Remove hair using waxing techniques

This unit is about removing hair using appropriate 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, 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.
<table>
<thead>
<tr>
<th>Level</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit value</td>
<td>6</td>
</tr>
<tr>
<td>GLH</td>
<td>57</td>
</tr>
<tr>
<td>Observation(s)</td>
<td>4</td>
</tr>
<tr>
<td>External paper(s)</td>
<td>1</td>
</tr>
</tbody>
</table>
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 may be gathered within the workplace or realistic working environment (RWE).

2. **Simulation**
   Simulation is not allowed in this unit.

3. **Observation outcomes**
   Competent performance of Observation outcomes must be demonstrated 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. There is one external paper that must be achieved. The criteria that make up the paper are highlighted throughout this unit.
Achieving observations and range

Achieving observation outcomes

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

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

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

Maximum service times

The following maximum service times apply to this unit:

- **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.
Learning 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.

<table>
<thead>
<tr>
<th>Observation</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>Optional</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date achieved</td>
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<tr>
<td>Criteria questioned orally</td>
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<tr>
<td>Portfolio reference</td>
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<td>Assessor initials</td>
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<td>Learner signature</td>
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</table>
Learning 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 treatments
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.

<table>
<thead>
<tr>
<th>Observation</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>Optional</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date achieved</td>
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<td>Criteria questioned orally</td>
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<td>Portfolio reference</td>
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<td>Assessor initials</td>
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<td>Learner signature</td>
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</tbody>
</table>
Use this area for notes and diagrams.
*You must practically demonstrate that you have:

<table>
<thead>
<tr>
<th>Used all consultation techniques</th>
<th>Portfolio reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questioning</td>
<td></td>
</tr>
<tr>
<td>Visual</td>
<td></td>
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<tr>
<td>Manual</td>
<td></td>
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<tr>
<td>Reference to client records</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Carried out all waxing treatments</th>
<th>Portfolio reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eyebrows</td>
<td></td>
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<tr>
<td>Upper lip</td>
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<tr>
<td>Chin</td>
<td></td>
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<tr>
<td>Full leg</td>
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<tr>
<td>Half leg</td>
<td></td>
</tr>
<tr>
<td>Underarm</td>
<td></td>
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<tr>
<td>Bikini line</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Dealt with a minimum of 1 necessary action</th>
<th>Portfolio reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encouraging the client to seek medical advice</td>
<td></td>
</tr>
<tr>
<td>Explaining why the waxing service cannot be carried out</td>
<td></td>
</tr>
<tr>
<td>Modification of the waxing service</td>
<td></td>
</tr>
</tbody>
</table>

*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:

<table>
<thead>
<tr>
<th>Used all types of waxing products on the appropriate part of the body</th>
<th>Portfolio reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hot wax (non-strip wax)</td>
<td></td>
</tr>
<tr>
<td>Warm wax (strip wax)</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Used all work techniques</th>
<th>Portfolio reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stretching and manipulating the skin during application and removal</td>
<td></td>
</tr>
<tr>
<td>Speed of product removal</td>
<td></td>
</tr>
<tr>
<td>Direction and angle of removal</td>
<td></td>
</tr>
<tr>
<td>On-going product temperature checks</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provided all types of advice/instructions</th>
<th>Portfolio reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>The individual and practitioner’s legal rights and responsibilities</td>
<td></td>
</tr>
<tr>
<td>Pre and post-treatment instructions and care</td>
<td></td>
</tr>
<tr>
<td>Restrictions and associated risks – avoidance of activities which may cause contra-actions</td>
<td></td>
</tr>
<tr>
<td>Future treatment needs</td>
<td></td>
</tr>
</tbody>
</table>

*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*:

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

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

*This is not an exhaustive list.

Achieving the external paper
The external paper will test your knowledge of the criteria highlighted. A pass mark of 70% must be achieved.

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

<table>
<thead>
<tr>
<th>Paper</th>
<th>Date achieved</th>
<th>Assessor initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 of 1</td>
<td></td>
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</tbody>
</table>
Learning outcome 1

Be able to prepare for waxing treatments

<table>
<thead>
<tr>
<th>You can:</th>
<th>Portfolio reference/ Assessor initials*</th>
</tr>
</thead>
<tbody>
<tr>
<td>f. Describe salon requirements for preparing yourself, the client and work area</td>
<td></td>
</tr>
<tr>
<td>g. State the environmental conditions suitable for waxing treatments</td>
<td></td>
</tr>
<tr>
<td>h. Describe different consultation techniques used to identify treatment objectives</td>
<td></td>
</tr>
<tr>
<td>i. Describe the types of tests that are carried out prior to waxing treatment</td>
<td></td>
</tr>
<tr>
<td>j. Describe how to select products, tools and equipment to suit client treatment needs</td>
<td></td>
</tr>
<tr>
<td>k. Identify the different types of waxing methods and products available</td>
<td></td>
</tr>
<tr>
<td>l. State the advantages and disadvantages of alternative methods of hair removal</td>
<td></td>
</tr>
<tr>
<td>m. Describe the effects alternative methods of hair removal may have on the skin and waxing treatments</td>
<td></td>
</tr>
<tr>
<td>n. Describe the contra-indications which prevent or restrict waxing treatments</td>
<td></td>
</tr>
</tbody>
</table>

*Assessor initials to be inserted if orally questioned. Requirements highlighted are assessed in the external paper.
**Learning outcome 2**

**Be able to provide waxing treatments**

<table>
<thead>
<tr>
<th>You can:</th>
<th>Portfolio reference/ Assessor initials*</th>
</tr>
</thead>
<tbody>
<tr>
<td>h. State how to communicate and behave in a professional manner</td>
<td></td>
</tr>
<tr>
<td>i. Describe health and safety working practices and industry code of practice for waxing treatments</td>
<td></td>
</tr>
<tr>
<td>j. State the importance of positioning yourself and the client correctly throughout the treatment</td>
<td></td>
</tr>
<tr>
<td>k. State the importance of using products, tools, equipment and techniques to suit client’s treatment needs</td>
<td></td>
</tr>
<tr>
<td>l. Describe how treatments can be adapted to suit client treatment needs, skin types and conditions</td>
<td></td>
</tr>
<tr>
<td>m. State the contra-actions that may occur during and following treatments and how to respond</td>
<td></td>
</tr>
<tr>
<td>n. State the importance of completing the treatment to the satisfaction of the client</td>
<td></td>
</tr>
<tr>
<td>o. State the importance of completing treatment records</td>
<td></td>
</tr>
<tr>
<td>p. State the aftercare advice that should be provided</td>
<td></td>
</tr>
<tr>
<td>q. Describe the hair growth cycle and the structure and functions of the skin/hair</td>
<td></td>
</tr>
<tr>
<td>r. Describe diseases and disorders of the skin/hair</td>
<td></td>
</tr>
</tbody>
</table>

*Assessor initials to be inserted if orally questioned. Requirements highlighted are assessed in the external paper.
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.

**Learning outcome 1: Be able to prepare for waxing treatments**

**Management of health and safety at work:** Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Electricity at work:** Visual check of equipment, no trailing wires, ensure portable appliance testing has been conducted.

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, protect back, prevent slouching, avoid straining or overreaching.

**Towels:** Wash regularly and efficiently, use fresh towels for every client, place dirty towels in a 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, avoid over exposure to chemicals, correct use of chemicals, follow storage handling use and disposal, check end date, store away from heat, damp and direct sunlight, dispose of contaminated waste in an appropriate waste bin, follow manufacturer’s instructions.

**Regulations:** Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR)), Environmental Protection Act.

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

**Hazards:** Require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.
Learning outcome 1: Be able to prepare for waxing treatments (continued)

**Risk:** Determine the level of risk, to 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, minimise hazards and risks, maintain safe environment, legal requirement.

**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.

**Equipment:** Follow organisational/manufacturers’/suppliers’ instructions for safe use, only used for intended purpose, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**Products, tools and equipment:** Disinfecting fluid, sterilising solution, sanitiser, couch – adjustable, couch cover, couch roll, trolley, chair/stool – adjustable, towels, additional support/props, modesty gown/robe, tissues, cotton wool, spatulas, bowls, lined waste bin, products, tools and equipment for cleaning, disinfection, sanitisation, sterilisation as appropriate to treatment.

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

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

**Hygiene:**

**General** – Clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise therapist’s hands before, during and after treatment.

**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:** Lined waste bin, organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers’ instructions.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client for example, the use of gloves when using cleaning chemicals.
Learning outcome 1: Be able to prepare for waxing treatments (continued)

**Infection Prevention**: Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment/service resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Therapist health and wellbeing**: Maintain correct posture when performing treatment, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, repetitive strain injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue. Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

**Work area**: Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

**Client preparation**: Consult with client, perform any necessary pre-treatment tests, provide modesty robe/gown, advise client on clothing to remove/keep on, maintain client comfort, privacy and modesty, client positioned correctly.

**Communication**:

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

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

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client’s understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment and expected outcomes, checking client’s comfort and wellbeing throughout the treatment.
Learning outcome 1: Be able to prepare for waxing treatments (continued)

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity/allergy alert tests, current skincare regime, treatment requirements, client preferences and expectations, skin and hair analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment options, client informed consent and signature), update record at the end of the treatment, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**Consultation techniques:** Consultation environment (face to face or digital), client requirements, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference.

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

**Recommendations to client:** Pre-treatment instructions on treatment process, expected physical sensations, expected and unexpected adverse reactions, outcomes, further treatments, fees and treatment options, adaptations and modifications, post-treatment advice/aftercare, lifestyle changes to maintain or improve health.
Learning outcome 1: Be able to prepare for waxing treatments (continued)

Aftercare advice:

Avoidance of activities that may cause contra-actions – for example, for the first 24 hours avoid swimming, heat treatments, perfumed, chemical based and self-tan products, restrictive clothing, touching treatment 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.

Patch test /allergy alert tests: Relevant products 24-48 hours prior to treatment, record results of patch test/allergy alert test, client signature and date.

Interpret results of skin patch test/allergy alert test:

Positive – red, itchy, irritated, swelling.

Negative – no change to skin.

Patch test/allergy alert test techniques: Cleanse treatment area apply and remove relevant products to the treatment area, leave for a minimum of 24 hours, explain positive and negative reaction.

Importance of patch test/allergy alert test: To prevent allergic reaction, invalidation of insurance policy if not carried out, always follow manufacturer’s instructions.
Learning outcome 2: Be able to provide waxing treatments

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

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

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

**Selection process:** Choice based on hair type, hair growth pattern, skin condition, target areas of treatment, client preference, hot wax (non-strip wax) most suitable for strong hair growth, warm wax (strip wax) suitable for all areas.

**Hair classification** – type 1 straight, type 2 curly, type 3 very curl.

**Skin type** – dry, oily, combination, normal (balanced).

**Temperature test:** Conduct a thermal test patch immediately prior to waxing treatment on therapist’s wrist and client’s treatment area. Check temperature throughout the treatment.

**Warm wax (strip wax):**

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

**Treatment technique** – establish hair growth pattern and trim long hairs prior to application of wax, transfer wax from waxing unit in accordance with legislative requirements, apply wax at the appropriate angle and in accordance with the waxing treatment protocol, remove the wax strip swiftly against the hair growth and ensure the area is left free from wax and hair in accordance with the waxing treatment protocol.

**Hot wax (non-strip wax):**

**Ingredients** – for example, formulation of beeswax, azulene, vitamin E.

**Treatment technique** – establish hair growth pattern and trim long hairs prior to application of wax, transfer wax from waxing unit in accordance with legislative requirements, apply wax at the appropriate angle and in accordance with the waxing treatment protocol, remove the wax strip swiftly ensuring the area is left free from wax and hair in accordance with the waxing treatment protocol.

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

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

**Equipment:** Check for damage, dials, leads and plugs checked (no trailing wires), check with client throughout for comfort and sensitivity, always follow manufacturers’ instructions.
Sustainable working practices: For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposable and single-use items, record product usage, paper-free appointment systems and pricelists.

Environmental working practices: Effective and energy efficient working practices, for example, lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for client and employees, water conservation, environmental waste management.

Contra-indications:

Absolute contra-indication – an absolute contra-indication is a condition that prevents the treatment from being carried out and may require referral.

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

Relative contra-indication – a relative contra-indication is a condition that requires an assessment of suitability for the treatment and/or if adaptions are required.

Examples of contra-indications that may restrict treatment (relative contra-indications) – diabetes, cuts/abrasions, eczema/psoriasis moles, infected ingrown hairs, skin tags, medication, self-tan products.

Alternative methods of hair removal their advantages and disadvantages:
Depilatory creams, tweezing, threading, shaving, abrasive mitts, trimming, electrical depilatory, intense pulsed light, laser hair removal, electrical epilation, alkaline wash, dermaplaning.

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.

Tweezing:
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, only suitable for small areas.

Shaving/trimming:
Advantages – quick, can be done at home, no pain, no skill required.
Disadvantages – short term, quick and bristly re-growth.
Learning outcome 2: Be able to provide waxing treatments (continued)

**Abrasive mitts:**

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

**Disadvantages** – hair can break, re-growth quick, not good for strong hair growth.

**Electrical depilatory:**

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

**Disadvantages** – quick and bristly re-growth.

**Intense pulse light/laser:**

**Advantages** – hair growth is diminished, number of areas can be treated, reduces ingrown hairs.

**Disadvantages** – expensive, not suitable for all skin/hair types, professional course of treatment required.

**Electrical epilation:**

**Advantages** – hair growth is diminished, reduces ingrown hairs, can treat different hair types.

**Disadvantages** – professional course of treatment required, smaller areas treated, expensive, can be painful.

**Alkaline wash:**

**Advantages** – pain free, quick, reduces rate of regrowth, suitable for most skin types.

**Disadvantages** – works best on vellus hair, not suitable for acne skin, hair grows back.

**Dermaplaning:**

**Advantages** – suitable for most skin types, pain free, quick.

**Disadvantage** – works best on vellus hair, not suitable for acne skin, hair grows back, can be expensive.

**Effects on skin:** Some hair removal methods are not suitable for sensitive skin for example, hot (non-strip wax), depilatory creams, abrasive mitts. Some hair removal methods will remove dead skin cells for example, abrasive mitts, hot (non-strip wax), warm (strip wax), dermaplaning. Skin can be damaged by some methods of hair removal for example, hot (non-strip wax), warm (strip wax), depilatory creams, abrasive mitts, IPL, laser.

**Effects on hair growth:** For example, ingrown hairs, hair breakage, quick hair regrowth, thicker hair growth.

**Contra-actions:** Establish is it is an expected reaction or an unexpected/adverse reaction.

**In the case of expected reactions** – provide immediate post-treatment aftercare and advice for homecare immediately following treatment.

**In the case of an unexpected/adverse reaction** – discontinue treatment, take remedial action, record unexpected/adverse reaction, advise on homecare and how to access remedial medical care if required.

**Possible expected reactions** – erythema, urticaria, light blood spotting, broken hair, diminished hair growth, ingrown hairs.

**Possible unexpected/adverse reactions** – bruising, burns, abrasions, excessive oedema, allergic reaction, hyperaemia.
Learning outcome 2: Be able to provide waxing treatments (continued)

**Skin structure:**
- **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.

**Examples of skin diseases and disorders:**
- **Allergic responses** – dermatitis, urticaria.
- **Bacterial** – impetigo, furuncle, carbuncle,
- **Fungal** – tinea (capitis, corporis, pedis).
- **Hypertrophies** – keratoma, mole, polyps, seborrhoeic warts, skin tags, verruca, xanthisma.
- **Infestations** – pediculosis, scabies.
- **Inflammations** – eczema, psoriasis.
- **Pigmentations** – albinism, telangiectasias chloasma, solar lentigines, naevus flammeus, vitiligo.
- **Sebaceous glands** – acne vulgaris, acne rosacea, comedones, cysts, furuncle, seborrhoea, steatoma.

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

**Viral** – herpes simplex/herpes zoster, warts, verruca.

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

**Hair structure:** 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.

**Functions of the hair:** Insulation and protection.

**Examples of hair diseases and disorders:** Hypertrichosis, tinea capitis, trichotillomania, hirsutism.