



Provide facial skin care

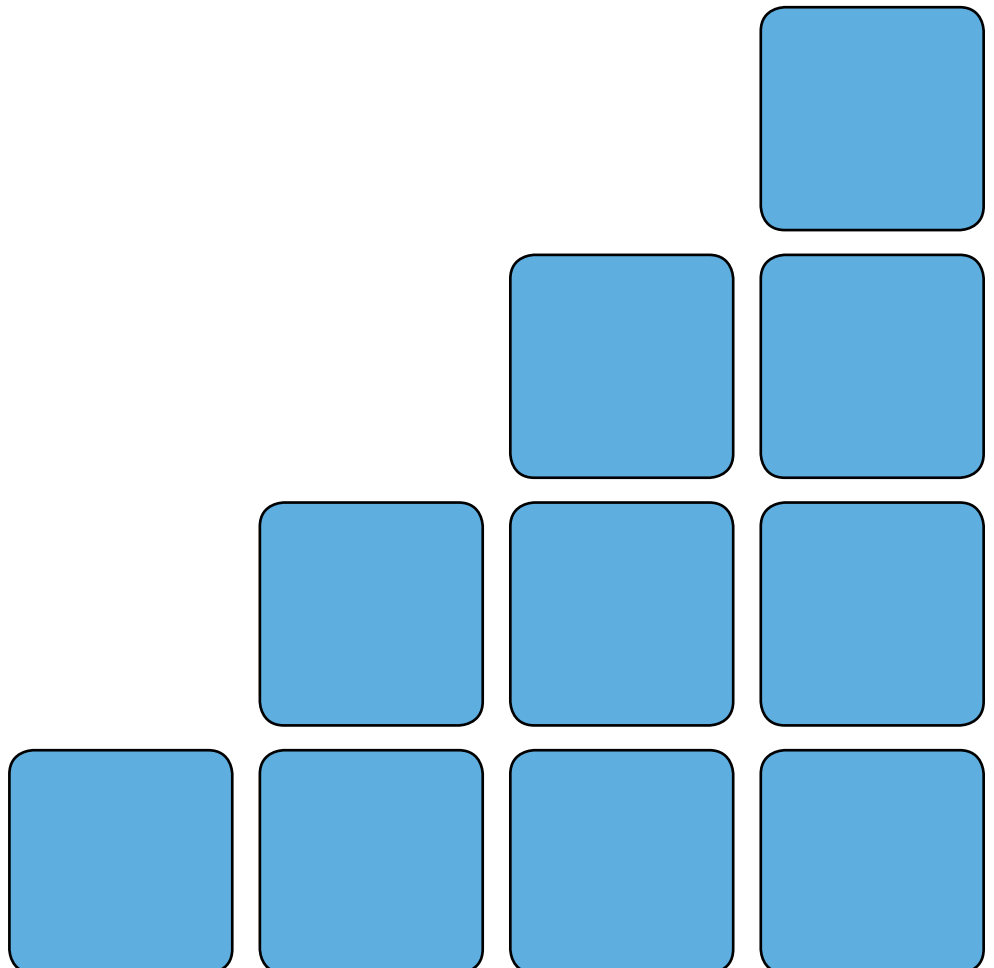
UV20398

A/601/3987

Learner name:

Learner number:

VRQ



UV20398

Provide facial skin care

In this unit you will learn about maintaining and improving facial skin condition using exfoliation, skin warming, comedone extraction, facial massage, mask treatments and facial moisturising products. You will need to maintain effective health, safety and hygiene procedures throughout your work.

Level

2

Credit value

7

GLH

56

Observations

3

External paper(s)

2



Provide facial skin care

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for facial skin care treatments
2. Be able to provide facial 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 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 are two external papers 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

The following maximum service times apply to this unit:

Facial	60 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 facial skin care treatments

You can:

- a. Prepare yourself, client and work area for facial skin care treatment
- b. Use suitable consultation techniques to identify treatment objectives
- c. Carry out a skin analysis
- d. Provide clear recommendations to the client
- e. Select products, tools and equipment 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			



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Outcome 2

Be able to provide facial skin care treatments

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, equipment and techniques to suit client treatment needs, skin type and conditions
- e. Complete the treatment to the satisfaction of the client
- f. Record 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	
Manual	
Visual	
Reference to client records	
Carried out a minimum of 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modification of treatment	
Treated all skin types	Portfolio reference
Dry	
Oily	
Combination	
Treated a minimum of 2 skin conditions	Portfolio reference
Mature skin	
Sensitive skin	
Dehydrated skin	
Used all types of equipment	Portfolio reference
Magnifying lamp	
Skin warming devices	
Consumables	

*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:**

Used all the types of facial products		Portfolio reference
Eye make-up remover		
Cleanser		
Toners		
Exfoliators		
Moisturisers		
Specialised skin products		
Used all massage mediums		Portfolio reference
Oil		
Cream		
Used all massage techniques		Portfolio reference
Effleurage		
Petrissage		
Tapotement		
Used all the mask treatments		Portfolio reference
Setting		
Non-setting		
Provided all types of advice		Portfolio reference
Suitable aftercare products and their use		
Avoidance of activities which may cause contra-actions		
Recommended time intervals inbetween 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.

Achieving the external paper

The external papers 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 2		
2 of 2		

Knowledge



Outcome 1

Be able to prepare for facial skin care treatments

You can:	Portfolio reference / Assessor initials*
f. Describe salon requirements for preparing yourself, the client and work area	
g. State the environmental conditions suitable for facial skin care treatments	
h. Describe different consultation techniques used to identify treatment objectives	
i. State the importance of carrying out a detailed skin analysis	
j. Describe how to select products, tools and equipment to suit client treatment needs, skin types and conditions	
k. Identify skin types, conditions and characteristics	
l. Describe the contra-indications which prevent or restrict facial treatments	

* 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 facial skin care treatments

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

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2 (continued)

Be able to provide facial skin care treatments

You can:	Portfolio reference / Assessor initials*
S. Explain how natural ageing, lifestyle and environmental factors affect the condition of the skin and muscle tone	
t. State the position and action of the muscles of the head, neck and shoulders	
U. State the names and position of the bones of the head, neck and shoulders	
V. Describe the structure and function of the blood and lymphatic system for the head, neck and shoulders	

* 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 facial skin care treatments

Management of health and safety at work:

Clean 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.

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 byelaws, code of conduct, risk assessment.

Control of substances hazardous to health: Replace lids, ventilation for vapour and dust, avoid overexposure 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: Data protection legislation, electricity at work, employer's liability (compulsory insurance), fire

precautions, first aid at work, health and safety at work, local government miscellaneous provisions, occupier's liability, local byelaws.

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

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, 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 recognise/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.

Security (people): Staff, clients, visitors, children, personal belongings, systems,



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

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, 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 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 bottles and pots.

Sterilisation – (comedone extractor) autoclave, glass bead, chemical, UV cabinet for storage only.

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, 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.



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

Professional appearance: Clean professional uniform, no jewellery, no piercings, 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/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, pride in work, punctuality, employer and client loyalty.

Consultation techniques: Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, manual, listen, client card reference.

Treatment objectives: Improved skin condition, lymphatic drainage, relaxation, client needs and suitability, realistic outcome, client agreement, duration and frequency of treatments, further treatments.

Skin analysis: Carry out using magnifying lamp, protect eyes, check all areas of the face and neck for skin type, skin conditions and characteristics, record results on record card, 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.

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

Skin characteristics:

Sensitive – often pale skin, 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.

Explain the treatment to the client:

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

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

Cleansing products:

Oily eye make-up remover – to remove waterproof mascara, oil based make-up.

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

Cleansing milk – dry/sensitive/normal/combination skin.

Cleansing cream – ultra dry skin, deep cleansing.



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

Cleansing lotion – oily/congested/combination skin.

Facial wash/cleansing gel – oily skin types, except mature.

Toners:

Toner (freshener) – dry/sensitive/mature.

Toner (astringent) – oily/problem.

Toner (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 skin.

Exfoliating products:

Mechanical – facial brush/brush cleanse machine.

Scrub/grains – uses natural products (e.g. nuts) or cereals (e.g. porridge).

Clay – gentler to skin.

Awareness of acid peels – glycolic acid, alpha hydroxyl acid, for mature and photo-damaged skin.

Massage mediums – oil, cream, gel.

Setting masks:

Clay masks – can be mixed suitable to skin type.

Peel off masks – choose for skin type.

Thermal masks – normal/oily/problem skins.

Non-setting masks:

Warm oil masks – dry/mature.

Natural masks – ingredients suitable for skin type (examples of possible ingredients – avocado, yoghurt, oats, citrus fruits, eggs, honey, oats).

Cream masks – pre-prepared, suitable for skin type.

Selection process: Choice based on skin type, condition, target areas of treatment.

Main tools: Spatula, facial sponges, mask brush, comedone extractor.

Main types of equipment: Couch/stool/ chair, trolley, steamer, bin with liner, cotton wool, bowl, mirror, magnifying lamp, tissues.

Equipment: Checked for damage, dials, leads and plugs checked (no trailing wires), stay with client, always follow manufacturer's instructions.

Environmental conditions:

Heating – warm.

Lighting – soft.

Noise level and music selection – relaxing/calming.

Ventilation – sufficient air, pleasant aroma.

Work area – client comfort, privacy, clean and hygienic.

Examples of contra-indications that may prevent treatment: Skin disorders such as bacterial (impetigo), viral (herpes simplex), fungal (tinea), systemic medical conditions, conjunctivitis, severe skin conditions and eye infections, acne, boils and herpes (zoster and warts), parasitic infections (e.g. scabies), known allergies.

Examples of contra-indications that may restrict treatment: Recent scar tissue, eczema, psoriasis, hyper-keratosis, skin



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

allergies, cuts, abrasion, bruising, styes.

Examples of possible contra-indications to steaming: Vascular skin disorders, respiratory problems, claustrophobia, broken capillaries, diabetes (loss of sensation).



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Outcome 2: Be able to provide facial skin care treatments

Client treatment needs: Deep cleansing, treat skin conditions, comedone removal, improve skin condition, appearance, relaxation.

Treatment techniques:

Steam – pre-heat steamer before use, protect client's eyes, protect areas of broken capillaries with damp cotton wool, client semi-reclined, minimum distance 30cm, further away for more sensitive skins, timing dependant on skin type, follow manufacturer's instructions.

Extraction – therapist to wear disposable gloves.

Comedone extractor – should be sterilised before use, use loop end and apply gentle pressure around comedone, wipe away with damp cotton wool.

Finger extraction – wrap in tissue/damp cotton wool and apply gentle pressure with index fingers around comedone, wipe away with damp cotton wool.

Mask application – apply with brush, choose relevant to skin type, protect client's eyes, apply to face and neck, timing dependant on skin type (more sensitive skins less time, oily skins longer) mask type, client comfort, manufacturer's instructions, remove with damp sponges and warm water.

Evaluation and client satisfaction:

Agree result verbally and written through client feedback on record card, client objective, results of treatment, before and after photos, future treatments, record adjustments for next treatment.

Possible contra-actions:

Excessive erythema – apply cold compress, if the condition persists, client to

seek medical advice.

Allergic reaction – remove product immediately, apply cold compress, if the condition persists, client to seek medical advice.

Skin blemishes – do not pick, continue with home care to improve skin condition, maintain high levels of hygiene.

Skin:

Epidermis – basal cell layer (stratum germinativum), prickle cell layer (stratum spinosum), granular layer (stratum granulosum), clear layer (stratum lucidum), horny layer (stratum corneum).

Dermis – blood and lymph supply, fibroblasts, collagen, elastin, hair, sebaceous glands, arrector pili muscle, dermal papilla, sweat glands (eccrine and apocrine), sensory nerve endings.

Hypodermis – subcutaneous layer, adipose tissue, adipocytes.

Functions of the skin – protection, heat regulation, absorption, secretion, elimination, sensation, formation of Vitamin D, melanin production, process of keratinisation.

Bones:

Position of bones – shoulder girdle, clavicle, scapula, skull (frontal, occipital, parietal, sphenoid, ethmoid, temporal, nasal, zygomatic, maxilla, mandible, lacrimal, turbinator, palatine, vomer, hyoid).

Skeletal functions – support, joints, movement, protection, attachment, mineral source, blood cell formation.



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

Muscles:

Muscle functions – contraction, relaxation, attachment, movement.

Muscles of the head, face, neck – buccinator, corrugator, depressor labii anguli, depressor labii inferioris, frontalis, levator anguli oris, levator labii superioris, levator palpebrae superioris, levator scapulae, masseter, mentalis, nasalis, occipitalis, orbicularis oculi, platysma, procerus, pterygoids, risorius, sternocleidomastoid, temporalis, zygomaticus.

Circulatory system:

Functions of blood – transport, regulation, protection.

Arteries – internal and external carotid, occipital, temporal, facial.

Veins – internal and external jugular, occipital, temporal, subclavian.

Blood composition – erythrocytes, leucocytes, thrombocytes, plasma.

Circulation – heart, pulmonary circulation, capillaries, systemic circulation.

Lymphatic system:

Functions of the lymphatic system – fluid distribution, fighting infection, transport of fat.

Functions of lymph nodes – filter toxins, clean lymphatic fluid, antibodies and antitoxins, produce lymphocytes.

Position of lymph nodes – occipital, mastoid, superficial cervical, deep cervical, parotid, buccal, submental, submandibular.

Examples of diseases and disorders of the skin: Impetigo, conjunctivitis, styes, boils, carbuncles, herpes simplex, herpes

zoster, scabies, pediculosis, tinea corporis, milia, eczema, psoriasis, dermatitis, acne vulgaris, acne rosacea, cysts, moles, skin tags, keloid scar, malignant melanoma/carcinoma, urticaria, seborrhoea, hyper-pigmentation, hypo-pigmentation, dermatosis papulosa nigra (DPN), vitiligo, naevi, xanthomas.

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, lack of effective skin care.

Notes

Use this area for making notes and drawing diagrams