

UBT123M

Individual eyelash extensions

Unit reference number: D/507/5470

Level: 3

Guided Learning (GL) hours: 20

Overview

This unit is about providing eyelash extension treatments involving the use of individual eyelashes. Learners will gain the ability to attach, maintain and remove individual eyelash extension systems as well as developing an understanding of the products used and suitable aftercare advice to be given.

To carry out this unit, learners will need to maintain effective health, safety and hygiene throughout working practices. Learners will also need to maintain personal appearance and effective communication techniques with the client.

Learning outcomes

On completion of this unit, learners will:

- LO1 Know the salon requirements for individual eyelash extension application
- LO2 Understand the effects, choices and application of individual eyelash extensions
- LO3 Be able to prepare the client, self, and work area for individual eyelash extension application
- LO4 Be able to provide, maintain and remove individual eyelash extension systems

Assessment requirements

Learners must complete **all** four assessment requirements related to this unit:

1. Treatment portfolio
2. Graded practical assessment
3. External examination
4. Graded synoptic assessment

1. Treatment portfolio

Learners must produce a treatment portfolio that includes evidence of individual eyelash extension treatments carried out with proficiency.

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

- Carried out a minimum of 4 (including a graded practical assessment) individual eyelash extension applications. The learner needs to have carried out these treatments on at least 3 different clients to include:
 - A full set of individual eyelash extensions
 - A partial set of individual eyelash extensions
 - A complete set of infills (maintenance)
- Used all products
 - Non-oily eye cleanser
 - Pre-lash primer
 - Adhesives
 - Eyelash extensions (various lengths, curvature, colour, thickness)
 - Adhesive remover
 - Eye gel patches
 - Eye wash solution
 - Antiseptic swabs
 - Hand sanitiser
- Used all tools
 - Micropore tape
 - Air blower
 - X-type tweezers
 - Straight tweezers with fine point
 - Disposable brushes and sponges where appropriate
 - Lash extension holder
 - Lash mat
- Used all equipment
 - Magnifying lamp
 - Towels
 - Disposable paper roll
 - Tissue
 - Cotton wool
 - Pillow
 - Headband

- Given all types of advice and recommendations
 - Aftercare
 - Avoidance of activities that may cause contra-actions
 - Post treatment restrictions
 - Products for home use that will benefit the client
 - Homecare and maintenance of individual lash extensions
 - The importance of professional removal and additional services

Evidence from the graded practical assessment must also be presented in the service portfolio.

The treatment portfolio is a requirement which must be completed prior to learners undertaking the practical skills test. Whilst treatment portfolios will not be graded, they may be sampled by the VTCT External Quality Assurer (EQA).

The maximum service time for individual eyelash extension treatment is 120 minutes.

2. Graded practical assessment

Learners must carry out a complete an individual eyelash extension treatment which will be observed, marked and graded by centre assessors. The grade achieved in the graded practical assessment will be the grade awarded for the unit.

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

- Application of a full set of individual eyelash extensions
- Recommended graded practical assessment time – 120 minutes

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

3. External examination

Whilst the theory content of LO1, LO2 may be naturally assessed in the graded practical assessment, they will be tested by external examinations at the end of the period of learning.

External examinations will test knowledge and understanding from across the whole vocational area (mandatory units). Learners should use the unit content section of this unit to aid revision since exam questions will test the full breadth of this section.

External examinations will be set and marked by VTCT and will contribute to the overall qualification grade.

4. Graded synoptic assessment

In the last term or final third of their qualification learners will be required to undertake a graded synoptic assessment. This will require learners to carry out a range of services from across the whole vocational area (mandatory units). Assessment coverage will vary year on year, although all services will be covered over time.

VTCT will set a brief for centres which will detail the services to be covered in the graded synoptic assessment. Grading descriptors for the synoptic assessment will also be provided by VTCT.

The graded synoptic assessment will be marked and graded by centre staff and externally quality assured by VTCT.

The graded synoptic assessment will contribute to the overall qualification grade.

Unit content

LO1 Know the salon requirements for individual eyelash extension application

Learners must know how to set up the work area:

- Prepare the work area to allow for
 - Ease of access to all products, tools and equipment
 - Hygienic set up of work area
 - Effective lighting to promote accuracy
 - Correct positioning of client and therapist
- Ensure a safe working environment
 - Clean and hygienic work area
 - Sufficient ventilation
 - Effective positioning of couch and salon chairs close to work surface to allow ergonomic and safe practice

Learners must know 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 movement throughout treatment
- Beauty therapists should wear closed-in footwear, no jewellery, no piercings, hair neatly tied back, and any fringe secured, clean, short and well maintained nails
- Personal hygiene and cleanliness including showering, covering cuts and abrasions, wearing deodorant or antiperspirant, oral hygiene (clean teeth, fresh breath), are all important elements of professional presentation

Learners must know the salon requirements for record keeping:

- Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions
- Consultation record keeping, contra-indications, signatures, reference to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, current condition of nails, 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

Learners must know the importance 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. All patch tests provided need to be noted and recorded, listing all products and where patch test took place on the body if appropriate, client signature and date
- Patch testing for individual eyelash applications would include all active or new products to be used within the treatment such as the adhesive and adhesive remover. Client records need to be updated with results. They are 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, products used and where placed on record card

Learners must know how to interpret results of the patch test:

- Positive – red, itchy, irritated, swelling, sore
- Negative – no change to skin

Learners must know the insurance requirements for individual eyelash extension treatments:

- As a minimum a salon should hold where applicable, employers liability insurance as well as public liability insurance and professional indemnity insurance

Learners must know 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, choices and application of individual eyelash extensions

Learners must understand the factors that influence individual eyelash extension application treatments:

- Pre-treatment tests – the client must have a patch test to check sensitivity 24-48 hours before treatment
- Hair growth cycle should be considered as this affects growth and thickness of natural lashes
- Thickness, length, and colour of natural lashes will affect product selection and the finished result
- Client's lifestyle may affect longevity of individual lash extensions
- Age of client – a more mature client may require individual lash extensions that are lighter in colour and reduced in thickness
- Professional removal must be recommended to prevent damage to the natural lashes
- Incorrect removal of lash extensions

Learners must know the products used in individual eyelash extension treatments:

- Non-oily eye cleanser, pre-lash primer, adhesives, eyelash extensions (various lengths, curvature, colour, thickness), adhesive remover, eye gel patches, eye wash solution, antiseptic swabs, hand sanitiser
- Eyelash systems available – strip lashes, flares, semi-permanent lashes, eyelash extensions (thickness of lash – 0.10mm, 0.15mm, 0.20mm, 0.25mm), (curvature of lash – J, C, C Y, D, B), length of lash (6, 7, 8, 9, 10, 11, 12, 13, 14, 15mm)

Learners must know the benefits of individual eyelash extension application treatments:

- Enhances natural lashes
- Opens eye area and corrects eye shape
- Longer lasting lash effects for visual impact
- Thickens the lashes and disguises any natural gaps
- Provides confidence to the client
- Replaces mascara for everyday wear, special occasions and holidays

Learners must be able to describe the limitations to the effects and applications of individual eyelash extension treatments:

- Thin, sparse natural eyelashes
- Short and weak eyelashes
- Claustrophobic/nervous clients
- Wearers of heavy eye make-up
- Clients who touch their eyes and lashes often
- Hypersensitive/watery eyes
- Hay fever and other allergies
- Eye shape and size

Learners must know how to maintain and remove (where appropriate) individual eyelash extensions:

- Correct and safe removal of individual lash extensions
- Avoidance of damage to natural lashes
- Removal of products from natural lashes
- Recommendations for maintenance every two weeks
- Return to salon for safe removal

Learners must know the contra-indications to individual eyelash extension treatments that prevent or restrict treatment:

- Examples of contra-indications that may **prevent** treatment – contagious diseases and disorders of the eye including conjunctivitis and blepharitis, trichotillomania, recent eye surgery and chemotherapy
- Examples of contra-indications that may **restrict** treatment – psoriasis, styes, dry eye syndrome, glaucoma, contact lenses, thyroid imbalances

Learners must know how to refer the client to a health practitioner and why:

- If a client presents with symptoms that are not identifiable the learner must refer the client to a health care practitioner for appropriate care and diagnosis. Therapists can refer the client directly to their general practitioners. They are not qualified to diagnose diseases and disorders
- Common symptoms warranting referral
 - Undiagnosed eye diseases and disorders
 - Oedema and erythema in related treatment areas

Learners must know the possible contra-actions that may occur during or after individual eyelash extension application treatments:

- Adhesive entering the eye, skin irritations, itchiness, redness, burning, swelling, watery eyes
- Thickening of the cornea
- Overstimulation of the meibomian gland

Learners must know how to effectively respond to contra-actions:

- Discontinue treatment and take remedial action
- Refer to GP if necessary and note on record card

LO3 Be able to prepare the client, self and work area for individual eyelash extension application

Prepare and check the client, work area, equipment and products for treatment:

- Prepare treatment area according to salon requirements – ensure the area is well lit, with adequate ventilation
- Prepare yourself and your client using appropriate products and techniques
- Check the client by completing the consultation process
- Ensure all equipment and products are to hand and are working efficiently
- Use safe working practices
 - Positioning of yourself to avoid injury
 - Positioning of your client
 - Positioning of your equipment

Agree the treatment with the client and check for contra-indications or restrictions to treatment:

- Verbal communication – use a speaking manner and tone suited to the client and your surroundings. Be sensitive to the client, use open questioning related to the treatment to establish their suitability for treatment
- Non-verbal communication – eye contact, body language, listening
- Perform a consultation with the client to check for contra-indications, ask relevant questions and document and record the client feedback. Prior to commencement of the treatment complete a visual observation of the treatment area to re-affirm client's eligibility for treatment
- Record keeping – contra-indication check, signatures, name, address, contact numbers, age range, reason for treatment, occupation, sports/hobbies, medical history, allergies/hyper-sensitivity, contact lenses, contra-actions, skin sensitivity tests
- Ensure the client confirms agreement to treatment

Explain the treatment procedure taking into account the client's expectations and other influencing factors:

- Step-by-step explanation, using clear non-technical language and confirm client understanding
- Ensure the client is clear about the areas to be treated, what clothing needs to be removed, the necessary positions to adopt for application

Instruct the client on how to prepare for the individual eyelash extension application:

- Removal of clothing as appropriate, positioning throughout the treatment communicating clearly

LO4 Be able to provide, maintain and remove individual eyelash extension systems

Prepare the client's eyes for treatment:

- Remove or protect clothing as appropriate
- Position the client with good support
- Explain each stage of the treatment
- The area should be cleansed using a suitable non-oily eye make-up remover
- Establish
 - Hair growth pattern, length, colour and curvature of natural eyelashes
 - Current sensitivity levels, skin condition, medication and health concerns
 - Client expectations and wishes

Establish the client's desired appearance of eyelashes before commencement of treatment:

- Client preference, face and eye shape (round, almond, deep set eyes)
- Natural – 30-50 lashes per eye
- Enhanced – 50-70 lashes per eye
- Thick and full – 80 plus lashes per eye

Select the products, tools, equipment and different systems available to carry out individual eyelash extension treatments:

- Products – non-oily eye cleanser, pre-lash primer, adhesives, eyelash extensions (various lengths, curvature, colour, thickness), adhesive remover, eye gel patches, eye wash solution, antiseptic swabs, hand sanitiser
- Tools – micropore tape, air blower, x-type tweezers, straight tweezers with fine point, disposable micro brushes, disposable sponge applicators, disposable mascara brushes, lash extension holder, lash mat
- Equipment – magnifying lamp, towels, disposable paper roll, tissue, cotton wool, pillow, headband

Apply individual eyelash extensions in line with the manufacturer's instructions:

- Choose appropriate eyelash system as agreed with client
- Select lashes of suitable length and thickness and adapt to create required effect
- Use individual lash extension application techniques in accordance with manufacturer's instructions and secure lashes in the required direction
- Remove excess adhesive throughout the attachment process
- Allow sufficient time for the adhesive to dry
- Comb through lashes to blend individual lash extensions with the natural lashes
- Achieve a well-balanced look that meets the client's requirements
- Reassure the client and communicate your positioning instructions clearly during the treatment

Provide aftercare advice:

- Advise the client to avoid touching the eyes, do not use oil-based products, avoidance of any heat or water for the first 24 hours, maintenance appointments if required, professional removal of lashes
- Provide maintenance treatments
 - Agree a time span for infill appropriate to the client's individual needs
 - Follow manufacturers' guidance
 - Importance of correct preparation
 - Removal of product build-up and debris
 - Reapply extensions to infill gaps 1-2mm from eyelid

Update the client treatment records:

- Maintain the client record card, complete with all necessary details e.g. thickness and curvature of lashes

Prepare the work area for the next treatment:

- Dispose of all waste, clean equipment, sterilise all metal tools, sanitise working surface/work area, set up trolley, clean couch roll and position couch and chair, replace clean tools, stock up lashes for next treatment, ensure record card for next client is ready for completion

Employability skills to be demonstrated throughout the graded practical assessment and synoptic 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, actively 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/AG20529.pdf>

Assessment criteria

Assessment criteria will be applied to the graded practical assessment. In order to pass this unit, learners must at a minimum achieve all pass criteria. The pass criteria relate to the proficient demonstration of skills and knowledge. All criteria within a given grade must be achieved to be awarded that grade.

Learning outcome The learner must:	Pass The learner can:	Merit To achieve a merit grade, in addition to achievement of the pass criteria, the learner can:	Distinction To achieve a distinction grade, in addition to achievement of the pass and merit criteria, the learner can:
LO3 Be able to prepare the client, self and work area for individual eyelash extension application	<p>P1 Prepare and check the client, work area, equipment and products for treatment</p> <p>P2 Agree the treatment with the client and check for contra-indications or restrictions to treatment</p> <p>P3 Explain the treatment procedure taking into account the client's expectations and other influencing factors</p> <p>P4 Instruct the client on how to prepare for the individual eyelash extension application</p>	<p>M1 Adapt and tailor interpersonal communication to the client</p> <p>M2 Ensure optimum client comfort throughout the treatment</p> <p>M3 Use effective strategies to promote and sell products and additional treatments</p>	<p>D1 Justify the selection of methods and techniques used during the individual eyelash extension application</p> <p>D2 Create a finished eyelash application result that reflects mastery of professional application techniques</p>
LO4 Be able to provide, maintain and remove individual eyelash extension systems	<p>P5 Prepare the client's eyes for treatment</p> <p>P6 Establish the client's desired appearance of eyelashes before commencement of treatment</p> <p>P7 Select the products, tools, equipment and different systems available for individual eyelash extension treatments</p>		

	P8 Apply individual eyelash extensions in line with the manufacturer's instructions		
	P9 Provide aftercare advice		
	P10 Update the client treatment records		
	P11 Prepare the work 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 graded practical assessment.

P1 Prepare and check the client, work area, products and equipment for treatment

Learners must demonstrate that they have sanitised their hands and cleansed the client's eye area and lashes, removing make-up where appropriate, and leaving the lashes free from product debris. Learners must carry out final preparation/checking of work area prior to commencement of treatment.

Learners must demonstrate that they have set up the work area in line with the treatment requirements, and have met the health and safety requirements. Learners must use suitable lighting, temperature, ventilation and appropriate background music. All the required products, tools and equipment for the treatment are to hand and are fully stocked in advance.

P2 Agree the treatment with the client and check for contra-indications or restrictions to treatment

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 must explain the treatment in full to the client and ascertain the client's treatment expectations. Learners must check the results of the patch test and correctly identify any treatment limiting conditions during the consultation and recommend the most appropriate method of individual false eyelash application. Any treatment preferences should also be discussed and agreed with the client.

P3 Explain the treatment procedure taking into account the client's expectations and other influencing factors

Learners must explain the treatment step by step to the client. At a minimum the explanation should include the benefits of the treatment and an estimated timescale.

P4 Instruct the client on how to prepare for the individual eyelash extension application

Learners must instruct the client on any outer clothing that needs to be removed and where to store the clothing. The client's jewellery must be removed and stored safely. Guidance should be given to the client on positioning for maximum comfort during the treatment

P5 Prepare the client's eyes for treatment

Learners must demonstrate that they have sanitised their hands and cleansed the client's eye area and lashes, removing make-up where appropriate, and leaving the lashes free from product debris.

P6 Establish the client's desired appearance of eyelashes before commencement of treatment

Learners must establish the client's desired appearance of eyelashes. Natural, enhanced, or thick and full variations should be discussed and the client's preference matched to the appropriate quantity of lash extensions per eye.

P7 Select the products, tools, equipment and different systems available for individual eyelash extension treatment

Learners must demonstrate that they have selected the correct equipment, tools and products to match the treatment objectives and client's requirements. All application techniques should be carried out safely and proficiently to meet the treatment/lash effect objectives.

P8 Apply individual eyelash extensions in line with the manufacturer's instructions

Learners must demonstrate that they have selected the correct equipment, tools and products to match the treatment objectives and client's requirements. All application techniques should be carried out safely and proficiently to meet the treatment/eyelash effect objectives. Learners must complete the treatment in a commercially viable time (as agreed with the assessor). Learners must note down any contra-actions or findings during the treatment, if appropriate. Learners must ensure client satisfaction and lash effect objectives have been met.

P9 Provide aftercare advice

Learners must demonstrate that they can provide feedback and aftercare to the client describing any findings during eye and skin analysis, providing information on further treatment options and requirements for maintenance, explaining the importance of homecare for longevity of lash effect, providing advice on retail products to enhance treatment benefits, describing possible contra-actions that may occur.

P10 Update the client treatment records

Learners must fully complete the treatment records to meet the salon requirements and show an understanding of the legal requirements for record keeping.

P11 Prepare the work area for the next treatment

Learners must demonstrate they have prepared the work area by removing used couch roll, wiping down the trolley/working surfaces and sterilising metal tools. Re-stock of products and consumables. The work area must be tidy and ready for the next treatment and beauty therapist.

M1 Adapt and tailor interpersonal communication to the client

Learners must demonstrate that they have tailored their style of communication to suit and respond to the client. For example if the client indicates that he/she would like to chat and engage in conversation, the learner should engage in unobtrusive friendly conversation with the client. However the learner must try to promote relaxation and avoid asking the client unnecessary questions to promote a relaxing atmosphere. Learners must demonstrate throughout the treatment that all communication with the client is ethical, respectful, unobtrusive, inoffensive and of appropriate content.

M2 Ensure optimum client comfort throughout the treatment

Learners must demonstrate that they have checked with the client at regular intervals throughout the treatment to ensure the client's comfort. Learners should demonstrate that they have taken action to protect the client's safety during the treatment, such as stopping the treatment briefly to allow the client to reposition when necessary. Learners should also demonstrate that they have responded to the client's comfort needs throughout, e.g. allowing the client to take breaks if applicable. Other examples of responding to the client's comfort needs could include offering cushions or towels for support and offering body towels or blankets for warmth.

M3 Use effective strategies to promote and sell products and additional treatments

Learners must demonstrate that they have at a minimum recommended a non-oily eye make-up remover to the client. The advice should include the benefits of using the specific product and how to enhance the effects of the treatment at home, mascara may be advised or advice on tinting own lashes prior to false applications would be given.

Learners should recommend further follow-on, alternative or additional beauty treatments and offer to re-book the client for their maintenance or removal appointment.

D1 Justify the selection of methods and techniques used during the individual eyelash extension application

Learners must be able to justify the methods and techniques used in the false eyelash application, including providing the rationale for their selection of products and techniques. Learners must give justification of adaptations to technique that were made in consideration of achieving desired treatment outcomes.

D2 Create a finished eyelash application result that reflects mastery of professional application techniques

All applications must be carried out with confidence. Learners must demonstrate a logical and efficient method of working including, if necessary, adaptations in procedures to allow maximum results of agreed treatment outcomes for the individual client.

The finished application must accurately match the client preferences and enhance the eye area. The finished result should reflect the characteristics of professionally applied lash extensions, showing competent use of application techniques. Learners must carry out the treatment proficiently to ensure lash extension application is most effective, neatly and applied evenly, and blend effectively with the natural lashes, creating an attractive and enhanced eye area. The overall effect should be aesthetically pleasing and to client's satisfaction. The appearance of the eyelashes should be greatly improved with a customised result to best match the client's treatment objectives and preferences.

Resources

The special resources for this unit are access to a real or realistic working environment which supports the provision of individual eyelash extension treatments in the salon. Learners must have access to health and safety standards, manufacturers' instructions and individual lash extension products and tools.

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 competence and the use of products, tools and equipment for individual eyelash extension treatments
- Work experience within a commercial beauty 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 for individual false eyelash treatments

Links with other units

This unit is closely linked with the following units:

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 false eyelash treatments in a real or realistic working environment.

UBT95M Anatomy and physiology for the face and body systems

Knowledge of the structure and function of the skin, as well as skin 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.

UBT90M Client care and consultation

Client consultation before all beauty treatments is actually a legal requirement and failure to consult properly with clients prior to treatment could invalidate beauty therapy insurance. It is essential that beauty therapists elicit information from their clients about their medical history, including any allergies, as well as checking for contra-indications. The client consultation unit underpins all technical units within this qualification and should be delivered prior to the delivery of any technical beauty therapy units.

UBT119M/UBT119X Promote and sell products and services

The ability to be able to retail effectively is a skill that is necessary to ensure effective contribution to any business. This unit will enhance learner's ability to work effectively within a team while covering the skills required to work within a wide variety of retail areas, dealing with retailing of goods, stock levels, customer orders and returns.

Graded synoptic assessment

At the end of the qualification of which this unit forms part, there will be a graded synoptic assessment which will assess the learner's ability to identify and use effectively in an integrated way an appropriate selection of skills, techniques, concepts, theories, and knowledge from a number of units from within the qualification. It is therefore necessary and important that units are delivered and assessed together and synoptically to prepare learners suitably for their final graded assessment.

Version	Details of amendments	Date
v9	Skin cancer awareness page added	13/06/17