Through this unit you will learn how to carry out an eyebrow shape on your client. You will learn about the structure and function of the hair. You will learn how to carry out a consultation and find out what the client wants. You will learn how to prepare yourself, the client and your work area for an eyebrow shape. You will learn about the skills and techniques used to provide an eyebrow shape according to the client’s wishes, as well as provide the correct after treatment advice.
What you must know & do

How to achieve this unit

On completion of this unit you will:

**Learning outcome 1**

Know how to provide an eyebrow shape

a. Identify conditions that may prevent or restrict an eyebrow shape  
b. State why it is important to be able to recognise conditions that may prevent or restrict an eyebrow shape  
c. Describe the normal reaction of the skin to eyebrow shaping treatments  
d. State the possible reactions that may occur during or after an eyebrow shaping treatment and the actions you should take  
e. Describe the structure and function of the hair found on the eyebrows

**Learning outcome 2**

Be able to provide an eyebrow shape

a. Prepare yourself, the client and your work area for an eyebrow shaping treatment  
b. Carry out a consultation for an eyebrow shape  
c. Use hygienic and safe working practices  
d. Carry out an eyebrow shape  
e. Give your client after-treatment advice
What you must learn

This section provides you with guidance on the recommended knowledge and skills required to achieve this unit.

Learning outcome 1

Know how to provide an eyebrow shape

Identify conditions that may prevent or restrict an eyebrow shape

**Conditions that may prevent treatment:** Conjunctivitis, blepharitis, eye infections, stye, bruising, recent scar tissue (under 6 months), ringworm, impetigo, boils, lice, scabies, inflammation or swelling of the skin around the eye, undiagnosed lumps or bumps, cuts or abrasions, active dermatitis, eczema, psoriasis.

**Conditions that may restrict treatment:** Scar tissue (over 6 months old), facial piercing, dermatitis, eczema, psoriasis, very nervous client, cyst, skin tags.

State why it is important to be able to recognise conditions that may prevent or restrict an eyebrow shape

**Importance of identifying conditions:** To avoid cross-infection and making the condition worse.
Describe the normal reaction of the skin to eyebrow shaping treatments

**Reactions:** Redness (mild erythema), mild swelling, itching, mild watering of eye.

State the possible reactions that may occur during or after an eyebrow shaping treatment and the actions you should take

**Possible reactions:** Excess erythema, sore, bruising, stinging, bleeding, excessive swelling.

Action – apply a cold compress, apply soothing products, record any reactions and actions taken on consultation/treatment plan, and refer to their doctor if symptoms persist.

Describe the structure and function of the hair found on the eyebrows

**Structure:**

- Cuticle – found on the outside of the hair, made up of scale-like cells that overlap like tiles, it protects the cortex and gives the hair its elasticity.
- Cortex – this is the main part of the hair, and it contains long keratinised cells and colour pigment, it gives the hair its strength and thickness.
- Medulla – found in the central part of the hair but is not present in finer hairs, it does not seem to have a function.

**Function of eyebrows:** Protection by cushioning the brow bone, preventing sweat running into the eye, aids in facial expression.
What you must learn

Learning outcome 2

Be able to provide an eyebrow shape

Prepare yourself, the client and your work area for an eyebrow shaping treatment

**Prepare yourself:** Clean ironed, uniform, flat, closed-in shoes no jewellery, no piercings, hair (neatly tied back, fringe secured), light day make-up, personal hygiene and cleanliness (shower/bath, use deodorant or antiperspirant), cover cuts and abrasions, oral hygiene (fresh breath and clean teeth), no nail enhancements, clean and short natural nails.

**Prepare client:** Position the client correctly and comfortably, complete a consultation form (client name, address, contact number, medical history, allergies, contra-indications and obtain signatures), prepare a treatment plan (state desired result).

**Prepare work area:** Clean and hygienic work surfaces, height adjustable chair to get maximum benefit while carrying out the treatment, good lighting, magnifying lamp, no obstructions, trolley, tools and equipment in a safe working position.

**Prepare products, tools and equipment:**

- Products – cleanser, eye make-up remover, antiseptic gel or witch hazel or rose water, surgical spirit sterilisation fluid e.g. Barbicide.
- Tools – manual tweezers, orangewood stick, eyebrow pencil, pencil sharpener, eyebrow brush, cotton wool and tissues.
- Equipment – couch, trolley or work surface, towels, stool and chair, ventilation system, lined bin, bowl for warm water, mirror, headband, gloves, couch roll, sterilising jar.
Consultation techniques: Client’s needs, client satisfaction, client expectations and aftercare, signatures, visual, manual, questioning, listening, client card reference, cleanse treatment area to identify condition of skin and eyebrows, explain treatment, and agree eyebrow shape.

Communication:
Verbal – clear speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to the treatment.
Non-verbal – eye contact, body language, listening.

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.

Check for contra-indications.

Prevent treatment: Fungal infections (ringworm bacterial infections (impetigo and conjunctivitis), viral infections (flu), scabies, skin disorders severe eczema, psoriasis and dermatitis: open wounds, cuts and abrasions local to treatment area, bruising and swelling.

Examples of contra-indications that may restrict treatment: Minor eczema, psoriasis or dermatitis.

Record keeping: Signatures, refer to existing records, information clear, accurate and in a logical order (name, address, contact numbers, medical history, allergies, contra-actions, contra-indications, treatment plan, update record at the end of the treatment).

Factors to be considered: Skin condition, the amount of hair present, hair growth pattern, the natural shape of the eyebrows, face shape, adverse skin conditions, age of the client, fashion trends and cultural factors, realistic expectations.
What you must learn

Use hygienic and safe working practices

**Health and safety at work:** Wear protective clothing, ensure work surfaces are wiped before and after treatment using anti-bacterial wipes or spray, clean up spillages, report slippery surfaces, remove/report obstacles, no trailing wires, ensure good all round access to trolleys and equipment, sterilise metal implements and all tools using an autoclave, glass bead unit, ultra violet steriliser, use of bactericides, fungicides, prevention of cross-infection.

**Towels:** Clean towels for each client, place dirty towels in lined bin.

**Hygiene (general):** Sterilise and sanitise tools, sanitise hands before and after treatments, remove products from pots with a spatula, use disposable equipment wherever possible, replace lids after use.

**Position yourself and the client correctly throughout the treatment:** Maintain correct working posture throughout treatment, adjust the height of stool, and protect client’s clothing.

Carry out an eyebrow shape

**Clean:** Wipe over the brow are with the correct cleansing products.

**Shaping the brows:** Warm the brow area by applying warm damp cotton wool for approximately two minutes to minimise discomfort use a brow brush to position hairs, measure the brows using an orange stick for guidance against the inner and outer eye, mark with an eyebrow pencil, choose the correct tweezers to suit the client’s needs (manual slanted or round), stretch the skin, remove hairs in direction of growth, remove hairs with tissue or cotton pads after tweezing, check the shape regularly with the client using mirror, application of post treatment products to sooth and protect the area.

**Record the results of the treatment:** Complete the client record card clearly and accurately, record any reactions to treatment, client’s response to treatment and feedback, record product and homecare advice, recommendations for future treatments.

Give your client after-treatment advice

**Aftercare advice:** No other eye treatments for 24 hours, avoid touching the area, make-up, heat treatments, perfumed products. Apply a soothing antiseptic lotion to the area over the next 24 hours. State how to treat contra-actions that may occur. Return in 2-3 weeks depending on hair growth.
To achieve a Pass:
You must achieve all criteria in the **What you must know & do** sections of this unit.

To achieve a Merit:
You must achieve all criteria in the **What you must know & do** sections of this unit **AND** achieve 2 of the 3 additional performance standards.

To achieve a Distinction:
You must achieve all criteria in the **What you must know & do** sections of this unit **AND** achieve all 3 additional performance standards.

**Additional Performance Standards:**

### Work skills

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**Possible examples:**
- You arrived ahead of time to prepare yourself and your work area for the treatment.
- You arrived for the service dressed appropriately and well groomed.
- You prepared and maintained the work area so it is clean/well-ordered and safe.
- You ensured all tools are clean and sterile before and after the treatment.
- You laid out the products and tools in order of use.
- You ensured sufficient product availability prior to treatment.

### Communication

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**Possible examples:**
- You welcomed your client professionally.
- You communicated clearly and confidently.
- You used verbal communication skills in a polite, friendly and respectful manner.
- You listened carefully and followed any instructions accurately.
- You checked regularly with your client to ensure that they are comfortable.
- You used a wide variety of positive non-verbal communication skills.
- You ensured your client is happy with their finished service.

### Attention to detail

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**Possible examples:**
- You used personal protective equipment appropriately for the treatment.
- You achieved a precise and thorough preparation for removal.
- You ensured removal was achieved with the minimal amount of discomfort.
- You ensured the shape achieved was balanced, neat and well executed.
- You explained all findings in a manner that your client could easily understand.
- You used appropriate products for client’s skin type, following manufacturer’s instructions.
- You ensured appropriate advice was provided for aftercare.
Learning outcome 1

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Unit Sign off

| Date |
| Assessor initials |
| Learner signature |
| IQA signature (if sampled) |