



Remove hair using waxing techniques

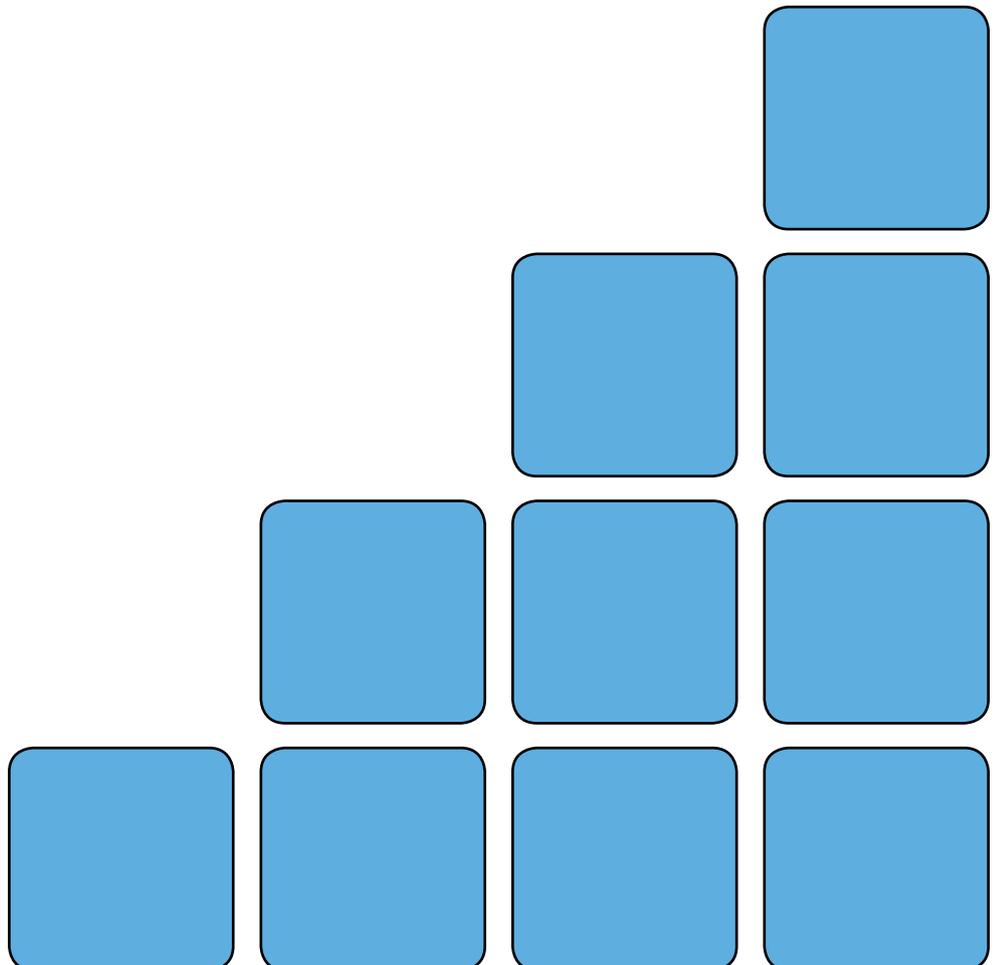
UV20418

J/601/3555

Learner name:

Learner number:

VRQ



UV20418

Remove hair using waxing techniques

This unit is about removing hair using waxing techniques. The areas to be treated include the eyebrows, face, legs, underarm, and bikini line. You will need to be able to consult with the client, and prepare and plan the treatment. You will also need to provide aftercare advice, including the avoidance of certain activities and the use of home care products.

Level

2

Credit value

6

GLH

57

Observation(s)

4

External paper(s)

1



Remove hair using waxing techniques

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for waxing treatments
2. Be able to provide waxing 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 four 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

The following maximum service times apply to this unit:

Eyebrow wax	15 minutes
Underarm wax	15 minutes
Half leg wax	30 minutes
Bikini line wax	15 minutes
Full leg wax	45 minutes
Upper lip wax	10 minutes
Chin wax	10 minutes

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 waxing treatments

You can:

- a. Prepare yourself, client and work area for a waxing treatment
- b. Use suitable consultation techniques to identify treatment objectives
- c. Carry out necessary tests prior to the treatment
- d. Provide clear recommendations to the client
- e. Select products, tools and equipment to suit client treatment needs

** May be assessed through oral questioning.*

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



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Outcome 2

Be able to provide waxing treatments

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices and industry Code of Practice for Waxing Services
- c. Position yourself and the client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit client's 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	4
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		
Carried out all waxing treatments		Portfolio reference
Eyebrows		
Upper lip		
Chin		
Full leg		
Half leg		
Underarm		
Bikini line		
Dealt with a minimum of 1 necessary action		Portfolio reference
Encouraging the client to seek medical advice		
Explaining why the waxing service cannot be carried out		
Modification of the waxing service		
Used all types of waxing products on the appropriate part of the body		Portfolio reference
Hot wax		
Warm wax		

*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 work techniques	Portfolio reference
Stretching and manipulating the skin during application and removal	
Speed of product removal	
Direction and angle of removal	
On-going product temperature checks	
Provided all types of advice	Portfolio reference
Avoidance of activities which may cause contra-actions	
Suitable home care products and their use	
Recommended time intervals in between waxing treatments	

*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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Achieving knowledge outcomes

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

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

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

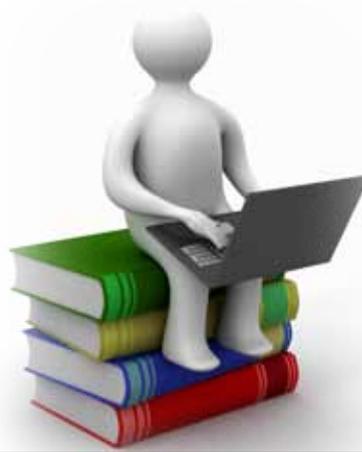
Achieving the external paper

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

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to prepare for waxing 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 waxing treatments	
h. Describe different consultation techniques used to identify treatment objectives	
i. Describe the types of tests that are carried out prior to waxing treatment	
j. Describe how to select products, tools and equipment to suit client treatment needs	
k. Identify the different types of waxing methods and products available	
l. State the advantages and disadvantages of alternative methods of hair removal	
m. Describe the effects alternative methods of hair removal may have on the skin and waxing treatments	
n. Describe the contra-indications which prevent or restrict waxing 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 waxing 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 and industry Code of Practice for Waxing Services	
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 client's treatment needs	
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.

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 waxing 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 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 or drinking.

Health and safety legislation: Data protection, 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 waxing 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, visitor, client health and safety, safe environment, minimising hazards and risks, requirement of legislation.

Hygiene:

General – sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between 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 – (tweezers/scissors) 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 when 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 waxing treatments (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.

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

Treatment objectives: Client needs and suitability, client agreement, realistic outcome, cost, duration and frequency of treatments, further treatments.

Recommendations to client: Treatment process, expected sensations/skin reaction, outcomes, further treatments.

Aftercare advice:

Avoidance of activities that will cause contra-actions – exercise, swimming, heat treatments, other treatments, UV rays – for 24 hours, avoid perfumed and chemical based products, self tan, restrictive clothing, avoidance of touching area.

Home care advice – products suitable for home care, such as exfoliators to assist with in-growing hairs, skincare products. All aftercare and home care advice should be documented on record card.

Skin sensitivity tests: Sugaring products 24-48 hours before treatment, record results of patch test, client signature and date.

Interpret results of skin sensitivity test:

Positive – red, itchy, irritated, swelling.

Negative – no change to skin.

Patch test techniques: Cleanse area (for example either wrist or ankle), apply and remove each waxing product to the area, leave for a minimum of 24 hours, explain positive and negative reaction, if positive reaction experienced record products used and where on the body they were placed on record card, with date, and advise that treatment cannot be carried out.

Importance of patch test: To prevent allergic reaction, invalidation of insurance policy if not carried out, always follow manufacturer's instructions.



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Outcome 2: Be able to provide waxing treatments

Products: Skin sanitiser, skin cleanser (pre-wax lotion), after wax lotion, powder, hot wax, warm wax, barrier cream (petroleum jelly), wax pot cleaner.

Tools: Spatula, orange stick, tweezers, wax strips, scissors (for trimming), eyebrow brush.

Equipment: Large towel to protect client, couch, stool or chair, trolley, bin with clinical waste liner, cotton wool, bowl, mirror, tissues, couch roll, wax heater, disposable gloves, apron.

Selection process: Choice based on hair type, target areas of treatment, client preference, hot wax most suitable for strong hair growth, warm wax suitable for all areas.

Temperature test: Test on self (on wrist to check heat), use spatula, remove with strip, test on small area of client to check comfortable working temperature prior to starting treatment, check temperature throughout treatment.

Warm wax:

Ingredients – formulation of glucose syrup (or fructose syrup), zinc oxide.

Treatment technique – trim hairs where necessary, working temperature 43°C, cleanse area, applied with spatula (no re-dipping, each spatula inserted into wax pot only once), spatula 45° angle, with the direction of hair growth, strips applied, removed against growth, apply soothing lotion to area, on-going temperature checks.

Hot wax:

Ingredients – formulation of beeswax, azulene, vitamin E.

Treatment technique – working temperature 50°C, area cleansed and dried, talc applied to lift hairs against growth, applied in small sections, waxing with spatula against the hair growth, allow to set, flicking up the edge of wax, removal from flicked up edge against growth, support skin when removing and flicking up edge, regularly check temperature of wax whilst working.

Tweezers: Sterilised, used to remove any stray hairs after treatment, dispose in clinical waste bin.

Working methods – general: Stretch and manipulate the skin during application and removal, speed of removal, direction and angle of removal, on-going product temperature checks.

Equipment: Checked for damage, dials, leads and plugs checked (no trailing wires), check with client throughout for comfort and sensitivity, always follow manufacturers' instructions.

Environmental conditions: Heating (warm), lighting (soft), noise level and music selection (relaxing/calming), ventilation (pleasant aroma), privacy of work area, client comfort, health, safety and hygiene requirements maintained throughout treatment.

Examples of contra-indications that may prevent treatment: Contagious skin diseases, severe skin conditions, severe varicose veins, thin or fragile skin, scar tissue under 6 months old, certain medication (e.g. steroids), heat rash, sunburn, known allergies to products.

Examples of contra-indications that may restrict treatment: Diabetes, moles, infected ingrowing hairs, skin tags,



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Outcome 2: Be able to provide waxing treatments (continued)

medication, self tan products.

Alternative methods of hair removal:

Depilatory creams, threading, shaving, abrasive mitts, electrical razors/shavers.

Depilatory creams:

Advantages – no pain, economical, can be carried out at home, no skill required.

Disadvantages – short term solution, messy, not suitable for all skin types.

Plucking:

Advantages – quick, economical, hairs grow back with tapered end.

Disadvantages – only suitable for small areas.

Threading:

Advantages – quick, economical, small amount of equipment.

Disadvantages – technique more difficult, can break hair, suitable for small areas.

Shaving:

Advantages – quick, can be done at home, no pain, no skill required.

Disadvantages – short term, quick regrowth, bristly re-growth.

Abrasive mitts:

Advantages – exfoliates, quick, economical, no skill required.

Disadvantages – hair can break, regrowth quick, not good for strong hair growth.

Electrical appliances:

Advantages – quick, can be done at home, reusable, no skills.

Disadvantages – quick regrowth, bristly regrowth.

Effects on skin: Some methods are not suitable for sensitive skin (hot, depilatory creams, abrasive mitts), waxing will remove dead skin cells (abrasive mitts, hot, warm), skin can be damaged by some methods of waxing (hot, warm, depilatory creams, abrasive mitts).

Effects on hair growth:

In-growing hairs – warm, hot.

Hair breakage – threading, plucking, abrasive mitts.

Quick hair regrowth – shaving, abrasive mitts, depilatory creams, electrical appliances.

Possible contra-actions:

Excessive erythema – apply cold compress, if persists seek medical advice.

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

In-growing hairs – avoid restrictive clothing, exfoliate regularly.

Burns – apply cold compress, seek medical advice if necessary.

Skin removal – apply cold compress, seek medical advice if necessary.

Normal reaction – erythema, light blood spots, slight raised bumps/rash.

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,



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Outcome 2: Be able to provide waxing treatments (continued)

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.

Examples of diseases and disorders of the skin:

Allergic responses – dermatitis, urticaria.

Bacterial – impetigo, furuncle, carbuncle.

Hypertrophies – keratoma, mole, polyps, seborrhoeic warts, skin tags, verruca, xanthoma.

Infestations – pediculosis, scabies.

Inflammations – eczema, psoriasis.

Pigmentations – albinism, broken capillaries, chloasma, leucoderma, liver spots, naevus (portwine/strawberry), vitiligo.

Sebaceous glands – acne vulgaris, acne rosacea, comedones, cysts, furuncle, seborrhoea, steatoma, steatosis.

Sudoriferous glands – anhidrosis, bromidrosis/osmidrosis, hyperhidrosis, miliaria rubra.

Viral – herpes simplex/herpes zoster, warts, verrucas.

Lesions – bulla, crust, fissure, macule, papule, pustule, scale, tubercle, tumour, ulcer, vesicle, wheal.

Structure of the hair – arrector pili muscle, hair follicle, inner root sheath

(Henle's layer, Huxley's layer, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root (bulb/matrix, dermal papilla), sebaceous gland, shaft (medulla, cortex, cuticle).

Hair growth cycle – anagen, catagen, telogen.

Hair types – lanugo, vellus, terminal.

Hair functions – insulation and protection.

Examples of diseases and disorders of the hair: Hypertrichosis (excessive hair growth), pubic lice, body lice.

Notes

Use this area for notes and diagrams