UNIT 4

Overview

This unit is about providing eyelash and eyebrow tinting treatments to enhance the appearance of the eyelashes and eyebrows. Learners will develop the knowledge and skills to be able to prepare for and provide eyelash and eyebrow tinting. Learners will be able to tint eyebrows and eyelashes for clients with different colouring characteristics (i.e. fair, red, dark and white). Learners will also develop their understanding of possible contra-indications along with the benefits and effects of tinting treatments.

Learning outcomes

On completion of this unit, learners will:

LO1 Know the salon requirements for providing eyelash and eyebrow tinting treatments
LO2 Understand the effects and influencing factors of eyelash and eyebrow tinting treatments
LO3 Be able to prepare for eyelash and eyebrow tinting treatments
LO4 Be able to provide eyelash and eyebrow tinting treatments
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. The treatment portfolio must contain evidence that learners have:

- Completed eyelash and eyebrow tinting treatments on a minimum of 3 occasions
  - Eyelash tint
  - Eyebrow tint
- Worked with a minimum of 2 colouring characteristics
  - Fair
  - Red
  - Dark
  - White
- Provided all types of aftercare advice
  - Avoidance of activities which may cause contra-actions
  - Recommended time intervals between treatments
  - Suitable homecare products and their use
  - Present and future treatments and products

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

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

2. Graded practical assessment
Learners must carry out a complete eyelash and eyebrow 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:

- Treatment – an eyelash and eyebrow tint will be carried out on one client. The service will be performed within a commercial time using appropriate products, tools and equipment
- Products – eye make-up remover, petroleum jelly, tint and peroxide
- Resources – relevant tools and equipment (PPE, tinting dish, brush, orange stick, disposable mascara wand or eyebrow comb, mirror)

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 and LO2 may be naturally assessed in the graded practical assessment, they will be tested by an external examination towards 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 verified by VTCT.

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

LO1 Know the salon requirements for providing eyelash and eyebrow tinting treatments

Learners must know how to set up the work area:
- Prepare the work area to allow for
  - Ease of access and free movement around the couch
  - Hygienic set-up of couch and trolley to include sterilisation procedures
  - Warm relaxing atmosphere with adequate lighting
  - Selection of appropriate products, equipment and materials to meet the needs of the client
- Ensure a safe working environment
  - Clean and hygienic work area
  - No trailing wires
  - Sufficient ventilation
  - Adequate lighting for the treatment to progress safely
  - Effective positioning of couch, stool and trolley to prevent injury
  - Following supplier/manufacturer’s instructions for the safe use of equipment, materials and products

Learners must know how professional therapists present themselves:
- Clean professional uniforms create a positive impression of a therapist and the salon
- Therapists should wear closed-in footwear, no jewellery, no piercings, hair neatly tied back with any fringe secured and a light day make-up
- Personal hygiene and cleanliness including showering, covering cuts and abrasions, wearing deodorant or antiperspirant, oral hygiene (clean teeth, fresh breath), nails should be short, clean and well maintained, no nail varnish, gel or extensions, 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, 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

Learners must 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

Learners must know the importance, purpose and methods of skin sensitivity tests:
- It is important to carry out a patch test before eyelash and eyebrow tinting treatments to prevent an allergic reaction around the sensitive eye area. If a patch test is not carried out it will invalidate salon insurance policies. Always follow manufacturers’ instructions as products differ. A patch test should be carried out 24-48 hours before the treatment. Records of all patch tests provided need to be noted, recording the products tested, the site of the patch test (behind the ear or the crook of the elbow), client signature and date
• Patch test application techniques:
  - Cleanse area (either crook of elbow or behind ear)
  - Mix tint and peroxide together and apply product to the area with a clean cotton bud
  - Allow the area to dry
  - Leave on for a minimum of 24 hours
  - Explain positive and negative reaction
  - Remove product with damp cotton wool
  - Record result on record card

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

Learners must know the correct procedure to take when a contra-action occurs:
• An allergic reaction to eye products – the client may experience sensitivity or a burning sensation. Remove all products immediately apply a cold compress, if make-up has got in the eye use an eye bath to flush the eye, record the information on the client’s record card seek medical advice if symptoms persist
• An allergic reaction to skin make-up products – the client may experience redness, itching, swelling, rash, burning or stinging, blistering. Remove all make-up or skin products immediately with suitable remover, clean the area with cool water, apply a cool compress, record the information on their record card, and seek medical advice if symptoms persist. Recommend hypo-allergenic products
LO2 Understand the effects and influencing factors of eyelash and eyebrow tinting treatments

Learners must recognise the contra-indications that may either require GP referral, restrict or prevent eyelash and eyebrow tinting treatments:

- Example of contra-indications that may prevent treatment from going ahead – positive patch test, trichotillomania, chemotherapy, recent eye surgery, bruising, allergies to tint and other products
- Examples of contra-indications that may prevent treatment resulting in GP referral – severe skin conditions, eye infections, conjunctivitis, bacterial infections, inflammation or swelling of the skin around the eye, undiagnosed lumps or swellings, eye diseases and disorders
- Examples of contra-indications that may restrict treatment resulting in the treatment being adapted – dry eye syndrome, glaucoma, contact lenses, thyroid disturbance, styes, minor bruising, recent scar tissue, minor eczema, minor psoriasis and facial piercing

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 not attempt to diagnose but refer the client to a health care practitioner for appropriate care and diagnosis

Learners must know the factors to take into consideration when selecting tint:

- Colour requirements, age of client, client’s normal make-up, hair colour, eye colour, skin tone, cultural factors, previous treatments and clients preferences

Learners must know how hair colour characteristics can affect the tint development time:

<table>
<thead>
<tr>
<th>Hair colour</th>
<th>Development time</th>
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<tbody>
<tr>
<td>Red, white, grey hairs</td>
<td>May require a longer development time as they are more resistant to the tint</td>
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<tr>
<td>Blonde hair</td>
<td>Develops colour quickly so may require a shorter development time</td>
</tr>
<tr>
<td>Brown/dark hairs</td>
<td>May require longer development time to see any visible result, will require the darkest tint</td>
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</table>

Learners must explain the chemical process for eyelash and eyebrow tinting:

Tint should not be mixed until ready to apply, this will prevent the tint oxidising before being applied to the hair

- Tint is mixed with peroxide (tint developer) according to manufacturers’ instruction
- A chemical reaction occurs which opens the cuticle scales of the hair
- Small particles of tint pigment enter the cortex of the hair
- Particles swell preventing them from being released from the hair

Learners must know the range of colours available to tint with:

- Black, brown, grey, blue, blue-black, russet, blonde
- Most manufacturers also produce shades of colour such as light, medium or dark brown etc.
Learners must know the benefits and effects of eyelash and eyebrow tinting:

- **Eyelash tinting**
  - Add colour and define the eyelashes
  - Eyelashes appear longer and thicker
  - Good for holidays and special occasions
  - Good for clients who do not wear make-up
  - Good for clients who swim or do sports

- **Eyebrow tinting**
  - Add colour and define the eyebrow
  - Eyebrows appear thicker
  - Can be matched with hair colour

Learners must know the possible contra-actions to eyelash and eyebrow tinting and how to respond effectively:

- Contra-actions must be recorded on the client’s record card along with actions taken
- Chemicals entering the eye – remove all products immediately, use of eye bath to flush the eye, medical referral if symptoms persist
- Allergic reaction – remove all products immediately, use of eye bath to flush the eye, medical referral if symptoms persist
- Staining caused by tint left on the skin – use skin stain remover
LO3 Be able to prepare for eyelash and eyebrow tinting treatments

Prepare and check the client, work area, equipment and products prior to eyelash and eyebrow tinting treatments:

- 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
- Sanitise the trolley and line with clean couch roll
- Sterilise all metal equipment according to manufacturers’ instructions. Store sterilised equipment in a disinfectant solution on the trolley
- Set up the treatment trolley with the necessary products, tools and equipment. Prepare necessary personal protective equipment
- Ensure environmental conditions are suitable for the client and the treatment
- Check the client by completing a consultation to determine the client’s treatment plan
- Ensure that a sensitivity test has been carried out 24-48 hours prior to treatment and results recorded
- Ensure all equipment and products are to hand and are working efficiently

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

- Verbal communication – speaking manner and tone, sensitive to client, open questioning related to treatment
- Ensure visual and manual checks are carried out to identify any contra-indications. Tactfully ask relevant questions, document and record the client feedback. Take any necessary action where applicable
- Non-verbal communication – eye contact, body language, listening
- Record keeping – contra-indication check, signatures, name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contra-actions from any previous treatments

Explain the treatment procedure to the client:

- Explain how the client should position themselves for treatment, how long the treatment will take and what the treatment entails. Discuss the client’s expectations; agree the treatment and outcomes that meet the client’s needs

Instruct the client on clothing removal and positioning for eyelash and eyebrow tinting treatments:

- Advise on the removal of appropriate clothing, jewellery, glasses or contact lenses. Position the client on the couch in a semi-reclined position for comfort and so that they are not staring directly into the overhead lights. Protect the client’s clothes with a small towel placed across their chest and protect their hair with a clean headband. Check client comfort before carrying on with the treatment
LO4 Be able to provide eyelash and eyebrow tinting treatments

Prepare the client’s skin and hair for eyelash and eyebrow tinting:
- Wash your hands thoroughly following the correct hand washing procedure
- Eyelash tinting
  - Cleanse the area with an appropriate non-oily eye make-up remover, ensure make-up is thoroughly removed from the eyebrows and eyelashes
  - Using a clean spatula, remove a small amount of petroleum jelly from the container and replace the lid
  - Stand behind the client and ask them to look back towards you, using a clean cotton bud sweep a line of petroleum jelly underneath the eyelashes of one eye. With the eyes still open, slide the prepared eye shield underneath the lower lashes so that it sits securely on top of the petroleum jelly close to the eye. Repeat on the second eye with a clean cotton bud to prevent cross-infection
  - Ask the client to close their eyes gently and keep them closed until you instruct them otherwise
  - Apply a line of petroleum jelly to the upper eyelid close to the roots of the eyelashes. Take care not to get any petroleum jelly onto the eyelashes as it will create a barrier to the tint
- Eyebrow tinting
  - Comb through the clients eyebrows to brush the hairs into place with an eyebrow comb or a disposable mascara wand
  - Using a clean spatula, remove a small amount of petroleum jelly from the container and replace the lid
  - Apply petroleum jelly using a clean cotton bud to the skin around the outside of the eyebrow. Take care not to get any petroleum jelly onto the hairs that you want to tint as it will create a barrier to the tint

Perform eyelash and eyebrow tinting safely and effectively:
- Select and mix the tint according to manufacturers’ instructions
  - Select the appropriate colour tint to meet the clients requirements and other influencing factors
  - Using a small brush, mix 5mm of tint with 2-3 drops of peroxide in a small dish until it is a creamy consistency. Replace lids immediately on tint and peroxide to prevent oxidation
  - Once the tint has been prepared it must be applied immediately to the area
  - Always check manufacturers’ instructions as products differ
- Application of tint to the client’s eyelashes
  - Ensure that the client’s eyes remain closed
  - Apply the tint to the eyelashes with a disposable brush from root to tips. Ensure an even application of tint to cover all of the hairs including the fine hairs at the inner and outer corner of the eye
  - Remove any excess tint from the skin around the eye with a clean cotton bud
  - Damp cotton pads can be placed gently over the top of the eyes if required
  - The tint should be left to develop for approximately 5-10 minutes depending on the client’s hair colour characteristics and the manufacturers’ instructions
- Application of tint to the client’s eyebrows
  - With a disposable mascara wand in one hand lift the hairs up from the outer corner of the brow, whilst applying tint to the underneath hairs from root to tip with a disposable brush. Work from the outer corner of the eyebrow to the inner corner ensuring an even application of tint to all hairs
- Remove any excess tint from the surrounding skin with a clean cotton bud
- Repeat on the second eye following the same procedure

- **Removal of tint from the client’s eyelashes**
  - Ensure that the client’s eyes remain closed
  - Fold up the bottom pad and remove the excess tint in an outward sweep
  - Use damp cotton wool to remove remaining tint, ensuring that a clean piece is used for each eye. Work in a downwards action from root to tip to remove tint. Using a fresh piece of cotton wool for each eye, sweep under the lower eyelashes from the outer corner of the eye inwards
  - Once the entire tint has been removed ask the client to open their eyes. If there is any remaining tint at the base of the eyelashes ask the client to close their eyes again and remove the remaining tint
  - Give the client a mirror to check that they are happy with the final results

- **Removal of tint from the client’s eyebrows**
  - Ensure that the client’s eyes remain closed
  - Remove tint from first eyebrow using damp cotton wool, wiping from the inside corner outwards. With a fresh piece of cotton wool sweep from the outer corner of the eye inwards, repeat until all of the tint has been removed
  - Repeat on the second eyebrow following the same procedure
  - Give the client a mirror to check that they are happy with the final results
  - If the result is not dark enough the tint can be reapplied

**Complete the treatment to the client’s satisfaction and in a commercially acceptable time:**
- Complete the treatment in a commercially acceptable time
  - Eyebrow tinting – 10 minutes
  - Eyelash tinting – 20 minutes

- Ensure the client’s treatment needs have been met and the client is satisfied with the results
- Record any improvements which could be made for future treatments to meet the needs of the client

**Provide suitable aftercare advice to the client:**
- Avoid strong sunlight for 24 hours following treatment to prevent the tint fading, no further eye treatments for 24 hours, avoid the use of perfumed products, no mascara for 12-24 hours (eyelash tinting), to prevent contra-actions
- Return for treatment every 4-6 weeks for eyelash tinting, 3-4 weeks for eyebrow tinting
- Recommended homecare products to enhance the treatment effects
  - Clear mascara to enhance the eyelashes
  - Eyebrow powder or pencil to enhance the eyebrows
  - Eyebrow comb/brush
- Advise on the possible contra-actions that may occur such as a skin reaction

**Maintain accurate client records:**
- 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 in bin, place used towels in laundry, tidy all consumables away following salon requirements. Clean work area with sanitiser, wash tinting bowl with warm soapy water, reset the couch with fresh towels and couch roll ready for the next treatment
- Ensure the treatment area is left clean and prepared for the next treatment
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.

<table>
<thead>
<tr>
<th>Learning outcome</th>
<th>Pass The learner can:</th>
<th>Merit To achieve a merit grade, in addition to achievement of the pass criteria, the learner can:</th>
<th>Distinction To achieve a distinction grade, in addition to achievement of the pass and merit criteria, the learner can:</th>
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<tbody>
<tr>
<td>LO3 Be able to prepare for eyelash and eyebrow tinting treatments</td>
<td>P1 Prepare and check the client, work area, equipment and products prior to eyelash and eyebrow tinting treatments</td>
<td>M1 Adjust communication techniques to meet the client's needs</td>
<td>D1 Explain their selection of methods and techniques used during the service</td>
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<td>P2 Agree the treatment with the client and check for contra-indications</td>
<td>M2 Use techniques to promote the retail of products or additional services</td>
<td>D2 Create a finished result which reflects the use of skilled techniques</td>
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<td>P3 Explain the treatment procedure to the client</td>
<td>M3 Ensure client comfort throughout the service</td>
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<td>P4 Instruct the client on clothing removal and positioning for eyelash and eyebrow tinting treatments</td>
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<tr>
<td>LO4 Be able to provide eyelash and eyebrow tinting treatments</td>
<td>P5 Prepare the client's skin and hair for eyelash and eyebrow tinting</td>
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<td>P6 Perform eyelash and eyebrow tinting safely and effectively</td>
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<td>P7 Complete the treatment to the client's satisfaction and in a commercially acceptable time</td>
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<td>P8 Provide suitable aftercare advice to the client</td>
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<td>P9 Maintain accurate client records</td>
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<td>P10 Prepare the area for the next treatment</td>
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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.

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<thead>
<tr>
<th>P1 Prepare and check the client, work area, equipment and products prior to eyelash and eyebrow tinting treatments</th>
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<tbody>
<tr>
<td>Learners must demonstrate that they have set up the treatment area in line with the treatment requirements and have met the health and safety requirements (e.g. the work area is free from clutter to prevent tripping hazards, the equipment is safe to use and has an up to date PAT label, metal equipment has been sterilised). Learners must use suitable lighting, ventilation and soft music. All the required products for the treatment are to hand and are fully stocked in advance. A skin sensitivity test should be carried out 24-48 hours prior to treatment and the results recorded.</td>
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<table>
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<tr>
<th>P2 Agree the treatment with the client and check for contra-indications</th>
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<tr>
<td>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, colouring characteristics and facial features. Learners must explain the treatment in full to the client and ascertain the client’s treatment expectations, establishing a suitable treatment plan to meet requirements.</td>
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<table>
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<tr>
<th>P3 Explain the treatment procedure to the client</th>
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<tr>
<td>Learners must explain the selected eyelash or eyebrow treatment step by step to the client. At a minimum the explanation must include the expected treatment time, the need for keeping the eyes closed during treatment, the removal of accessories, the benefits and the expected outcome of the treatment.</td>
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<th>P4 Instruct the client on clothing removal and positioning for eyelash and eyebrow tinting treatments</th>
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<td>Learners must instruct the client on what clothing needs to be removed and where to store the clothing. The client’s contact lenses and glasses must be removed and stored safely. Modesty covering should be arranged for the client where necessary and guidance given to the client on positioning themselves on the couch safely and comfortably, with assistance if required.</td>
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<th>P5 Prepare the client’s skin and hair for eyelash and eyebrow tinting</th>
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<td>Learners must demonstrate that they have sanitised their hands. Learners must remove all traces of make-up and grease from the area to be treated. The skin should be protected to prevent staining. Learners must demonstrate hygienic working practices when working around the eye area to prevent cross-infection. The client should be instructed to keep their eyes closed until told otherwise.</td>
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</table>
P6 Perform eyelash and eyebrow tinting safely and effectively

Learners must demonstrate the skills to provide an eyelash and eyebrow tinting treatment using the correct products, tools and techniques. Learners must demonstrate knowledge of selecting the tint colour according to the client’s requirements and other influencing factors. Learners must follow manufacturers’ instructions when mixing the tint to minimise wastage. The tint should be applied evenly so that all of the hairs are covered. Learners must demonstrate their knowledge of hair colour characteristics and how they affect the tinting development time. All traces of tint should be removed thoroughly from the hair and the skin should be left clean.

P7 Complete the treatment to the client’s satisfaction and in a commercially acceptable time

Learners must complete the treatment in a commercially acceptable time. Learners must ensure the client’s treatment needs have been met by asking for feedback on the treatment, ensuring the client is satisfied with the treatment results and recording any improvement for future treatments.

P8 Provide suitable aftercare advice to the client

Learners must demonstrate they can provide feedback and aftercare advice to the client. Learners must give homecare advice to the client, including avoidance of activities that may cause contra-actions, advice on retail products to enhance the treatment effects and how often to return for treatments. Learners must also advise the client on possible contra-actions following treatment and the necessary action.

P9 Maintain accurate client records

The information which is kept on a client’s record card must be kept confidentially according to the data protection act. The salon or therapist could face prosecution if confidentiality is broken. All client records must be kept up to date, accurate and relevant and kept securely.

P10 Prepare the area for the next treatment

Learners must demonstrate they have prepared the treatment area by wiping down the trolley and cleaning lids and the outside of product bottles. Removing and returning all products to storage along with all unused consumables and removing used towels for laundering. Correctly dispose of any waste, couch roll or used consumables. Replenish where necessary and ensure ease of set up for the next therapist.

M1 Adjust communication techniques to meet the client’s needs

Learners must demonstrate that they have adjusted their style of communication to suit and respond to the client. Learners must demonstrate that all communication with the client is ethical, respectful, unobtrusive and inoffensive and of a suitable and appropriate content and context. Learners must give clients the opportunity to digest any technical information and encourage clients to ask questions. Learners must be confident in asking probing questions in a sensitive manner. Learners must show that they can assure and reassure the client throughout the consultation. Learners must demonstrate the consideration of the individual needs of the client.
**M2 Use techniques to promote the retail of products or additional services**

Learners must demonstrate that they have at a minimum recommended one relevant product or additional service to suit the client’s needs to acknowledge a ‘buying signal’ – visual or verbal. Advice on appropriate products or procedure to use to enhance the longevity of the tinting process, along with additional home care techniques should be provided to ensure the client’s treatment experience continues to provide optimum results. Advice should be offered on alterations to personal habits or lifestyle choices, which will further benefit the client’s treatment outcomes. The advice should include the features and benefits of using the specific products recommended.

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

**M3 Ensure client comfort throughout the service**

Learners must demonstrate that they have checked with the client at regular intervals throughout the service to ensure client’s comfort. Learners should demonstrate that they have taken action to protect the client’s skin and clothing during the service such as the use of a hairband to protect the client’s hair and a gown or neck towel to protect the client’s clothing. Learners should also demonstrate that they have responded to the client’s comfort needs throughout the service, for example checking comfort levels in regard to temperature, positioning etc.

**D1 Explain their selection of methods and techniques used during the service**

Learners must be able to explain the methods and techniques used in the eyelash and eyebrow service. This can include a summary of why they have selected the specific colour for the client and any adaptations to the techniques that were used and why. Examples of factors that can effect variation in technique can include, hair type or colour, eyebrow shape and thickness and the clients general health.

**D2 Create a finished result which reflects the use of skilled techniques**

The eye area was effectively pre-prepared to ensure hygiene and to facilitate ease of application. The completed eyelash and eyebrow tinting service has used all of the techniques required to achieve and neat, balanced professional finish, having selected and applied the most appropriate colour choice for the client. The tissue surrounding the treatment area has been effectively covered and protected from the tint, tint has been applied to the roots of all eyelashes or the eyebrow have been effectively covered with minimal waste of product. A good, clear depth of colour has been achieved that complements the client’s natural colouring and enhances their features well. The finished result show mastery of technique.
Resources

The special resources required for this unit are access to a real or realistic working environment which supports the provision of eyelash and eyebrow tinting treatments. Learners must also have access to health and safety standards, manufacturers’ instructions, sterilising equipment, PPE and tinting products, tools and equipment.

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 product, tools and equipment usage for eyelash and eyebrow tinting treatments
- Work experience within a commercial beauty salon so they can practise 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 eyelash and eyebrow tinting treatments

Links with other units

This unit is closely linked with the following units:

UCO34M Health, safety and hygiene
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 a 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 eyelash and eyebrow tinting treatments in a real or realistic working environment.

UBT193M Consultation techniques and client care
Client consultation before all treatments is a legal requirement and failure to consult properly with clients prior to treatment could invalidate therapy insurance. It is essential that 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 unit.

UBT202M Anatomy and physiology for beauty therapists
Knowledge of the structure and function of the systems of the body, as well as 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, benefits and effects.

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.
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