

VTCT Level 3 Certificate in Micro Dermabrasion Treatments

Accreditation start date: **1 August 2010**
Credit value: **16**
Total Qualification Time (TQT): **160**
Guided learning hours (GLH): **138**
Qualification number: **500/8974/2**

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				
UV30491				
UV30468				
UV30430				
Optional units	Please insert optional units achieved			

The qualification

Introduction

The VTCT Level 3 Certificate in Micro Dermabrasion Treatments is a qualification that has been specifically designed to develop your practical skills in; how to provide safe micro dermabrasion to clients' skin.

To further enhance your practical skills you will have the opportunity to choose from the following units; physiology of ageing and dermatology and microbiology.

Underpinning this qualification you will develop a sound knowledge of health and safety practice in a salon environment, how to promote client care and communication in beauty related industries. You will also develop an underpinning knowledge and understanding of the practical skills learned throughout this qualification.

The purpose of this qualification is to develop your skills in beauty therapy to a high level of occupational ability, to enable you to perform your own salon services.

National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification is regulated on the Regulated Qualifications Framework.

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 in the form of specialist VTCT vocationally related qualifications:

- Level 3 Award in Technological Developments within the Hair, Beauty and Associated Industries
- Level 3 Award in Anatomical and Physiological Knowledge of Body Systems
- Level 4 Award in Skin Blemish Removal
- Level 4 Award in Physiology for Advanced Beauty Therapy
- Level 4 Certificate in Laser and Intense Pulsed Light (IPL) Treatments
- Level 4 Diploma in Advanced Beauty Therapy

This qualification may lead directly into employment in the beauty therapy industry as a junior beauty therapist in a salon or self employment as a beauty therapist.

Qualification structure

Total credits required - 16 (minimum)

All mandatory units must be completed.

Mandatory units - 11 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30491	R/600/8780	Monitor and maintain health and safety practice in the salon	4	29
UV30468	T/601/4457	Client care and communication in beauty-related industries	3	28
UV30430	K/601/5329	Apply micro dermabrasion	4	39

Optional units - 5 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30456	T/601/4460	Dermatology and microbiology	5	42
UV40463	A/601/5349	Physiology of ageing	10	64

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 quality assured 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)
UV30491	Monitor and maintain health and safety practice in the salon	0	✓	✓
UV30468	Client care and communication in beauty-related industries	0	✓	✓
UV30430	Apply micro dermabrasion	1	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV30456	Dermatology and microbiology	1	✓	✓
UV40463	Physiology of ageing	1	✗	✓

Unit glossary

	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	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.
Credit value	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.
Guiding Learning hours (GLH)	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.
Total qualification time (TQT)	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.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	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.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Maximum service times	The maximum time in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	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.
Assessment criteria	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.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

UV30491

Monitor and maintain health and safety practice in the salon

Through this unit you will develop your skills in a supervisory role focusing on health and safety within your salon.

You will recognise salon hazards, carry out risk assessments and then implement the necessary actions. You will monitor and support your colleagues to ensure your salon complies with health and safety requirements. You will implement and supervise salon procedures for all aspects of salon safety and security including the need for insurance.

Level

3

Credit value

4

GLH

29

Observation(s)

2

External paper(s)

0



Monitor and maintain health and safety practice in the salon

Learning outcomes

On completion of this unit you will:

1. Be able to carry out a risk assessment
2. Be able to monitor health and safety in the 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. All 'Observation' outcomes must be on real clients.
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*
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 carry out a risk assessment

You can:

- a. Carry out risk assessments and take necessary actions

** 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 monitor health and safety in the salon

You can:

- a. Monitor and support the work of others to ensure compliance with health and safety requirements

* May be assessed through oral questioning.

Observation	1	2	<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.

Knowledge



Outcome 1

Be able to carry out a risk assessment

You can:	Portfolio reference / Assessor initials*
b. State the reason for carrying out risk assessments	
c. Describe the procedures for carrying out a risk assessment	
d. Describe when risk assessments should be carried out	
e. Outline necessary actions to take following a risk assessment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to monitor health and safety in the salon

You can:	Portfolio reference / Assessor initials*
b. Outline the health and safety support that should be provided to staff	
c. Outline procedures for dealing with different types of security breaches	
d. Explain the need for insurance	

* 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 carry out a risk assessment

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

Reasons for risk assessment: Legal requirement, provide a safe environment for staff/visitor/clients, identification of hazards, minimising hazards and risks, emergency procedures, staff training, implication of more than five members of staff, new staff in the workplace, new equipment and products, review systems, amendments and modifications to existing assessments, update records.

Salon procedure for risk assessments: Identify hazard, judgement of salon hazards, nominated risk assessment person/team, who/what, determine the level of risk, preventative measures, reduce a potentially harmful situation, notify staff, interpret results, conclusions, record findings, regular reviews.

Potential salon hazards requiring regular risk assessment:

Space – utilisation, working area, heating, lighting, ventilation, layout and design of the salon.

Chemicals – procedures, storage, handling, safe usage, safe disposal, records.

Equipment – selection, safe usage, handling, lifting, repairs, maintenance.

Security (stock) – control systems, procedures, ordering, handling, storage.

Security (cash) – staff training, point of sale, in transit.

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

Buildings – maintenance of internal and external security, commercially available systems.

Emergency procedures – accidents, first aid, fire evacuation, incidents, personnel, records.



Outcome 2: Be able to monitor health and safety in the salon

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, employers liability (compulsory insurance), occupiers liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

Monitor and support others to ensure compliance of health and safety:

Accurate records, update processes and procedures, regular staff training (simulation), spot checks, monitoring changes in law, take external advice.

Providing support for staff: Up-to-date leaflets and posters, ongoing training, open door policy, suggestion box, current roles and responsibilities for staff.

Security breaches:

Inform - salon owner, management, head of school.

Review records - stock levels/control, monitor takings, inventory of equipment, manual and computerised records.

Actions - take statements, eye witness accounts, review findings, call in police, notify data protection registry/clients of breach, maintain confidentiality, could result in loss of employment.

Importance of insurance: Accidents, emergencies, legal claim, protect business, prevent fraudulent claim.

Notes

Use this area for making notes and drawing diagrams



UV30468

Client care and communication in beauty-related industries

This is a preparation for work unit which is based on capability and knowledge. This unit is about client care and communication in beauty-related industries. You will develop your ability to adapt the provision of client care and your communication skills, to the needs of different clients, as well as learn how to manage client expectations.

Level

3

Credit value

3

GLH

28

Observation(s)

3

External paper(s)

0



Client care and communication in beauty-related industries

Learning outcomes

On completion of this unit you will:

1. Be able to communicate and behave in a professional manner when dealing with clients
2. Be able to manage client expectations

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

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 communicate and behave in a professional manner when dealing with clients

You can:

- a. Behave in a professional manner within the workplace
- b. Use effective communication techniques when dealing with clients
- c. Adapt methods of communication to suit different situations and client needs
- d. Use effective consultation techniques to identify treatment objectives
- e. Provide clear recommendations to the client

** 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 manage client expectations

You can:

- a. Maintain client confidentiality in line with legislation
- b. Use retail sales techniques to meet client requirements

** 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:

Dealt with all clients		Portfolio reference
New		
Regular		
Used all consultation techniques		Portfolio reference
Questioning		
Visual		
Manual		
Dealt with all complaints		Portfolio reference
Dissatisfied client		
Unrealistic client expectations		

*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 communicate and behave in a professional manner when dealing with clients

You can:	Portfolio reference / Assessor initials*
f. Assess the advantages and disadvantages of different types of communication used with clients	
g. Describe how to adapt methods of communication to suit the client and their needs	
h. Explain what is meant by the term 'professionalism' within beauty related industries	
i. Explain the importance of respecting a client's 'personal space'	
j. Describe how to use suitable consultation techniques to identify treatment objectives	
k. Explain the importance of providing clear recommendations to the client	

* 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 manage client expectations

You can:	Portfolio reference / Assessor initials*
c. Evaluate client feedback	
d. Evaluate measures used to maintain client confidentiality	
e. Explain the importance of adapting retail sales techniques to meet client requirements	
f. Identify methods of improving own working practices	
g. Describe how to resolve client complaints	

* 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 communicate and behave in a professional manner when dealing with clients

Verbal communication: (speaking) manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Advantages – quick, instant response, client body language.

Disadvantages – no written record, no time to consider, no paper trail.

Non-verbal communication: eye contact, body language, listening.

Advantages – written communication, detailed, recorded, clear, specific, opportunity to consider, paper trail.

Body language – expression of feelings, easily identify anger, happiness, confusion.

Disadvantages – written communication, cannot see reaction, cannot change mind, no opportunity for discussion.

Body language – cannot hide feelings, can be a barrier.

Professional manner: Use positive body language, abide by salon regulations and codes of conduct, encourage clients to ask questions, be supportive and respectful, be sensitive to client's privacy and personal details, professional appearance, avoid inappropriate conversations.

Professional appearance: Clean, professional uniform, no jewellery or piercings, hair neatly tied back (fringe secured), closed-in footwear, personal hygiene and cleanliness (shower/bath,

cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained, short, no nail varnish, no nail extensions).

Professional ethical conduct: Polite, cheerful and friendly manner; friendly facial expressions, positive attitude, eye contact, open body language, client relations (not argumentative, confidentiality), respect for colleagues and competitors, avoid gossip, pride in work, honesty, integrity, punctuality, employer and client loyalty.

Consultation communications:

Establish client requirements and therapist recommendations, give appropriate advice if client is contra-indicated, client satisfaction, client expectations, suitability and aftercare, prevent contra-actions, courteous, eye contact, verbal communication, non-verbal communication, signatures of client and therapist (legal document; insurance claims, acknowledgement of recommendations), avoid conflict between a client and therapist, visual, manual, question, listen, client card reference, use a range of related terminology linked to treatment being performed.

Client requirements: Age, cultural background, special needs, satisfied clients, dealing with dissatisfied clients, all clients treated equally, clear, direct, action taken where necessary, written record.



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Outcome 1: Be able to communicate and behave in a professional manner when dealing with clients (continued)

Client treatment needs: Assess client needs and suitability, client agreement, realistic outcome, cost, duration and frequency of treatments, additional services.

Recommendations to client: Explain treatment (the process, expected sensations, skin reaction, outcomes), advise client of most suitable treatment, further treatments, aftercare advice, lifestyle changes, seek agreement from client, retail recommendations, prevent contra-actions, improve results, maintain treatment longer, client care, client satisfaction, client expectations, profits (link sales, insurance reasons, completion of consultation process, returning/repeat clients, new business).

Personal space: Space between client and therapist, positioning of client, covering of client, suitable location for consultation, client comfort, client privacy, unobtrusive.



Outcome 2: Be able to manage client expectations

Client confidentiality: Data protection, professional, use of sensitive information, type of information, client access to their own records, maintain client's confidence, storage of client's personal details, record cards, method of destroying sensitive data, access available to authorised persons, time limit of storage of data, secured storage facility.

Client care feedback: Client consultation form, comments box, verbal and non-verbal methods, professional, target setting, relate to feedback constructively, professional manner, polite, courteous, personal development, improves client satisfaction, client care, salon profits, career development, team work, employee training, reputation, repeat business, additional treatments.

Client complaints: Professional manner, polite, courteous, good client care, senior therapist, senior receptionist or manager, dealt with appropriately, resolve situation, good communication techniques, good client care, good eye contact, good facial expressions, good body language, deal with situation calmly, methods of recording complaints, prompt response verbally/ written.

Retail opportunities: Completion of consultation, record on record card, profit, linking of retail/sales, selling products and other services, promotional offers, samples, retail displays, repeat business, course of treatments, demonstrations, open events, existing client offers.

Sales techniques: Body language, verbal, non-verbal, testers, samples, linked to

treatment, product knowledge, benefits, listen to client's needs, record card, lifestyle factors.

Improve working practices: SWOT analysis (strengths, weaknesses, opportunities and threats to business), sales, productivity, analysis, questionnaires, feedback from clients (verbal/non-verbal), repeat business, monitor trends, peer assessment, observation, mystery shopper, appraisal.

Notes

Use this area for making notes and drawing diagrams



UV30430

Apply micro dermabrasion

This unit is about providing micro dermabrasion treatments to improve the appearance and condition of the skin on the face and body. To carry out this unit you will need to maintain effective health, safety and hygiene procedures throughout your work.

Level

3

Credit value

4

GLH

39

Observation(s)

3

External paper(s)

1



Apply micro dermabrasion

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for skin treatment using micro dermabrasion
2. Be able to provide skin treatment using micro dermabrasion

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*
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

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 skin treatment using micro dermabrasion

You can:

- a. Prepare yourself, client and work area for micro dermabrasion skin treatment
- b. Use suitable consultation techniques to identify treatment objectives
- c. Advise the client on how to prepare for the treatment
- d. Carry out a skin analysis
- e. Provide clear recommendations to the client
- f. Select products and tools to suit client treatment needs, skin types and conditions

** May be assessed through oral questioning.*

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



Outcome 2

Be able to provide skin treatment using micro dermabrasion

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and the client correctly throughout the treatment
- d. Use products, tools and techniques to suit client treatment needs, skin types and conditions
- e. Complete the treatment to the satisfaction of the client
- f. Record and evaluate the results of the treatment
- g. Provide suitable aftercare advice

**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 all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Met all the treatment objectives	Portfolio reference
Improved skin condition	
Improved contour appearance	
Improved skin texture	
Dealt with at least one necessary action	Portfolio reference
Encourage the client to seek medical advice	
Explain why the treatment cannot be carried out	
Modification of treatment	
Treated all skin types	Portfolio reference
Oily	
Dry	
Combination	
Treated all skin conditions	Portfolio reference
Sensitive	
Mature	
Dehydrated	

*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.



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

Treated all areas		Portfolio reference
Face		
Body		
Treated all body conditions		Portfolio reference
Appearance of cellulite		
Uneven skin texture		
Provided all types of advice		Portfolio reference
Avoidance of activities which may cause contra-actions		
Future treatment needs		
Modifications to lifestyle patterns		
Recommended use of home care 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.

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 table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to prepare for skin treatment using micro dermabrasion

You can:	Portfolio reference / Assessor initials*
g. Describe salon requirements for preparing yourself, the client and the work area	
h. Describe the environmental conditions suitable for micro dermabrasion skin treatment	
i. Describe the different consultation techniques used to identify treatment objectives	
j. Describe how to select products and tools to suit client treatment needs, skin types and conditions	
k. Describe known contra-indications that may restrict or prevent micro dermabrasion treatment	
l. Describe the importance of carrying out a skin analysis	
m. Describe the effects and benefits of a micro dermabrasion treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to provide skin treatment using micro dermabrasion

You can:	Portfolio reference / Assessor initials*
h. Explain how to communicate and behave in a professional manner	
i. Describe health and safety working practices	
j. Explain the importance of positioning yourself and the client correctly throughout the treatment	
k. Explain the importance of using products, tools and techniques to suit client treatment needs, skin types and conditions	
l. Describe how treatment can be adapted to suit client treatment needs	
m. State the contra-actions that may occur during and following treatments and how to respond	
n. Explain the importance of completing the treatment to the satisfaction of the client	
o. Explain the importance of completing treatment records	
p. Describe the methods of evaluating the effectiveness of the treatment	
q. Describe the aftercare advice that should be provided	
r. Describe the structure and function of the skin	
s. Describe the main diseases and disorders of the skin	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 2 (continued)

Be able to provide skin treatment using micro dermabrasion

You can:	Portfolio reference / Assessor initials*
t. Describe skin types, conditions and characteristics	
U. Describe the growth cycle and repair of the skin	
V. Explain how natural ageing, lifestyle and environmental factors affect the condition of the skin	

* 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 skin treatment using micro dermabrasion

Management of health & 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.

Electricity at work - checking / visual check of equipment, no trailing wires Portable Appliance Testing (PAT).

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.

Liability insurance - employers, public, professional indemnity.

Reporting of injuries, diseases and dangerous occurrences - accident book, reporting diseases, local bye laws, code of conduct, risk assessment.

Control of substances hazardous to health - replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, correct use of chemicals, follow storage handling use and disposal, correct disposal of contaminated waste, products, check end date, packaging, store away from heat, damp and direct sunlight, dispose of contaminated waste in a closed top bin, relevant manufacturer's instructions, no smoking, eating, drinking.

Health and safety legislation: Data protection legislation; electricity at work legislation; employers liability (compulsory

insurance) legislation; fire precautions legislation; first aid at work legislation; health and safety at work legislation; local government miscellaneous provisions legislation; occupiers liability legislation; local bylaws.

Regulations: Control of substances hazardous to health regulations; management of health and safety at work regulations; manual handling; personal protective equipment; reporting of injuries, diseases and dangerous occurrences regulations; workplace (health and welfare) regulations.

Hazards and risks: 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, fire evacuation, provide regular training, accurate record keeping, monitoring.

Hazards: Something with potential to cause harm; requiring immediate legislation; level of responsibility; report; nominated personnel; duty to recognize / deal with hazards.

Equipment - only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance, Portable Appliance Testing, correct disposal of contaminated waste, records.

Security (cash): Staff training, point of sale, regular banking, in transit.



Outcome 1: Be able to prepare for skin treatment using micro dermabrasion (continued)

Security (people): Staff, clients, visitors, children, personal belongings, systems – security, emergency evacuation, storage, client records, business information.

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 hands before and after treatments, sanitise with sprays and gels, clean towels between client, 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 bottle and pots.

Disinfection - heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

Disposal of waste: Single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

Therapist posture and deportment:

Correct posture when sitting, correct posture with lifting, correct posture when 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.

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 end of the treatment, update at each visit, records maintained electronically, paper records.



Outcome 1: Be able to prepare for skin treatment using micro dermabrasion (continued)

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.

Over exposure to chemicals/products (prevention): Routes of entry to the body (preventing inhalation, ingestion), absorption (correct application techniques, manufacturer's instructions), personal protective equipment, correct ventilation, decanting products, eye protection, contact lenses, good housekeeping techniques, salon hygiene.

Over exposure to product (symptoms): Irritation in eyes/nose/throat, skin irritation, excessive erythema, blistering, grazing, blood spots.

Examples of contra-indications that may prevent treatment: Inflamed or infected skin conditions, herpes simplex, contagious skin disease, malignant melanomas, client on medication that causes skin thinning or inflammation (e.g. steroids, acutane, retin-A), keloid scarring, diagnosed scleroderma, haemophilia, insulin controlled diabetes, epilepsy, circulatory disorders, dysfunction of the

nervous system, HIV, UV exposure, vitiligo, psoriasis, neurodermatitis, infected/pustular acne, client undergoing any medical treatment without GP's consent.

Examples of contra-indications that may restrict treatment: Tattoo in treatment area, pigmented naevi, moles, recent dermabrasion or chemical peel treatment, recent scar tissue (within six months), varicose veins, cuts, abrasions, bruises, collagen, restylane or similar filler injections, recent botox treated areas (lack of nerve response), couperose conditions, telangiectasia/telangiectasia angioma (spider naevi).

Examples of possible contra-actions: Erythema, oedema, bruising, allergic reaction, discontinue treatment, take remedial action

Possible causes of contra-actions:

Poor hygiene - Home care/aftercare, bacterial infection caused by contamination of treated area.

Over treatment - Excess erythema, blistering, excessive discomfort, swelling, bruising, blood spots.



Outcome 2: Be able to provide skin treatment using micro dermabrasion

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, skin conditions and characteristics, record results on record card, client skin type, conditions and characteristics, treatment plan, most suitable treatment, suitable products, prevent worsening of conditions, accurate aftercare advice, future treatment needs.

Skin types: Normal, oily, dry.

Skin conditions: Mature, sensitive, dehydrated, congested.

Examples of skin imperfections: Broken capillaries, pustules, papules, milia, comedones, open pores, fine lines and wrinkles.

Skin characteristics:

Sensitive - often pale skins, dry, colour easily, redness, react to products.

Dehydrated - normal sebaceous secretions but still flaky, tight.

Mature - loss of elasticity, loose muscle tone, wrinkles.

Normal - fine texture, no visible pores, smooth, supple, flexible.

Oily - shiny, slight thickening, sallow, coarse texture, enlarged pores, congestion, comedones.

Combination - combination of two or more skin types, usually oily T zone, normal or dry on cheeks.

Dry - lacks moisture, dry to touch, flakiness, fine texture, thin, tight, small pores, broken capillaries, ageing.

Skin sensitivity tests: Tactile test for sharp and blunt, thermal test for hot and

cold.

Tactile - Use a sharp (orange stick) and smooth (cotton pad) object, stroke over the skin in area to be treated, client should be able to differentiate between the different sensations.

Thermal - Fill test tube with cold water and one with hot water, place on skin in area to be treated, ask client to differentiate between the sensations.

Skin sensitivity test - record results.

Skin sensitivity test- interpret results:

Client should be able to identify the difference between sharp / blunt and hot/ cold, if the client can; treatment can go ahead, if client is unresponsive to tactile and thermal tests, treatment should not be carried out, client would not be able to feel if electrical current was too high, risks of skin damage.

Explain the treatment to the client:

Treatment process, expected sensations, skin reaction, outcomes, further treatments.

Products and equipment: Anti-allergenic cleanser, toner, moisturiser and soothing face mask, correct sized probe disposable head according to manufacturer's instructions to suit treatment needs, vacuum intensity between 3psi and 5psi according to treatment needs and manufacturer's instructions.

Possible effects and benefits: Reduces fine lines and wrinkles, smoothes and softens skin surface, stimulates production of natural collagen, reduces flaccidity, enhances penetration of active products, improves appearance of stretch marks and scars, lightens hyper-pigmentation, increases blood and lymph flow, eliminates milia and blackheads, clears spots. Mild



Outcome 2: Be able to provide skin treatment using micro dermabrasion (continued)

erythema, skin may be taut and itchy for first 48 hours, temporary dryness, slight skin shedding, temporary hypersensitivity, mild sunburn sensation for first few hours.

Working position of client and therapist:

Client supine, area to be treated supported, positioned for ease of access and client comfort, avoiding awkward angles and allowing for effective treatment.

Products for skin: Anti-allergenic cleanser, toner, mask, moisturiser with SPF 25 or over, large facial sponges/towelling mitts, paper tissues, eye protection.

Equipment: Couch, client chair, therapy chair, magnifying lamp, micro dermabrasion machine, disposable heads for probe, aluminium oxide crystals (corundum), spatulas, bowls, mask brush, couch roll, towels, covers.

Treatment technique (machine and probe techniques): Probe with opening flat to the surface of the skin, firm grip, no pressure, rate, depth, direction, vacuum pressure between 3psi and 5psi according to sensitivity, condition, depth of peel and manufacturer's instructions (sensitive, mature, thin epidermal clients, quick, light strokes, vacuum pressure low 3psi/manufacturer's instructions to aid regeneration and elasticity of skin), skin type (sun damaged, acne, oily, seborrhoea, sluggish, combination, normal – medium rate movements, horizontally and vertically, problem areas, wrinkles, character lines) spots (vacuum pressure between 3psi and 5psi/according to manufacturer's instructions), client comfort, regularity of treatments, aftercare.

Treatment technique (scar tissue, post-injury and post-acne): Medium

rate movements from outside edge to centre of scar, 3psi to 5psi/according to manufacturer's instructions, regularity of treatments, aftercare.

Treatment technique (stretch marks):

Low pressure – max 3psi, according to manufacturer's instructions and client comfort, light quick strokes, from centre to outside edge, regularity of treatments, aftercare.

Treatment technique (hyper pigmentation):

Chloasma, lentigo, sunspots, medium rate, max 5psi/ manufacturer's instructions, client comfort, regularity of treatments, aftercare.

Treatment technique (cellulite):

Largest disposable probe head, circular movements, medium rate movements, 3psi to 5psi according to client comfort and manufacturer's instructions, regularity of treatments, aftercare.

Response to contra-actions: Excessive erythema, blistering, swelling, excessive discomfort, bruising, blood spots (over-treatment, allergic reaction), remove product, cool compress, refer to GP, exposure to UV, pigmentation, soreness excessive erythema, swelling, home care, cool compress, medical referral, avoid facial treatments, make-up, cosmetic products, use anti-allergenic products, avoid sunlight, sun beds, use protection SPF 25 plus in normal daylight, SPF 30 in sunlight.

Client satisfaction: Objectives, client expectations, no contra-actions, questioning, listening, visual observation, non-verbal communication, eye contact, body language, future treatment needs.



Outcome 2: Be able to provide skin treatment using micro dermabrasion (continued)

Aftercare and home care advice: No make-up or perfumed products for 24hrs, apply healing products (such as aloe vera gel at night), use moisturiser (with sun block factor 15-30 during day), avoid sunlight/sun beds (for at least two weeks after course of treatment), avoid touching the area (always wash hands before applying products), avoid over-stimulating the area (no heat treatments/exercise/hot showers for 24hrs, no swimming or other facial treatments for 24hrs).

Skin (epidermis): Stratum germinativum, stratum spinosum, stratum granulosum, stratum lucidum, stratum corneum), the process of keratinisation.

Skin (dermis): Structure, blood/lymph supply, papillary layer, reticular layer, collagen, elastin, macrophages, adipocytes, mast cells, fibroblasts, hair, dermal papilla, sebaceous glands and sebum, arrector pili muscle, sweat glands (eccrine and apocrine), sensory nerve endings.

Skin (hypodermis): Structure (subcutaneous layer, adipose tissue, adipocytes).

Functions of the skin: Secretion, heat regulation, absorption, protection, elimination, sensation, vitamin D formation, melanin production.

Examples of skin diseases and disorders:

Congenital - eczema, psoriasis.

Bacterial - acne vulgaris, acne rosacea, folliculitis, boils (furuncles), impetigo.

Viral - warts, verruca, herpes simplex (HSV), herpes zoster.

Fungal - tinea (pedis, corporis, unguium).

Infestations - scabies, pediculosis (capitis, pubis).

Pigmentation - vitiligo, albinism, chloasma, ephelides, lentigo, papilloma, naevae, port wine stains.

Others: Basal cell carcinoma, squamous cell carcinoma, malignant melanomas.

Growth cycle and repair of skin: From germinativum to corneum, the process of keratinisation.

Ageing process: Loss of elasticity, dryness of skin, cell regeneration slows, thinning of skin, broken capillaries, slack muscle tone, poor circulation, waste product removal slows, less fatty tissue, irregular pigmentation.

Lifestyle factors that affect skin:

Occupation, diet and fluid intake, sleep patterns, smoking, exercise, hobbies, home situation, stress levels, medication, illness, premature ageing, poor skin condition, loss of muscle tone, dehydration, poor circulation, excess fatty tissue, increased cellulite, slow metabolism, cell regeneration and growth.

Environmental factors that affect skin:

UV light, weather, central heating, drugs, alcohol, serious illness, medication, occupation, dry, dehydrated, premature ageing, wrinkles and loss of elasticity, slower metabolism.