



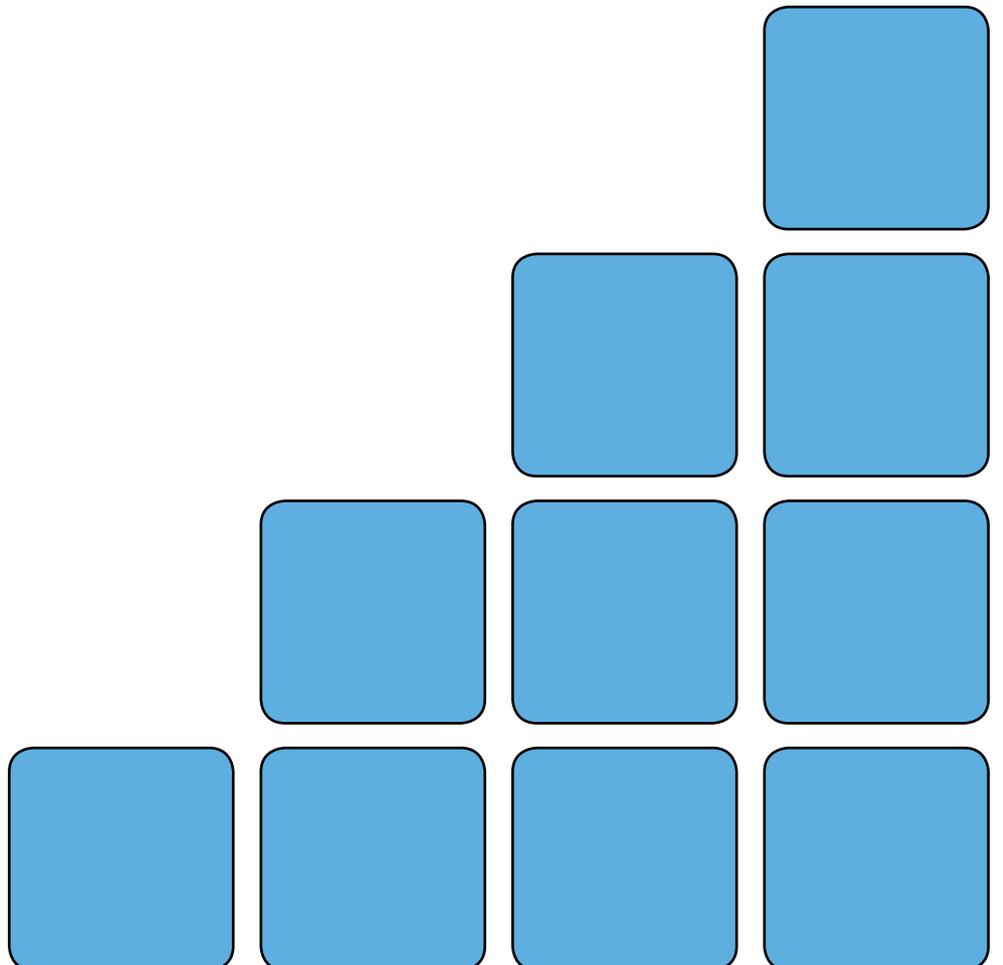
Instruct clients in the use and application of skin care products and make-up

UBT181

Learner name:

Learner number:

SVQ



UBT181

Instruct clients in the use and application of skin care products and make-up

This unit is about providing skin care and make-up instruction and giving product advice to individual clients. You will need to be able to advise and instruct on the correct use of tools and the application of skin care and make-up products to suit a variety of clients' needs.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.

The main outcomes of this unit are:

1. Maintain safe and effective methods of working when providing skin care and make-up instruction
2. Consult, plan and prepare for skin care and make-up instruction
3. Deliver skin care and make-up instruction
4. Evaluate the success of skin care and make-up instruction

NOS

SKABT11

SCQF Level

5

SCQF Credit Points

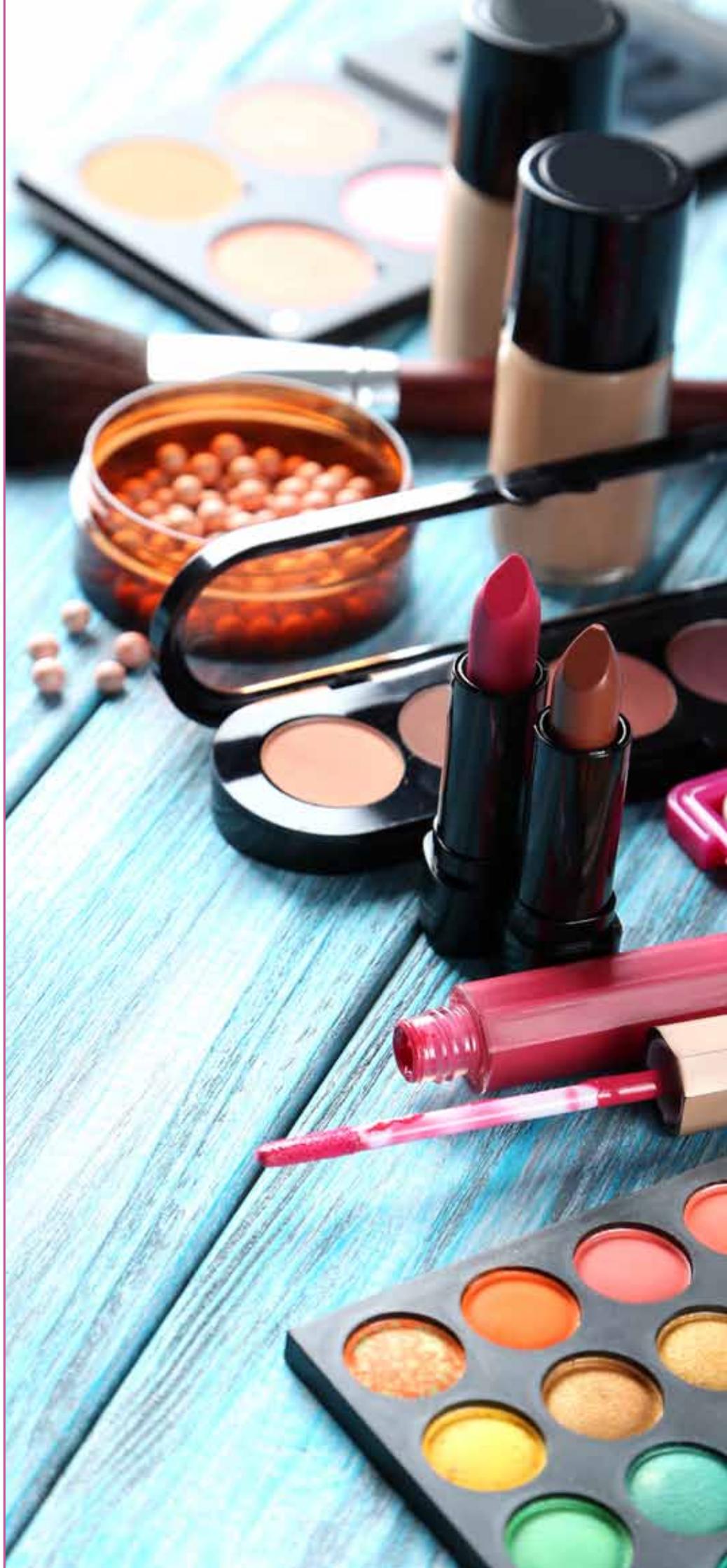
7

Observation(s)

3

External paper(s)

0



Instruct clients in the use and application of skin care products and make-up

Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when providing skin care and make-up instruction
2. Be able to consult, plan and prepare for skin care and make-up instruction
3. Be able to deliver skin care and make-up instruction
4. Be able to evaluate the success of skin care and make-up instruction
5. Know and understand how to maintain safe and effective methods of working when providing skin care and make-up instruction
6. Know and understand how to consult, plan and prepare for skin care and make-up instruction
7. Know and understand how to deliver skin care and make-up instructions
8. Know and understand how to evaluate the success of the instruction

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, each involving instruction for a different look on a different client**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate

sources of performance evidence.

Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

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. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent 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 professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

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.

National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKABT11 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for instructing clients in the use and application of skin care products and make-up. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to maintain safe and effective methods of working when providing skin care and make-up instruction

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client and yourself to meet legal and organisational requirements
- c. Position your client to meet the needs of the service
- d. Ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- e. Ensure environmental conditions are suitable for the client and the service
- f. Keep your work area clean and tidy throughout the service
- g. Use working methods that minimise the risk of cross-infection
- h. Ensure the use of clean tools and equipment
- i. Promote environmental and sustainable working practices
- j. Follow workplace and suppliers' or manufacturers' instructions for the safe use of tools, materials and products
- k. Dispose of waste materials to meet legal requirements
- l. Complete the service within a commercially viable time

* May be assessed by supplementary evidence.

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



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Learning outcome 2

Be able to consult, plan and prepare for skin care and make-up instruction

You must be able to:

- a. Use consultation techniques to determine the client's service plan
- b. Ensure that informed and signed parent or guardian consent is obtained for minors prior to any service
- c. Ensure that a parent or guardian is present throughout the service for minors under the age of 16
- d. Recognise any contra-indications and take the necessary action
- e. Agree the service and outcomes that meet the client's needs
- f. Obtain signed, informed consent from the client prior to carrying out the service
- g. Recognise and record the client's skin type and skin condition
- h. Ensure the objectives of the skin care and make-up are clear, realistic and agreed with the client
- i. Provide a suitable range of skin care and make-up products for the client's skin type, skin tone and the type of instruction techniques to be used

*May be assessed by supplementary evidence.

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



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Learning outcome 3

Be able to deliver skin care and make-up instruction

You must be able to:

- a. Use instructional techniques which are delivered at a pace suitable for the client
- b. Demonstrate skin care and make-up application in a way which promotes client's understanding
- c. Guide the client through application of the products in a way which meets the needs of the client and the products being used
- d. Explain the use and purpose of make-up tools
- e. Use resources throughout the instructional activity
- f. Allow the client time to practise skin care and make-up application techniques on themselves
- g. Encourage the client to ask questions throughout the instructional activity
- h. Confirm that the client has an understanding of the techniques necessary to achieve their desired look
- i. Provide the client with information on the products, tools and equipment used and where to source them
- j. Encourage clients to use the products and services available
- k. Provide written instructions on how to apply skin care routine and make-up

* May be assessed by supplementary evidence.

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



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Learning outcome 4

Be able to evaluate the success of skin care and make-up instruction

You must be able to:

- a. Ask your client to make an evaluation of their own learning and provide any additional instructions to meet their needs
- b. Ask your client questions on the delivery of the make-up and skin care instructions and record their feedback
- c. Use client feedback to make improvements to your own skin care and make-up instructional techniques

**May be assessed by supplementary evidence.*

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



Observation range

You must practically demonstrate that you have:

Used all consultation techniques		Portfolio reference
Questioning		
Listening		
Visual		
Manual		
Written		
Dealt with a minimum of 1 necessary action		Portfolio reference
Encouraging the client to seek medical advice		
Explaining why the service cannot be carried out		
Modification of the service		
Identified all skin types		Portfolio reference
Oily		
Dry		
Combination		
Identified all skin conditions		Portfolio reference
Mature		
Dehydrated		
Sensitive		
Covered all objectives		Portfolio reference
Skin care choice and application		
Natural make-up		
Evening make-up		
Special occasion make-up		

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 instructional techniques		Portfolio reference
Skills demonstration		
Use of diagrams		
Verbal explanation		
Use of written instructions		
Used all types of resources		Portfolio reference
Skin care products		
Make-up products		
Make-up tools and equipment		
Suitable mirror and lighting		
Face chart		

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

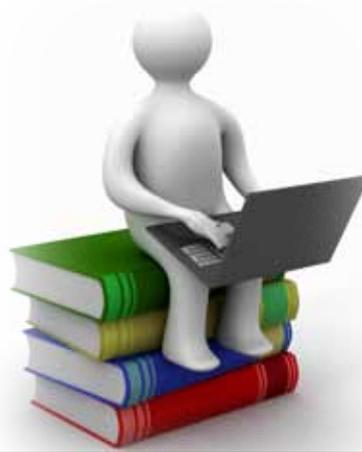
Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

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.*

Knowledge



Learning outcome 5

Know and understand how to maintain safe and effective methods of working when providing skin care and make-up instruction

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. The legal and organisational requirements for client preparation	
c. The legal and organisational requirements for your own personal hygiene, protection and appearance	
d. Safe positioning techniques for yourself and your client to prevent discomfort	
e. The necessary environmental conditions for services such as heating and ventilation and why these are important	
f. Why it is important to keep your work area clean and tidy	
g. Methods of cleaning, disinfection and sterilisation	
h. Methods of working safely and hygienically and which minimise the risk of cross-infection	
i. The different types of working methods that promote environmental and sustainable working practices	
j. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
k. Suppliers' and manufacturers' instructions for the safe use of tools, materials and products which you must follow	
l. The legal requirements for waste disposal	
m. The reasons for completing the service in a commercially viable time	



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Learning outcome 6

Know and understand how to consult, plan and prepare for skin care and make-up instruction

You must know and understand:	Portfolio reference
a. Why it is important to communicate with clients in a professional manner	
b. How to complete a consultation taking into account client's diverse needs	
c. The legal requirements for providing treatment to minors under 16 years of age	
d. The age at which an individual is classed as a minor and how this differs nationally	
e. The importance of agreeing the service that meets the client's needs	
f. The legal significance of gaining signed, informed client consent to carry out the service	
g. The legislative requirements for storing and protecting client data	
h. How to recognise contra-indications that would prevent or restrict the service	
i. The contra-indications requiring medical referral and why	
j. The necessary action to take in relation to specific contra-indications when referring clients	
k. The reasons for not naming specific contra-indications when referring clients	
l. How to recognise different skin types, skin conditions and characteristics	
m. The reasons for checking if the client wears contact lenses or glasses	



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Learning outcome 6 (continued)

Know and understand how to consult, plan and prepare for skin care and make-up instruction

You must know and understand:	Portfolio reference
n. Why it is important to respect any sensitivities regarding the client's personal appearance	
o. The type of resources required for skin care and make-up instruction	
p. Where to obtain skin care and make-up resources	



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Learning outcome 7

Know and understand how to deliver skin care and make-up instructions

You must know and understand:	Portfolio reference
a. How to plan a skin care and make-up instruction session	
b. Methods of presenting information	
c. Different types communication and questioning techniques to use during the make-up instruction	
d. Methods of using and demonstrating skin care and make-up application techniques, including tools and equipment	
e. Ways of checking the clients' understanding and their ability to carry out skin care and make-up application on themselves	
f. How to tailor and adapt your skin care and make-up instruction to meet individual clients' needs	



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Learning outcome 8

Know and understand how to evaluate the success of the instruction

You must know and understand:	Portfolio reference
a. Methods of evaluating the success of skin care and make-up instructional activities	
b. Why it is important to record client feedback and other relevant information from the activity	



Knowledge range

You must know and understand:

Health and safety*	Portfolio reference
Health and Safety at Work Act	
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)	
The Health and Safety (First Aid) Regulations	
The Regulatory Reform (Fire Safety) Order	
The Manual Handling Operations Regulations	
The Control of Substances Hazardous to Health Regulations (COSHH)	
The Electricity at Work Regulations	
The Environmental Protection Act	
The Management of Health and Safety at Work Regulations	
The Health and Safety (Information for Employees) Regulations	
Environmental and sustainable working practices*	Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)	
Reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)	
Reducing water usage and other resources	
Preventing pollution	
Using disposable items	
Using recycled, eco-friendly furniture	
Using low-chemical paint	
Using organic and allergy free products	
Using environmentally friendly product packaging	
Choosing responsible domestic products (Fairtrade tea and coffee)	
Encouraging carbon-reducing journeys to work	

*Where specific legislation and regulations are stated, please make these relevant to your nation.



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You must know and understand:

Tools	Portfolio reference
Make-up brushes	
Containers	
Disposables	
Eyelash curlers	
Tweezers	
Diverse needs	Portfolio reference
Cultural	
Religious	
Age	
Disability	
Gender	
Contra-indications that would prevent or restrict	Portfolio reference
Viral – herpes simplex	
Conjunctivitis	
Open cuts and abrasions	
Swelling	
Skin irritation	
Recent scar tissue	
Eczema	
Hyperkeratosis	
Skin allergies	
Bruising	
Watery eyes	
Healed eczema and psoriasis	
Redness	
Bruising	



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You must know and understand:

Contra-indications requiring medical referral	Portfolio reference
Bacterial – impetigo	
Viral – herpes simplex	
Fungal – tinea	
Conjunctivitis	
Severe skin conditions and eye infections	
Acne	
Boils	
Herpes zoster and warts	
Parasitic infections such as pediculosis and scabies	
Skin conditions	Portfolio reference
Sensitive	
Dehydrated	
Broken capillaries	
Pustules	
Papules	
Open pores	
Dark circles	
Hyperpigmentation	
Hypopigmentation	
Sun damage	
Scarring	
Erythema	
Mature	



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You must know and understand:

Plan	Portfolio reference
Timing	
Pace	
Use of voice	
Use of visual aids	
Presenting information	Portfolio reference
Visual aids	
Verbally	
Logical sequencing	
Presenting small amounts of information at a time	
Methods	Portfolio reference
Active listening	
Non-verbal and verbal communication	
Receiving feedback	
Asking questions	