

# VTCT Level 1 Certificate in Beauty Therapy

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Accreditation start date: **1 June 2011**  
Credit value: **23**  
Total Qualification Time (TQT): **230**  
Guided learning hours (GLH): **208**  
Qualification number: **600/1655/3**

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## Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Mandatory units				
UV10477				
UV10343				
UV10416				
UV10417				
UV30339				
UV30335				
UV10478				
Optional units	Please insert optional units achieved			

# The qualification

## Introduction

The VTCT Level 1 Certificate in Beauty Therapy will equip you with the skills and knowledge required to provide basic facial skincare and make-up treatments for clients, as well as basic manicure and pedicure treatments for the hands and feet.

You will gain an insight into working with others in the hair and beauty sector, and knowledge of health, safety and hygiene requirements.

You will also have the opportunity to choose to learn about the creative and specialist aspects of beauty therapy such as nail art, face painting and photographic make-up.

## National Occupational Standards (NOS)

This qualification has been mapped to the relevant NOS, and is regulated on the Regulated Qualifications Framework (RQF).

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.



## Progression

When you have successfully completed this qualification you will have the opportunity to progress to the following VTCT qualifications:

- Level 2 NVQ Diploma in Beauty Therapy General
- Level 2 NVQ Diploma in Beauty Therapy Make-Up
- Level 2 NVQ Diploma in Nail Services

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications:

- Level 2 Certificate in Beauty Specialist Techniques
- Level 2 Diploma in Beauty Specialist Techniques
- Level 2 Certificate in Make-Up and Manicure
- Level 2 Certificate in Nail Technology
- Level 2 Certificate in Nail Treatments
- Level 1 Diploma in Beauty Therapy

# Qualification structure

## Total credits required - 23 (minimum)

All mandatory units must be completed.

### Mandatory units - 20 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV10477	A/600/6327	Follow health and safety in the salon	3	22
UV10343	R/502/3981	Introduction to the hair and beauty sector	3	25
UV10416	R/601/3557	Providing basic manicure treatment	3	30
UV10417	L/601/3556	Providing basic pedicure treatment	3	30
UV30339	J/502/3797	Basic make-up application	3	30
UV30335	Y/502/3464	Skin care	3	30
UV10478	H/600/6323	Working with others in the hair and beauty sector	2	19

### Optional units - 3 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30340	L/502/3803	Themed face painting	3	30
UV10346	L/502/3980	The art of photographic make-up	5	30
UV30333	K/502/3470	Nail art application	3	30
UV10344	Y/502/3982	Presenting a professional image in a salon	3	25
UV10481	R/600/6334	Salon reception duties	3	22

# Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

## Internal assessment

*(any requirements will be shown in the unit)*

Assessment is set, marked and internally quality assured by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external quality assurers.

## External assessment

*(any requirements will be shown in the unit)*

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT external quality assurers.

## Assessment explained

VTCT qualifications are assessed and verified by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An external quality assurer, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external quality assurer.

This record of assessment book is your property and must be in your possession when you are being assessed or quality assured. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



## Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete this qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

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

All evidence should be documented in the portfolio and cross referenced to unit outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

# Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV10477	Follow health and safety in the salon	1	✓	✓
UV10343	Introduction to the hair and beauty sector	0	✗	✓
UV10416	Providing basic manicure treatment	0	✓	✓
UV10417	Providing basic pedicure treatment	0	✓	✓
UV30339	Basic make-up application	0	✓	✓
UV30335	Skin care	0	✓	✓
UV10478	Working with others in the hair and beauty sector	0	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV30340	Themed face painting	0	✓	✓
UV10346	The art of photographic make-up	0	✓	✓
UV30333	Nail art application	0	✓	✓
UV10344	Presenting a professional image in a salon	0	✓	✓
UV10481	Salon reception duties	0	✓	✓

# Unit glossary

	Description
<b>VTCT product code</b>	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
<b>Unit title</b>	The title clearly indicates the focus of the unit.
<b>National Occupational Standards (NOS)</b>	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
<b>Level</b>	Level is an indication of the demand of the learning experience, the depth and/or complexity of achievement and independence in achieving the learning outcomes.
<b>Credit value</b>	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
<b>Guided learning hours (GLH)</b>	The activity of a learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
<b>Total qualification time (TQT)</b>	The number of hours an awarding organisation has assigned to a qualification for Guided Learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study, or any other form of participation in education or training. This includes assessment, which takes place as directed - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
<b>Observations</b>	This indicates the minimum number of observations required to achieve the unit.
<b>Learning outcomes</b>	The learning outcomes are the most important component of the unit, they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
<b>Evidence requirements</b>	This section provides guidelines on how evidence must be gathered.
<b>Maximum service times</b>	The maximum time in which a particular service or practical element must be completed.
<b>Observation outcome</b>	An observation outcome details the practical tasks that must be completed to achieve the unit.
<b>Knowledge outcome</b>	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
<b>Assessment criteria</b>	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
<b>Range</b>	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.



# UV10477

## Follow health and safety in the salon

Through this unit you will develop an understanding of the importance of health and safety in the salon.

You will develop the ability to recognise a hazard, carry out a simple risk analysis and follow safe and hygienic working practices.

You will also need to be able to locate fire fighting equipment, first aid resources and have an awareness of fire, emergency and evacuation procedures.

This unit applies to hairdressers, barbers, beauty therapists and nail technicians.

Level

1

Credit value

3

GLH

22

Observation(s)

2

External paper(s)

1



# Follow health and safety in the salon

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain health and safety practices
2. Be able to follow emergency procedures

## Evidence requirements

1. *Environment*  
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least two occasions**.
4. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*  
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Maximum service times

There are no maximum service times that apply to this unit.

## Achieving range

There are no range statements that apply to this unit.



# Observations

## Outcome 1

### Be able to maintain health and safety practices

You can:

- a. Identify hazards in the salon environment
- b. Carry out a simple risk analysis of the salon
- c. Follow safe and hygienic working practices

*\* May be assessed through oral questioning.*

Observation	1	2	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



## Outcome 2

### Be able to follow emergency procedures

You can:

- a. Locate fire fighting equipment in the salon
- b. Locate the first aid equipment and the accident report book
- c. Follow fire and evacuation procedures

*\* May be assessed through oral questioning.*

Observation	1	<i>Optional</i>	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

## Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

# Knowledge



## Outcome 1

### Be able to maintain health and safety practices

You can:	Portfolio reference / Assessor initials*
d. Outline the main provisions of the health and safety legislation	
e. State the difference between a 'hazard' and 'risk'	
f. State the employer's responsibilities for the safety of employees and customers in the salon	
g. Outline safe and hygienic working practices	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*





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## Outcome 2

### Be able to follow emergency procedures

You can:

Portfolio reference /  
Assessor initials\*

d. State the procedures for dealing with accidents and emergencies

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*

# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Be able to maintain health and safety practices

**Hazards and risks:** A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

**Salon hazards:** Require immediate action – level of responsibility, report, duty to recognise/deal with hazards.

**Environmental** – wet/slippery floor, cluttered passage/corridors, rearrange furniture, blocked passageway/entrance/exit.

**Equipment** – broken, worn, faulty, incorrect use.

**Chemicals** – leaking, damaged packaging.

**Security (cash)** – unattended reception/till, money in transit, cash left in till overnight.

**Security (people)** – staff, clients, visitors, children, personal belongings, disregard of systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

**Hygiene** – poor personal cleanliness, lack of regular washing of uniform, equipment (dirty, not sterilised, cross-infection, cross-contamination between clients).

**Risk analysis:** The likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who/what is at risk, level of risk, interpret results, conclusions, record findings, regular reviews.

**Reasons for risk assessment:** Legal

requirement, staff/visitor/client health and safety, safe environment, minimising hazards and risks.

**How to follow safe and hygienic working practices:**

**Maintaining a safe salon** – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to work stations/beds/trolleys and equipment, clean/sterilise/disinfect (tools, equipment, work surfaces), risk assessment, no smoking, eating or drinking, professional personal hygiene.

**Personal protective equipment** – avoid latex, powdered gloves, apron.

**Electricity at work** – visual check of equipment, no trailing wires, portable appliance testing.

**Manual handling** – moving stock safely, lifting, working heights, unpacking.

**Towels** – clean for every client, dirty in covered bin, washed daily.

**Reporting of injuries diseases and dangerous occurrences** – accident book, reporting diseases, log accidents.

**Control of substances hazardous to health** – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturer's instructions for use.

**Disposal** – dilute chemicals with running



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## Outcome 1: Be able to maintain health and safety practices (continued)

water, sharps box, hazardous waste bin, closed top bin, recycle empties, product storage (check end date/packaging, store away from heat/damp/direct sunlight, empties avoid theft).

**Salon health and safety legislation and regulations:** Health and safety at work, control of substances hazardous to health, reporting of injuries diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employer's liability (compulsory insurance), occupiers liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

**Employer responsibility for safety of employees:** Hold current/valid liability insurance, display health and safety rules (covering staff/employees/clients/ fire evacuation), provide regular training, accurate record keeping, monitoring, consult experts.



## Outcome 2: Be able to follow emergency procedures

**Fire fighting equipment:** Extinguishers (water, foam, powder, CO<sub>2</sub> gas), sand bucket, fire blanket, alarm.

**First aid equipment and the accident report book:** First aid box/boxes, list of equipment (general advice leaflet, various size dressings, eye pad, eye bath, triangular bandages, safety pins, antiseptic cream, medical wipes, sterile gloves, sterile water, cotton wool, accident report book).

### **Emergency procedures:**

**Accidents** – call ambulance, internal emergency number, nominated first aider, records.

**First aid** – call nominated first aider, emergency internal number, ensure accurate records.

**Fire evacuation** – nominated assembly point, fire wardens, regular simulation.

**Incidents** – security, emergency internal number, emergency external number 999 or 112.

**Position of fire fighting equipment** – induction process.

**How to use fire fighting equipment** – designated personnel, initial/ongoing training.

**Records and documentation** – initial/ongoing training, up-to-date, accurate.

**Safety drills** – induction process, initial/ongoing training person, regular simulation.

**Personnel responsible for safety** – nominated health and safety officer (internal/external).

# UV10343

## Introduction to the hair and beauty sector

Through this unit you will develop an understanding of how the hair and beauty industry works.

You will research both industries looking at the different types of salons, the clients that they attract and the main treatments and services offered in hairdressing and beauty therapy. You will also research the different types of job roles, the various working patterns and the type of career opportunities available to hairdressers and beauty therapists.

Level

**1**

Credit value

**3**

GLH

**25**

Observation(s)

**0**

External paper(s)

**0**



# Introduction to the hair and beauty sector

## Learning outcomes

On completion of this unit you will:

1. Know the career opportunities and working patterns within the hair and beauty sector
2. Know the main hairdressing services and beauty treatments

## Evidence requirements

1. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
2. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
3. *External paper*  
There is no external paper requirement for this unit.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.



# Knowledge



## Outcome 1

### Know the career opportunities and working patterns within the hair and beauty sector

You can:	Portfolio reference / Assessor initials*
a. Identify occupational roles in the hair and beauty sector	
b. Outline the working patterns in the hair and beauty sector	
c. Identify the main career opportunities available in the hair and beauty sector and related industries	
d. Give examples of sources of information on training and career opportunities in the sector	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*



## Outcome 2

### Know the main hairdressing services and beauty treatments

You can:	Portfolio reference / Assessor initials*
a. Identify different types of salon and the types of client they attract	
b. Outline the main hairdressing services offered by salons	
c. Outline the main beauty treatments offered by salons	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*

# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Know the career opportunities and working patterns within the hair and beauty sector

**Job roles:** Manager, receptionist, salon owner, senior staff, junior staff, job descriptions, organisational chart.

**Working patterns:** Full-time, part-time, modern apprentice, mobile.

**Career opportunities:** Management, receptionist, salon owner, senior staff, junior staff, mobile service, sales representatives, cruise ships, spas, hotels, airline services, product trainers, product development, fashion and media, employed, self-employed, rental space.

**Sources of information:** Internet, sales representatives, appraisal, personal development, professional magazines, recruitment agencies, professional associations, Habia.

## Outcome 2: Know the main hairdressing services and beauty treatments

**Salon types:** Small business (less than five staff), large business (more than ten staff), corporate businesses, health farms, spa, mobile salon.

**Hair services:** Cutting, setting, blow-drying, hair-up, colouring, perming, barbering.

**Beauty services:** Skin care, waxing, nail treatments, make-up, eye treatments, tanning.

# Notes

Use this area for notes and diagrams



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# UV10416

## Providing basic manicure treatment

In this unit you will learn how to prepare for, and provide, basic manicure treatments including the removal of any nail enamel, filing the nails, applying cuticle and hand cream and applying a basic finish. You will also need to maintain effective health, safety, hygiene and client care throughout your treatments.

Level

**1**

Credit value

**3**

GLH

**30**

Observation(s)

**3**

External paper(s)

**0**



# Providing basic manicure treatment

## Learning outcomes

On completion of this unit you will:

1. Be able to prepare for basic manicure treatments
2. Be able to provide basic manicure treatments

## Evidence requirements

1. *Environment*  
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

## Maximum service times

The following maximum service times apply to this unit:

Basic manicure	30 minutes
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# Observations

## Outcome 1

### Be able to prepare for basic manicure treatments

You can:

- a. Prepare yourself, the client, and work area for a basic manicure treatment
- b. Carry out a visual study of the hands and nails to identify factors that will influence the treatment

*\* May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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## Outcome 2

### Be able to provide basic manicure treatments

You can:

- a. Select and use products, techniques and equipment, taking into account identified factors
- b. Carry out a basic manicure treatment
- c. Follow safe and hygienic working practices
- d. Communicate and behave in a professional manner

\* *May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



# Range

\*You must practically demonstrate that you have:

Used <b>all</b> consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Applied a <b>minimum of 3</b> nail finishes	Portfolio reference
Buffed	
Clear nail enamel	
Nail strengthener	
Light colour	
Given <b>all</b> the types of advice	Portfolio reference
Suitable aftercare products and their use	
Avoidance of activities which may cause contra-actions	
Recommended time intervals in between nail services	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

# Knowledge



## Outcome 1

### Be able to prepare for basic manicure treatments

You can:	Portfolio reference / Assessor initials*
c. Outline the salon's requirement for preparing yourself, the client and work area	
d. State the importance of carrying out a visual study of the hands and nails to identify factors that will influence the treatment	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*



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## Outcome 2

### Be able to provide basic manicure treatments

You can:	Portfolio reference / Assessor initials*
e. Identify typical nail shapes and basic nail structure	
f. State possible contra-actions and how to respond	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*

# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Be able to prepare for basic manicure treatments

**Management of health and safety at work:** Clean up spillages, report slippery surfaces, remove/report obstacles, ensure good all round access to trolleys and equipment, sterilise/disinfect tools, equipment and work surfaces, wear personal protective equipment.

**Manual handling** – moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

**Towels** – clean for every client, dirty towels in covered bin.

**Employer responsibility:** Current and valid liability insurance, display health and safety rules covering staff, employees, clients and fire evacuation, provide regular training, accurate record keeping, monitoring.

**Hazards:** Something with potential to cause harm, level of responsibility, report, nominated personnel, duty to recognise hazards.

**Risk:** Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who/what is at risk, level of risk, interpret results, conclusions, record findings, regular reviews.

**Reasons for risk assessment:** Staff, visitors, client health and safety, safe environment, minimise hazards and risks, requirement of legislation.

**Hygiene (general):** Sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, place dirty towels in covered bin, use disposable towels, dispense products with a spatula, pump or spray, use disposables wherever possible, no smoking, personal hygiene, replace loose lids (uncapped bottles and pots).

**Technician/therapist posture and deportment:** Correct posture when sitting, lifting and carrying, working methods to avoid Repetitive Strain Injury (RSI), hand exercises, standing posture (even weight distribution), client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure technician positioning delivers appropriate techniques, appropriate space between client and technician, prevent injury, optimum results, allow for visual checks.

**Work area:** Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for technician.

**Client preparation:** Protect client clothing, ensure client positioned correctly and comfortably, respect privacy and modesty.

**Communication:**

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related



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## Outcome 1: Be able to prepare for basic manicure treatments (continued)

to treatment.

**Non-verbal** – eye contact, body language, listening.

**Record keeping:** Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, contra-indications, signatures, refer to existing records, information clear and accurate, logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirement, treatment plan), update record at the end of the treatment, update at each visit, records maintained electronically, paper records.

**Professional appearance:** Clean professional uniform, closed-in footwear, no jewellery, no piercings, hair (neatly tied back, fringe secured), light day make-up, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained).

**Professional ethical conduct:** Polite, cheerful and friendly manner (friendly facial expressions, positive attitude, eye contact, open body language), client relations, confidentiality, respect for colleagues and competitors, avoid gossip, take pride in work, punctuality, employer and client loyalty.

**Consultation techniques:** Client requirements, client satisfaction, client expectations and aftercare, signatures,

visual, manual, question, listen, client card reference. Use a range of related terminology linked to basic manicure.

### **Nail and skin analysis (technique):**

Visual and manual examination of the condition of the hands and nails (wipe over area with sanitiser to assess condition and observe any contra-indications).

**Analysis:** Identification of contra-indications, condition of skin and nails to be noted, client signature, completion of record card prior, compliance with industry codes of practice, appropriate selection of products, tools and equipment (to suit the client's needs/skin condition), client preference of finish (clear, nail strengthener, natural – buffed).

**Importance of analysis:** Client satisfaction, further treatments/treatment plan, accurate use of products, appropriate home care advice, improved skin and nail condition, ensuring treatment plan agreed with client prior to treatment.

**Examples of contra-indications that may prevent treatment:** Fungal/bacterial/viral nail/skin infections, severe eczema, psoriasis or dermatitis, open wounds/cuts/abrasions local to treatment area, nail plate separation, bruising, client to seek medical advice.

**Examples of contra-indications that may restrict treatment:** Minor eczema, psoriasis or dermatitis, damaged nails, dry overgrown cuticles, cuts and abrasions.

**Possible contra-actions:** Allergic reaction (remove product, apply cold compress, seek medical advice if condition persists).





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## Outcome 2: Be able to provide basic manicure treatments

**Nail shapes:** Pointed, oval, round, square, squoval.

**Structure of the nail:** Nail plate, nail bed, matrix, cuticle, lunula, nail wall, free edge.

**Products:** Nail enamel remover, sanitiser, hand cream, cuticle cream, buffing paste, soaking solution, base coat, topcoat, nail strengthener.

**Tools:** Emery board, spatula, cuticle pusher/hoof stick, buffer.

**Equipment:** Soaking bowl, trolley, cotton wool, towels, couch roll, support/cushion, 2 x bowl (1 for jewellery, 1 for cotton wool), bin, stool/chairs, nail workstation or couch.

**Preparation:** Wipe over client's hands with sanitiser, remove nail enamel, soak nails and wipe away to free edge.

**Filing:** Emery board at 45° working across the nail working from side to centre without filing into the corner of the nail, use of the fine side of emery board on finger nails, bevelling the finger nails to prevent the layers of the nails from separating.

**Buffing:** Buffing paste removed from jar with spatula, applied with cuticle stick, buffed from cuticle to free edge, do not over buff (if buffed finish is required, complete at end of treatment).

**Cuticle cream:** Removed from jar with spatula, applied with cuticle stick, small amount to each nail, massage in circular movements, soak in warm water with soaking solution.

**Push back cuticles (optional/if required):** Use plastic hoof stick/cuticle pusher, to gently push back the cuticles using circular movements.

**Hand cream:** Warmed in therapist's hands

first, applied from hand to elbow, stroking movements.

**Application of finish:** 3-4 brush strokes down the length of the nail, from cuticle to free edge, beginning in the centre, then down either side, close to the nail wall.

**Aftercare advice:** Immediate restrictions following treatment (allow nails time to dry), general hand/nail care maintenance, explanation of products used during treatment and their benefits, retail products recommended for home care (their application and benefits), further treatment recommendations, contra-actions and how to treat, recommended intervals between treatments.

# Notes

Use this area for notes and diagrams



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# UV10417

## Providing basic pedicure treatment

In this unit you will learn how to prepare for, and provide, basic pedicure treatments including the removal of any nail enamel, filing the nails, applying cuticle cream and foot lotion, and applying a basic finish. You will need to maintain effective health, safety, hygiene and client care throughout your treatments.

Level

**1**

Credit value

**3**

GLH

**30**

Observation(s)

**3**

External paper(s)

**0**



# Providing basic pedicure treatment

## Learning outcomes

On completion of this unit you will:

1. Be able to prepare for basic pedicure treatments
2. Be able to provide basic pedicure treatments

## Evidence requirements

1. *Environment*  
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

## Maximum service times

The following maximum service times apply to this unit:

Basic pedicure	30 minutes
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# Observations

## Outcome 1

### Be able to prepare for basic pedicure treatments

You can:

- a. Prepare yourself, the client and work area for a basic pedicure treatment
- b. Carry out a visual study of the feet and nails to identify factors that will influence the treatment

*\* May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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## Outcome 2

### Be able to provide basic pedicure treatments

You can:

- a. Select and use products, techniques and equipment, taking into account identified factors
- b. Carry out a basic pedicure treatment
- c. Follow safe and hygienic working practices
- d. Communicate and behave in a professional manner

\* *May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			





# Range

\*You must practically demonstrate that you have:

Used <b>all</b> consultation techniques		Portfolio reference
Questioning		
Visual		
Manual		
Applied a <b>minimum of 3</b> nail finishes		Portfolio reference
Buffed		
Clear nail enamel		
Nail strengthener		
Light colour		
Given <b>all</b> the types of advice		Portfolio reference
Suitable aftercare products and their use		
Avoidance of activities which may cause contra-actions		
Recommended time intervals in between nail services		

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

# Knowledge



## Outcome 1

### Be able to prepare for basic pedicure treatments

You can:	Portfolio reference / Assessor initials*
c. Outline salon's requirement for preparation of yourself, the client and work area	
d. State the importance of carrying out a visual study of the feet and nails to identify factors that will influence the treatment	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*



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## Outcome 2

### Be able to provide basic pedicure treatments

You can:	Portfolio reference / Assessor initials*
e. Identify typical nail shapes and basic nail structure	
f. State possible contra-actions and how to respond	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*

# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Be able to prepare for basic pedicure treatments

**Management of health and safety at work:** Clean up spillages, report slippery surfaces, remove/report obstacles, ensure good all round access to trolleys and equipment, sterilise/disinfect tools, equipment and work surfaces, wear personal protective equipment.

**Manual handling** – moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

**Towels** – clean for every client, place dirty towels in covered bin.

**Employer responsibility:** Current and valid liability insurance, display health and safety rules (covering staff, employees, clients and fire evacuation), provide regular training, accurate record keeping, monitoring.

**Hazards:** Something with potential to cause harm, level of responsibility, report, nominated personnel, duty to recognise hazards.

**Risk:** Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who/what is at risk, level of risk, interpret results, conclusions, record findings, regular reviews.

**Reasons for risk assessment:** Staff, visitors, client health and safety, safe environment, minimise hazards and risks, requirement of legislation.

**Hygiene (general):** Sterilise and sanitise

tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, place dirty towels in covered bin, use disposable towels, dispense products with a spatula, pump or spray, use disposables wherever possible, no smoking, personal hygiene, replace loose lids (uncapped bottles and pots).

**Technician/therapist posture and deportment:** Correct posture when sitting, lifting and carrying, working methods to avoid Repetitive Strain Injury (RSI), hand exercises, standing posture (even weight distribution), client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure technician positioning delivers appropriate techniques, appropriate space between client and technician, prevent injury, optimum results, allow for visual checks.

**Work area:** Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for technician.

**Client preparation:** Protect client clothing, ensure client positioned correctly and comfortably, respect privacy and modesty.

**Communication:**

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.



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## Outcome 1: Be able to prepare for basic pedicure treatments (continued)

**Non-verbal** – eye contact, body language, listening.

**Record keeping:** Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, contra-indications, signatures, refer to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirements, treatment plan), update record at the end of the treatment, update at each visit, maintained electronically, paper records.

**Professional appearance:** Clean professional uniform, closed-in footwear, no jewellery, no piercings, hair (neatly tied back, fringe secured), light day make-up, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained).

**Professional ethical conduct:** Polite, cheerful and friendly manner (friendly facial expressions, positive attitude, eye contact, open body language), client relations, confidentiality, respect for colleagues and competitors, avoid gossip, take pride in work, punctuality, employer and client loyalty.

**Consultation techniques:** Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, manual, question, listen, client card reference. Use a range of related

terminology linked to basic pedicure.

**Nail and skin analysis technique:** Visual and manual examination of the condition of the toes and nails (wipe over area with sanitiser to assess condition and observe any contra-indications).

**Analysis:** Identification of contra-indications, condition of skin and nails to be noted, client signature, completion of record card prior to treatment, compliance with industry codes of practice, appropriate selection of products, tools and equipment to suit the client's needs/skin condition, client preference of finish (clear, nail strengthener, natural – buffed).

**Importance of analysis:** Client satisfaction, further treatments/treatment plan, accurate use of products, appropriate home care advice, improved skin and nail condition, ensure treatment plan agreed with client prior to treatment.

**Examples of contra-indications that may prevent treatment:** Fungal nail/skin infections, bacterial nail/skin infections, viral nail/skin infections, severe eczema, psoriasis or dermatitis, open wounds/cuts/abrasions local to treatment area, nail plate separation, bruising (client to seek medical advice).

**Examples of contra-indications that may restrict treatment:** Minor eczema, psoriasis or dermatitis, damaged nails, dry overgrown cuticles, cuts and abrasions.

**Possible contra-actions:** Allergic reaction (remove product, apply cold compress, seek medical advice if condition persists).



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## Outcome 2: Be able to provide basic pedicure treatments

**Nail shapes:** Pointed, oval, round, square, squoval.

**Structure of the nail:** Nail plate, nail bed, matrix, cuticle, lunula, nail wall, free edge.

**Products:** Nail enamel remover, surgical spirit, hand cream, cuticle cream, buffing paste, soaking solution, base coat, top coat, nail strengthener.

**Tools:** Emery board, spatula, cuticle pusher/hook stick, orangewood stick covered with cotton wool, buffer.

**Equipment:** Foot spa, trolley, cotton wool, tissues, towels, couch roll, support/cushion, bowls (for cotton wool), bin, stool/chairs.

**Preparation:** Wipe over client's feet with sanitiser, remove nail enamel, soak nails and wipe away to free edge.

**Filing:** Using emery board working straight across the nail in one direction without filing into the corner of the nail, use of the fine side of emery board for minor filing, rough side for reducing length shape straight across.

**Buffing:** Remove buffing paste from jar with spatula, apply with cuticle stick, buffed from cuticle to free edge, do not over buff (if buffed finish required, complete at end of treatment).

**Cuticle cream:** Remove from jar with spatula, apply with cuticle stick, small amount to each nail, massage in circular movements, soak in warm water with foot soak.

**Push back cuticles (optional/if required):** Use plastic hook stick/cuticle pusher, to gently push back the cuticles using circular movements.

**Foot lotion:** Warm in therapist's hands

first, apply from foot to below knee, stroking movements.

**Prepare for finish:** Separate toes with tissue, remove any moisture/greasiness from nail with nail enamel remover.

**Application of finish:** 3-4 brush strokes down the length of the nail, from cuticle to free edge, beginning in the centre, then down either side, close to the nail wall.

**Aftercare advice:** Immediate restrictions following treatment (allow nails time to dry), general foot/nail care maintenance, explanation of products used during treatment and their benefits, retail products recommended for home care (their application and benefits), further treatment recommendations, contra-actions and action to take, recommended intervals between treatments.

# Notes

Use this area for notes and diagrams



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# UV30339

## Basic make-up application

This unit is about being able to prepare for and carry out basic make-up application using foundation, concealers, powder, eye, cheek and lip products. You will be able to prepare for make-up application, carry out skin analysis and use consultation techniques. The treatment will also involve checking that the final result is to the satisfaction of the client.

Level

**1**

Credit value

**3**

GLH

**30**

Observation(s)

**3**

External paper(s)

**0**



# Basic make-up application

## Learning outcomes

On completion of this unit you will:

1. Be able to prepare for make-up application
2. Be able to carry out make-up application

## Evidence requirements

1. *Environment*  
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Maximum service times

The following maximum service times apply to this unit:

Basic make-up application	30 minutes
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## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Outcome 1

### Be able to prepare for make-up application

You can:

- a. Prepare for applying basic make-up
- b. Select products, tools and equipment

*\* May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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## Outcome 2

### Be able to carry out make-up application

You can:

- a. Prepare the face
- b. Apply basic make-up products
- c. Remove basic make-up
- d. Follow safe and hygienic working practices
- e. Communicate and behave in a professional manner

\*May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



# Range

\*You must practically demonstrate that you have:

<b>Used <b>all</b> consultation techniques</b>	<b>Portfolio reference</b>
Questioning	
Visual	
Reference to client records	
<b>Identified <b>all</b> skin types</b>	<b>Portfolio reference</b>
Oily	
Dry	
Combination	
<b>Carried out <b>all</b> forms of preparation of the client</b>	<b>Portfolio reference</b>
Protection of clothing	
Removal of accessories	
Protection of hair	
<b>Used <b>all</b> types of make-up products</b>	<b>Portfolio reference</b>
Foundation	
Concealers	
Powder	
Eye products	
Cheek products	
Lip products	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



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**\*You must practically demonstrate that you have:**

Provided <b>all</b> types of advice	Portfolio reference
Suitable make-up products and their use	
Possible contra-actions and how to deal with them	
Suitable make-up re-application techniques	
Suitable make-up removal techniques	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

# Knowledge



## Outcome 1

### Be able to prepare for make-up application

You can:	Portfolio reference / Assessor initials*
c. State the factors that could influence the choice of basic make-up products and techniques	
d. State the importance of the preparation procedures for applying basic make-up	
e. State how and when to use products, tools and equipment for basic make-up	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*



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## Outcome 2

### Be able to carry out make-up application

You can:	Portfolio reference / Assessor initials*
f. State basic skin types	
g. State the basic structure and function of the skin	
h. State the bone structure of the face	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*

# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Be able to prepare for make-up application

### Management of health and safety

**at work:** Cleaning up spillages, report slippery surfaces, remove/report obstacles, good all round access to trolleys and equipment, sterilise or disinfect tools, equipment, work surfaces, personal protective equipment.

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance, weight, preserve back, prevent slouching.

**Towels:** Clean for every client, dirty towels in covered bin.

**Employer responsibility:** Current and valid liability insurance, display health and safety rules covering staff, employees, clients and fire evacuation, provide regular training, accurate record keeping, monitoring.

**Hazards:** Something with potential to cause harm, level of responsibility, report, nominated personnel, duty to recognise hazards.

**Risk:** Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards who, what, level of risk, interpret results, conclusions, record findings, regular reviews.

**Reasons for risk assessment:** Staff, visitor, client health and safety, safe environment, minimising hazards and risks, requirement of legislation.

**Hygiene (general):** Sterilise and sanitise

tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, dirty towels in covered bin, disposable towels, dispense products with a spatula, pump or spray, disposables used wherever possible, no smoking, personal hygiene, replace loose lids (uncapped bottles and pots).

### Therapist posture and deportment:

Correct posture when sitting, lifting and carrying, working methods to avoid Repetitive Strain Injury (RSI), hand exercises, standing posture (even weight distribution), client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure therapist positioning delivers appropriate techniques, appropriate space between client and therapist, prevent injury, optimum results, allow for visual checks.

**Work area:** Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

**Client preparation:** Protect client clothing, client comfort, privacy, modesty, client positioned correctly.

### Communication:

**Verbal –** speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.



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## Outcome 1: Be able to prepare for make-up application (continued)

**Non-verbal** – eye contact, body language, listening.

**Record keeping:** Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, contra-indications, signatures, refer to existing records, information clear and accurate, logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirement, treatment plan), update record at the end of the treatment, update at each visit, records maintained electronically, paper records.

**Professional appearance:** Clean professional uniform, no jewellery, hair neatly tied back, fringe secured, closed-in footwear, make-up (light day make-up), personal hygiene and cleanliness (shower bath, cover cuts and abrasions, deodorant or antiperspirant, oral hygiene, clean teeth, fresh breath), nails (good condition and maintained), no piercings.

**Professional ethical conduct:** Polite, cheerful and friendly manner, friendly facial expressions, positive attitude, eye contact, open body language, client relations, confidentiality, respect for colleagues and competitors, avoid gossip, pride in work, punctuality, employer and client loyalty.

**Consultation techniques:** Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, manual, question, listen, client card reference, use a range of related terminology linked to basic make-up

application.

**Factors to be considered:** Face shape, eye colour, hair colour, skin colour, type and texture, outfit colour, natural daylight, artificial daylight, occasion, fashion trends, cultural factors.

**Products:** Concealers, foundations, powder, cream or powder blusher, cream or powder eyeshadow, eyeliner, mascara, lipstick, lipgloss, make-up remover, cleansing milk, gel or cream.

**Tools:** Brushes, palette, sponges, headband, tissues, gowns, towels, cotton wool, disposable applicators.

**Equipment:** Chair with head and neck support, tools within easy reach.

**Contra-indications:**

**Example of contra-indications that may prevent treatment** – severe skin conditions, eye infections, conjunctivitis, bacterial infections, infestations, inflammation or swelling of the face, undiagnosed lumps, eye diseases or disorders, positive patch test, hypersensitive skin, bruising, cuts and abrasions.

**Examples of contra-indications that may restrict treatment** – minor bruising, minor eczema, minor psoriasis, minor inflammation of the skin, facial piercing, cold sores, impetigo.



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## Outcome 2: Be able to carry out make-up application

**Skin types:** Oily, dry, combination.

**Application technique for basic make-up:**

**Base preparation** – cleanse, tone, moisturise, conceal, translucent powder, foundation, translucent powder, bronzer if required.

**Eyebrows** – brush through, apply eyebrow powder or pencil, clear mascara.

**Eyes** – apply neutral shadow over area, eye shadow colours, eyeliner, mascara.

**Blusher** – cheek area, highlight, contour.

**Lips** – line, lipstick, lipgloss.

**Examples of possible contra-actions:**

**Allergic reaction to eye products** – sensitivity or burning sensation, remove all products immediately, use eye bath to flush eye, advise client to seek medical advice, maintain records.

**Allergic reaction to skin make-up products** – redness, itching, swelling, rash, burning or stinging, blistering (remove make-up or skin product immediately with suitable remover, clean area with water, advise client to seek medical advice, maintain records).

**Aftercare advice:**

**Removal of make-up** – eye make-up remover on a cotton bud, circular movements from the outer corner of the eye, removal of make-up (cleanse, tone, moisturise).

**Retail products** – make-up ranges for skin tone, colour, skin type, application techniques for home care products.

**Skin:**

**Epidermis** – basal cell layer, prickle cell layer, granular layer, clear layer, horny layer.

**Dermis** – blood and lymph supply, collagen, elastin, hair, sebaceous glands, arrector pili muscle, sweat glands, sensory nerve endings.

**Hypodermis** – fat cells.

**Awareness of the basic functions of the skin** – protection, heat regulation, absorption, secretion, elimination, sensation, formation of vitamin D, melanin production.

**Awareness of the position of major facial bones:** Frontal (forehead), zygomatic (cheek), nasal (nose), mandible (lower jaw), maxillae (upper jaw).

# UV30335

## Skin care

In this unit you will learn how to prepare for, and provide, basic skin care treatments, under supervision.



Level

**E3**

Credit value

**3**

GLH

**30**

Observation(s)

**2**

External paper(s)

**0**





# Skin care

## Learning outcomes

On completion of this unit you will:

1. Be able to prepare for basic skin care treatments
2. Be able to provide basic skin care treatments

## Evidence requirements

1. *Environment*  
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least two occasions**.
4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Maximum service times

There are no maximum service times that apply to this unit.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Outcome 1

### Be able to prepare for basic skin care treatments

You can:

- a. Prepare for a skin care treatment
- b. Select products and materials for a basic skin care treatment

*\* May be assessed through oral questioning.*

Observation	1	2	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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## Outcome 2

### Be able to provide basic skin care treatments

You can:

- a. Carry out a basic skin care treatment
- b. Follow safe and hygienic working practices
- c. Communicate and behave in a professional manner

*\* May be assessed through oral questioning.*

Observation	1	2	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



# Range

\*You must practically demonstrate that you have:

<b>Used all consultation techniques</b>	<b>Portfolio reference</b>
Questioning	
Visual	
Manual	
<b>Identified all skin types</b>	<b>Portfolio reference</b>
Oily	
Dry	
Combination	
<b>Carried out all types of client preparation</b>	<b>Portfolio reference</b>
Covering the client	
Removal of accessories	
Protection of hair	
Removal of appropriate clothing	
<b>Used all types of facial products</b>	<b>Portfolio reference</b>
Cleanser	
Toner	
Eye make-up remover	
Mask	
Moisturiser	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



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**\*You must practically demonstrate that you have:**

Given all types of advice	Portfolio reference
Suitable aftercare products and their use	
Avoidance of activities which may cause contra-actions	
Recommended time intervals in between facial treatments	
Home care routines	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

# Knowledge



## Outcome 1

### Be able to prepare for basic skin care treatments

You can:

Portfolio reference /  
Assessor initials\*

C. State the procedure for client preparation

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*





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## Outcome 2

### Be able to provide basic skin care treatments

You can:

Portfolio reference /  
Assessor initials\*

d. State the main skin types

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*

# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Be able to prepare for basic skin care treatments

### Management of health and safety at work:

Clean up spillages, report slippery surfaces, remove/report obstacles, ensure good all round access to trolleys and equipment, sterilise/disinfect tools, equipment and work surfaces, wear personal protective equipment.

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

**Towels:** Clean for every client, place dirty towels in covered bin.

**Hazards and risks:** A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

**Employer responsibility:** Current and valid liability insurance, display health and safety rules covering staff, employees, clients and fire evacuation, provide regular training, accurate record keeping, monitoring.

**Reasons for risk assessment:** Staff, visitors, client health and safety, safe environment, minimise hazards and risks, requirement of legislation.

**Hygiene (general):** Sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, place dirty towels in covered bin, use disposable towels, dispense products with a spatula, pump or spray, use disposables wherever possible, no

smoking, personal hygiene, replace loose lids (uncapped bottles and pots).

### Therapist posture and deportment:

Correct posture when sitting, lifting and carrying, working methods to avoid Repetitive Strain Injury (RSI), hand exercises, standing posture (even weight distribution), client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure technician positioning delivers appropriate techniques, appropriate space between client and technician, prevent injury, optimum results, allow for visual checks.

**Work area:** Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

**Client preparation:** Protect client clothing, ensure client positioned correctly and comfortably, respect privacy and modesty.

### Communication:

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

**Non-verbal** – eye contact, body language, listening.

**Record keeping:** Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, contra-indications, signatures, refer to existing



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## Outcome 1: Be able to prepare for basic skin care treatments (continued)

records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirements, treatment plan), update record at the end of the treatment, update at each visit, maintained electronically, paper records.

**Professional appearance:** Clean professional uniform, closed-in footwear, no jewellery, no piercings, hair (neatly tied back, fringe secured), light day make-up, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained).

**Professional ethical conduct:** Polite, cheerful and friendly manner (friendly facial expressions, positive attitude, eye contact, open body language), client relations, confidentiality, respect for colleagues and competitors, avoid gossip, take pride in work, punctuality, employer and client loyalty.

**Consultation techniques:** Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, manual, question, listen, client card reference, use a range of related terminology linked to basic skin care treatments.

### **Contra-indications:**

**Example of contra-indications that may prevent treatment** – severe skin conditions, eye infections, conjunctivitis,

bacterial infections, infestations, inflammation or swelling of the face, undiagnosed lumps, eye diseases or disorders, positive patch test, hypersensitive skin, bruising, cuts and abrasions.

**Examples of contra-indications that may restrict treatment** – minor bruising, minor eczema, minor psoriasis, minor inflammation of the skin, facial piercing(s), cold sores, impetigo.



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## Outcome 2: Be able to provide basic skin care treatments

### Eye make-up removers:

**Oily eye make-up remover** – oil based make-up.

**Non-oily eye make-up remover** – sensitive eyes, removal of false lashes.

### Cleansers:

**Cleansing milk** – dry/sensitive/normal/combination skins.

**Cleansing cream** – ultra dry, deep cleansing.

**Cleansing lotion** – oily/congested/combination skin.

**Facial wash/gel** – oily skin, except mature skin.

### Toners:

**Fresheners** – dry/sensitive/mature.

**Astringent** – oily/problem.

**Tonic** – normal.

### Moisturising products:

**Moisturiser** – day cream, night cream, product designed for skin type.

**Eye creams** – mature skin/apply to crow's feet.

**Eye gel** – cooling/soothing.

**Neck creams** – dry/mature.

**Masks:** Setting, non-setting, product designed for skin type.

**Tools:** Masking brush, spatula, facial sponges.

**Equipment:** Headband, large towel/blanket to protect client, couch, stool or chair, trolley, bin with liner, cotton wool, bowl, mirror, tissues.

### Skin types:

**Normal** – fine texture, no visible pores, smooth.

**Oily** – shiny, enlarged pores, congestion, comedones.

**Dry** – dry to touch, flakiness, fine texture, small pores, broken capillaries.

**Combination** – combination of two or more skin types (usually oily T-zone, normal/dry on cheeks).

### Treatment Techniques:

**Skin analysis** – carried out using magnifying lamp, protect eyes with damp cotton wool pads, check all areas of the face and neck for skin type and characteristics.

**Removal of eye make-up:** Remove all traces of eye make-up using eye make-up remover and damp cotton wool.

**Removal of lipstick:** Remove all traces of lipstick using a piece of damp cotton wool and cleanser, gently wipe over lip area.

**Cleanse:** Warm cleanser in hands, apply over the entire face and neck, carry out cleanse using palms of hands and finger tips, upward motion, remove with damp cotton wool, and repeat, ensure all traces of make-up and dirt removed.

**Tone:** Apply with damp cotton wool in an upward motion, or spritz onto face, remove excess with tissue.

**Mask application:** Apply using a masking brush or spatula in upward strokes, covering the face and neck and avoiding the eye area. Remove with warm water and facial sponges, apply toner before moisturising.



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## Outcome 2: Be able to provide basic skin care treatments (continued)

**Moisturise:** Decant with spatula, warm in hands and apply in upward motion over entire face, gentle strokes, tissue excess off.

**Aftercare advice:** No make-up (24 hours), no further facial treatments (24 hours), use cleanser, toner and moisturiser (am/pm), avoid UV light/heat for (24 hours), drink plenty of water, regular/further treatments.

### Examples of possible contra-actions:

**Allergic reaction to products** – redness, itching, swelling, rash, burning or stinging, blistering (remove make-up or skin product immediately with suitable remover, clean area with water, advise client to seek medical advice, maintain records).

# Notes

Use this area for notes and diagrams



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# UV10478

## Working with others in the hair and beauty sector

Through this unit you will develop an awareness of how to work effectively as part of a team in a salon.

You will work under the direct supervision of other members of staff, helping them to resolve problems but always following safe and hygienic working practices.

The way you communicate and behave has a direct impact on how clients, colleagues and staff will feel.

This unit is suitable for hair, barbering and beauty salons.

Level

**1**

Credit value

**2**

GLH

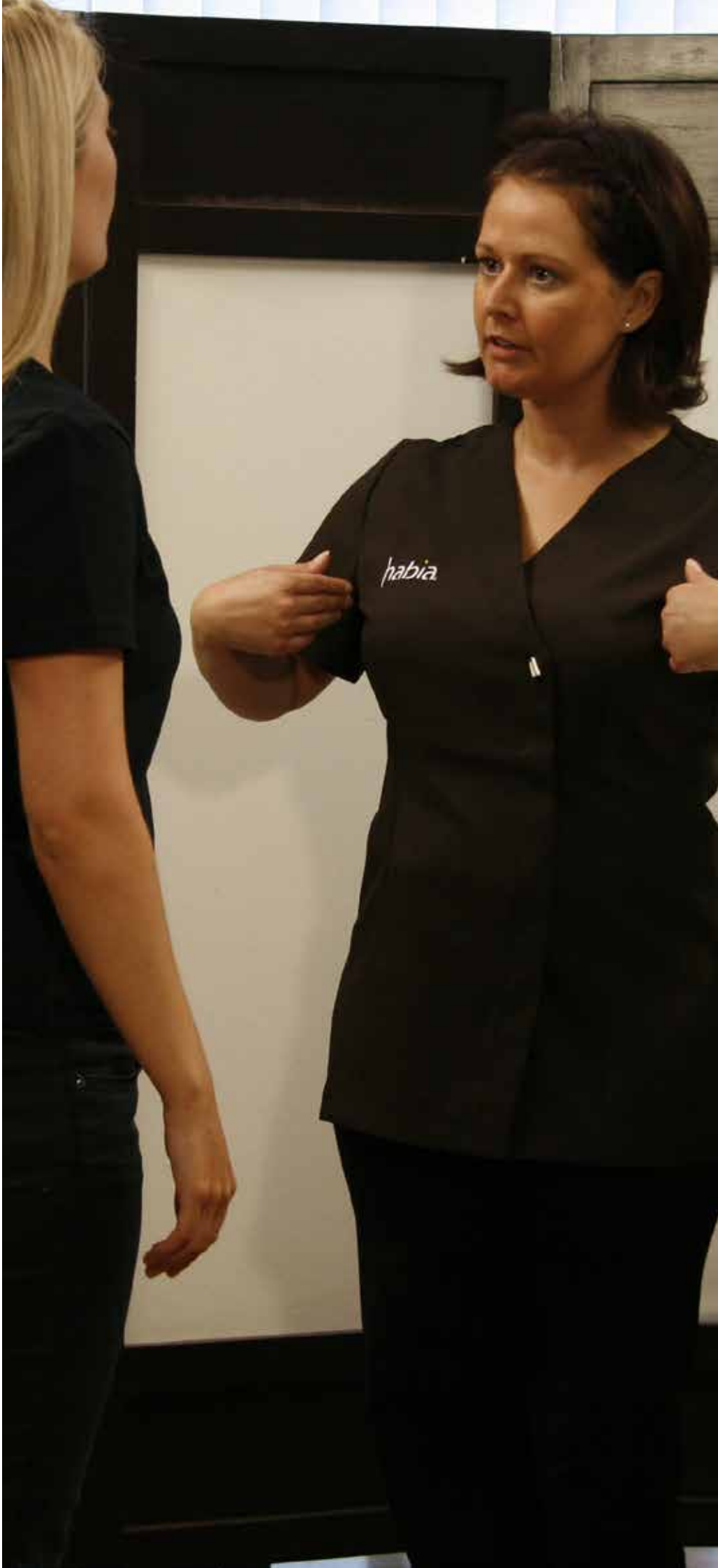
**19**

Observation(s)

**3**

External paper(s)

**0**





# Working with others in the hair and beauty sector

## Learning outcomes

On completion of this unit you will:

1. Be able to work as part of a team in a salon

## Evidence requirements

1. *Environment*  
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Maximum service times

There are no maximum service times that apply to this unit.

## Achieving range

There are no range statements that apply to this unit.



# Observations

## Outcome 1

### Be able to work as part of a team in a salon

You can:

- a. Communicate and behave in a professional manner
- b. Assist others to resolve problems\*
- c. Follow safe and hygienic working practices

\* May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

# Knowledge



## Outcome 1

### Be able to work as part of a team in a salon

You can:	Portfolio reference / Assessor initials*
d. State different ways of communicating	
e. State how to adapt communication for different situations	
f. Outline the benefits of effective team working	
g. Identify the effects of negative attitude and behaviour on others	
h. Identify roles and responsibilities of team members in a salon	
i. State when to refer problems	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*

# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Be able to work as part of a team in a salon

**Professional communication in a salon environment:** Try to avoid technical language, always respond, consider client's confidentiality.

**Verbal** – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

**Non-verbal** – body language, positive attitude (your posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to understand).

**Written** – visual aids, magazines, client records.

### Other forms of communicating:

**Reading** – may need clarification, manufacturers' instructions, health and safety regulations/procedures, policies, appointment details, messages, record cards, leaflets/marketing information, assessment requirements, hairdressing media, reading exam questions, minutes of meetings.

**Writing** – clear, accurate, legible, booking appointments, taking messages, completing client record cards, developing/planning promotions/special offers, writing e-mails/letters to clients, ordering/requests for stock/equipment, completing assessment plans, answering exam questions, minutes of meetings.

**Listening** – attentive, instructions/direction/verbal communication from line

manager, client requirements, understand and interpret trainer instructions, prevent misunderstandings, using the telephone, listening to colleagues to promote good team work, watching hairdressing videos, observing a hairdressing demonstration.

**Speaking** – clear and audible, appropriate tone/intonation, explanations, descriptions, use of telephone or in person, likely daily conversation (clients, salon manager, colleagues, sales representatives, trainers).

**Adapting communication to suit different people:** Use a level of vocabulary to suit your clients, avoid technical language/jargon, keep to the subject matter, pronounce words clearly, vary pitch of voice for client, adapt language style to suit the audience, allow opportunities for others to express their views.

**New clients** – be informative (verbal communication important), leaflets.

**Regular clients** – avoid over familiarity.

**Hearing impaired** – use visual aid and clear speech, face client, allow for lip reading.

**Visually impaired** – use clear speech, use descriptive language.

**Physical disability** – sit at client's level, communicate normally.

**Happy client** – remain professional.

**Angry/confused client** – control manner



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## Outcome 1: Be able to work as part of a team in a salon (continued)

to avoid inflaming problem.

### Behave professionally in a salon

**environment:** Follow health and safety practices and procedures, follow salon code of conduct, respect and co-operate with others (team work – be sympathetic, fair, not aggressive), avoid gossip, value client(s), use appropriate language, maintain confidentiality, uphold a polite, cheerful and friendly manner (friendly facial expressions, open body language, positive attitude), eye contact, sensible behaviour, take pride in work, be punctual, employer and client loyalty.

### Benefits of effective team working:

Professional image, good morale, efficient working, efficient use of time, clients return, increased salon profits, higher wages, job stability, mutual respect, timely job completion, enjoy job role/work.

### Negative attitude/behaviour towards other people:

**Examples of negative attitude** – negative expressions, frown, no eye contact, arms folded, slouching, negative manner, unhelpful, tension.

**Outcome of negative attitude** – risk of causing harm, embarrassment for clients and work colleagues, low morale, feeling awkward or uncomfortable, unpleasant atmosphere/working conditions, unpleasant client experience, loss of business, bad reputation, affect income negatively, loss of jobs, closing of business.

### Assist others to resolve problems:

**Salon assistant** – help, be patient, listen, respond, take action, advise

(if asked), locate senior staff, locate information/products/tools/equipment, take responsibility for client, finish service under guidance.

### Roles and responsibilities of team members in a salon:

**Receptionist** – ensure smooth running of reception, uphold professional manner, maintain reception area, meet and greet, take incoming calls, make/take payments, book appointments, provide information, respond to general enquiries, ensure hospitality and good customer service, provide refreshments.

**Junior assistant** – maintain general cleanliness of the salon (sterilisation), sweep floor, wash floor, clean work stations, maintain towel supplies, replenish retail products, set up trolleys, tools/products maintained, ensure health and safety, greet clients, deal with general enquiries, take coats and jackets, provide refreshments, remain courteous/helpful, assist stylist/therapist, prepare clients, assist with services.

**Stylist/therapist** – maintain general cleanliness of the salon (sterilisation), sweep floor, wash floor, clean work stations, maintain towel supplies, replenish retail products, set up trolleys, maintain tools/products, ensure health and safety, greet clients, deal with general enquiries, take coats and jackets, provide refreshments, remain courteous/helpful attend regular training, keep up-to-date records, help/guide trainees.

**Manager** – be responsible for efficient running/profitability of salon, accurately



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## Outcome 1: Be able to work as part of a team in a salon (continued)

maintain all records, conduct appraisals, risk assessments and wage reviews, responsible for daily takings and smooth running of salon, pay bills, maintain salon accounts, deal with complaints, address staff issues, mentor and train staff, manage crisis situations, adhere to financial guidelines, review client service standards, ensure salon cleanliness/maintenance, set general policies, maintenance of building, ensure happy/professional atmosphere, effective communication, contract of employment.

### Perform all forms of salon services:

**Hair** – cutting, setting, blow-drying, hair-up, colouring, perming, barbering.

**Beauty** – skin care, waxing, hair removal, nail treatments, make-up, eye treatments, tanning.

**When to refer problems:** More timely, problems that occur outside own authority or job description, when you cannot solve the problem, when client dictates.

**Problems to refer** – emergency, security, health, angry or distraught client/colleagues, service difficulties, lack of knowledge to complete task.

### Safe and hygienic working knowledge/practices:

**Management of health and safety** – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect (tools, equipment, work surfaces), risk assessment, no smoking, eating, drinking or drugs in salon, professional

personal hygiene, liability insurance (employer's, public, professional indemnity).

**Personal protective equipment** – avoid latex, powdered gloves, apron.

**Electricity at work** – visual check of equipment, no trailing wires, portable appliance testing.

**Manual handling** – moving stock safely, lifting, working heights, unpacking.

**Towels** – wash regularly, clean for every client, place dirty towels in covered bin.

**Reporting of injuries diseases and dangerous occurrences** – accident book, reporting diseases, log accidents.

**Control of substances hazardous to health** – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturer's instructions for use.

**Disposal** – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

**Product storage** – check end date/packaging, store away from heat/damp/direct sunlight, empties avoid theft.