman
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Beauty Therapist's Guide to Professional Practice and Client Care by Andrea Barham
- 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 CO302: Client consultation and profiling

Unit code: H/650/0800

RQF level: 3

(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.

This unit coexists alongside Qualifi unit:

CO301: Implement health, safety and hygiene

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 an 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

[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:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Conduct an in-depth client profile consultation	1.1 Carry out a concise and detailed consultation for the service/treatment requested	PC 1
	1.2 Conduct a client lifestyle profile and consider physical and psychological wellbeing for the service/treatment	PC 1
	1.3 Communicate effectively to build and maintain client's trust and confidence	PC 1
	1.4 Establish relative and absolute contraindications that may restrict or prevent service/treatment	PC 1
	1.5 Recognise and respond to disclosed conditions in compliance with data regulations	PC 2
	1.6 Discuss and identify the client's objectives, concerns, expectations and desired outcomes, including service/treatment history	PC 3
	1.7 Explain the fee structure and commitment for maintenance/removal or repeat services/treatments and alternative options	PC 3, 4

	1.8 Discuss and agree instructions and recommendations prior to the service/treatment	PC 4, 5
LO2 Perform checks, tests and analyses to inform the service/treatment plan	2.1 Conduct allergy, sensitivity and tactile tests to establish client's suitability as relevant for service/treatment	PC 5
	2.2 Perform analysis of the client's treatment area to establish if/where adaptations are required	PC 6
	2.3 Assess, discuss, agree and document the client's profile consultation identifying the risks and expected outcomes of the service/treatment	PC 6
	2.4 Provide the client with information regarding their rights	PC 7
	2.5 Explain the physical sensation that may occur during and following the service/treatment	PC 8
LO3 Complete a dynamic and bespoke service/treatment plan	3.1 Develop a dynamic, bespoke service/treatment plan	PC9
	3.2 Establish client understanding and gain agreement and consent for the service/treatment	PC 9
	3.3 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 conduct an in-depth client profile consultation	4.1 Assess the importance of working with other professionals, to support effective and safe working practices	KU 1
	4.2 Explain the rationale to 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 abilities	KU 7
LO5 Know how to perform checks, tests and analyses to inform service/treatment plan	5.1 Explain the influencing checks and factors when developing and agreeing a bespoke service/treatment plan.	KU 8, 9
	5.2 Describe how to determine the client's physical and psychological suitability for the service/treatment	KU 9
	5.3 Explain the importance of identifying the diverse needs of the client and adapting the service/treatment accordingly	KU 10
	5.4 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
	5.5 Investigate the impact of social influences, the media and trends	KU 12
	5.6 Describe the importance of assessing, discussing, agreeing, reviewing and documenting the outcomes of the consultation	KU 13
	5.7 Describe the importance of explaining the service/treatment process, expected outcomes and associated risks	KU 14
	5.8 Illustrate the benefits of using visual aids during consultation	KU 15
	5.9 Describe how to manage client's expectations	KU 16

LO6 Know how to complete a dynamic and bespoke service/treatment plan	6.1 Describe 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 Define the legal, insurance and salon policy for taking and storing visual media of the client's service/treatment area	KU 20
	6.5 Justify the reasons for providing instructions and advice, pre and post the service and explain the importance to offer follow up advice/support	KU 22

Indicative Content:

Scope/range

Treatment area (relevant to the service/treatment)

1. hair curl classification and condition
2. skin classification, condition and sensitivity
3. nail and surrounding skin condition
4. body type classification and condition

Lifestyle profile (relevant to the service/treatment)

1. genetics
2. diet
3. occupation
4. sleep
5. wellbeing
6. stress level

Health issues

1. Cancer
2. Diabetes
3. Epilepsy
4. Circulatory disorders
5. Pregnancy
6. Pre/post operative care
7. Poor mental health
8. Life limiting conditions
9. Life-threatening conditions
10. Chronic conditions
11. Allergies

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

- **Allergies** - are caused by hypersensitivity of the immune system to typically harmless substances, which trigger adverse histamine responses such as itching, burning, oedema, urticaria, red eyes, sneezing and wheezing to more severe and life-threatening reactions such as anaphylaxis e.g., allergy to latex, adhesives, talc, avocado oil etc.
- **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
- **Body type classification** - identified as endomorph, mesomorph and ectomorph classifications
- **Chronic conditions** - broadly defined as conditions, lasting more than a year affecting health and wellbeing. E.g., long Covid-19 a chronic post coronavirus condition following the pandemic of 2020/21 is emerging as a potential risk factor for heightened sensitivity and allergic reactions to services/treatments involving the use of chemicals.
- **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. For example:
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 contraindications - 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
- **Dysmorphia** - body dysmorphic disorder, is a mental health condition where a person spends a lot of time worrying about flaws in their appearance, which are often unnoticeable to others
- **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
- **Lifestyle** - job, family, financial, time, diet, exercise, stress factors, smoking, alcohol consumption

- **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.

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 for the core units 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 client consultation (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, 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

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Beauty Therapist's Guide to Professional Practice and Client Care by Andrea Barham
- Professional Beauty Therapy Level 3 by Lorraine Nordmann
- The Essential Guide to Holistic and Complementary Therapy by Helen Beckmann and Suzanne Le Quesne
- An Introductory Guide to Massage by Louise Tucker
- Massage and Aromatherapy A Practical Approach, by Lyn Goldberg
- 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 BT301: Body massage

Unit code: T/650/0806

RQF level: 3

(NOS - SKAB4 Provide body massage treatments using fundamental techniques)

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/Wellbeing and Holistic professional providing body massage treatments using fundamental massage techniques.
- 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:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

The main outcomes are:

1. Provide body massage treatments using fundamental techniques

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, body and skin concerns, expectations and desired outcomes to inform the body massage treatment plan, to include:
 - 3.1 treatment history
 - 3.2 recent activities
 - 3.3 current skincare regime
 - 3.4 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed body massage 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 body massage treatment in accordance with organisational and insurance requirements
6. carry out a pre-treatment test(s) to determine skin sensitivity
7. prepare and cleanse the individual's treatment area in accordance with the **body massage treatment protocol**, to include:
 - 7.1 maintaining the individual's modesty and comfort
8. carry out a body and skin analysis, to include:
 - 8.1 **body characteristics**

9. select a **massage medium** to be used in accordance with the treatment protocol
10. apply the massage medium and carry out **fundamental massage techniques** as agreed in the body massage treatment plan, to include:
 - 10.1 maintaining your own posture and stance
11. check the pressure, rhythm and flow of the massage with the individual and adapt the fundamental massage techniques in accordance with the individual's needs
12. monitor the individual's health, wellbeing and skin reaction throughout the body massage treatment
13. implement the correct course of action in the event of an adverse reaction
14. conclude the treatment in accordance with the body massage treatment protocol, legislative requirements and organisational policies and procedures
15. complete the individual's treatment records and store in accordance with data legislation
16. use reflective practice to evaluate the body massage treatment and take appropriate action
17. provide **instructions** and advice to the individual, pre and post the treatment
18. record the outcome and evaluation of the body massage treatment

NOS Knowledge and Understanding (KU)

Learners will need to know and understand:

1. your role and responsibilities in providing body massage 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 body massage treatments, in relation to:
 - 7.1 past and current medical history
 - 7.2 medication and medical conditions
8. the adverse reactions associated with a body massage treatment and how to respond
9. the health and safety responsibilities in line with legislation before, during and after the body massage treatment
10. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the body massage treatment plan
11. the legal requirements for providing beauty services 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 body massage treatment
14. the importance of adhering to the body massage treatment protocol
15. how to carry out and interpret pre-treatment tests
16. the frequency of providing body massage treatments and the potential impact on the professional's health and wellbeing, to include:
 - 16.1 ways in which risks to health and wellbeing can be avoided
 - 16.2 avoidance of **work-related injuries**
 - 16.3 maintaining your own personal well being
17. the importance of maintaining your own posture and stance throughout a massage treatment, to include:
 - 17.1 how posture and stance supports the flow and effectiveness of the treatment

18. maintain the individual’s comfort and care throughout the treatment in accordance with the body massage, to include:
 - 18.1 how the environment promotes calming or stimulation of the multisensory perceptions of the body
19. the importance of carrying out a body and skin analysis to determine the treatment plan
20. the types of hygiene products for the skin and the importance of following manufacturer instructions, to include:
 - 20.1 adaptations depending on the individuals treatment area
21. the massage mediums used in body massage and their effects
22. the types, benefits and limitations of fundamental massage techniques used within a body massage treatment, to include:
 - 22.1 associated risks and how to respond
23. how to prepare and use products in accordance with the body massage treatment protocol
24. why it is important to explain the treatment process to the individual
25. the importance of monitoring the health and wellbeing of the individual during, and post the treatment
26. the importance of allowing recovery time for the individual post the body massage 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 body massage treatment records
29. the expected outcomes of body massage treatment
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 body massage treatment
32. the instructions and advice, pre and post the body massage treatment

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard
<https://www.SKAB4 Provide body massage treatments using fundamental techniques>

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 body massage	1.1 Carry out a concise and thorough client consultation in accordance with health and safety responsibilities	PC 1, 2
	1.2 Discuss and identify the client's objectives, body and skin concerns, expectations and desired outcomes, including alternative treatment options	PC 3
	1.3 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contra- actions, adverse reactions and physical sensation	PC 4
	1.4 Gain and record informed consent for the treatment in accordance with organisational and insurance requirements	PC 5
	1.5 Carry out pre-treatment test(s) to determine skin sensitivity	PC 6
LO2 Provide body massage	2.1 Prepare and cleanse the client's treatment area according to treatment protocol, maintaining client comfort and modesty	PC 7
	2.2 Carry out a body and skin analysis, identifying body characteristics and treatment adaptations required	PC 8
	2.3 Select and apply the massage medium, carry out massage techniques as planned, maintaining correct posture and stance	PC 9, 10

	2.4 Check client comfort and adapt pressure and massage techniques to suit the client's needs	PC 11
	2.5 Monitor the client's health, wellbeing, and skin reaction throughout, acting in the event of an adverse reaction	PC 12, 13
LO3 Complete body massage treatment	3.1 Complete the body massage to the client's satisfaction and in accordance with treatment protocol and legal requirements	PC 14
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 15
	3.3 Use reflective practice to evaluate the body massage treatment and take appropriate action	PC 16
	3.4 Provide instructions and aftercare advice to the client	PC 17
	3.5 Record the outcome and evaluation of the body massage treatment	PC 18

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 body massage treatment	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice and legal requirements	KU 1, 2
	4.2 Explain the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Describe the relative and absolute contra-indications to body massage treatment	KU 5
	4.5 Explain the legal and insurance requirements for obtaining medical diagnosis and referral, treating minors and vulnerable adults, and signed, informed consent	KU 5, 11, 13
	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 body massage	5.1 Explain the purpose, use and limitations of body massage in relation to medical history and conditions and medication	KU 7
	5.2 Describe the adverse reactions associated with body massage and how to respond	KU 8
	5.3 Explain the health and safety responsibilities in line with legislation before, during and after body massage	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 Explain the importance of adhering to treatment protocol, including conducting and interpreting pre-treatment tests	KU 14, 15
	5.7 Describe the potential risks to personal health and safety, risk avoidance, and the importance of maintaining personal wellbeing	KU 16
	5.8 Discuss the importance to maintain correct posture and stance throughout the treatment	KU 17
	5.9 Describe the need to maintain client comfort and to ensure the environment is calming or stimulating for the multisensory perceptions of the body according to treatment protocol	KU 18
	5.10 Explain the importance of carrying out a body and skin analysis to determine the body massage treatment plan	KU 19

	5.11 Describe the types of hygiene products for the skin and the importance of following manufacturer instructions	KU 20
	5.12 Describe the massage mediums used and their effects	KU 21
	5.13 Discuss the types, benefits and limitations of massage techniques, including associated risks and how to respond	KU 22
	5.14 Describe how to prepare and use products and equipment in line with body massage treatment protocol	KU 23
	5.15 Justify why it is important to explain the treatment process to the client	KU 24
	5.16 Explain the need to monitor the client's health and wellbeing during and after the treatment	KU 25
LO6 Know how to complete body massage treatment	6.1 Explain why it is necessary to allow recovery time for the client post the body massage treatment	KU 26
	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 body massage treatment	KU 31
	6.7 Explain the instructions and advice, pre and post the body massage treatment	KU 32

Indicative Content:

Scope/range

Adverse reactions

1. hyperaemia
2. bruising
3. allergy
4. excessive healing response

Body massage 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

Body characteristics

1. muscle tone
2. muscle tension
3. hair density

4. sluggish circulation
5. skin classification
6. skin condition
7. lax elasticity
8. posture

Massage medium

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

Fundamental massage techniques

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

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 anatomy and physiology of the human body
2. relative and absolute contraindications and pathologies
3. the physical, physiological and psychological effects of fundamental body massage treatments

Work related injuries

1. repetitive strain injury
2. postural
3. dermatitis
4. dehydration
5. fatigue

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 treatment, i.e., fainting
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **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
- **Body type classification** - identified as endomorph, mesomorph, and ectomorph classifications
- **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
- **Contra-action** - an 'expected' reaction or outcome following a treatment, 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. For example:
 - **Suspected infections (contagious or non-contagious)**
 - **Skin disorders and diseases**
 - **Medical history, advice, or instructions**
 - **Current medical conditions**
 - **Suspected melanomas**
 - **Skin damage**
 - **Cuts, abrasions, injuries, scarring**
 - **Skin sensitivity**
 - **Skin allergies**
 - **Piercings/jewellery**
- **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
- **First aid** - First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors - something that can prevent or alter a treatment:**
 - 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. 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
 - Test results – good, bad, caution, positive, negative
- **Informed** - having or showing knowledge of a subject or situation
- **Integral biology** - environmental and lifestyle factors that impact on the human body.
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Multisensory perception** - is described as encouraging mindfulness. Techniques and strategies are used to heighten the desired effect.
- **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 treatments, i.e., follow manufacturer 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 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.
- **Tests** – sensitivity/allergy and tactile pre-treatment checks
- **Therapeutic effects** - describe the client’s physical, emotional, and mental wellbeing generated by holistic treatments and experiences.
- **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 for the core units 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, physiology and pathology

Part A - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

Part B – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

Implement health, safety and hygiene

Part A - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation and profiling

Part A - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, 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 for body massage 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/clinic 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

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *The Essential Guide to Holistic and Complementary Therapy* by Helen Beckmann and Suzanne Le Quesne
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann
- *An Introductory Guide to Massage* by Louise Tucker

Unit BT302: Facial electrotherapy

Unit code: Y/650/0807

RQF level: 3

(NOS SKABS2 Provide facial electrical therapy 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 facial electrical therapy treatments using the following technologies, Galvanic, Micro current, Microdermabrasion, low intensity LED light (below 500mW), Skin warming devices, Radio Frequency (3kHz – 300GHz), High Frequency (3kHz – 30MHz) Lymphatic drainage equipment and Ultrasonic to improve and maintain skin condition.
- The Therapist will also be required to do a post service evaluation and reflection for improved service.
- 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:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

The main outcomes are:

1. Provide facial electrotherapy 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, 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. discuss and agree the skin priming programme or recommendations required, prior to the facial electrical treatment
5. confirm and agree with the individual, they have understood the proposed facial electrical treatment, to include:
 - 5.1 expected outcomes
 - 5.2 contra-actions
 - 5.3 **adverse reactions**
 - 5.4 pre and post treatment requirements
 - 5.5 physical sensation and sound
6. obtain and record the individual's informed consent for the facial electrical treatment, in accordance with organisational and insurance requirements

7. carry out a pre-treatment test(s) to determine skin sensitivity
8. prepare and cleanse the individual's treatment area in accordance with the **facial electrical treatment protocol**
9. illuminate and magnify the individual's treatment area in accordance with the facial electrical treatment protocol
10. carry out a skin analysis, to include:
 - 10.1 **skin classification**
 - 10.2 **skin condition**
 - 10.3 **skin type**
11. select tools and equipment in accordance with the facial electrical treatment protocol, to include:
 - 11.1 test the tools and equipment in accordance with the manufacturer instructions and legislative requirements
12. carry out the facial electrical treatment in accordance with the facial electrical treatment protocol, to include:
 - 12.1 reiterate the treatment sensation and noise created by the equipment to the individual
 - 12.2 use and adapt the equipment, tools and treatment duration according to the facial electrical treatment protocol
13. monitor the individual's health, wellbeing and skin reaction throughout the facial electrical treatment
14. implement the correct course of action in the event of an adverse reaction
15. conclude the treatment in accordance with the facial electrical 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 facial electrical treatment and take appropriate action
18. provide **instructions** and advice to the individual, pre and post the treatment
19. record the outcome and evaluation of the facial electrical treatment

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

1. your role and responsibilities in providing facial electrical 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 types of **facial electrical technologies** used in **facial treatments** and the physiological effects on skin and muscle tissue, to include:
 - 7.1 type of current used
 - 7.2 associated risks and how to respond
8. the purpose, use and limitations of facial electrical treatments in relation, to include:
 - 8.1 past and current medical history
 - 8.2 treatment history
 - 8.3 skin condition
 - 8.4 relevant lifestyle factors
 - 8.5 medication and medical conditions
 - 8.6 individual's expectations
9. how a skin priming programme and pre-treatment recommendations can benefit the facial electrical treatment outcomes
10. the adverse reactions associated with facial electrical treatments and how to respond

11. the health and safety responsibilities in line with legislation before, during and after the facial electrical treatment
12. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the facial electrical 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 facial electrical treatment
16. the importance of adhering to the facial electrical treatment protocol
17. how to carry out and interpret pre-treatment tests
18. the importance of magnification, illumination and preparation of the individual's treatment area when carrying out a skin analysis
19. the importance of carrying out a skin analysis to determine the treatment plan and facial electrical equipment to be used
20. the types of hygiene products for your skin and the importance of following manufacturer instructions
21. the products used in conjunction with facial electrical treatments and the risks associated
22. how to prepare and use products and equipment in accordance with the facial electrical treatment protocol
23. the types of treatments that could be given in conjunction with, or after, facial electrical treatments
24. why it is important to explain the treatment process, equipment noise and sensation to the individual
25. the importance of applying a post treatment product, to include:
 - 25.1 when and why a sun protection factor, post treatment product, is used
26. the importance of monitoring the health and wellbeing of the individual during, and post 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 facial electrical treatment record
29. the expected outcomes of facial electrical 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 facial electrical treatment
32. the instructions and advice, pre and post the facial electrical treatment

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard [SKABS2.Provide facial electrical therapy 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 facial electrotherapy	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Identify and evaluate the client's objectives, skin concerns, expectations and desired outcomes, including treatment history, skincare routine, lifestyle factors and alternative options	PC 3
	1.4 Discuss and agree the skin priming programme or recommendations required, prior to the facial electrical treatment	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 for the treatment in accordance with organisational and insurance requirements	PC 6
LO2 Provide facial electrotherapy	2.1 Prepare the client for the facial electrotherapy, carry out sensitivity tests and cleanse the treatment area	PC 7, 8
	2.2 Carry out a skin analysis, using lamp and magnifier to identify skin type, classification and condition	PC 9, 10
	2.3 Select tools and equipment for facial electrotherapy and test the equipment following manufacturer's instructions	PC 11
	2.4 Prepare the client for the noise and sensation and use the equipment following the treatment plan and protocol	PC 12
	2.5 Monitor the client's health, wellbeing and skin reaction throughout facial electrotherapy, adapt the treatment and take action in the event of an adverse reaction	PC 13, 14
LO3 Complete facial electrotherapy	3.1 Complete the electrotherapy 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 facial electrotherapy 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 electrotherapy 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 facial electrotherapy	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice, and legal requirements	KU 1, 2
	4.2 Research the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Discuss the relative and absolute contra-indications relevant to facial electrotherapy 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 electrotherapy	5.1 Explain the types of electrical technologies used in facial treatments, their purpose, benefit and effects, types of current and associated risks	KU 7
	5.2 Explain the purpose, use and limitations of facial electrotherapy in relation to skin conditions, medical history and conditions, medication, lifestyle factors and expectations	KU 8
	5.3 Justify the reason for recommending skin priming and pre-treatments and the benefit to treatment outcomes	KU 9

	5.4 Describe the adverse reactions associated with facial electrotherapy treatment and how to respond	KU 10
	5.5 Understand the health and safety responsibilities in line with legislation before, during and after the facial 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 Explain the importance of adhering to facial electrotherapy protocol	KU 16
	5.8 Justify why it is important to carry out and interpret pre-treatment tests	KU 17
	5.9 Explain the importance of magnification, illumination and preparing the client's treatment area for skin analysis	KU 18
	5.10 Evaluate the purpose of skin analysis in determining the treatment plan and electrical equipment to be used	KU 19
	5.11 Describe the types, benefits, limitations and risks in the use of hygiene and treatment products and equipment	KU 20, 21
	5.12 Explain how to prepare and use products and equipment following facial electrotherapy treatment protocol	KU 22
	5.13 Describe the types of treatments that could be combined with or used after facial electrotherapy	KU 23
	5.14 Clarify the purpose of explaining the treatment process, noise and sensation to the client	KU 24
	5.15 Explain the importance of applying a post treatment product and when and why a sun protection factor product is used	KU 25
	5.16 Explain why you need to monitor the client's health and wellbeing during and after the treatment	KU 26
LO6 Know how to complete facial electrotherapy	6.1 Explain the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 13
	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 facial electrotherapy treatment	KU 31
	6.7 Explain the instructions and advice, pre and post facial electrotherapy	KU 32

Indicative Content:

Scope/range

Adverse reactions

1. hyperaemia
2. galvanic burn
3. bruising
4. irritation
5. allergy
6. hyper/hypopigmentation
7. oedema

Facial electrical 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. 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. dehydrated
13. lack lustre

Skin type

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

Facial electrical technologies

1. skin analysis technologies
2. galvanic
3. microcurrent
4. skin warming devices
5. microdermabrasion
- 6 high-frequency (3kHz – 30MHz).
7. lymphatic drainage equipment

Technologies for which practical assessment is optional

8. *low intensity led light (below 500mW)*
9. *ultrasonic*
10. *radio frequency (3kHz – 300GHz).*

Facial treatments

1. skin analysis
2. skin and skin care product advice
3. facial electrical treatment

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 tissues, cells, organs and body systems and their interdependence on each other
2. relative and absolute contraindications and related pathologies
3. intrinsic and extrinsic factors that affect skin condition
4. acne grading criteria
5. the skin barrier function
6. the physical, physiological and psychological effects of facial electrical treatments

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
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **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
- **Tests** - sensitivity/allergy and tactile pre-treatment checks
- **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 for the core units 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

Anatomy, physiology and pathology

Part A - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

Part B – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

Implement health, safety and hygiene

Part A - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation and profiling

Part A - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, 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 for facial electrotherapy 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/clinic 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

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann
- *Advanced Technical Diploma in Beauty and Spa Therapy (Level 3)* by Helen Beckmann and Claire Davis

Unit BT303: Body electrotherapy

Unit code: J/650/1701

RQF level: 3

(NOS SKABS1 Provide body electrical therapy 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 professional providing body electrical therapy treatments using the following technologies, Electrical Muscle Stimulation, Galvanic, Micro current, Microdermabrasion, low intensity LED light (below 500mW), Skin warming devices, Radiofrequency/High-frequency (3KHz – 300GHz), Lymphatic drainage equipment and Ultrasonic to improve and maintain skin and body condition.
- The Therapist will also be required to do a post service evaluation and reflection for improved service.
- 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:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

The main outcomes are:

1. Provide body electrotherapy 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, body and skin concerns, expectations and desired outcomes to inform the body electrical treatment plan, to include:
 - 3.1 treatment history
 - 3.2 recent activities
 - 3.3 current skincare regime
 - 3.4 lifestyle profile
 - 3.5 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed body electrical treatment, to include:
 - 4.1 expected outcomes
 - 4.2 contra-actions
 - 4.3 **adverse reactions**
 - 4.4 pre and post treatment requirements
 - 4.5 physical sensation and sound
5. obtain and record the individual's informed consent for the body electrical treatment, in accordance with organisational and insurance requirements

6. carry out a pre-treatment test(s) to determine skin sensitivity
7. prepare and cleanse the individual's treatment area in accordance with the **body electrical treatment protocol**
8. carry out a body and skin analysis, to include:
 - 8.1 body type classification and **body characteristics**
9. select **tools and equipment** in accordance with the body electrical treatment protocol, to include:
 - 9.1 test the tools and equipment in accordance with the manufacturer instructions and legislative requirements
10. carry out the body electrical treatment in accordance with the body electrical treatment protocol, to include:
 - 10.1 reiterate the treatment sensation and noise created by the equipment to the individual
 - 10.2 use and adapt the equipment, tools and treatment duration according to the body electrical treatment protocol
11. monitor the individual's health, wellbeing and skin reaction throughout the body electrical treatment
12. implement the correct course of action in the event of an adverse reaction
13. conclude the treatment in accordance with the body electrical treatment protocol, legislative requirements and organisational policies and procedures
14. complete the individual's treatment records and store in accordance with data legislation
15. use reflective practice to evaluate the facial electrical treatment and take appropriate action
16. provide **instructions** and advice to the individual, pre and post the treatment
17. record the outcome and evaluation of the body electrical treatment

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

1. your role and responsibilities in providing body electrical 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 body electrical treatment, 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. the adverse reactions associated with a body electrical treatment and how to respond
9. the health and safety responsibilities in line with legislation before, during and after the body electrical treatment
10. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the body electrical treatment plan
11. the legal requirements for providing beauty services 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 body electrical treatment
14. the importance of adhering to the body electrical treatment protocol
15. how to carry out and interpret pre-treatment tests
16. the importance of carrying out a body and skin analysis to determine the treatment plan

17. the types of hygiene products for the skin and the importance of following manufacturer instructions
18. the types, benefits and limitations of body electrical technologies and the physiological effects on skin and muscle tissue, to include:
 - 18.1 type of current used
 - 18.2 associated risks and how to respond
19. the products used in conjunction with body electrical treatments and the risks associated
20. how to prepare and use products and equipment in accordance with the body electrical treatment protocol
21. the types of treatment that could be given in conjunction with, or after body electrical treatments
22. why it is important to explain the treatment process, equipment noise and sensation to the individual
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 body electrical treatment records
26. the expected outcomes of body electrical treatments
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 body electrical treatment
29. the instructions and advice, pre and post the body electrical treatment

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

[SKABS1 Provide body electrical therapy 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 body electrotherapy	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Identify and evaluate the client's objectives, body and skin concerns, expectations and desired outcomes, including treatment history, recent activity, skincare regime, lifestyle profile 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 for the treatment in accordance with organisational and insurance requirements	PC 5
LO2 Provide body electrotherapy	2.1 Prepare the client for body electrotherapy, carry out sensitivity tests and cleanse the treatment area	PC 6, 7
	2.2 Carry out a body and skin analysis to identify body classification and characteristics	PC 8
	2.3 Select tools and equipment for body electrotherapy and test the equipment following manufacturer's instructions	PC 9
	2.4 Prepare the client for the noise and sensation and use the equipment following the treatment plan and protocol	PC 10
	2.5 Monitor the client's health, wellbeing and skin reaction throughout body electrotherapy, adapt the treatment and take action in the event of an adverse reaction	PC 11, 12

LO3 Complete body electrotherapy	3.1 Complete the body electrotherapy treatment according to the treatment plan and protocol and to the client's satisfaction	PC 13
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 14
	3.3 Use reflective practice to evaluate the body electrotherapy treatment and take appropriate action	PC 15
	3.4 Provide instructions and aftercare advice to the client	PC 16
	3.5 Record the outcome and evaluation of the body electrotherapy treatment	PC 17

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 body electrotherapy	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice, and legal requirements	KU 1, 2
	4.2 Research the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Discuss the relative and absolute contra-indications relevant to body electrotherapy	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 body electrotherapy	5.1 Explain the types of electrical technologies used in body treatments, their purpose, benefit and effects, types of current and associated risks	KU 7
	5.2 Explain the purpose, use and limitations of body electrotherapy in relation to skin conditions, medical history and conditions, medication, lifestyle factors and expectations	KU 7
	5.3 Describe the adverse reactions associated with body electrotherapy and how to respond	KU 8
	5.4 Understand the health and safety responsibilities in line with legislation before, during and after the body electrotherapy treatment	KU 9
	5.5 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
	5.6 Explain the importance of adhering to body electrotherapy protocol	KU 14
	5.7 Justify why it is important to carry out and interpret pre-treatment tests	KU 15
	5.8 Evaluate the purpose of body and skin analysis in determining the treatment plan and electrical equipment to be used	KU 16
	5.9 Describe the types, benefits, limitations and risks in the use of hygiene and treatment products and equipment	KU 17, 18, 19
	5.10 Explain how to prepare and use products and equipment following body electrotherapy treatment protocol	KU 20

	5.11 Describe the types of treatments that could be combined with or used after body electrotherapy	KU 21
	5.12 Clarify the purpose of explaining the treatment process, noise and sensation to the client	KU 22
	5.13 Explain why you need to monitor the client's health and wellbeing during and after the treatment	KU 23
LO6 Know how to complete body electrotherapy	6.1 Explain 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 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 body electrotherapy treatment	KU 28
	6.7 Explain the instructions and advice, pre and post body electrotherapy	KU 29

Indicative Content:

Scope/range

Adverse reactions

1. hyperaemia
2. galvanic burn
3. bruising
4. irritation
5. allergic reaction
6. muscle fatigue
7. hyper/hypopigmentation

Body electrical 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

Body characteristics

1. muscle tone
2. muscle tension
3. hair density
4. sluggish circulation

5. skin classification
6. skin condition
7. lax elasticity
8. posture

Tools and Equipment

1. electrical muscle stimulator
2. galvanic
3. micro current
4. microdermabrasion
5. low intensity led light (below 500mw)
6. skin warming devices
7. radiofrequency/high-frequency (3KHz – 300GHz)
8. lymphatic drainage equipment
9. ultrasonic

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 tissues, cells, organs and body systems and their interdependence on each other
2. relative and absolute contraindications and related pathologies
3. intrinsic and extrinsic factors that affect skin condition
4. acne grading criteria
5. the skin barrier function
6. the physical, physiological and psychological effects of body electrical treatments

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
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **Body type classification** - identified as endomorph, mesomorph, and ectomorph classifications
- **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
- **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
- **Tests** - sensitivity/allergy and tactile pre-treatment checks
- **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 for the core units 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

Anatomy, physiology and pathology

Part A - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

Part B – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

Implement health, safety and hygiene

Part A - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation and profiling

Part A - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, 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 for body electrotherapy 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/clinic 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

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann
- *Advanced Technical Diploma in Beauty and Spa Therapy (Level 3)* by Helen Beckmann and Claire Davis

Unit BT305: Lash lifting and brow lamination

Unit code: K/650/1702

RQF level: 3

(NOS SKAB3 Provide semi-permanent eyelash lifting and brow lamination procedures)

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 semi-permanent eyelash lifting and brow lamination treatments.
- The Therapist will also be required to do a post service evaluation and reflection for improved service.
- 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:

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

The main outcomes are:

1. Change the structure of the eyelash using chemical lifting and fixing solutions
2. Safely reverse the effects of eyelash lifting solutions on over lifted eyelashes
3. Change the structure of the eyebrow using chemical lifting and fixing solutions

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, lash and/or brow concerns, expectations and desired outcomes to inform the eyelash 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/or 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/or brow treatment in accordance with organisational and insurance requirements
7. prepare the individual's treatment area in accordance with the **eyelash and/or brow treatment protocol**
8. select an effective hygiene preparation product to meet the individual's needs in accordance with the eyelash and/or brow treatment protocol
9. carry out a hair and skin analysis, to include:

- 9.1 **hair classification**
- 9.2 hair condition
- 9.3 **hair growth pattern**
- 9.4 skin classification
- 9.5 skin condition
- 9.6 anatomical facial features

10. select and prepare the eyelash and/or brow products in accordance with the eyelash and/or brow treatment protocol

Eyebrow lamination application

- 11. carry out safe and effective application of semi-permanent brow lifting, to include:
 - 11.1 apply adhesive to the brows to anchor the brow hairs in their new shape in accordance with the treatment protocol
 - 11.2 apply the lifting solutions to elevate the brows, leave to develop and remove using a dry consumable in accordance with the treatment protocol
 - 11.3 apply the neutralising solutions in the elevated position, leave to develop and remove using a dry consumable, in accordance with the treatment protocol
 - 11.4 trim the brow hairs to the shape agreed in the treatment plan
 - 11.5 gently release the individual brow hairs from the adhesive in accordance with manufacturer instructions
 - 11.6 protect the brow hairs with nourishing solution in accordance with the manufacturer instructions

Eyelash lifting application

- 12. carry out safe and effective application of semi-permanent eyelash lifting to include:
 - 12.1 use under eye pads and micro tape to protect the lower lashes in accordance with the treatment protocol
 - 12.2 apply adequate adhesive to the underside of the curling shields in accordance with the treatment protocol
 - 12.3 attach the curling shields on the eyelid, close to the eyelash in accordance with the treatment protocol
 - 12.4 apply adequate adhesive on the surface of the curling shields to anchor the natural lashes in their new shape in accordance with the treatment protocol
 - 12.5 isolate and lift each eyelash on to the curling shields using eyelash curling tool
 - 12.6 apply the lifting solutions to elevate the lashes, leave to develop and remove using a dry consumable in accordance with the treatment protocol
 - 12.7 apply the neutralising solutions in the elevated position, leave to develop and remove using a dry consumable in accordance with the treatment protocol
 - 12.8 gently release the individual lashes from the curling shields in accordance with manufacturer instructions
 - 12.9 remove the curling shields, under eye protection and excess adhesive, minimising any discomfort to the individual
 - 12.10 protect the eyelashes with nourishing solution in accordance with the manufacturer instructions
- 13. monitor the individual's health, wellbeing and skin reaction throughout the eyelash and/or brow treatment
- 14. implement the correct course of action in the event of an adverse reaction, to include:
 - 14.1 first aid emergency response
- 15. conclude the treatment in accordance with the eyelash and/or brow 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 eyelash and/or brow treatment and take appropriate action
- 18. provide **instructions** and advice to the individual, pre and post the treatment
- 19. record the outcome and evaluation of the eyelash and/or brow treatment

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

1. your role and responsibilities in providing eyelash and brow 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 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. the anatomical facial structure and features to determine symmetry and balance from eyelash and brow treatments, to include:
 - 8.1 eye shape and characteristics
9. the adverse reactions associated with an eyelash and brow treatment and how to respond
10. the health and safety responsibilities in line with legislation before, during and after the treatment
11. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the eyelash and brow treatment plan
12. the legal requirements for providing beauty treatments to minors and vulnerable adults
13. the fee structures and treatment options
14. the legislative and indemnity requirements of gaining signed, informed consent for the treatment
15. the importance of adhering to the eyelash and/or brow treatment protocol
16. the types of hygiene products for the skin and the importance of following manufacturer instructions
17. the types, benefits and limitations products and equipment used in eyelash and brow treatments, to include:
 - 17.1 how lifestyle, hair classification and characteristics can affect the selection and application of products and equipment used in an eyelash and brow lifting treatment
18. how lifting and fixing solutions break and repair disulphide bonds within the hair structure
19. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health
20. why fixing and neutralising solutions are removed from the hair with a dry consumable during the treatment
21. the importance of identifying the individual's eyelash and brow treatment history, to include:
 - 21.1 the incompatibility of combining henna and perming chemicals and its caustic effect on the hair
22. how to prepare and use products and equipment in accordance with the eyelash and/or brow treatment protocol
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 eyelash and brow treatment records
26. the expected outcomes of eyelash and brow treatments
27. the purpose of reflective practice and evaluation and how it informs future treatments
28. the importance of recording the outcome and evaluation of eyelash and brow treatment
29. 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
[SKAB3 Provide semi-permanent eyelash lifting and brow lamination procedures](#)

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 lifting and brow lamination	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Identify and evaluate the client's objectives, lash and/or brow concerns, expectations and desired outcomes, including treatment history and alternative options	PC 3
	1.4 Carry out tests and record the outcome to establish 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 for the treatment in accordance with organisational and insurance requirements	PC 6
LO2 Provide lash lifting	2.1 Prepare the client for the lash lifting and select an effective hygiene preparation to cleanse the treatment area	PC 7, 8
	2.2 Carry out a hair and skin analysis to identify hair and skin type, classification and condition	PC 9
	2.3 Select and prepare lash lifting products in accordance with treatment protocol	PC 10
	2.4 Carry out safe and effective application of semi-permanent lash lifting in accordance with treatment protocol	PC 12
	2.5 Use under eye pads and micro tape to protect the lower lashes	
	2.6 Apply adequate adhesive to the underside of the curling shields	
	2.7 Attach the curling shields on the eyelid, close to the eyelashes	
	2.8 Apply adequate adhesive on the surface of the curling shields to anchor the natural lashes in their new shape	
	2.9 Isolate and lift each eyelash on to the curling shields using an eyelash curling tool	
	2.10 Apply the lifting solution to elevate the lashes, leave to develop and remove using a dry cotton bud or dry cotton wool	
	2.11 Apply the neutralising solution in the elevated position, leave to develop and remove using a dry cotton bud or dry cotton wool	
	2.12 Gently release the individual lashes from the curling shields	
	2.13 Remove the curling shields, under eye protection and excess adhesive, minimising any client discomfort	
	2.14 Protect the lashes with nourishing solution	
	2.15 Monitor the client's health, wellbeing and skin reaction throughout lash lifting and take action in the event of an adverse reaction including first aid emergency response	PC 13, 14
LO3	3.1 Prepare the client for brow lamination and select an effective hygiene preparation to cleanse the treatment area	PC 7, 8

Provide brow lamination	3.2 Carry out a hair and skin analysis to include hair and skin type, classification and condition, and anatomical facial features	PC 9
	3.3 Select and prepare products for brow lamination	PC 10
	3.4 Carry out safe and effective brow lamination in accordance with treatment protocol	PC 11
	3.5 Apply adhesive to the brows to anchor the brow hairs in their new shape	
	3.6 Apply the lifting solutions to elevate the brows, leave to develop and remove using a dry cotton bud or dry cotton wool	
	3.7 Apply the neutralising solution in the elevated position, leave to develop and remove using a dry cotton bud or dry cotton wool	
	3.8 Trim the brow hairs to the shape agreed in the treatment plan	
	3.9 Gently release the individual brow hairs from the adhesive	PC 13, 14
	3.10 Protect the brow hairs with nourishing solution	
	3.11 Monitor the client's health, wellbeing and skin reaction throughout brow lamination and take action in the event of an adverse reaction including first aid emergency response	
LO4 Complete lash lifting and/or brow lamination	4.1 Complete the lash lifting and/or brow lamination treatment according to the treatment plan and protocol and to the client's satisfaction	PC 15
	4.2 Complete the client's treatment records and store in accordance with data legislation	PC 16
	4.3 Use reflective practice to evaluate the lash lifting and/or brow lamination treatment and take appropriate action	PC 17
	4.4 Provide instructions and aftercare advice to the client	PC 18
	4.5 Record the outcome and evaluation of the lash lifting and/or brow 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
LO5 Know how to prepare for lash lifting and brow lamination	5.1 Explain why the therapist must work within their limits, ethical and sustainable best practice and legal requirements	KU 1, 2
	5.2 Research the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	5.3 Understand the relevant anatomy, physiology and pathology, including the structure and function of the eye, the hair and the hair growth cycle	KU 4
	5.4 Discuss the relative and absolute contra-indications relevant to lash lifting and/or brow lamination treatment	KU 5
	5.5 Describe the legal and insurance requirements for obtaining medical diagnosis, referral and signed, informed consent	KU 5
	5.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO6 Know how to provide lash lifting and brow lamination	6.1 Explain the purpose, use and limitations of advanced lash and brow treatments, in relation to medical history and conditions, medication, lifestyle factors and expectations	KU 7
	6.2 Identify the anatomical the facial structure, features, eye shape and characteristics to determine symmetry and balance from lash and brow treatments	KU 8

	6.3 Describe the adverse reactions associated with lash lifting and brow lamination and how to respond	KU 9
	6.4 Understand the health and safety responsibilities in line with legislation before, during and after the lash and brow treatment	KU 10
	6.5 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 11, 13
	6.6 Explain the importance of adhering to lash lifting and brow lamination treatment protocol and manufacturer's instructions	KU 15
	6.7 Describe the types, benefits, limitations and risks in the use of hygiene and treatment products and equipment	KU 16, 17
	6.8 Explain how lifestyle, hair classification and characteristics can affect the selection and application of lash and brow products	KU 17
	6.9 Describe how lifting and fixing solutions break and repair disulphide bonds within the hair structure	KU 18
	6.10 Justify the importance to carry out product sensitivity/allergy alert tests to prevent incompatibilities and risks to health	KU 19
	6.11 Explain why fixing and neutralising solutions are removed from the hair using a dry cotton bud or dry cotton wool	KU 20
	6.12 Explain the importance of identifying the client's lash and brow treatment history	KU 21
	6.13 Understand the incompatibility of combining henna and perming chemicals and its caustic effect on the hair	KU 21
	6.14 Explain how to prepare and use products and equipment in accordance with lash and/or brow treatment protocol	KU 22
	6.15 Explain the need to monitor the client's health and wellbeing during and after the treatment	KU 23
LO7 Know how to complete lash lifting and brow lamination	7.1 Explain the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 12, 14
	7.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 24
	7.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 25
	7.4 Describe the expected outcomes of the treatment	KU 26
	7.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 27
	7.6 Discuss the importance of recording the outcome and evaluating the lash lifting and brow lamination treatment	KU 28
	7.7 Explain the instructions and advice, pre and post lash lifting and brow lamination	KU 29

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/or 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. wavy
3. curly
4. very curly

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 body systems and their interdependence on each other
2. the relative and absolute contraindications and related pathologies
3. the structure and function of hair and the hair growth cycle
4. basic structure and function of the eye

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
- **Anatomy and Physiology** - the structure and function of the human body. How the systems interact with each other and how they impact the individual, treatment and outcomes.
- **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
- **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
- **Hair curl classification** - straight, wavy, curly, excessively curly
- **Hair condition** - dry, oily, balanced, natural/chemically treated
- **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
- **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/disposition/skin type – characteristic/hair type
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **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** - dry, oily, balanced, combination
- **Skin condition** - sensitive, sensitised, aging, affected by lifestyle, UV damage, products or previous treatments e.g., micropigmentation
- **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
- **Tests** - pre-treatment checks carried out 24 - 48 hours prior to treatment. Testing for sensitivity/allergy to adhesive, chemical solutions/products
- **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 learner should have achieved a **Qualifi Level 2 unit or Certificate in Lash and Brow Treatments** or equivalent

Evidence requirements

Anatomy, physiology and pathology

There should be sufficient evidence of relevant knowledge and understanding to support safe and competent practice. Evidence can be in the form of assignments, projects, written or oral questions covering the structure and main functions of:

- skin
- hair
- eye
- skeletal
- muscular
- cardiovascular
- lymphatic
- nervous

RPL: Recognition of Prior Learning can be credited to learners that have achieved:
Unit COBT300 anatomy, physiology and pathology or equivalent

Implement health, safety and hygiene

Part A - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation and profiling

Part A - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, 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 for lash lifting and recorded on **a minimum of 3 occasions for at least 2 different clients** and for brow lamination on **a minimum of 3 occasions for at least 2 different clients**.

Simulation is not allowed. Evidence should be gathered in a commercial salon/clinic 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 (if applicable – for learners without a Level 2 Lash and Brow or Beauty Therapy)

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- Pocket Guide to Key Terms for Beauty Therapy by Lorraine Nordmann, Marian Newman
- Professional Beauty Therapy Level 3 by Lorraine Nordmann

Unit BT306: Advanced semi-permanent lash extensions

Unit code: L/650/1703

RQF level: 3

(NOS SKAB5 Provide advanced semi-permanent eyelash extension treatments)

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 for a Beauty professional providing advanced semi-permanent eyelash extension treatments.
- The Therapist will also be required to do a post service evaluation and reflection for improved service.
- 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:

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

The main outcomes are:

1. Apply semi-permanent individual eyelash extensions
2. Create and apply semi-permanent Russian eyelash extensions
3. Maintain eyelash extensions
4. Remove eyelash extensions from the natural lashes

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, lash concerns, expectations and desired outcomes to inform the eyelash 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/or 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 treatment in accordance with organisational and insurance requirements
7. prepare the individual's treatment area in accordance with the **eyelash treatment protocol**
8. select an effective hygiene preparation product to meet the individual's needs in accordance with the eyelash treatment protocol
9. carry out a hair and skin analysis, to include:

9.1 hair classification

9.2 hair condition

9.3 hair growth patterns

9.4 anatomical facial features

10. select and prepare the semi-permanent eyelash extensions in accordance with the eyelash treatment protocol to include:

10.1 eyelash colour

10.2 eyelash length

10.3 eyelash density/weight

10.4 eyelash curve

10.5 **eyelash extension type**

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

12. use under eye protection for the lower lashes in accordance with the manufacturer instructions

12.1 isolate single eyelash using an eyelash separating tool

12.2 select eyelash extension using an eyelash tweezer

12.3 apply adhesive to the base of the eyelash extension and secure to the natural lash in the required direction ensuring a gap between the eyelash and eyelid

12.4 effectively remove any excess adhesive and debris throughout the attachment process, minimising any discomfort to the individual

12.5 seal the lashes in accordance with the manufacturer instructions

Maintenance

13. carry out safe and effective maintenance of semi-permanent individual lashes, to include:

13.1 prepare the eyelashes by removing make up and contaminants using recommended products, in accordance with the eyelash treatment protocol

13.2 assess the condition of the natural eyelashes to confirm the treatment plan

13.3 isolate, select and replace eyelashes in accordance with the eyelash treatment protocol

Removal

14. carry out safe and effective removal of eyelash extensions, avoiding damage to the natural lash, in accordance with the eyelash treatment protocol, to include:

14.1 use solvent as per manufacturer instructions

14.2 ensuring the eyelashes are left clean and dry

14.3 explain the removal contingency plan to the individual, in the event of unforeseen circumstances

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

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

16.1 first aid emergency response

17. conclude the treatment in accordance with the eyelash 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 eyelash treatment and take appropriate action

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

21. record the outcome and evaluation of the eyelash treatment

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

1. your role and responsibilities in providing eyelash and brow 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 eyelash 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. the anatomical facial structure and features to determine symmetry and balance from eyelash treatments, to include:
 - 8.1 eye shape and characteristics
9. the adverse reactions associated with an eyelash treatment and how to respond
10. why lash adhesive should not come into contact with the skin and the risks associated
11. the adverse effects on the anatomy and health of the eye and eyelashes from continual eyelash extension treatments or poor maintenance, to include:
 - 11.1 when and who to refer
12. how humidity can affect the application of individual lashes
13. the health and safety responsibilities in line with legislation before during and after the treatment
14. the reasons why a contingency plan for safe removal of semi-permanent eyelash extensions is required, to include:
 - 14.1 the ways in which a contingency plan can be effective and maintain the individual's health and safety
15. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the eyelash 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 eyelash treatment protocol
20. how illuminating and magnifying the individual's treatment area can support the eyelash treatment
21. the types of hygiene products for the skin and the importance of following manufacturer instructions
22. the types, benefits and limitations of the **products and equipment** used in eyelash treatments, to include:
 - 22.1 how lifestyle, hair classification and characteristics can affect the selection of products used in an eyelash extension treatment
23. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health
24. the importance of identifying the individual's eyelash treatment history
25. how to prepare and use products and equipment in accordance with the eyelash 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 eyelash treatment records
29. the expected outcomes of eyelash extension treatments
30. the purpose of reflective practice and evaluation and how it informs future treatments
31. the importance of recording the outcome and evaluation of eyelash treatments
32. the instructions and advice, pre and post eyelash treatments

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

[SKAB5 Provide advanced semi-permanent eyelash extension 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 extensions	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Identify and evaluate the client's objectives, lash concerns, expectations and desired outcomes, including treatment history and alternative options	PC 3
	1.4 Carry out tests and record the outcome to establish 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 for the treatment in accordance with organisational and insurance requirements	PC 6
LO2 Provide individual semi-permanent lash extensions	2.1 Prepare the client for lash extensions and select an effective hygiene preparation to cleanse the eye area	PC 7, 8
	2.2 Carry out a hair and skin analysis to identify classification, condition, hair growth pattern and facial features	PC 9
	2.3 Select and prepare the semi-permanent lash extensions factoring in lash colour, length, curve, density/weight and lash extension type	PC 10
	2.4 Carry out safe and effective application of individual semi-permanent lashes to natural lashes following treatment protocol	PC 11
	2.5 Use under eye protection for the lower lashes	
	2.6 Isolate a single eyelash using a lash separating tool and select the lash extension using an eyelash tweezer	
	2.7 Apply adhesive to the base of the lash extension and secure to the natural eyelash ensuring a gap between the lash and eyelid	PC 12
	2.8 Effectively remove any excess adhesive and debris throughout the treatment process to minimise any client discomfort	
	2.9 Seal the lashes following manufacturer's instructions	
	2.10 Explain the removal contingency plan to the client, in the event of unforeseen circumstances	PC 14
	2.11 Monitor the client's health, wellbeing and skin reaction throughout lash extensions and take action in the event of an adverse reaction, including first aid emergency response	PC 15, 16
LO3 Provide lash extension maintenance or removal	3.1 Prepare the client for safe and effective maintenance or removal of semi-permanent lash extensions following treatment protocol	PC 13, 14
	3.2 Prepare the lashes by removing makeup and contaminants	PC 13
	3.3 For maintenance , assess the condition of the natural eyelashes to confirm the treatment plan then isolate, select and replace lashes	PC 13
	3.4 For removal use solvent to remove lash extensions, leaving the lashes clean and dry	PC 14

	3.5 Monitor the client's health, wellbeing and skin reaction throughout lash extension and take action in the event of an adverse reaction including first aid emergency response	PC 15, 16
LO4 Complete lash extensions	4.1 Complete lash extensions according to the treatment plan and protocol and to the client's satisfaction	PC 17
	4.2 Complete the client's treatment records and store in accordance with data legislation	PC 18
	4.3 Use reflective practice to evaluate the lash extension treatment and take appropriate action	PC 19
	4.4 Provide instructions and aftercare advice to the client	PC 20
	4.5 Record the outcome and evaluation of the lash extension 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
LO5 Know how to prepare for lash extensions	5.1 Explain why the therapist must work within their limits, ethical and sustainable best practice and legal requirements	KU 1, 2
	5.2 Research the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	5.3 Understand the relevant anatomy, physiology and pathology, including the structure and function of the eye, the hair and the hair growth cycle	KU 4
	5.4 Discuss the relative and absolute contra-indications relevant to lash extension treatment	KU 5
	5.5 Describe the legal and insurance requirements for obtaining medical diagnosis, referral and signed, informed consent	KU 5
	5.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO6 Know how to provide, maintain and remove lash extensions	6.1 Explain the purpose, use and limitations of lash extensions relative to medical history and conditions, medication, lifestyle factors and expectations	KU 7
	6.2 Identify the anatomical facial structure, features, eye shape and characteristics to determine symmetry and balance from lash extensions	KU 8
	6.3 Explain why lash adhesive should not come into contact with the skin and the risks associated	KU 10
	6.4 Explain how humidity can affect the application of individual lashes	KU 12
	6.5 Describe the adverse reactions to lash extensions and the effects on the eye and eyelashes from continual lash extensions or poor maintenance, including how to respond, and who to refer to	KU 9, 11
	6.6 Understand the health and safety responsibilities in line with legislation before, during and after lash extensions	KU 13
	6.7 Justify why a contingency plan for safe removal of lash extensions is required to ensure client's health and safety	KU 14
	6.8 Explain the importance of discussing the client's eyelash treatment history, objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 15, 17, 24
	6.9 Explain the importance of adhering to lash extension treatment protocol and manufacturer's instructions	KU 19

	6.10 Explain how illuminating and magnifying the client's eye area can benefit the eyelash treatment	KU 20
	6.11 Describe how to prepare and use products and equipment for lash extensions and their associated benefits, limitations and risks	KU 21, 22, 25
	6.12 Explain how lifestyle, hair classification and characteristics can affect the selection of products used in lash extension treatments	KU 22
	6.13 Justify the importance of carrying out product sensitivity/allergy alert tests to prevent incompatibilities and risks to health	KU 23
	6.14 Explain the need to monitor the client's health and wellbeing during and after the treatment	KU 26
LO7 Know how to complete lash extensions	7.1 Explain the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 16, 18
	7.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 27
	7.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 28
	7.4 Describe the expected outcomes of the treatment	KU 29
	7.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 30
	7.6 Discuss the importance of recording the outcome and evaluating the lash extension treatment	KU 31
	7.7 Explain the instructions and advice, pre and post lash extensions	KU 32

Indicative Content:

Scope/range

Tests

1. sample application of 2 or 3 lashes
2. skin test for the adhesive used to secure eye shields
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 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. wavy
3. curly
4. very curly

Eyelash extension type

1. single lash extensions
2. Russian lash extensions

Products and equipment

1. eye shields
2. individual lashes
3. separating tool
4. tweezers
5. adhesives
6. solvents
7. consumables

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 body systems and their interdependence on each other
2. the relative and absolute contraindications and related pathologies
3. the structure and function of hair and the hair growth cycle
4. basic structure and function of the eye
5. adverse effects continual eyelash extension treatments has on the anatomy and health of the eye

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
- **Anatomy and Physiology** - the structure and function of the human body. How the systems interact with each other and how they impact the individual, treatment and outcomes.
- **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
- **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
- **Hair curl classification** - straight, wavy, curly, excessively curly
- **Hair condition** - dry, oily, balanced, natural/chemically treated
- **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
- **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/disposition/skin type – characteristic/hair type
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **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
- **Russian lashes** - are fine synthetic lashes, created and applied in a fan like shape to give volume and customised for the natural lash tolerance and the client's desired outcome
- **Risk** - something that may be dangerous
- **Skin classification** - dry, oily, balanced, combination
- **Skin condition** - sensitive, sensitised, aging, affected by lifestyle, UV damage, products or previous treatments e.g., micropigmentation
- **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
- **Tests** - pre-treatment checks carried out 24 - 48 hours prior to treatment. Testing for sensitivity/allergy to adhesive, chemical solutions/products
- **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 learner should have achieved a **Qualifi Level 2 unit or Certificate in Lash and Brow Treatments** or equivalent

Evidence requirements

Anatomy, physiology and pathology

There should be sufficient evidence of relevant knowledge and understanding to support safe and competent practice. Evidence can be in the form of assignments, projects, written or oral questions covering the structure and main functions of:

- skin
- hair
- eye
- skeletal
- muscular
- cardiovascular
- lymphatic
- nervous

RPL: Recognition of Prior Learning can be credited to learners that have achieved:

Unit COBT300 anatomy, physiology and pathology or equivalent

Implement health, safety and hygiene

Part A - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation and profiling

Part A - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, 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 for individual semi-permanent lash extensions 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/clinic 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 (if applicable – for learners without Level 2 Lash and Brow or Beauty Therapy)

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- Pocket Guide to Key Terms for Beauty Therapy by Lorraine Nordmann, Marian Newman
- Professional Beauty Therapy Level 3 by Lorraine Nordmann
- Advanced Technical Diploma in Beauty and Spa Therapy (Level 3) by Helen Beckmann and Claire Davis

Unit BT307: Epilation

Unit code: M/650/1704

RQF level: 3

(NOS SKAB10 Provide electrical epilation)

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 safe removal of unwanted hair using electrical epilation techniques.
- The Therapist will also be required to do a post service evaluation and reflection for improved service.
- 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:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

The main outcomes are:

1. Provide a galvanic epilation treatment to remove unwanted hair
2. Provide a shortwave diathermy epilation treatment to remove unwanted hair
3. Provide a blend epilation treatment to remove unwanted hair

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, hair concerns, expectations and desired outcomes to inform the electrical epilation 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 electrical epilation treatment, to include:
 - 4.1 contra-actions
 - 4.2 **adverse reactions**
 - 4.3 **electrical epilation method**
 - 4.4 physical sensation
5. obtain and record the individual's informed consent for the electrical epilation treatment in accordance with organisational and insurance requirements
6. prepare the **individual's treatment area** in accordance with the **electrical epilation treatment protocol**
7. illuminate and magnify the individual's treatment area
8. select an effective hygiene preparation product to meet the individual's needs in accordance with the manufacturer instructions
9. carry out a hair and skin analysis, to include:
 - 9.1 **hair classification**

- 9.2 **hair type**
- 9.3 hair growth patterns
- 9.4 **skin classification**
- 9.5 **skin type**
- 9.6 **skin condition**

10. prepare the equipment in accordance with the electrical epilation treatment protocol
11. select the type and size of **needle**, load aseptically and use according to the electrical epilation treatment protocol
12. set the electrical epilation method, intensity and duration according to the electrical epilation treatment protocol, to include:
 - 12.1 carry out a test probe to determine the individual's tolerance and observe the skin response/contractions
13. follow the electrical epilation treatment protocol to ensure safe and effective removal of the hair to include:
 - 13.1 manually supporting the skin
 - 13.2 adapting techniques for the individual's treatment area
14. monitor the individual's health, wellbeing and skin reaction throughout the electrical epilation treatment
15. implement the correct course of action in the event of an adverse reaction
16. conclude the treatment in accordance with the electrical epilation treatment protocol, legislative requirements and organisational policies and procedures
17. complete the individual's treatment record and store in accordance with data legislation
18. use reflective practice to evaluate the electrical epilation 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 electrical epilation treatment

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

1. your role and responsibilities in providing electrical epilation 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. how treatment history and topical interventions can affect:
 - 5.1 the hair growth cycle
 - 5.2 the hair types, characteristics and classification
6. the relative and absolute contraindications relevant to the beauty treatment, to include:
 - 6.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
7. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional
8. the purpose, use and limitations of electrical epilation treatments, in relation to:
 - 8.1 past and current medical history
 - 8.2 relevant lifestyle factors
 - 8.3 medication and medical conditions
 - 8.4 individual's expectations
9. how genetics and systemic conditions can impact the treatment plan and outcomes, to include:
 - 9.1 medication and medical interventions
 - 9.2 hormone imbalances
 - 9.3 treatment history
10. the types of pain management and associated risks
11. the adverse reactions associated with an electrical epilation treatment and how to respond
12. the health and safety responsibilities in line with legislation before, during and after the electrical epilation treatment

13. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the electrical epilation treatment plan, to include:
 - 13.1 physical sensation
14. the legal requirements for providing beauty treatments to minors and vulnerable adults
15. the fee structures and treatment options
16. the legislative and indemnity requirements of gaining signed, informed consent for the electrical epilation treatment
17. the storage, handling, usage and disposal of electrical epilation equipment and single use sterile needles, following manufacturer instructions and legislative requirements
18. the importance of adhering to the electrical epilation treatment protocol
19. the importance of magnification, illumination and preparation of the individual's treatment area
20. the types of hygiene products for the skin and the importance of following manufacturer instructions, to include:
 - 20.1 the importance of ensuring the individual's treatment area is left clean, oil free and dry, prior to an electrical epilation treatment
21. the different size and types of needles available
22. the types of electrical epilation equipment, to include:
 - 22.1 the principles and effects of thermolysis/shortwave diathermy (AC), galvanic (DC) and blend techniques
23. the principles, uses and benefit of the alternating current such as short wave, radio frequency and high frequency
24. the risk of applying direct current through the body with an individual with underlying medical conditions
25. how to prepare the equipment in accordance with the electrical epilation treatment protocol
26. how to select and load the needle aseptically to safely and effectively remove unwanted hair
27. the range of techniques used to safely and effectively remove unwanted hair, to include:
 - 27.1 the effects of different currents on the skin
28. how to manually support the skin to ensure effective treatment results
29. the reasons for working systematically with correct spacing across the individual's area to be treated
30. the importance of monitoring the health and wellbeing of the individual during and post the treatment
31. how to remove skin debris from the needle during the treatment, why it is necessary and when to replace
32. 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
33. the legislative and regulatory requirements of completing and storing the individual's electrical epilation treatment records
34. the expected outcomes of the removal of hair using electrical epilation techniques
35. the purpose of reflective practice and evaluation and how it informs future treatments
36. the importance to record the outcome and evaluation of the electrical epilation treatment
37. the instructions and advice, pre and post the electrical epilation treatment

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

[SKAB10 Provide Electrical Epilation](#)

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 electrical epilation	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2

	1.3 Identify and evaluate the client's objectives, hair 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, electrical epilation method and physical sensation	PC 4
	1.5 Gain and record informed consent for the treatment in accordance with organisational and insurance requirements	PC 5
LO2 Provide electrical epilation	2.1 Prepare and cleanse the area for epilation following treatment protocol	PC 6, 8
	2.2 Carry out a skin analysis, using lamp and magnifier to identify hair and skin type and classification, hair growth pattern and skin condition	PC 7, 9
	2.3 Prepare the epilation equipment following manufacturer's instructions, select the type and size of needle and load aseptically	PC 10, 11
	2.4 Set the epilation method, intensity and duration, conduct a test probe to determine client's tolerance and observe skin response/ contra actions	PC 12
	2.5 Support the skin and safely and effectively remove hairs adapting the technique for the client's treatment area	PC 13
	2.6 Monitor the client's health, wellbeing and skin reaction throughout epilation, adapt the treatment and take action in the event of an adverse reaction	PC 14, 15
LO3 Complete electrical epilation	3.1 Complete the epilation 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 epilation 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 epilation 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 electrical epilation	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice, and legal requirements	KU 1, 2
	4.2 Research the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Explain how treatment history and topical interventions can affect the hair growth cycle, type, characteristics and classification	KU 5
	4.5 Discuss the relative and absolute contra-indications relevant to electrical epilation	KU 6
	4.6 Describe the legal and insurance requirements for obtaining medical diagnosis, referral and signed, informed consent	KU 6
	4.7 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 7

LO5 Know how to provide electrical epilation	5.1 Explain the purpose, use and limitations of epilation in relation to medical history, conditions, medication, lifestyle and expectations	KU 8
	5.2 Explain how genetics, systemic conditions, hormone imbalance and medical intervention can affect treatment plan and outcomes	KU 9
	5.3 Identify the types of pain management and associated risks	KU 10
	5.4 Describe the adverse reactions associated with electrical epilation and how to respond	KU 11
	5.5 Understand the health and safety responsibilities in line with legislation before, during and after epilation	KU 12
	5.6 Explain the importance of discussing the client's objectives, concerns, expectations, desired outcomes, the physical sensation treatment plan, fee and options	KU 13, 15
	5.7 Describe how to correctly handle, use and dispose of epilation equipment and single use needles	KU 17
	5.8 Justify why it is important to adhere to epilation treatment protocol	KU 18
	5.9 Explain the importance of magnification, illumination and preparing the client's treatment area for epilation	KU 19
	5.10 Describe the types of hygiene products and the importance to leave the skin clean, oil free and dry prior to epilation	KU 20
	5.11 Describe the different size and types of epilation needles	KU 21
	5.12 Explain the types of epilation equipment including the principles, uses, currents, effects and benefits of thermolysis/short wave diathermy (AC), galvanic (DC) blend techniques and their risks	KU 22, 23, 24
	5.13 Describe the importance of correct preparation, equipment use and current and techniques to remove unwanted hair safely and effectively	KU 25, 26, 27
	5.14 Justify the reasons for supporting the skin and working systematically with correct spacing across the client's skin	KU 28,29
	5.15 Explain how to remove skin debris from the needle and when the needle should be replaced during treatment	KU 31
	5.16 Explain why you need to monitor the client's health and wellbeing during and after the treatment	KU 30
LO6 Know how to complete electrical epilation	6.1 Explain the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 14, 16
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 32
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 33
	6.4 Describe the expected outcomes of hair removal using epilation	KU 34
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 35
	6.6 Discuss the importance of recording the outcome and evaluating the electrical epilation treatment	KU 36
	6.7 Explain the instructions and advice, pre and post epilation	KU 37

Indicative Content:

Scope/range

Adverse reactions

1. hyperaemia
2. excessive oedema
3. blanching

4. bleeding
5. bruising
6. allergy

Electrical epilation method

1. thermolysis/shortwave diathermy (AC)
2. galvanic (DC)
3. blend

Individual's treatment area

1. face (e.g., upper lip, chin, sides of the face, neck, eyebrows)
2. body (e.g., underarm, bikini line/groin area, forearms)

Electrical epilation 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. wavy
3. curly
4. very curly

Hair type

1. terminal
2. vellus

Skin classification

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

Skin type

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

Skin condition

1. lax elasticity
2. hyper and hypo pigmentation
3. sensitised
4. sensitive

5. dehydrated
6. fragile
7. vascular

Needle

1. one piece
2. two pieces
3. insulated
4. gold
5. stainless steel

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 body systems and their interdependence on each other
2. relative and absolute contraindications and related pathologies
3. structure and function of hair and the factors that affect the hair growth cycle

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
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **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, which 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 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 common
 - Combination** - Enlarged pores and oil across forehead, nose, and chin. Parts of the face are normal or dry. Breakouts common
 - 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
- **Tests** - sensitivity/allergy and tactile pre-treatment checks
- **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 for the core units 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

Anatomy, physiology and pathology

Part A - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

Part B – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

Implement health, safety and hygiene

Part A - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation and profiling

Part A - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, 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 for electrical epilation 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/clinic 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

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann
- *Advanced Technical Diploma in Beauty and Spa Therapy (Level 3)* by Helen Beckmann and Claire Davis

Unit BT308: Intimate waxing

Unit code: R/650/1705

RQF level: 3

(NOS SKAB6 Provide intimate waxing treatments)

***Learners undertaking this unit must be aged 18 years or older prior to certification.**

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 intimate waxing treatments
- The Therapist will also be required to do a post service evaluation and reflection for improved service.
- 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:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

The main outcomes are:

1. Remove unwanted hair from intimate areas

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, concerns, expectations and desired outcomes to inform the intimate waxing 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 intimate 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 intimate waxing treatment in accordance with organisational and insurance requirements
7. prepare the individual's treatment area in accordance with the **intimate waxing treatment protocol**, to include:
 - 7.1 the individual's responsibility to ensure the individual's treatment area is sanitised prior to the intimate waxing treatment

8. carry out a hair and skin analysis, to include:
 - 8.1 **hair classification**
 - 8.2 hair growth patterns
 - 8.3 skin classification
 - 8.4 skin condition
9. select the wax in accordance with the intimate waxing treatment protocol to include:
 - 9.1 temperature is set in accordance with the manufacturer instructions
10. select and use effective hygiene preparation and pre-wax product to meet the individual's needs in accordance with the intimate waxing treatment protocol
11. carry out safe and effective removal of hair using non-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 accordance with the intimate waxing treatment protocol
 - 11.5 remove the wax swiftly in accordance with the intimate waxing treatment protocol
 - 11.6 ensure the individual's treatment area is left free of wax and hair in accordance with the intimate waxing treatment protocol
 - 11.7 apply a soothing product on to the individual's treatment area in accordance with the intimate waxing treatment protocol
 - 11.8 ensure minimum wastage for sustainability
12. monitor the individual's health, wellbeing and skin reaction throughout the intimate waxing treatment
13. implement the correct course of action in the event of an adverse reaction
14. conclude the treatment in accordance with the intimate waxing treatment protocol, legislative requirements and organisational policies and procedures
15. complete the individual's treatment records and store in accordance with data legislation
16. use reflective practice to evaluate the intimate waxing treatment and take appropriate action
17. provide **instructions** and advice to the individual, pre and post the waxing treatment
18. record the outcome and evaluation of the waxing treatment

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

1. your role and responsibilities in providing waxing 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, to include:
 - 4.1 anatomical **structure of female genitalia** and **male genitalia**
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 intimate waxing 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
 - 7.5 treatment history
8. the reasons for cutting stray and over long hairs prior to commencing with the intimate waxing treatment

9. the anatomical structure and features to determine symmetry and balance from intimate waxing treatments
10. the adverse reactions associated with an intimate waxing treatment and how to respond
11. why the therapist must support the skin to be taut throughout the intimate waxing treatment with the assistance of the individual
12. how the position of the therapist and individual effects the treatment outcomes
13. the health and safety responsibilities in accordance with legislation before, during and after the treatment, to include:
 - 13.1 the importance to implement a safeguarding policy to protect the individual and therapist
 - 13.2 effective disposal of waxing contaminated waste in accordance with legislative requirements
14. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the intimate waxing treatment plan
15. the legal requirements for providing beauty treatments to minors and vulnerable adults
16. the fee structures and treatment options
17. the legislative and indemnity requirements of gaining signed, informed consent for the treatment
18. the importance of adhering to the intimate waxing treatment protocol
19. the importance of carrying out a hair and skin analysis
20. how to maintain the individual's modesty and comfort throughout the treatment
21. the types of hygiene products for the skin and the importance of following manufacturer instructions
22. the types of non-strip wax products and wax systems and how they differ regarding:
 - 22.1 ingredients
 - 22.2 working temperatures
 - 22.3 application and removal techniques
 - 22.4 individual's treatment area
23. the types and use of shaping templates used in intimate waxing treatments
24. the types of intimate waxing treatments available
25. the benefits and limitations of products and equipment used in intimate 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 an intimate waxing treatment
26. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health
27. the congenital, systemic and topical causes of unwanted hair growth
28. the adaptations required when removing hair around conditions which restrict the treatment
29. how to prepare and use products and equipment in accordance with the waxing treatment protocol
30. the organisational policies and procedures for breaches of the individual's behaviour and code of conduct
31. the adaptations required when removing hair around conditions which restrict the treatment
32. how to prepare and use products and equipment in accordance with the intimate waxing treatment protocol
33. the importance of monitoring the health and wellbeing of the individual during and post treatment
34. the legislative and regulatory requirements of completing and storing the individual's intimate waxing treatment records
35. the expected outcomes of intimate waxing treatments
36. the purpose of reflective practice and evaluation and how it informs future treatments
37. the importance to record the outcome and evaluation of the intimate waxing treatment
38. the instructions and advice, pre and post the intimate waxing treatment

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

[NOS SKAB6 Provide intimate waxing 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 intimate waxing	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Identify and evaluate the client's objectives, hair concerns, expectations and desired outcomes, including treatment history and alternative options to inform the intimate waxing treatment plan	PC 3
	1.4 Carry out tests and record the outcome to establish 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 for the treatment in accordance with organisational and insurance requirements	PC 6
LO2 Provide intimate waxing	2.1 Select the wax following treatment protocol and set the wax temperature according to manufacturer's instructions	PC 9
	2.2 Prepare the client for intimate waxing, sanitise the area for hair removal, and conduct a thermal patch test on self and client	PC 7, 10, 11
	2.3 Carry out a hair and skin analysis to identify hair and skin classification and condition and hair growth patterns	PC 8
	2.4 Carry out safe and effective removal of hair, determining hair growth pattern and trimming over long hair prior to wax application	PC 11
	2.5 Transfer wax from the wax unit to minimise risk of cross-infection and contamination and apply at the appropriate angle	PC 11
	2.6 Support the skin and remove the wax swiftly to minimise discomfort, leave the area free of hair and wax residue and apply after-wax	PC 11
	2.7 Minimise the wastage of materials for environmental sustainability and correctly dispose of contaminated waste	PC 11
	2.8 Monitor the client's health, wellbeing and skin reaction throughout intimate waxing, adapt the treatment and take action in the event of an adverse reaction	PC 12, 13
LO3 Complete an intimate waxing treatment	3.1 Complete intimate waxing according to the treatment plan and protocol and to the client's satisfaction	PC 14
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 15
	3.3 Use reflective practice to evaluate the intimate waxing treatment and take appropriate action	PC 16
	3.4 Provide instructions and aftercare advice to the client	PC 17
	3.5 Record the outcome and evaluation of the intimate waxing treatment	PC 18

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 intimate waxing	4.1 Explain why the therapist must work within their limits, ethical and sustainable best practice, and legal requirements	KU 1, 2
	4.2 Research the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	4.3 Describe the relevant anatomy, physiology and pathology, including the anatomical structure of female and male genitalia	KU 4
	4.4 Discuss the relative and absolute contra-indications relevant to intimate waxing	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 intimate waxing	5.1 Explain the purpose, use and limitations of intimate waxing in relation to treatment and medical history, conditions, medication, lifestyle and expectations	KU 7
	5.2 Justify the reason for trimming over-long hair prior to waxing	KU 8
	5.3 Describe the anatomical structure and features to determine symmetry and balance from intimate waxing	KU 9
	5.4 Describe the adverse reactions associated with intimate waxing and how to respond	KU 10
	5.5 Justify the need to keep the client's skin taut and supported with the client's assistance throughout intimate waxing	KU 11
	5.6 Explain why the position of the therapist and the client affects the treatment outcome	KU 12
	5.7 Understand the health and safety responsibilities in line with legislation before, during and after treatment including safeguarding and correct disposal of contaminated waste	KU 13
	5.8 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 14, 16
	5.9 Discuss the purpose of carrying out a hair and skin analysis and the importance of adhering to intimate waxing treatment protocol	KU 18, 19
	5.10 Explain how to maintain the client's modesty and comfort throughout intimate waxing	KU 20
	5.11 Describe the types, benefits and limitations in the use of wax products and equipment and how the client's hair and skin classification and pain tolerance affects their selection	KU 21, 25
	5.12 Discuss the different types of non-strip wax products and how they differ in their ingredients, working temperature, application and removal techniques for waxing intimate areas	KU 22
	5.13 Describe the types of intimate waxing treatments available and the types and use of shaping templates used for intimate waxing	KU 23, 24
	5.14 Describe the congenital, systemic and topical causes of unwanted hair growth	KU 27
	5.15 Explain the need to follow manufacturer's instructions to prevent product incompatibilities and risks to health and the adaptations required to work around conditions that restrict treatment	KU 26, 28, 31

	5.16 Explain how to prepare and use products and equipment following intimate waxing treatment protocol	KU 29, 32
	5.17 Explain why you need to monitor the client's health and wellbeing during and after the treatment	KU 33
LO6 Know how to complete an intimate waxing treatment	6.1 Explain the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 15, 17
	6.2 Specify the organisational policies and procedures for breaches of the client's behaviour and code of conduct	KU 30
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 34
	6.4 Describe the expected outcomes of the treatment	KU 35
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 36
	6.6 Discuss the importance of recording the outcome and evaluating the intimate waxing treatment	KU 37
	6.7 Explain the instructions and advice, pre and post intimate waxing	KU 38

Indicative Content:

Scope/range – *Intimate waxing can be carried out on one/any/all gender/s*

Treatment history

1. tweezing
2. shaving
3. depilatory creams
4. electrical depilatory
5. abrasive mitts
6. intense pulsed light
7. laser hair removal
8. electrical epilation
9. trimming

Adverse reactions

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

Intimate 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. wavy
3. curly
4. very curly

Structure of the female genitalia

1. mons pubis
2. the labia consisting of the labia majora and the labia minora
3. external urethral orifice
4. the vaginal orifice
5. the anus
6. the perineum
7. clitoral hood

Structure of the male genitalia

1. foreskin
2. penis
3. glans penis
4. seminal glands
5. accessory glands
6. prostate gland
7. scrotum
8. vas deferens
9. testicles
10. scrotum
11. epididymis
12. mons pubis
13. anal area

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 body systems and their interdependence on each other
2. the structure and function of hair and the hair growth cycle
3. anatomical structure of genitalia
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

- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **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
- **Hair classification** - or hair type, straight, wavy, curly, very curly
- **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
- **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 multidirectional 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
- **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
- **Safeguarding** this is the action we take to promote the welfare of vulnerable adults to protect them from harm
- **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
- 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
- **Tests** - sensitivity/allergy and tactile pre-treatment checks
- **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 for the core units 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.

The learner should have achieved a **Qualifi Level 2 Certificate in Waxing Treatments** or equivalent

Evidence requirements

Anatomy, physiology and pathology

There should be sufficient evidence of relevant knowledge and understanding to support safe and competent practice. Evidence can be in the form of assignments, projects, written or oral questions covering the structure and main functions of:

- skin
- hair
- genitalia (reference the scope/range)
- skeletal
- muscular
- cardiovascular
- lymphatic
- nervous

RPL: Recognition of Prior Learning can be credited to learners that have achieved:

Unit COBT300 anatomy, physiology and pathology or equivalent

Implement health, safety and hygiene

Part A - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation and profiling

Part A - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, 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 for intimate waxing and recorded on **a minimum of 3 occasions for at least 2 different clients**. Units are gender-neutral and there is no mandatory requirement to work on clients of different genders. Simulation is not allowed. Evidence should be gathered in a commercial salon/clinic 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

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- Pocket Guide to Key Terms for Beauty Therapy by Lorraine Nordmann, Marian Newman
- Professional Beauty Therapy Level 3 by Lorraine Nordmann
- Advanced Technical Diploma in Beauty and Spa Therapy (Level 3) by Helen Beckmann and Claire Davis

Unit WH301: Holistic head, neck and shoulder massage

Unit code: J/650/0801

RQF level: 3

(NOS - SKABS5 Provide holistic head, neck and shoulder massage treatments)

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/Wellbeing and Holistic professional providing holistic scalp, face, neck, décolleté and upper shoulder massage treatments.
- 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:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

The main outcomes are:

1. Provide a holistic treatment head, neck and shoulder massage treatment

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, scalp, skin and hair concerns, expectations and desired outcomes to inform the head massage treatment plan, to include:
 - 3.1 treatment history
 - 3.2 recent activities
 - 3.3 current skincare regime
 - 3.4 **lifestyle profile**
 - 3.5 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed head massage 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 head massage treatment in accordance with organisational and insurance requirements
6. carry out a pre-treatment test(s) to determine skin sensitivity
7. prepare and cleanse the individual's treatment area in accordance with the **head massage treatment protocol**, to include:

- 7.1 maintaining the individual's modesty and comfort
- 8. carry out a hair, skin and scalp analysis, to include:
 - 8.1 skin type, **skin classification** and skin condition
 - 8.2 hair classification, condition and density
 - 8.3 scalp condition
- 9. select a massage medium to be used in accordance with the treatment protocol for the:
 - 9.1 face, neck décolleté and upper shoulders
 - 9.2 scalp
- 10. apply the **massage medium** and carry out head massage techniques as agreed in the head massage treatment plan
- 11. check the pressure of the head massage with the individual and adapt the **massage techniques** in accordance with the individual's needs
- 12. monitor the individual's health, wellbeing and skin reaction throughout the head massage treatment
- 13. implement the correct course of action in the event of an adverse reaction
- 14. conclude the treatment in accordance with the head massage treatment protocol, legislative requirements and organisational policies and procedures
- 15. complete the individual's treatment records and store in accordance with data legislation
- 16. use reflective practice to evaluate the head massage treatment and take appropriate action
- 17. provide **instructions** and advice to the individual, pre and post the treatment
- 18. record the outcome and evaluation of the head massage treatment

NOS Knowledge and Understanding (KU)

Learners will need to know and understand:

- 1. your role and responsibilities in performing head massage 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. how traditional eastern ayurvedic principles and Indian head massage has evolved to incorporate diverse needs of individuals and environment, to include:
 - 7.1 how to incorporate these principles in practice and adapt the position of the individual
- 8. the purpose, use and limitations of head massage treatment, in relation to:
 - 8.1 past and current medical history
 - 8.2 relevant lifestyle factors
 - 8.3 medication and medical conditions
 - 8.4 individual's expectations
- 9. the adverse reactions associated with a head massage treatment and how to respond
- 10. the health and safety responsibilities in line with legislation before, during and after the head massage treatment
- 11. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the head massage treatment plan
- 12. the fee structures and treatment options
- 13. the legal requirements for providing beauty treatments to minors and vulnerable adults
- 14. the legislative and indemnity requirements of gaining signed, informed consent for the head massage treatment
- 15. the importance of adhering to the head massage treatment protocol
- 16. how to carry out and interpret pre-treatment tests

17. the frequency of providing head massage treatments and the potential impact on the professional's health and wellbeing, to include:
 - 17.1 ways in which risks to health and wellbeing can be avoided
 - 17.2 avoidance of **work-related injuries**
 - 17.3 maintaining your own personal well being
18. the importance of maintaining your own posture and stance throughout a head massage treatment
19. maintain the individual's comfort and care throughout the treatment, in accordance with the head massage treatment protocol, to include:
 - 19.1 ensure the environment promotes calming or stimulation of the multisensory perceptions of the body, in accordance with the head massage treatment protocol
20. the importance of carrying out a hair, skin and scalp analysis to determine the head massage treatment plan
21. the types of hygiene products for the skin and the importance of following manufacturer instructions
22. the massage mediums used in head massage and their effects, to include:
 - 22.1 when it is appropriate to carry out head massage without the use of a massage medium
23. the types and effects of massage techniques used in head massage treatments
24. how head massage techniques can be adapted to create **therapeutic effects**
25. how to prepare and use products and equipment in line with the head massage treatment protocol
26. why it is important to explain the treatment process and sensation to the individual
27. the importance of monitoring the health and wellbeing of the individual during, and post the treatment
28. the importance of allowing recovery time for the individual post the head massage 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 head massage treatment records
31. the expected outcomes of head massage treatment
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 head massage treatment
34. the instructions and advice, pre and post the head massage 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 holistic head, neck and shoulder massage 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 head, neck and shoulder massage treatment	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1, 2, 3
	1.2 Discuss and identify the client's objectives, scalp, skin and hair concerns, expectations and desired outcomes, including alternative treatment options	PC 3
	1.3 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contractions, adverse reactions and physical sensation	PC 4
	1.4 Gain and record informed consent for the treatment in accordance with organisational and insurance requirements	PC 5
	1.5 Carry out pre-treatment test(s) to determine skin sensitivity	PC 6

LO2 Provide head, neck and shoulder massage	2.1 Prepare and cleanse the client's treatment area according to treatment protocol, maintaining client comfort and modesty	PC 7
	2.2 Carry out a hair, skin and scalp analysis, identifying skin and hair classification and condition and treatment adaptations required	PC 8
	2.3 Select and apply the massage medium and carry out massage techniques as agreed in the bespoke treatment plan	PC 9, 10
	2.4 Check client comfort and adapt pressure and massage techniques to suit the client's needs	PC 11
	2.5 Monitor the client's health, wellbeing, and skin reaction throughout, acting in the event of an adverse reaction	PC 12, 13
LO3 Complete head, neck and shoulder massage treatment	3.1 Complete the head massage to the client's satisfaction and in accordance with treatment protocol and legal requirements	PC 14
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 15
	3.3 Use reflective practice to evaluate the head massage treatment and take appropriate action	PC 16
	3.4 Provide instructions and aftercare advice to the client	PC 17
	3.5 Record the outcome and evaluation of the head massage treatment	PC 18

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 head, neck and shoulder massage treatment	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice and legal requirements	KU 1, 2
	4.2 Explain the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Describe the relative and absolute contra-indications to head massage treatment	KU 5
	4.5 Explain the legal and insurance requirements for obtaining medical diagnosis and referral, treating minors and vulnerable adults, and signed, informed consent	KU 5, 13, 14
	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 head, neck and shoulder massage	5.1 Describe how Indian head massage has evolved to meet the diverse needs of clients and environment, and how to adapt and incorporate traditional ayurvedic principles in the treatment	KU 7
	5.2 Explain the purpose, use and limitations of head massage in relation to medical history and conditions, medication, lifestyle factors and client expectations	KU 8
	5.3 Describe the adverse reactions associated with holistic head, neck and shoulder massage and how to respond	KU 9
	5.4 Explain the health and safety responsibilities in line with legislation before, during and after head massage	KU 10
	5.5 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 11, 12

	5.6 Explain the importance of adhering to treatment protocol, including conducting and interpreting pre-treatment tests	KU 15, 16
	5.7 Describe the potential risks to personal health and safety, risk avoidance, and the importance of maintaining personal wellbeing	KU 17
	5.8 Discuss the importance to maintain correct posture and stance throughout the treatment	KU 18
	5.9 Describe the need to maintain client comfort and to ensure the environment is calming or stimulating for the multisensory perceptions of the body according to treatment protocol	KU 19
	5.10 Explain the importance of carrying out a hair, skin and scalp analysis to determine the head massage treatment plan	KU 20
	5.11 Describe the types of hygiene products for the skin and the importance of following manufacturer instructions	KU 21
	5.12 Describe the massage mediums used and their effects and justify when to carry out treatment without using a massage medium	KU 22
	5.13 Discuss the types and effects of massage techniques and how they can be adapted to create therapeutic effects	KU 23, 24
	5.14 Describe how to prepare and use products and equipment in line with the head massage treatment protocol	KU 25
	5.15 Justify why it is important to explain the treatment process and sensation to the client	KU 26
	5.16 Explain the need to monitor the client's health and wellbeing during and after the treatment	KU 27
LO6 Know how to complete head, neck and shoulder massage treatment	6.1 Explain why it is necessary to allow recovery time for the client post the head massage treatment	KU 28
	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 head massage treatment	KU 33
	6.7 Explain the instructions and advice, pre and post the head massage treatment	KU 34

Indicative Content:

Scope/range

Lifestyle profile

1. genetics
2. diet
3. occupation
4. sleep
5. wellbeing
6. stress level

Adverse reactions

1. hyperaemia
2. bruising
3. allergy
4. excessive healing response

Head massage 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
3. Phenotype and genotype

Massage medium

1. oil
2. cream
3. oil free

Massage techniques

1. effleurage
2. petrissage
3. tapotement
4. friction
5. vibrations
6. pressure point
7. lymphatic drainage
8. adapted pressure
9. eastern ayurvedic techniques

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 tissues, organs and body systems and their interdependence on each other
2. relative and absolute contraindications and pathologies
3. intrinsic and extrinsic factors that impact the functions of the human body and integral biology
4. the physical, psychological and physiological effects of head, neck and shoulder massage treatments

Work related injuries

1. repetitive strain injury
2. postural
3. dermatitis
4. dehydration

5. fatigue

Therapeutic effects

1. detoxification
2. stimulating
3. toning
4. relaxation
5. improved sense of wellbeing
6. mild pain relief
7. improve immune function
8. improves neurological function

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 treatment, i.e., fainting
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **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
- **Body type classification** - identified as endomorph, mesomorph, and ectomorph classifications
- **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
- **Contra-action** - an 'expected' reaction or outcome following a treatment, 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. For example:
 - Suspected infections (contagious or non-contagious)
 - Skin disorders and diseases
 - Medical history, advice, or instructions
 - Current medical conditions
 - Suspected melanomas
 - Skin damage
 - Cuts, abrasions, injuries, scarring
 - Skin/scalp sensitivity
 - Skin allergies
 - Piercings/jewellery
 - Time interval between treatments
- **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
- **First aid** - First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Indian head massage** - an eastern ayurvedic treatment and is traditionally carried out on the individual in a seating position.
- **Influencing factors** - something that can prevent or impact on the treatment plan:
 - **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
 - **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
 - **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, balanced, natural/chemically treated
- **Informed** - having or showing knowledge of a subject or situation
- **Integral biology** - environmental and lifestyle factors that impact on the human body.
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Multisensory perception** - is described as encouraging mindfulness. Techniques and strategies are used to heighten the desired effect.
- **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 treatments, i.e., follow manufacturer 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 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.
- **Tests** – sensitivity/allergy and tactile pre-treatment checks
- **Therapeutic effects** - describe the client’s physical, emotional, and mental wellbeing generated by holistic treatments and experiences.
- **Toxicity** - is determined by a person's reaction to different dosages of a chemical. Toxicity or adverse reactions can occur from incompatibilities
- **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 for the core units 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, physiology and pathology

Part A - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

Part B – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

Implement health, safety and hygiene

Part A - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation and profiling

Part A - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, 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 for holistic head, neck and shoulder massage 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/clinic 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

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *The Essential Guide to Holistic and Complementary Therapy* by Helen Beckmann and Suzanne Le Quesne
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann
- *An Introductory Guide to Massage* by Louise Tucker
- *Massage and Aromatherapy A Practical Approach*, by Lyn Goldberg

Unit WH302: Thermal therapy massage

Unit code: K/650/0802

RQF level: 3

(NOS - SKABS6 Provide body massage using thermal therapy techniques)

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 body massage treatments using thermal therapy techniques.
- Thermal therapy equipment includes handheld tools or preparations that emit temperature. They require heating or cooling prior and during the treatment.
- 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:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

The main outcomes are:

1. Provide a thermal therapy massage treatment

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, body and skin concerns, expectations and desired outcomes to inform the thermal therapy treatment plan, to include:
 - 3.1 treatment history
 - 3.2 experience history
 - 3.3 recent activities
 - 3.4 current skincare regime
 - 3.5 **lifestyle profile**
 - 3.6 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed thermal therapy massage 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 thermal therapy massage treatment, in accordance with organisational and insurance requirements
6. carry out a pre-treatment test(s) to determine skin sensitivity

7. prepare and cleanse the individual's treatment area in accordance with the **thermal therapy treatment protocol** to include:
 - 7.1 maintaining the individual's modesty and comfort
8. carry out a skin and body analysis, to include:
 - 8.1 body type classification and **body characteristics**
 - 8.2 posture analysis
9. select and prepare the thermal therapy handheld **tools and equipment** and temperature, in accordance with the thermal therapy treatment protocol, to include:
 - 9.1 frequent temperature checks
 - 9.2 adaptations in accordance with the individual's treatment area
10. promote wellbeing by working with the individual's chakra points massage
11. select and apply the **massage medium** and carry out the body massage, using thermal therapy techniques, as agreed in the thermal therapy treatment plan, to include:
 - 11.1 maintaining your own posture and stance
 - 11.2 using techniques that avoid injury to the individual
12. check the pressure, rhythm and flow of the thermal therapy massage with the individual and adapt the **thermal therapy massage techniques** in accordance with the individual's needs
13. monitor the individual's health, wellbeing and skin reaction throughout the thermal therapy massage treatment
14. implement the correct course of action in the event of an adverse reaction
15. conclude the treatment in accordance with the thermal therapy massage 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 thermal therapy massage treatment and take appropriate action
18. provide **instructions** and advice to the individual, pre and post the treatment
19. record the outcome and evaluation of the thermal therapy massage treatment

NOS Knowledge and Understanding (KU)

Learners will need to know and understand:

1. your role and responsibilities in providing thermal therapy massage 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 thermal therapy massage treatment, in relation to:
 - 7.1 past and current medical history
 - 7.2 relevant lifestyle profile
 - 7.3 medication and medical conditions
 - 7.4 postural faults and conditions
8. the adverse reactions associated with a thermal therapy massage treatment and how to respond
9. the health and safety responsibilities in line with legislation before, during and after the thermal therapy massage treatment
10. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the thermal therapy treatment plan
11. the legal requirements for providing beauty services 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 thermal therapy massage treatment

14. the importance of adhering to the thermal therapy massage treatment protocol
15. how to carry out and interpret pre-treatment tests
16. the frequency of providing thermal therapy massage treatments and the potential impact on the professional's health and wellbeing, to include:
 - 16.1 ways in which risks to health and wellbeing can be avoided
 - 16.2 avoidance of work-related injuries
 - 16.3 maintaining your own personal well being
17. the importance of maintaining your own posture and stance throughout a thermal therapy massage treatment, to include:
 - 17.1 support the flow and effectiveness of the treatment
18. maintain the individual's comfort and care throughout the treatment in accordance with the thermal therapy massage, to include:
 - 18.1 ensure the environment promotes calming or stimulation of the multisensory perceptions of the body, in accordance with the thermal therapy treatment protocol
19. the importance of carrying out a body and skin analysis to determine the thermal therapy treatment plan
20. why it is important to identify the individual's postural faults and conditions and how they can be improved
21. the types of hygiene products for the skin and the importance of following manufacturer instructions, to include:
 - 21.1 adaptations depending on the individual's treatment area
22. the massage mediums used in a thermal therapy massage treatment and their effects, to include:
 - 22.1 when it is appropriate to carry out thermal therapy massage without the use of a massage medium
23. the types of thermal therapy equipment available, to include:
 - 23.1 the reasons why thermal therapy should not be used statically on the skin and why constant movements are required
24. the types, benefits and limitations of using thermal therapy techniques within a massage treatment, to include:
 - 24.1 associated benefits and avoidance of work-related injuries
 - 24.2 associated risks and how to respond
25. the types and effects of thermal therapy massage techniques
26. how thermal therapy massage techniques can be adapted to create therapeutic effects
27. how to prepare and use products, tools and equipment in accordance with the thermal therapy treatment protocol
28. why it is important to explain the treatment process and sensation to the individual
29. the importance of monitoring the health and wellbeing of the individual during, and post the treatment
30. the importance of allowing recovery time for the individual post the thermal therapy massage treatment
31. 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
32. the legislative and regulatory requirements of completing and storing the individual's thermal therapy massage treatment record
33. the expected outcomes of thermal therapy massage treatment
34. the purpose of reflective practice and evaluation and how it informs future treatments
35. the importance to record the outcome and evaluation of the thermal therapy massage treatment
36. the instructions and advice, pre and post the thermal therapy massage treatment

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard
<https://www.SKABS6 Provide body massage using thermal therapy techniques>
 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 thermal therapy massage	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1, 2
	1.2 Discuss and identify the client's objectives, body and skin concerns, expectations and desired outcomes, including alternative treatment options	PC 3
	1.3 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contractions, adverse reactions and physical sensation	PC 4
	1.4 Gain and record informed consent for the treatment in accordance with organisational and insurance requirements	PC 5
	1.5 Carry out pre-treatment test(s) to determine skin sensitivity	PC 6
LO2 Provide thermal therapy massage	2.1 Prepare and cleanse the client's treatment area according to treatment protocol, maintaining client comfort and modesty	PC 7
	2.2 Carry out a skin and body analysis, identify body type and characteristics, postural analysis and treatment adaptations	PC 8
	2.3 Prepare the thermal therapy tools, equipment and temperature according to protocols and manufacturer's instructions	PC 9
	2.4 Promote wellbeing by working with the client's chakra points massage	PC 10
	2.5 Apply the massage medium and carry out body massage, using thermal therapy maintaining correct posture and client safety	PC 11
	2.6 Check client comfort and adapt pressure, rhythm and flow of the massage thermal therapy techniques to suit the client's needs	PC 12
	2.7 Monitor the client's health, wellbeing, and skin reaction throughout, acting in the event of an adverse reaction	PC 13, 14
LO3 Complete thermal therapy massage	3.1 Complete the thermal therapy massage to the client's satisfaction and in accordance with treatment protocol and legal requirements	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 thermal therapy massage 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 thermal therapy massage 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	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice, and legal requirements	KU 1, 2

Know how to prepare thermal therapy massage	4.2 Research the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Describe the relative and absolute contra-indications to thermal therapy massage treatment	KU 5
	4.5 Justify the legal and insurance requirements for obtaining medical diagnosis and referral, treating minors and vulnerable adults, and signed, informed consent	KU 5, 11, 13
	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 thermal therapy massage	5.1 Explain the purpose, use and limitations of thermal therapy massage in relation to medical history and conditions, medication, lifestyle factors, postural faults, conditions and client expectations	KU 7
	5.2 Describe the adverse reactions associated with thermal therapy massage and how to respond	KU 8
	5.3 Explain the health and safety responsibilities in line with legislation before, during and after thermal therapy massage	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, 12
	5.5 Explain the importance of adhering to treatment protocol, including conducting and interpreting pre-treatment tests	KU 14, 15
	5.6 Describe the potential risks to personal health and safety, risk avoidance, and the importance of maintaining personal wellbeing	KU 16
	5.7 Discuss the importance to maintain correct posture and stance throughout the treatment	KU 17
	5.8 Describe the need to maintain client comfort and to ensure the environment is calming or stimulating for the multisensory perceptions of the body according to treatment protocol	KU 18
	5.9 Explain the importance of carrying out a body and skin analysis to determine the thermal therapy treatment plan	KU 19
	5.10 Explain why it is important to identify the individual's postural faults and conditions and how they can be improved	KU 20
	5.11 Describe the types of hygiene products for the skin and the importance of following manufacturer instructions	KU 21
	5.12 Describe the massage mediums used and their effects and justify when to carry out treatment without using a massage medium	KU 22
	5.13 Discuss the types, preparation and use of thermal therapy equipment, why they should not be used statically and explain the associated benefits and risks	KU 23, 24, 27
	5.14 Describe the types and effects of thermal therapy massage techniques and the adaptations for different therapeutic effects	KU 25, 26
	5.15 Justify why it is important to explain the treatment process and sensation to the client	KU 28
	5.16 Explain the need to monitor the client's health and wellbeing during and after the treatment	KU 29
LO6 Know how to complete thermal therapy massage	6.1 Explain why it is necessary to allow recovery time for the client post the thermal therapy massage treatment	KU 30
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 31

	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 32
	6.4 Describe the expected outcomes of the treatment	KU 33
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 34
	6.6 Discuss the importance of recording the outcome and evaluating the thermal therapy massage treatment	KU 35
	6.7 Explain the instructions and advice, pre and post the thermal massage treatment	KU 36

Indicative Content:

Scope/range

Lifestyle profile

1. genetics
2. diet
3. occupation
4. sleep
5. wellbeing
6. stress level

Adverse reactions

1. hyperaemia
2. bruising
3. allergy
4. excessive healing response

Thermal therapy 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

Body characteristics

1. muscle tone
2. muscle tension
3. hair density
4. sluggish circulation
5. skin classification
6. skin condition
7. lax elasticity
8. posture

Tools and Equipment

1. handheld tools that require heating
2. handheld tools that require cooling
3. heating equipment and preparations
4. cooling equipment and preparations

Massage medium

1. oil
2. cream

Thermal therapy massage techniques

1. effleurage
2. petrissage
3. friction
4. tapotement
5. pressure point
6. lymphatic drainage
7. use of handheld tools that require heating
8. use of handheld tools that require cooling
9. placement of stones, chakra points of the body
10. trigger point, tucking and tapping

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 tissues, organs and body systems and their interdependence on each other
2. relative and absolute contraindications and pathologies
3. intrinsic and extrinsic factors that impact the functions of the human body and integral biology
4. the physical, psychological and physiological effects of advanced body massage treatments

Work related injuries

1. repetitive strain injury
2. postural
3. dermatitis
4. dehydration
5. fatigue

Therapeutic effects

1. detoxification
2. stimulating
3. toning
4. relaxation
5. improved sense of wellbeing
6. mild pain relief
7. improve immune function
8. improves neurological function

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 treatment, i.e., fainting

- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **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
- **Chakra** – 7 energy centres of the body that run along the spine from head to root and correspond to nerves and major organs affecting emotional and physical well-being. A balanced chakra - energy centres are open, and energy is free flowing promoting physical, mental, and emotional wellbeing
- **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
- **Contra-action** - an 'expected' reaction or outcome following a treatment, 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. For example:
 - Suspected infections (contagious or non-contagious)
 - Skin disorders and diseases
 - Medical history, advice, or instructions
 - Current medical conditions
 - Suspected melanomas
 - Skin damage
 - Cuts, abrasions, injuries, scarring
 - Skin sensitivity
 - Skin allergies
 - Time interval between treatments
- **Client characteristics** – gender, age, height, weight
- **Detoxification** – the metabolic process by which toxins are changed into less toxic, more readily excretable substances
- **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.
- **Evidence-based practice** - is based on the best available, current, valid, and relevant evidence
- **Expectations** - what a client will require of you
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors - something that can prevent or alter a treatment:**
 - **Body type classifications** - or **somatotypes** refers to the genetic predisposition to a certain physique based on muscle to fat ratio and stature. The 3 extremes of body type classifications are endomorph, ectomorph, and mesomorph. Most people are a unique combination of the 3 somatotypes
 - **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
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 - **Outcomes** - final product or end result
 - **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
 - **Physiology** - the functions and activities of living organisms
 - **Postural analysis** – using observation to identify if posture, alignment, and anatomical symmetry is correct/balanced referred to as good posture, or if the posture is poor with indicators of postural faults/weaknesses, which impact on the muscles and joints e.g., kyphosis, lordosis, scoliosis, pelvic tilt, dowager’s hump, flat back
 - **Practices** - actions rather than thoughts or ideas
 - **Professional** - a confident, knowledgeable, skilful, ethical to profession
 - **Protocol** - A protocol is a standard procedure to ensure best practice and compliance when providing treatments, i.e., follow manufacturer instructions.
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 - **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

- **Tests** – sensitivity/allergy and tactile pre-treatment checks
- **Therapeutic effects** - describe the client's physical, emotional, and mental wellbeing generated by holistic treatments and experiences.
- **Toxicity** - is determined by a person's reaction to different dosages of a chemical. Toxicity or adverse reactions can occur from incompatibilities
- **Trigger point** – the location in a muscle relating to stress and tension, maybe referred to as a knot, which can be relieved through heat, massage and stretching techniques applied to the area
- **Visual media** - is evidence generated through photography or video

Delivery and Assessment Guidance

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Anatomy, physiology and pathology

Part A - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

Part B – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

Implement health, safety and hygiene

Part A - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation and profiling

Part A - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, 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 for thermal therapy massage 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/clinic 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

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *The Essential Guide to Holistic and Complementary Therapy* by Helen Beckmann and Suzanne Le Quesne
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann
- *An Introductory Guide to Massage* by Louise Tucker
- *Advanced Technical Diploma in Beauty and Spa Therapy (Level 3)* by Helen Beckmann and Claire Davis

Unit WH303: Wellbeing and holistic therapy

Unit code: L/650/0803

RQF level: 3

(NOS - SKABS7 Provide therapeutic wellbeing and holistic treatments blending essential oils)

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/Wellbeing and Holistic professional providing therapeutic wellbeing and holistic treatments blending essential oils.
- Techniques will include the blending of base, middle and top note essential oils to create therapeutic experiences and treatments.
- 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.
- It would also be beneficial for learners to have an awareness of Mental Health First Aid, to learn about mental health and how to converse with and support clients experiencing mental health issues.

This unit coexists alongside Qualifi units:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

The main outcomes are:

1. Provide therapeutic wellbeing and holistic treatments blending essential oils

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, body and skin concerns, expectations and desired outcomes to inform the essential oils treatment and/or experience plan, to include:
 - 3.1 known allergies
 - 3.2 treatment history
 - 3.3 experience history
 - 3.4 recent activities
 - 3.5 current skincare regime
 - 3.6 **lifestyle profile**
 - 3.7 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed essential oils treatment and/or experience, 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 essential oils treatment and/or experience in accordance with organisational and insurance requirements
6. carry out a pre-treatment test(s) to determine skin sensitivity
7. prepare and cleanse the individual's treatment area in accordance with the **essential oils treatment and/or experience protocol**, to include:
 - 7.1 maintaining the individual's modesty and comfort
8. carry out a body and skin analysis, to include:
 - 8.1 body type classification and **body characteristics**
 - 8.2 posture analysis
9. select and blend the essential oils within a carrier to create the **massage medium** in accordance with the essential oils treatment protocol, to include:
 - 9.1 check the individual's compatibility with the blended oils aroma

Experience

10. diffuse the essential oils to create the ambience and environment in accordance with the individual's needs

Massage

11. carry out deep breathing relaxation techniques with the individual
12. apply the blended aromatherapy oils and carry out the massage using therapeutic **massage techniques** as agreed in the essential oils treatment protocol, to include:
 - 12.1 maintaining your own posture and stance
13. check the pressure, rhythm and flow of the massage with the individual and adapt the therapeutic massage techniques in accordance with the individual's needs
14. monitor the individual's health, wellbeing and skin reaction throughout the essential oils treatment and/or experience
15. implement the correct course of action in the event of an adverse reaction
16. conclude the treatment in accordance with the essential oils treatment and/or experience 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 essential oils treatment and/or experience 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 essential oils treatment and/or experience

NOS Knowledge and Understanding (KU)

Learners will need to know and understand:

1. your role and responsibilities in providing essential oils treatment and/or experience 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 essential oils treatment and/or experience, 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. the adverse reactions associated with an essential oils treatment and/or experience and how to respond
9. the health and safety responsibilities in line with legislation before, during and after the essential oils treatment and/or experience

10. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the essential oils treatment and/or experience 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 essential oils treatment and/or experience
14. the importance of adhering to the essential oils treatment and/or experience protocol
15. how to carry out and interpret pre-treatment tests
16. the frequency of providing essential oil treatments and/or experiences and the potential impact on the professional's health and wellbeing, to include:
 - 16.1 ways in which risks to health and wellbeing can be avoided
 - 16.2 avoidance of **work-related injuries**
 - 16.3 maintaining your own personal well being
17. the importance of maintaining your own posture and stance throughout an essential oils massage treatment, to include:
 - 17.1 how it impacts the support, flow and effectiveness of the treatment
18. maintain the individual's comfort and care throughout the treatment in accordance with the essential oils massage treatment, to include:
 - 18.1 ensure the environment promotes calming or stimulation of the multisensory perceptions of the body in accordance with the essential oils treatment protocol
19. why it's important to identify the individual's postural faults and conditions and how they can be improved
20. the importance of carrying out a body and skin analysis to determine the treatment plan
21. the types of hygiene products for the skin and the importance of following manufacturer instructions
22. the **essential oil groups** and their effects on common ailments, to include:
 - 22.1 the types and associated risks of essential oils linked with toxicity
23. the differentiation between base, middle and top note essential oils
24. why base, middle and top notes are each required in an aromatherapy blend, to include:
 - 24.1 recommended ratio for safe practices and to prevent toxicity
25. how to store, handle, use and dispose of essential oils
26. the types, benefits and limitations of pre-treatments used, prior to a massage using essential oils treatment and/or experience
27. the types, benefits and limitations of therapeutic massage techniques within a manual massage using essential oils, to include:
 - 27.1 associated benefits and avoidance of work-related injuries
 - 27.2 associated risks and how to respond
28. the types and effects of manual massage using essential oils and/or experience
29. how the use of essential oils within treatments and/or experience and how they can be adapted to create **therapeutic effects**
30. how to prepare and use products and equipment in accordance with the essential oils and/or experience protocol
31. why it is important to explain the treatment process and sensation to the individual
32. the importance of monitoring the health and wellbeing of the individual during and post the treatment
33. the importance of allowing recovery time for the individual post the essential oils treatment and/or experience
34. 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
35. the legislative and regulatory requirements of completing and storing the individual's essential oils treatment and/or experience records
36. the expected outcomes of essential oils treatment and/or experience
37. the purpose of reflective practice and evaluation and how it informs future treatments
38. the importance to record the outcome and evaluation of the essential oils treatment and/or experience
39. the instructions and advice, pre and post the essential oils treatment and/or experience

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Provide therapeutic wellbeing and holistic treatments blending essential oils-SKABS7](#)

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 wellbeing and holistic therapy treatment	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1, 2, 3
	1.2 Discuss and identify the client's objectives, body and skin concerns, expectations and desired outcomes, including alternative treatment options	PC 3
	1.3 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contra-actions, adverse reactions and physical sensation	PC 4
	1.4 Gain and record informed consent for the treatment in accordance with organisational and insurance requirements	PC 5
	1.5 Carry out pre-treatment test(s) to determine skin sensitivity	PC 6
LO2 Provide wellbeing and holistic therapy treatment	2.1 Prepare and cleanse the client's treatment area according to treatment protocol, maintaining client comfort and modesty	PC 7
	2.2 Carry out a skin and body analysis, identify body type and characteristics and complete a postural analysis	PC 8
	2.3 Adapt holistic treatments to treat clients with diverse and variable needs including those with health issues	
	2.4 Select and blend essential oils with carrier oil to create the massage medium and check client's compatibility with the aroma	PC 9
	2.5 Diffuse the essential oils to create the ambience and environment according to the client's needs	PC 10
	2.6 Carry out deep breathing relaxation techniques with the client	PC 11
	2.7 Apply the blended essential oils and massage using therapeutic techniques, maintaining correct posture and client comfort	PC 12, 13
	2.8 Monitor the client's health, wellbeing, and skin reaction throughout, acting in the event of an adverse reaction	PC 14, 15
LO3 Complete wellbeing and holistic therapy treatment	3.1 Complete the wellbeing and holistic therapy treatment to the client's satisfaction and in accordance with treatment protocol and legal requirements	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 wellbeing and holistic therapy 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 wellbeing and holistic therapy 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 wellbeing and holistic therapy treatment	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice and legal requirements	KU 1, 2
	4.2 Research the importance of CPD to include up-to-date policies, procedures and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Describe the relative and absolute contra-indications to wellbeing and holistic therapy treatment	KU 5
	4.5 Justify the legal and insurance requirements for obtaining medical diagnosis and referral, treating minors and vulnerable adults and signed, informed consent	KU 5, 11, 13
	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 wellbeing and holistic therapy treatment	5.1 Explain the purpose, use and limitations of essential oil treatment/experiences in relation to medical history and conditions, medication, lifestyle factors and client expectations	KU 7
	5.2 Explain the need to tailor and adapt therapy treatments for clients with medically diagnosed conditions and health issues	
	5.2 Describe the adverse reactions associated with essential oils treatment/experiences and how to respond	KU 8
	5.3 Explain the health and safety responsibilities in line with legislation before, during and after essential oils treatment/experiences	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 Explain the importance of adhering to treatment protocol, including conducting and interpreting pre-treatment tests	KU 15
	5.6 Describe the potential risks to personal health and safety, risk avoidance, and the importance of maintaining personal wellbeing	KU 16
	5.7 Discuss the importance to maintain correct posture and stance throughout the holistic massage treatment	KU 17
	5.8 Describe the need to maintain client comfort and to ensure the environment is calming or stimulating for the multisensory perceptions of the body according to treatment protocol	KU 18
	5.9 Explain why it is important to identify the individual's postural faults and conditions and how they can be improved	KU 19
	5.10 Explain the importance of carrying out a body and skin analysis to determine the wellbeing and holistic therapy treatment plan	KU 20
	5.11 Describe the types of hygiene products for the skin and the importance of following manufacturer instructions	KU 21
	5.12 Describe the essential oils groups and types, effects on common ailments, and the associated risks linked with toxicity	KU 22
	5.13 Explain the difference between top, middle and base notes, why each are required in a blend and the safe ratios to prevent toxicity	KU 23, 24
	5.14 Describe how to store, handle, prepare, use and dispose of essential oils	KU 25, 30
	5.15 Discuss the types, benefits and limitations of pre-treatments and massage techniques, associated risk avoidance and response	KU 26, 27, 28
5.16 Explain how the use of essential oils used in wellbeing and holistic treatment can be adapted to create therapeutic effects	KU 29	

	5.17 Justify why it is important to explain the treatment process and sensation to the client	KU 31
	5.18 Explain the need to monitor the client's health and wellbeing during and after the treatment	KU 32
LO6 Know how to complete wellbeing and holistic therapy treatment	6.1 Explain why it is necessary to allow recovery time for the client post the wellbeing and holistic therapy treatment	KU 33
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 34
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 35
	6.4 Describe the expected outcomes of the treatment	KU 36
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 37
	6.6 Discuss the importance of recording the outcome and evaluating the wellbeing and holistic therapy treatment	KU 38
	6.7 Explain the instructions and advice, pre and post the wellbeing and holistic therapies treatment	KU 39

Indicative Content:

Scope/range

Lifestyle profile

1. genetics
2. diet
3. occupation
4. sleep
5. wellbeing
6. stress level

Health issues

12. Cancer
13. Diabetes
14. Epilepsy
15. Circulatory disorders
16. Pregnancy
17. Pre-post operative care
18. Poor mental health
19. Life limiting conditions
20. Life-threatening conditions
21. Chronic conditions

Adverse reactions

1. hyperaemia
2. bruising
3. allergy
4. excessive healing response

Essential oils treatment and/or experience 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

Body characteristics

1. muscle tone
2. muscle tension
3. hair density
4. sluggish circulation
5. skin classification
6. skin condition
7. lax elasticity
8. posture

Massage medium

1. carrier oil
2. lotion
3. creams
4. gel
5. pre-blend formulations

Massage techniques

1. effleurage
2. petrissage
3. vibrations
4. pressure point
5. lymphatic drainage
6. deep tissue
7. light touch
8. passive

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 tissues, organs and body systems and their interdependence on each other
2. relative and absolute contraindications and pathologies
3. intrinsic and extrinsic factors that impact the functions of the human body and integral biology
4. the physical, psychological and physiological effects of essential oils using in therapeutic wellbeing and holistic treatments

Work related injuries

1. repetitive strain injury
2. postural
3. dermatitis
4. dehydration
5. toxicity considerations

6. fatigue

Essential oil groups

1. flowers (rose, chamomile, lavender, geranium, Ylang ylang)
2. fruits (lemon, sweet orange, lime, mandarin, grapefruit)
3. trees (eucalyptus, tea tree, frankincense, cedarwood, benzoin)
4. herbs (sweet marjoram, spearmint)
5. base, middle and top notes
6. pre-blend formulations

Therapeutic effects

1. detoxification
2. balancing
3. stimulating
4. toning
5. relaxation
6. improved sense of wellbeing
7. uplifting
8. mild pain relief
9. improve immune function
10. improves neurological function
11. cicatrisant
12. anti-viral
13. antiseptic

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 treatment, i.e., fainting
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **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
- **Body type classification** - identified as endomorph, mesomorph and ectomorph classifications
- **Chronic conditions** - broadly defined as conditions, lasting more than a year affecting health and wellbeing. E.g., long Covid-19 a chronic post coronavirus condition following the pandemic of 2020/21 is emerging as a potential risk factor for heightened sensitivity and allergic reactions to services/treatments involving the use of chemicals.
- **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
- **Contra-action** - an 'expected' reaction or outcome following a treatment, 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. For example:
 - Suspected infections (contagious or non-contagious)
 - Skin disorders and diseases

- Medical history, advice, or instructions
- Current medical conditions
- Suspected melanomas
- Skin damage
- Cuts, abrasions, injuries, scarring
- Skin/scalp sensitivity
- Skin allergies
- Piercings/jewellery
- Time interval between treatments
- **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
- **Evidence-based practice** - is based on the best available, current, valid and relevant evidence
- **Expectations** - what a client will require of you
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness
- **Health issues** - cancer, diabetes, life limiting or life-threatening conditions
- **Indian wellbeing and holistic therapies** - Indian wellbeing and holistic therapies is an eastern ayurvedic treatment and is traditionally carried out on the individual in a seating position
- **Influencing factors - 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
 - **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
- **Informed** - having or showing knowledge of a subject or situation
- **Integral biology** - environmental and lifestyle factors that impact on the human body.

- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Multisensory perception** - is described as encouraging mindfulness. Techniques and strategies are used to heighten the desired effect.
- **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 treatments, i.e., follow manufacturer 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 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.
- **Tests** – sensitivity/allergy and tactile pre-treatment checks
- **Therapeutic effects** - describe the client's physical, emotional and mental wellbeing generated by holistic treatments and experiences.
- **Toxicity** - is determined by a person's reaction to different dosages of a chemical. Toxicity or adverse reactions can occur from incompatibilities
- **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 for the core units 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, physiology and pathology

Part A - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

Part B – relating to anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

Implement health, safety and hygiene

Part A - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation and profiling

Part A - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part B - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

Part C - Applied knowledge at **level 3** relating to client consultation and profiling 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 for wellbeing and holistic therapy treatments involving blending essential oils 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/clinic 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

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *The Essential Guide to Holistic and Complementary Therapy* by Helen Beckmann and Suzanne Le Quesne
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann
- *An Introductory Guide to Massage* by Louise Tucker
- *Massage and Aromatherapy A Practical Approach*, by Lyn Goldberg
- <https://onementalhealth.org/pages/resources>

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](https://www.ukstandards.org.uk/Instruct%20and%20advise%20on%20products%20and%20services)

Please refer to the NOS in full to support unit delivery

Learning Outcomes	Assessment Criteria:	NOS
To achieve this unit, a learner must be able to:	Assessment of this unit will require a learner to demonstrate that they can:	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 instruct and advise the client on 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 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 plan 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
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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