UV20419

Provide eyelash and eyebrow treatments

This unit is about providing eyelash and brow treatments. It covers the use of a variety of consultation techniques to establish the treatment outcomes required.

You will be able to provide eyebrow shaping, and eyebrow and eyelash tinting treatments for clients with different colouring characteristics.
<table>
<thead>
<tr>
<th>Level</th>
<th>2</th>
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<tbody>
<tr>
<td>Credit value</td>
<td>4</td>
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<tr>
<td>GLH</td>
<td>36</td>
</tr>
<tr>
<td>Observation(s)</td>
<td>3</td>
</tr>
<tr>
<td>External paper(s)</td>
<td>1</td>
</tr>
</tbody>
</table>
Provide eyelash and eyebrow treatments

Learning outcomes

On completion of this unit you will:
1. Be able to prepare for eyelash and eyebrow treatments
2. Be able to provide eyelash and eyebrow 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 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. 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 shape** – 15 minutes
- **Eyebrow tint** – 10 minutes
- **Eyelash tint** – 20 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 eyelash and eyebrow treatments

You can:

a. Prepare yourself, the client and work area for eyelash and eyebrow treatments
b. Use suitable consultation techniques to identify treatment objectives
c. Interpret and accurately record the results of tests carried out prior to treatments
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>Optional</th>
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<tbody>
<tr>
<td>Date achieved</td>
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<td></td>
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<tr>
<td>Criteria questioned orally</td>
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<tr>
<td>Portfolio reference</td>
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<tr>
<td>Assessor initials</td>
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<tr>
<td>Learner signature</td>
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</tbody>
</table>
Learning outcome 2

Be able to provide eyelash and eyebrow 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
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.
**Range**

*You must practically demonstrate that you have:*

<table>
<thead>
<tr>
<th>Used all consultation techniques</th>
<th>Portfolio reference</th>
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<tr>
<td>Questioning</td>
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<tr>
<td>Visual</td>
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<tr>
<td>Manual</td>
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<tr>
<td>Reference to client records</td>
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<table>
<thead>
<tr>
<th>Dealt with a minimum of 1 necessary action</th>
<th>Portfolio reference</th>
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</thead>
<tbody>
<tr>
<td>Encouraging the client to seek medical advice</td>
<td></td>
</tr>
<tr>
<td>Explaining why the treatment cannot be carried out</td>
<td></td>
</tr>
<tr>
<td>Modifying the treatment</td>
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</table>

<table>
<thead>
<tr>
<th>Covered all types of eyebrow shaping</th>
<th>Portfolio reference</th>
</tr>
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<tbody>
<tr>
<td>Total reshape of eyebrow</td>
<td></td>
</tr>
<tr>
<td>Maintenance of original eyebrow shape</td>
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</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>Worked with a minimum of 2 colouring characteristics</th>
<th>Portfolio reference</th>
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<tbody>
<tr>
<td>Fair</td>
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<tr>
<td>Red</td>
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<tr>
<td>Dark</td>
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<tr>
<td>White</td>
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<table>
<thead>
<tr>
<th>Provided all types of advice</th>
<th>Portfolio reference</th>
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<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>
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<td></td>
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</tbody>
</table>
## Learning outcome 1

**Be able to prepare for eyelash and eyebrow 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. Describe the environmental conditions suitable for eyelash and eyebrow 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 before providing eyelash and eyebrow treatments</td>
<td></td>
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<tr>
<td>j. State the importance of carrying out tests prior to the treatment and accurately recording the results</td>
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<tr>
<td>k. Describe the contra-indications that prevent or restrict eyelash and eyebrow treatments</td>
<td></td>
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<tr>
<td>l. Describe how to select products, tools and equipment to suit client treatment needs</td>
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<tr>
<td>m. Describe the types of eyelash and eyebrow treatments available and their benefits</td>
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</tr>
<tr>
<td>n. Outline the types of tests that are carried out before providing an eyelash and eyebrow tinting treatment</td>
<td></td>
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<tr>
<td>o. State the importance of assessing facial characteristics prior to carrying out eyelash and eyebrow treatments</td>
<td></td>
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</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 eyelash and eyebrow 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</td>
<td></td>
</tr>
<tr>
<td>j. Explain the importance of positioning yourself and the client correctly throughout the treatment</td>
<td></td>
</tr>
<tr>
<td>k. Explain the importance of using products, tools, equipment and techniques to suit client treatment needs</td>
<td></td>
</tr>
<tr>
<td>l. Describe how treatments can be adapted to suit client treatment needs and facial characteristics</td>
<td></td>
</tr>
<tr>
<td>m. Describe the normal reaction of the skin to eyebrow shaping treatments</td>
<td></td>
</tr>
<tr>
<td>n. State the contra-actions that may occur during and following treatments and how to respond</td>
<td></td>
</tr>
<tr>
<td>o. Describe the chemical reaction which creates the tinting effect</td>
<td></td>
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<tr>
<td>p. State the importance of completing the treatment to the satisfaction of the client</td>
<td></td>
</tr>
<tr>
<td>q. State the importance of completing treatment records</td>
<td></td>
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<tr>
<td>r. State the aftercare advice that should be provided</td>
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<tr>
<td>s. Describe the structure and function of the skin and hair</td>
<td></td>
</tr>
<tr>
<td>t. Describe diseases and disorders of the skin and 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 eyelash and eyebrow 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.

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 resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

Personal protective equipment (PPE): Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

Client preparation and care: Preparing for and performing a treatment taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

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.

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

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, ensure ventilation for vapour and dust, avoid overexposure to chemicals, use chemicals correctly, follow storage handling use and disposal, correctly dispose of contaminated waste/products (in a closed top bin), check end date on packaging, store away from heat, damp and direct sunlight, follow relevant manufacturer’s instructions, no smoking, eating or drinking.
Learning outcome 1: Be able to prepare for eyelash and eyebrow treatments (continued)

**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.

**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 and fire evacuation), provide regular training, accurate record keeping, monitoring.

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

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

**Sterilisation** – (tweezers) 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.

**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.
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.

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, protect client clothing, maintain client comfort, privacy and modesty, client positioned correctly, remove contact lenses, remove eye make-up.

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 eyelash and eyebrow 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 tests, current skincare regime, treatment requirements, client preferences and expectations, hair and skin 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 service, 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 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, explain treatment process, expected sensations, skin reaction, outcomes, further treatments to enhance eyelash and brow appearance, agree colour selection for eyelash and brow tinting, agree shape for eyebrow shaping.

**Treatment objectives:** Enhance appearance of lashes/brows, add colour, shape, client agreement, realistic outcome, additional services, client needs and suitability, duration, cost.
Skin sensitivity tests: Eyelash/eyebrow tinting, tint activated with peroxide, 24-48 hours before treatment, record results of patch test, record all products used and site of patch test, client signature and date.

Interpret results of skin sensitivity test:
Positive – red, itchy, irritated, swelling, sore.
Negative – no change to skin.

Patch test techniques: For tinting mix peroxide and tint together and then apply to crook of elbow or behind ear, allow to dry, leave on for a minimum of 24 hours, explain positive and negative reaction, removal of product with damp cotton wool, if positive reaction experienced, record accurately on record card.

Importance of patch test: To prevent allergic reaction on eye area, invalidation of insurance policy if not carried out, always follow manufacturers’ instructions.

Products, tools and equipment:
Products for eyebrow shape: Skin cleanser, eye make-up remover, soothing/antiseptic lotion or witch hazel or rose water.
Products for eyebrow/eyelash tint: Non-oily eye make-up remover, toner, petroleum jelly, tint (all colours), peroxide, skin stain remover.
Tools for eyebrow shape: Sterilised tweezers (slant, claw, pointed), disposable orange wood stick (for measuring), eyebrow brush/mascara wand, sterilised scissors, eyebrow pencil, eyebrow powder, sharpener, ice pack, skin warming (heated towel, warmed cotton pads).

Tools for eyebrow/lash tinting: Spatula, disposable orange wood stick or brush, mixing bowl, eye pads or eye shields.

Equipment: Headband, towel to protect client, magnifying lamp, eyebath, couch (semi-reclined), trolley, bowl, mirror, disposable gloves, jar or vessel for tweezers, cotton buds, tissues.

Client treatment needs:
Eyebrow shaping – realistic and achievable to client’s natural shape, natural shape (angular, arched, straight, thin, thick), growth pattern (warm towels or cotton pads for strong hair growth or thick eyebrows to minimise discomfort), age of client, cultural factors, fashion, natural shape of brow, face shape, eyebrow pencil or powder to define brows, avoid facial piercings, previous treatments.

Eyebrow/lash tinting – colour requirements, realistic and achievable, age of client, client’s normal make-up, hair colour, eye colour, cultural factors and skin tone, avoid facial piercings, previous treatments.
Contra-indication:

**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)** – Severe skin conditions, eye infections, conjunctivitis, bacterial infections, inflammation or swelling of the skin around the eye, undiagnosed lumps or swellings, eye diseases and disorders, positive patch test, styes, bruising, allergies to tint and other products used.

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

**Examples of contra-indications that may restrict treatment (relative contra-indications)** – Minor bruising, recent scar tissue, minor eczema, minor psoriasis, minor inflammation of the skin, facial piercing.

Benefits (eyebrow shape): Removal of superfluous hair, enhance natural brow, enhance eye make-up, and give definition to the face.

Benefits (eyelash tinting): Add colour, define lashes, lashes appear longer and thicker, holidays and special occasions, clients who do not wear make-up, clients who swim or do sports.

Examples of eyebrow treatments available: Tinting, shaping (tweezing, waxing, threading).

Examples of eyelash treatments available: Tinting, perming, artificial eyelashes, single eyelash extensions.
Learning outcome 2: Be able to provide eyelash and eyebrow treatments

**Treatment technique (eyebrow shaping):**

**Measuring** – use disposable orange wood stick, measure against inner eye and outer eye, record excess hair.

**Cleanse** – each brow with skin cleanser, brush brow with mascara wand or eyebrow brush.

**Tweezers** – stretch skin, remove with hair growth, wipe removed hairs on to tissue/cotton wool (clinical waste), apply pressure to minimise discomfort.

**Soothing antiseptic lotion** – damp cotton wool, use ice pack for excessive swelling or erythema, brush brows into shape. Show client result.

**Treatment technique (eyebrow tinting):**

**Petroleum jelly** – remove product with spatula, apply with orange wood stick or disposable brush to skin surrounding brow, apply to both brows, and avoid hair.

**Tint** – mix 5mm tint with 2-3 drops peroxide, use mixing bowl, mix using brush or orange wood stick, use immediately (follow manufacturer’s instructions).

**Application** – apply evenly, from root to tip to first eyebrow, apply to second eyebrow.

**Removal** – remove from first eyebrow with damp cotton wool, wipe outwards, ensure all tint removed, remove tint from second eyebrow, show client result (if not dark enough can be reapplied).

**Treatment technique (eyelash tinting):**

**Petroleum jelly** – remove product with spatula, client to open eyes and look up, apply with orange wood stick or disposable brush to skin around lower eyelashes, apply eye pad or eye shield and repeat on second eye, client to close eyes, apply to upper eyelid close to roots, avoiding eyelashes.

**Tint application** – mix 5mm tint with 2-3 drops of peroxide, apply with brush or disposable orange wood stick, and work from root to tip, even application, process following manufacturer’s instructions.

**Removal of tint** – fold up bottom pad and remove in an outward sweep, use damp cotton wool to remove remaining tint, ensure all tint removed. Show client result.

**Evaluation and client satisfaction:** Client objective, recommend future treatments, record adjustments for next treatment, repeat business, further recommendations and additional treatments.

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

**In the case of expected reactions** – provide immediate post-treatment after care and advice for homecare, for example apply a cold compress, avoid perfumed products.

**In the case of unexpected/adverse reactions** – discontinue treatment, take remedial action, record unexpected/adverse reaction, advise on homecare and how to access remedial medical care if required.
Learning outcome 2: Be able to provide eyelash and eyebrow treatments (continued)

Possible expected reactions – erythema, mild puffiness (eyebrow shaping).

Possible unexpected/adverse reactions – Excess erythema, sore, bruising, stinging, bleeding, excessive swelling, abrasions (eyebrow shaping). Hyperaemia, urticaria, damage to eye, eye irritation, oedema, blindness, allergy.

Staining caused by tint left on the skin – use skin stain remover, actions taken recorded on record card.

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 types (lanugo, vellus, terminal).

Hair functions:

Eyebrows – cushioning, protection, prevention of sweat running into eyes.

Eyelashes – prevention of particles entering eye.

Hair classification: Straight, curly, very curly.

Hair colour: Fair, red, dark, white.

Hair Type: Terminal, vellus.

Hair growth pattern: direction of growth, hair loss.

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.

Examples of diseases and disorders of the skin and hair: Conjunctivitis, styes, blepharitis, ringworm, impetigo, boils, scabies, lice, watery eyes, milia, eczema, psoriasis, dermatitis, in growing hairs.

Chemical process (tinting): Tint and peroxide mixed, chemical reaction, cuticle scales lifted, small particles of tint pigment enter cortex, pigment particles swell, pigment prevented from releasing from hair, oxidation process.

Aftercare advice: No make-up (for 12-24 hours), no further eye treatments (for 24 hours), avoid sun and heat, avoid perfumed products. Length of time between treatments eyebrow shape, 2-3 weeks (dependant on hair growth), eyebrow tinting 3-4 weeks, eyelash tint 4-6 weeks. Products to use at home, clear mascara, non-oily make-up remover, soothing antiseptic lotion for eyebrow shaping, gentle removal of make-up around the eye area, further treatment recommendations, contra-actions and how to treat. Record all aftercare advice on record card.