UBT103X
Facial electrical treatments

Unit reference number: A/508/4502
Level: 3
Guided Learning (GL) hours: 55

Overview
This unit will enable learners to provide facial electrical treatments for clients, treating the face, neck and décolleté. Learners will develop the knowledge and skills to prepare and maintain equipment and provide a professional facial electrical treatment. Learners will also develop their understanding of facial electrical treatments and their effect on the skin.

Learning outcomes
On completion of this unit, learners will:

LO1 Know the salon requirements for facial electrical treatments
LO2 Understand the effects, features and benefits of facial electrical treatments on the skin and underlying structures
LO3 Be able to prepare the client, self and work area for a facial electrical treatment
LO4 Be able to provide a facial electrical treatment
Assessment requirements

Learners must produce a portfolio of evidence which includes:

1. Treatment portfolio
2. Summative practical assessment

1. Treatment portfolio

Learners must produce a treatment portfolio.

At a minimum the treatment portfolio for this unit must include, client consultation and treatment records covering all of the following:

- A minimum of 6 facial electrical treatments should be recorded in the treatment portfolio. The learner needs to be shown how to provide the correct treatment to improve skin condition and texture, improve lymphatic drainage, muscle condition and facial contours
- Used all equipment
  - High frequency
  - Galvanic
  - Faradic
  - Vacuum suction
  - Microcurrent
  - Microdermabrasion
- Treated all skin types and conditions
  - Oily
  - Dry
  - Combination
  - Sensitive
  - Mature
  - Dehydrated
  - Congested
  - Vascular
  - Milia extraction
- Given all types of aftercare
  - Initial aftercare
  - Possible contra-actions
  - Post-treatment restrictions
  - Recommended products and treatments
  - Time intervals between treatments

The portfolio must be completed prior to learners undertaking the one summative practical assessment.

Evidence from the one summative practical assessment must also be presented in the portfolio.
2. Summative practical assessment

Learners must carry out a complete treatment, which will be observed and marked by centre assessors.

The practical assessment must take place in a real or realistic working environment on a real client. At a minimum the practical assessment for this unit must cover:

- Treatment – one facial electrical treatment using a minimum of two machines (maximum treatment time 75 minutes)
- Products and equipment – professional skin care range, high frequency machine, galvanic machine, faradic machine, vacuum suction machine, microcurrent machine, microdermabrasion machine and attachments

Recorded professional discussion can also be used as an assessment method attached to the practical assessment and is particularly useful for gathering evidence for criteria related to evaluation and reflection. Professional discussions should be planned and recorded.
Unit content

LO1 Know the salon requirements for facial electrical treatments

Describe how to set up the work area:
- Ensure a safe working environment:
  - Clean and hygienic work area
  - Adequate ventilation
  - No trailing wires
  - Maintain visible security of client's belongings (box under couch in which to place clothes, bag, shoes; or coat hooks and cupboard for storing belongings securely)

Explain how to create an effective treatment environment:
- Soft lighting, adequate space and comfortable temperature, peaceful with soft music playing, pleasant aroma and well ventilated
- Providing privacy with effective cleanliness/good hygiene practices
- A sanitised trolley and couch, clean linen, couch roll, tissues, bin bag/waste disposal and the importance of visible use of hygiene procedures
- Maintaining environmental and sustainable working practices

Describe how to clean the equipment used:
- Refer to the manufacturer's instructions before cleaning any facial electrical equipment

Explain how professional beauty therapists present themselves:
- Clean professional uniforms create a positive impression of the beauty therapist and the salon. Uniforms should be made from a comfortable fabric to facilitate the stretching involved in the treatment
- Meet the organisation's standards of behaviour
- Beauty therapists should wear closed-in footwear, no jewellery, no piercings, hair neatly tied back and any fringe secured, no nail extensions, gel polish or nail varnish, nails should be short, clean and well maintained
- Personal hygiene and cleanliness including showering, covering cuts and abrasions, wearing deodorant or antiperspirant, oral hygiene, including clean teeth, fresh breath, are all important elements of professional presentation

Explain the salon requirements for record keeping:
- Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions
- Consultation record keeping, contra-indications, signatures, refer to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions)
- Skin sensitivity tests, adaptations and modifications, recommendations
- Treatment plan, update record at the end of the treatment, update at each visit, maintained electronically, paper records

Explain the importance, purpose and methods of patch tests:
- A patch test is designed to alert the therapist to any pre-disposed skin sensitivity on the client’s behalf. Any active, new or known ingredient that can potentially produce a reaction is usually patch tested 24-48 hours before treatment. Records of all patch tests provided need to be noted, recording all products and where patch test took place on the body, if appropriate, client signature and date
• Patch testing would include all active or new products to be used within the electrical facial treatment. Client records updated with results. Conducted to ascertain suitability of products and sensitivity of the client

• Patch test application techniques:
  - Cleanse area (either crook of elbow or behind ear)
  - Apply product to the area with a brush
  - Allow to dry
  - Leave on for a minimum of 24 hours
  - Explain positive and negative reactions
  - Remove excess product
  - Record results on record card, products used and where placed

• Tactile testing is designed to test if a client has full sensation and can react to soft and sharp stimuli

• Thermal testing is conducted to ascertain if the client can distinguish between hot and cold stimuli

**Explain how to interpret results of the patch test:**
• Positive – red, itchy, irritated, swelling, sore
• Negative – no change to skin

**Explain the insurance requirements for practising as a therapist:**
• Requirements for licensing are applied for at local council level. Each council will have slightly different requirements and may not even require the therapist, business or treatment to be licensed. The most current information on licensing is available on local authority websites and from professional membership association groups

• As a minimum a salon should hold, where applicable, employer’s liability insurance as well as public liability insurance and professional indemnity

**Explain the legal requirements for providing treatments to minors:**
• The age at which an individual is classed as a minor and how this differs nationally
LO2 Understand the effects, features and benefits of facial electrical treatments on the skin and underlying structures

Describe the effects, features and benefits of facial electrical treatments:

- **High frequency** – direct, has a drying, germicidal and antibacterial effect on the skin, helps to heal blemishes and reduce congestion, reduces sebum secretions, helps skin healing after extractions, improves seborrhoeic scalp and skin conditions, increases cell metabolism, warms the skin, increases vasodilation, improves skin appearance and function

- **High Frequency** – indirect (Viennese massage) used for relaxation and sedation, warms and relaxes tissues, improves tired skin, fine lines, beneficial for dry, dehydrated mature skins, stimulates oil secretions, improves cell metabolism, calms sensory nerves, rebalances skin and improves blood and lymph circulation

- **Galvanic-desincrustation** – deep cleansing, desquamation, saponification, softens skin, dilates capillaries, stimulates circulation, breaks down the Reins barrier, removes the acid mantle, makes skin alkaline, allows for easier extraction, can prepare skin for iontophoresis. Sodium hydroxide (NaOH) produced at the cathode (-) hydrochloric acid (HCl) produced at the anode (+)

- **Galvanic-iontophoresis** – used to introduce water soluble ingredients into the skin, in the form of a gel, serum or ampoule tightens the skin, returns pH of skin to 4.5-5.5, improves cell metabolism, calms and cools the skin. Sodium hydroxide (NaOH) produced at the cathode (-) hydrochloric acid (HCl) produced at the anode (+)

- **Faradic** – a form of passive exercise, the electrode produces a muscle contraction by stimulating the motor point of the muscle to improve muscle tone in area treated, strengthens and tones muscles, delays signs of ageing, improves facial contours, targets specific areas for improved shape, stimulates sensory and motor nerves, improves blood and lymphatic circulation, increases cell metabolism, usually takes approx 6 weeks for results to be seen

- **Vacuum suction** – skin cleansing, removing skin blockages, e.g. comedones, desquamation, improves dry/dehydrated and sluggish skin, stimulates sebaceous and sudoriferous glands, dilates lymphatic and blood capillaries, stimulates sensory and motor nerves, improves blood and lymphatic circulation, increases cell metabolism, aids puffiness, may soften scar tissue (GP referral)

- **Microcurrent** – desincrustation – deep cleansing, desquamation, saponification, softens skin, dilates capillaries - stimulates circulation, breaks down the Reins barrier, removes acid mantle, makes skin alkaline, allows for easier extraction, can prepare skin for iontophoresis. Sodium hydroxide (NaOH) produced at the cathode (-) hydrochloric acid (HCl) produced at the anode (+) iontophoresis – used to introduce water soluble ingredients into the skin, in the form of a gel, serum or ampoule, tightens the skin, returns pH of skin to 4.5-5.5, improves cell metabolism, calms and cools the skin, faradic/form of passive exercise; the electrode produces a muscle contraction by stimulating the motor point of the muscle to improve muscle tone in area treated, strengthens and tones muscles, delays signs of ageing, improves facial contours, targets specific areas for improved shape, stimulates sensory and motor nerves, improves blood and lymphatic circulation, increases cell metabolism, usually takes approx 6 weeks for results to be seen

- **Microdermabrasion** – reduces the appearance of fine lines and wrinkles, reduces open pores, post-acne marks, pigmentation and scarring, stimulates cell renewal, enhances cell division and migration, desquamation – gives a smoother more even toned skin due to controlled exfoliation, increases the effectiveness of active skin care ingredients, improved lymph and blood circulation
Describe the factors that influence facial electrical treatments:
- The client’s skin types and conditions
- The client’s general health and well being
- Reactions to skin sensitivity tests, patch, thermal and tactile to check skin’s responses, to prevent damage or burns on the skin

Explain the precautions that need to be taken during facial electrical treatments:
- Always follow manufacturers’ instructions
- Keep away from water
- Keep high frequency electrodes away from flammable liquids
- Always check and test equipment before use, test on self
- Remove all jewellery from self and client
- Position equipment, tools and products safely
- Avoid sparking (high frequency)
- Avoid touching metal, e.g. machine casing, trolley, legs of couch
- Avoid touching the client when applying galvanic, microcurrent and direct high frequency
- Vacuum suction – ensure correct size ventouse is used, cup suction should not exceed 20% to prevent bruising, apply enough lubricant for slip and glide, break vacuum correctly, always work towards the lymph nodes
- Protect the client’s eyes (microdermabrasion)

Describe the contra-indications to facial electrical treatments:
- Examples of contra-indications that may prevent treatment – severe asthma, contagious skin diseases and disorders, infestations, severe inflammation, recent scar tissue, any undiagnosed lumps or swellings, cancer treatments, product allergies, tactile and thermal test reaction
- Examples of contra-indications that may restrict treatment – anyone undergoing medical treatments, anxiety, medication, e.g. roaccutane, retinols, steroids, epilepsy, diabetes, pigmentation disorders, micropigmentation, Botox, dermal fillers, recent dermabrasion or medical peels, IPL or laser and epilation, metal pins and plates, sunburn, psoriasis, eczema, cuts and abrasions, bruises, broken bones, respiratory conditions, heart disorder/disease, pacemaker, history of thrombosis or embolisms, high or low blood pressure, pregnancy

Describe the sensations experienced by the client during a facial electrical treatment:
- High frequency – tingling, warming, flashing lights, warn about the noise as can be disconcerting, nothing
- Galvanic – tingling, pins-and-needles sensation, metallic taste, flashing lights, nothing
- Faradic – initially pins and needles effect felt, as current increased muscle contraction occurs, should be no discomfort
- Vacuum suction – suction of tissue into the cup/ventouse, gentle gliding movements, relaxing, and the machine makes pulsing noise that can be distracting
- Microcurrent – sensations are similar to galvanic and faradic machines, although they tend to be much milder, tingling, metallic taste, flashing lights, nothing, pins-and-needles effect felt as current is increased and muscle contraction occurs, should be no discomfort
- Microdermabrasion – tingling, itchy skin, erythema, skin may feel taut, skin may feel warm to touch, skin may continue to flush throughout the day due to increased circulation
Describe the possible contra-actions that may occur during or after a facial electrical treatment:

- Skin irritation such as itchiness, redness, or swelling may occur due to intolerance or allergy to products used
- Burns – galvanic – cathode – grey oozing spots that weep; anode – red, hard, sore burn where electrode has been stationary; keep the active electrode moving or protected if it is the inactive electrode
- Scarring
- Post-inflammatory pigmentation
- Muscle fatigue
- Bruising

Describe how ageing and external factors affect the skin and limit the effectiveness of facial electrical treatment:

- Natural ageing – skin renewal slows down, keratin cells are retained, the epidermis thickens, elastin and collagen fibres begin to break down, the dermis gets thinner, skin loses its elasticity, fullness and suppleness, sebaceous secretions decrease, the skin dries out, facial expressions cause permanent lines and wrinkles, contours begin to drop
- Free radicals – cause premature ageing and healing issues with the skin
- UV light – UVA, ageing, UVB, burning, UVC, cancer – destroys collagen and elastin fibres, causes pigmentation, lines and wrinkles, premature ageing
- Smoking – affects Vitamin C absorption, a natural anti-oxidant, skin discolouration, pigmentation, oily skin, premature line and wrinkles particularly around the eyes and mouth, poor healing
- Alcohol – causes dehydration, lack of sleep, difficulty absorbing nutrients, skin becomes tired, dehydrated and dull, with signs of premature ageing
- Poor diet and water intake – poor absorption of essential nutrients, resulting in reduced skin function making the skin more prone to infection
- Air conditioning/central heating – dryness, dehydration, sensitivity, skin breakouts, e.g. pustules and papules
- Excessive exercise – broken capillaries, premature ageing, skin breakouts due to increased levels of testosterone
- Poor skin care routine – not removing make-up/dirt can result in congestion, allergies and irritation, harsh products will destroy the acid mantle leaving it open to infection, no sunscreen will trigger premature ageing
- More mature skins/skins with premature ageing will take longer to react to the treatments and may need more treatments for effective results. To achieve good results they need a course of treatments and to follow aftercare advice given
LO3 Be able to prepare the client, self and work area for a facial electrical treatment

Prepare and check the area, equipment and products prior to the facial electrical treatment:

- Prepare treatment area according to salon requirements. Ensure the couch is at the correct working height, sturdy and with an adjustable back-rest. The couch needs to be wide enough for client comfort and the base should be covered with towels and disposable couch roll for hygiene
  - Set up the treatment trolley with the necessary products, tools and equipment
  - Provide a modesty gown for the client
  - Check the client by completing a consultation
  - Ensure all equipment and products are to hand and are working efficiently

- Prepare yourself and your client using the appropriate PPE – Beauty Therapist – mask, gloves, apron; Client – eye protection, gown, hair band, hair net

- Use safe working practices:
  - Positioning of yourself to avoid injury
  - Positioning of your client
  - Positioning of your equipment

Agree treatment outcomes and check for contra-indications:

- Verbal communication – speaking manner and tone, sensitive to client, open questioning related to treatment
- Non-verbal communication – eye contact, body language, listening
- Record keeping – contra-indications check, signatures, name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, skin sensitivity tests
- Client expectations and preparation – ensure that the client has realistic expectations for the treatment, do not give false hope, a thorough consultation should be given to include a clear description of the treatments and its effectiveness for the individual

- Skin sensitivity test – lack of sensation may mean that the treatment cannot be carried out
- Contra-indications present – that may prevent or restrict a treatment, e.g. metal plates in the jaw will prevent any electrical currents being used on the face but vacuum suction may be used

- Skin condition – this will reflect the possible reactions to and effects of the treatment
- Medication – some medication can sensitise the skin, e.g. any medication that begins with anti, i.e. antibiotics, anti-depressants, anti-histamines or make the skin contra-indicated to treatment, e.g. roaccutane or any retin A based medication and steroid creams
- Effects of UV radiation on the skin – the client needs to be aware of the ageing properties of the sun and sunbeds, and the detrimental effect they have on the treatments given
- Poor homecare routine – this will be detrimental to the treatments given and can counteract the effects of the treatment or make the results much slower
- Age of the client – the younger the client the more effective the treatment will be, due to a higher level of collagen and elastin fibres, faster cell renewal and better muscle tone
Explain the treatment procedure to the client:
- Explain how the client should position themselves for treatment, how long the treatment will take and the areas to be treated
- Discuss the client’s expectations from the treatment and how this may influence the treatment

Instruct the client on clothing removal and positioning for treatment:
- Removal of clothing as appropriate, positioning throughout the treatment, closing eyes, communicating clearly when you are applying electrical treatments to the face to explain what is happening
LO4 Be able to provide a facial electrical treatment

Prepare the client’s skin for the facial electrical treatment:
- The area should be cleansed of all products using suitable products and techniques for skin type and conditions
  - Cleanser applied using effleurage movements
  - Toner applied

Select the products and facial electrical treatment as agreed with the client:
- Selection of equipment and products to suit client’s skin type and condition and treatment objectives

Apply the facial electrical treatment in accordance with manufacturer’s instructions:
- Carry out a sensitivity test on the areas being treated
- Prepare the skin for treatment using the correct products for the client’s skin type and conditions
- Use a magnifying lamp to assess the client’s skin thoroughly and to identify the client’s skin type
- Carry out a second cleanse using the correct products for the skin type and identify the electrical machine to be used
- Exfoliation may be carried out unless using a microdermabrasion machine
- Direct high frequency – can be carried out after steaming and extraction, apply an oxygenating cream/gel and a layer of gauze (may be doubled over congested areas to create a larger gap so that more oxygen is produced. Test the machine, place the electrode in the working hand and make contact with your finger and turn on the machine. Place the electrode on the client’s skin and remove your finger, slowly increase the intensity and move lightly across the gauze in circular movements (there is no set intensity, use client sensation and skin reaction as a guide) use different size electrodes for different areas of the face. Do not increase the gap to more than 1/4 inch, or 1/2cm; treatment time should be between 5-10 minutes, depending on the skin (follow manufacturers’ guidelines). Remove electrode by placing your finger on the electrode and lifting it off of the skin, massage, mask, tone and moisturise
- Indirect high frequency – select a suitable massage medium either oil or cream and apply to the face, neck, shoulders and décolleté, ensure that the machine is set up correctly and all dials are at zero, test the machine and reassure the client about the buzzing noise, apply talcum powder to the client’s hand to absorb any perspiration and hand the client the sterilised saturator. Place one hand on the client’s shoulder and use small circular effleurage movements, while turning up the intensity dial slowly with the other hand, always check if the intensity is comfortable for your client, place the other hand onto the skin and begin your massage – ensure contact is never broken (no tapotement); treatment time will usually take between 8-12 minutes, depending on the client’s skin and manufacturers’ recommendations. At the end of the massage, remove the hand closest to the machine, reducing and then turning off the current and removing the other hand, remove the massage medium, apply mask, tone and moisturise
- Galvanic desincrustation – follow manufacturers’ instructions for gels, check the polarity. Ionised gels are always placed under the active electrodes, the inactive electrode is placed in the client’s hand or under their shoulder to make a circuit; it should be protected by a damp sponge pocket. Apply a desincrustation gel in a thick even layer, using either a sponge/mushroom electrode/prongs or rollers, always keep the electrode moving, most commonly polarity is set on negative for 5-7 minutes depending on the skin reaction, carry out extractions, re-apply more gel, change polarity to positive for last 2-3 minutes, intensity is dependent on client’s tolerance, turn off machine and remove any excess product, massage, mask, tone and moisturise
- Galvanic – iontophoresis, this is often carried out towards the end of the facial due to the calming result on the skin. Apply appropriate iontophoresis gel thickly and evenly to the face, give the client the covered (damp) indifferent electrode to hold, set the polarity to negative (check product instructions), work evenly over the face using one or a selection of electrodes for 5-7 minutes, avoid clashing the electrodes together, intensity is dependent on client’s tolerance, turn the machine off and switch polarity of active electrode to positive, check there is still sufficient gel covering the skin, apply more if necessary, work for 2-3 minutes over whole face to rebalance the skin’s pH, remove any excess gel, massage for 10 minutes, non-setting mask, tone and moisturise

- Faradic – follow manufacturers’ instructions, test on yourself in front of the client, ensure the intensity is at zero before applying to the client, adjust contraction, relaxation, pulse sequence, frequency and pulse width settings to suit your client. Client should be in a semi-reclining position to see the face clearly, explain the sensations they will feel, dampen the facial electrodes with saline solution or with an electro solution, begin by placing the electrode on the sternocleidomastoid muscle, turn up the intensity control slowly during the contraction period only until a contraction can be seen, ensure the client is not experiencing discomfort – watch their face, if discomfort is felt, try increasing pulse width settings or slightly re-position the electrode, once a comfortable and good contraction is achieved, exercise the facial muscle up to 10 times. Turn the intensity control off during a relaxation period and move on to the next muscle and repeat this process, working your way methodically up the face until all the facial muscles have been treated, you can then go back and work on specific muscles according to your client’s needs. (Caution – a maximum of 5 extra contractions only), apply mask, tone and moisturise. Do not massage the area after a faradic treatment as this will relax the muscles. Settings include; monophasic, pulse width, frequency, contraction and relaxation, these should be suitable for the client

- Vacuum suction – follow manufacturers’ instructions, test the machine on yourself first, exfoliate and steam if appropriate, turn the machine off and apply massage medium to the area, turn the machine on after checking the intensity dial is at zero, choose an appropriate sized ventouse for the client’s needs, position the applicator below the clavicle, covering the hole with one finger, whilst turning the intensity dial up with the other hand until sufficient suction is obtained to glide over the client’s skin. The lift should not exceed 20%, follow the lymph drainage pattern towards the lymph nodes (3-5 glides per area), when you reach the end of the stroke, remove your finger from the ventouse to break the vacuum, treatment time is usually 10-12 minutes (a general cleanse can be inserted into most facials working for around 3 to 5 minutes), keep checking the client’s skin for reaction. If a strong reaction occurs, stop working, use different ventouse if necessary to achieve the desired results, turn off the machine, remove the massage medium used and apply an appropriate mask, tone and moisturise

- Microcurrent – follow manufacturer’s instructions, settings are usually pre-set for different conditions, two bar electrodes are used instead of rollers over a thick layer of gel; they do not need sponge covers as the machine is at a very low frequency, so there is no risk of burning. Programmes include circulation, lymph drainage, lifting, firming and iontophoresis. Each machine is slightly different in its timings

- Microdermabrasion – follow manufacturer’s instructions, sizes of heads and intensities need to be adjusted depending on the condition being treated. Diamond Head Microdermabrasion, put on non-latex gloves, choose the head suited to the client’s skin requirements and expectations, set the speed control to the appropriate level and select the correct direction of rotation, apply gentle pressure and follow the direction of lymph nodes, tone the skin with a non astringent toner, apply an ampoule or serum appropriate to the skin condition, apply a mask, toner and moisturiser. Crystal Microdermabrasion - put on non-latex gloves, apply an enzymatic peeling paste in a thin layer; when ready, remove all traces of product with a dry gauze, set vacuum suction to appropriate setting for the client’s needs, and set the crystal flow, apply hand piece to the skin, starting on the neck and work up the face, using a medium speed, applying no pressure to the skin, work over the face 2-3 times, brush any excess crystals from the area, apply post peel
lotion, remove gloves, apply a thin layer of oxygen moisturiser, apply Vitamin C cream gel to the area including eyes and lips if required, leave on for 10-15 minutes, blot off excess, apply OPC regenerating cream to finish (Carlton machines)

**Carry out the facial electrical treatment using safe and hygienic working practices:**
- Appropriate specialist products for moisturising are applied to the area around eye, lips and neck
- Prevent excess waste of treatment time and consumables by preparing effectively and working efficiently
- Reassure the client and communicate your positioning instructions clearly during the treatment
- Client feedback should be obtained and any adjustments made if requested by client

**Provide aftercare in accordance with manufacturer’s instructions:**
- Advise the client to avoid touching the area treated and avoid wearing make-up for 12 hours, provide after-care advice on application of any professional products to enhance and maintain the effects of the treatment, as per manufacturer’s instructions, use of sunscreen, maintain the client’s record card
- Recommend further treatments, identify the benefits of courses of treatments

**Record and maintain client record cards:**
- Date of treatment, selected products used, any modifications for treatment, treatment outcomes, contra-actions (if occurred), any information that could help another therapist treating the same client, records filed and stored securely

**Prepare the area for the next treatment:**
- Dispose of all waste, clean facial electrical equipment (nozzles, electrodes, ventouses etc) and products as per manufacturer’s instructions, ensure the treatment area is left clean and prepared for the next treatment
Employability skills to be demonstrated throughout the practical assessment

Communication:
- Adapt and tailor approach for different clients, e.g. new and existing clients, male and female clients
- Allow sufficient time for the consultation and communicate clearly and concisely to explain the concept of the treatment/service, encouraging clients to ask questions; offer reassurance
- Use positive verbal communication, e.g. speaking manner and tone of voice, being supportive, respectful, sensitive to client, using open questioning to obtain information
- Use positive non-verbal communication, e.g. eye contact, body language, active listening
- Promote goodwill and trust by using good communication

Customer service:
- Have an awareness of the principles of customer service, e.g. quality, keeping promises, managing customer expectations, customer satisfaction, speed of services and treatments, offering reassurance
- Show good practice in customer service, e.g. meeting and exceeding customer needs and expectations, demonstrating a willingness to please the customer, treating the customer as an individual
- Invest time in explaining the concept of the treatment/service clearly but concisely to the client, encouraging them to ask questions
- Deal quickly and effectively with any complaints or issues, e.g. know whom to refer to if needed
- Know the importance of customer service to a business, e.g. professional image, reputation, customer retention, customer satisfaction, customer relationships
- Know the impact of poor customer service, e.g. dissatisfied customers will seek out competitors, loss of reputation, loss of profit, frequent complaints
- Manage client expectations and identify requirements

Commercial and environmental awareness:
- Adopt eco-friendly and cost-efficient use of resources, minimising waste, e.g. all products measured correctly, efficient use and correct disposal of consumables, recycling where possible
- Be aware of others and protect their ‘space’ when using products, specifically aerosols, e.g. sprays used in nail treatments or hair services
- All used products will be disposed of in accordance with the salon rules and legislative guidelines
- Ensure all electrical equipment is turned off when not in use
- Identify opportunities to promote and sell additional products and treatments, e.g. during consultation or when providing aftercare advice
- Talk and actively listen to gain knowledge of client preferences and routines so that the retail selling approach is personalised
- Be aware of competitors for commercial success, e.g. local salon offers and promotions, new treatments/services
- Know the unique selling points of treatments/services to offer the most appropriate advice
- Know business goals and sales targets to encourage focus on the vision of the business and its long term goals, e.g. seasonal promotional offers
• Know how to advertise and display special offers, promotions, e.g. local newspaper stories, awards, photographs, thank you letters/cards
• Promote to repeat/new clients any loyalty schemes or special offers and the benefits of other products and services, e.g. buy one get one free, introductory offers
• Offer new/additional products and services to existing or new clients to promote self/salon experiences
• Ensure the cost reflects the time taken to provide the treatment/service, reflecting commercial times allocated, e.g. tailor cost to client characteristics
Skin cancer awareness

Please note this information will not be assessed for the achievement of this unit. Public awareness of skin cancer has never been higher, and yet skin cancer remains the fastest growing cancer in the UK, especially amongst young people. The chances of a positive outcome can be dramatically increased with early identification and diagnosis.

Professionals in hair, beauty, sports massage and health and wellbeing industries work closely with clients and in many cases have sight of areas of skin which may not be easily visible to the client. An informed awareness of the signs, symptoms and changes of appearance to be aware of when checking for early signs of cancer is a crucial tool for the conscientious practitioner in order to provide the most thorough service and in some cases, possibly lifesaving information signposting.

Signs to look for when checking moles include utilising the ABCDE guide:

**A** - Asymmetry – the two halves of the area/mole may differ in their shape and not match.

**B** - Border – the edges of the mole area may be irregular or blurred and sometimes show notches or look ‘ragged’.

**C** - Colour – this may be uneven and patchy. Different shades of black, brown and pink may be seen.

**D** - Diameter – most but not all melanomas are at least 6mm in diameter. If any mole gets bigger or changes see your doctor.

**E** - Elevation/evolving – elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape or colour. Anyone can get a suspicious mole or patch of skin checked out for free by the NHS by visiting their doctor, who may then refer to a dermatologist (an expert in diagnosing skin cancer).

If you require any additional NHS information please refer to https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer

If your learners are interested in learning more about skin cancer awareness alongside this qualification, VTCT runs the following qualification: VTCT Level 2 Award in Skin Cancer Awareness for Non-Healthcare Professionals.

This qualification has been specifically designed for those working in the sports massage, health and wellbeing, beauty, hairdressing and barbering sectors. It will enable learners to identify any changes to their client’s skin and to highlight those changes to the client using appropriate language and communication skills. It will enable the learner to raise awareness of skin cancer and signpost their clients to public information about skin cancer.

This qualification will enable hair, beauty and wellbeing professionals to gain the appropriate knowledge and communication skills required to provide non-diagnostic, professional advice and information to clients in a discrete, empathetic and confidential manner.

For more information please refer to the Record of Assessment book: https://qualifications.vtct.org.uk/finder/qualfinder/1Record%20of%20Assessment%20Book/A G20529.pdf
## Assessment criteria

In order to pass this unit, learners must achieve all pass criteria. The pass criteria relate to the proficient demonstration of skills and knowledge.

<table>
<thead>
<tr>
<th>Learning outcome</th>
<th>Pass The learner can:</th>
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| **LO1** Know the salon requirements for facial electrical treatments | P1 Describe how to set up the work area  
P2 Explain how to create an effective treatment environment  
P3 Describe how to clean the equipment used  
P4 Explain how professional beauty therapists present themselves  
P5 Explain the salon requirements for record keeping  
P6 Explain the importance, purpose and methods of patch tests  
P7 Explain how to interpret results of the patch test  
P8 Explain the insurance requirements for practising as a therapist  
P9 Explain the legal requirements for providing treatments to minors |
| **LO2** Understand the effects, features and benefits of facial electrical treatments on the skin and underlying structures | P10 Describe the effects, features and benefits of facial electrical treatments  
P11 Describe the factors that influence facial electrical treatments  
P12 Explain the precautions that need to be taken during facial electrical treatments  
P13 Describe the contra-indications to facial electrical treatments  
P14 Describe the sensations experienced by the client during a facial electrical treatment  
P15 Describe the possible contra-actions that may occur during or after a facial electrical treatment  
P16 Describe how ageing and external factors affect the skin and limit the effectiveness of facial electrical treatment |
| **LO3** Be able to prepare the client, self and work area for a facial electrical treatment | P17 Prepare and check the area, equipment and products prior to the facial electrical treatment  
P18 Agree the treatment and check for contra-indications  
P19 Explain the treatment procedure to the client  
P20 Instruct the client on clothing removal and positioning for treatment |
| **LO4** Be able to provide a facial electrical treatment | P21 Prepare the client and their skin for the facial electrical treatment  
P22 Select the products and facial electrical treatment as agreed with the client  
P23 Apply the facial electrical treatment in accordance with manufacturer's instructions  
P24 Carry out the facial electrical treatment using safe and hygienic working practices  
P25 Provide aftercare advice in accordance with manufacturer's instructions  
P26 Record and maintain client record cards  
P27 Prepare the area for the next treatment |
Assessment guidance

Assessors must use the amplified assessment guidance in this section to judge whether assessment criteria have been achieved in the practical assessment.

P17 Prepare and check the area, equipment and products prior to the facial electrical treatment

Learners must demonstrate that they have set their working area correctly in line with organisational procedures. All equipment is tested, checked and confirmed to be in safe working order, prior to the treatment. All the required products for the treatment are to hand and are fully stocked in advance.

P18 Agree the treatment and check for contra-indications

Learners must demonstrate that they have consulted with the client using appropriate questioning techniques, as well as conducting visual and manual checks for contra-indications. Learners should explain the treatment in full to the client and ascertain the client’s desired result. Learners should correctly identify the client’s skin type during the skin analysis and recommend the correct products and treatment for the skin type.

P19 Explain the treatment procedure to the client

Learners must explain the treatment step by step to the client. At a minimum the explanation should include how the facial electrical equipment works, the purpose of the different products used in the treatment, the sensations that they may experience throughout the treatment, the features and benefits of the treatment, as well as the likely duration of the treatment.

P20 Instruct the client on clothing removal and positioning for treatment

Learners must demonstrate that they have provided their client with instructions on how to prepare for the facial electrical treatment. Learners must demonstrate that they instructed the client on what they need to remove, what they need to wear and how they should be positioned to facilitate the treatment.

P21 Prepare the client and their skin for the facial electrical treatment

Learners must demonstrate that they have protected the client’s hair and clothing, ensured their comfort, carried out skin tests and prepared their equipment for the facial electrical treatment.

P22 Select the products and facial electrical treatment as agreed with the client

Learners must demonstrate that they have chosen the correct skin care products and facial electrical treatment for the client’s skin type and desired result.
<table>
<thead>
<tr>
<th>P23 Apply the facial electrical treatment in accordance with manufacturer’s instructions</th>
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<tbody>
<tr>
<td>Learners must demonstrate that they have successfully followed a facial electrical application sequence, as determined by the manufacturer’s treatment routine or instructional manual and completed it within a commercially viable time.</td>
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<table>
<thead>
<tr>
<th>P24 Carry out the facial electrical treatment using safe and hygienic working practices</th>
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<tbody>
<tr>
<td>Learners must demonstrate that they have maintained safe and hygienic practices before, throughout and after the facial electrical treatment to minimise the risk of cross-infection and the risk of injury and fatigue to themselves or others.</td>
</tr>
<tr>
<td>Learners must have worn the appropriate PPE during the facial electrical treatment.</td>
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<tr>
<td>Learners must also demonstrate that they have offered to provide their clients with PPE (where appropriate).</td>
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<table>
<thead>
<tr>
<th>P25 Provide aftercare advice in accordance with manufacturer’s instructions</th>
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<tbody>
<tr>
<td>Learners must demonstrate that they have provided the client with a minimum of the following advice, in addition to any advice recommended by the manufacturer:</td>
</tr>
<tr>
<td>Avoid touching the area treated and wearing make-up, perfumed products and self tan for up to 12 hours. Professional product recommendations to enhance and maintain the effects of the treatment. Use of sunscreen. Changes to lifestyle.</td>
</tr>
<tr>
<td>Courses of treatments/further treatment recommendations.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>P26 Record and maintain client record cards</th>
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<tbody>
<tr>
<td>Learners must demonstrate that they have updated and recorded the client records in line with salon requirements to cover the following information: aftercare advice, products used, treatment performed, client’s skin reaction to treatment, future recommendations for treatments, client’s signature as acknowledgement for the information given and recorded</td>
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<tr>
<th>P27 Prepare the area for the next treatment</th>
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<tr>
<td>Learners must demonstrate that they have prepared the treatment area, by wiping down all equipment, couch and trolley, cleaning lids or outside of bottles on products and removing and returning to storage all products and unused consumables, removing used towels for laundering, throwing away couch roll or used consumables, refreshing the consumables used and ensuring ease of set up for the next therapist.</td>
</tr>
</tbody>
</table>
**Resources**

The special resources required for this unit are access to a real or realistic working environment which supports the provision of facial electrical treatments:

- Professional product range
- High frequency machine with a variety of different sized electrodes
- Galvanic machine with desincrustation and iontophoresis electrodes
- Faradic (EMS) machine with facial electrodes
- Microdermabrasion machine
- Microcurrent machine
- Vacuum suction machine with a variety of different size ventouses

**Delivery guidance**

Teachers are encouraged to use innovative, practical and engaging delivery methods to enhance the learning experience. Learners may benefit from:

- Meaningful employer engagement so they relate what is being learned to the real world of work and understand commercial competency and use of products, tools and facial electrical equipment
- Work experience within a commercial salon so they can practise to hone their skills in a real environment
- Using interactive information and technology, systems and hardware so they can learn about concepts and theories, research current trends, research product knowledge and produce visual aids

**Links with other units**

This unit is closely linked with the following:

**UCO28M Health and safety in the salon**

The health and safety unit will provide knowledge and understanding of the responsibilities for health and safety as defined by any specific legislation covering the role of the professional therapist. This unit greatly underpins all practical unit delivery. Learners will be required to apply their knowledge and understanding of health and safety when preparing for and providing facial electrical treatments in a real or realistic working environment.

**UBT102M Electrical science**

It is essential that beauty therapists understand the basic principles of electrical science in order that they can safely and effectively apply practical electrotherapy treatments. Other elements of electrical science are also relevant to this unit in terms of understanding contra-indications to treatment as well as possible contra-actions.

**UBT95M Anatomy and physiology for the face and body systems**

Knowledge of the structure and function of the systems of the body, as well the diseases and disorders most significantly underpins the knowledge and practical skills gained in this unit. Other elements of anatomy and physiology are also relevant to this unit in terms of understanding contra-indications to treatment as well as possible contra-actions.
<table>
<thead>
<tr>
<th>Version</th>
<th>Details of amendments</th>
<th>Date</th>
</tr>
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<tbody>
<tr>
<td>v5</td>
<td>Skin cancer awareness page added</td>
<td>13/06/17</td>
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