

UBT211M

Express facial treatments

Unit reference number: T/615/0751

Level: 2

Guided Learning (GL) hours: 30

Overview

This unit will enable learners to provide express facial treatments to clients, treating the required areas of the face and décolleté. Learners will develop the knowledge and skills to prepare for and provide a professional treatment whilst at the same time developing their understanding of possible contra-indications, along with indications for, and benefits and effects of professional express facial treatments.

Learning outcomes

On completion of this unit, learners will:

LO1 Know the company requirements for express facial treatments

LO2 Understand the effects and indications for express facial treatments

LO3 Be able to prepare for express facial treatments

LO4 Be able to provide express facial 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.

At a minimum the treatment portfolio must contain evidence that learners have:

- Performed a minimum of 3
 - Express facial treatments
- Used all products
 - Eye make-up remover
 - Cleansing lotions, milks, creams, foams, oils or gels
 - Skin toners, fresheners, astringents or tonics
 - Moisturising creams
 - Eye creams or gels
 - Neck creams
 - Serums
 - Exfoliating products
 - Masks, setting and non-setting
- Used all equipment
 - Chair/couch
 - Containers for water, etc.
 - Mirror
 - Trolley or stand for resources and products
- Used all resources
 - Disinfecting fluid for tools
 - Couch roll
 - Towels
 - Tissues
 - Cotton wool
 - Tipped orangewood sticks
 - Cotton buds
 - Spatulas
 - Sponges

- Treated all skin types and conditions
 - Oily
 - Dry
 - Combination
 - Young
 - Dehydrated
 - Mature
 - Sensitive
- Worked on all treatment areas
 - Face and neck
 - Décolleté and shoulders
- Given all types of advice
 - Aftercare
 - Possible contra-actions
 - Post-treatment restrictions
 - Additional retail products and services

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 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 – one express facial treatment to include cleanse, exfoliation, mask, tone, moisturise
- Equipment – couch, trolley, stool, towels, magnifying lamp
- Products – appropriate cleanser, toner moisturiser, massage medium, and mask – either setting or non-setting
- Resources – disinfecting fluid for equipment, couch roll, tissues, towels, cotton wool, tipped orangewood sticks or cotton buds, spatulas

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 company requirements for express facial 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/chair
 - Effective lighting
 - Hygienic set up of chair, couch and trolley
 - Selection of products and equipment to meet the needs of the client
- Ensure a safe working environment
 - Clean and hygienic work area
 - The use of a suitable sterilisation and sanitisation for equipment
 - Effective positioning of couch, trolley and stool to allow ergonomic and safe practice

Learners must know how professional beauty consultants present themselves:

- Clean professional uniforms create a positive impression of the beauty consultant and the company. Uniforms should be made from a comfortable fabric to facilitate the stretching involved in the treatment
- Beauty consultants should wear closed in footwear, no jewellery, no piercings, hair neatly tied back, and any fringe secured, nails well-manicured, short and free of varnish (for facial treatments)
- 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

Learners must know the company requirements for record keeping:

- Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions
- How to establish and record clear information that is accurate and in logical order, how to refer to existing records
- Skin sensitivity tests, adaptations and modifications, recommendations
- Treatment planning and how to update records at the end of the treatment, update at each visit, maintained electronically, paper records

Learners must know the importance, purpose and methods of patch tests:

- A patch test is designed to alert the consultant 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, where patch test took place on the body and, if appropriate, client signature and date
- Patch testing would include all active or new products to be used within the treatment such as the cleansing and exfoliation products. Client records need to be 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, including products used and where placed

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 and apply a cold compress; if make-up has entered the eye use an eye bath to flush, record the information on the client's record card; seek medical advice if symptoms persist
- An allergic reaction to skin 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

Learners must know the insurance requirements for the delivery of treatments:

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

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 and indications for express facial treatments

Learners must know the contra-indications to express facial applications:

- Examples of contra-indications that may prevent treatment – severe asthma, contagious skin diseases and disorders, bacterial (impetigo), viral (herpes simplex), fungal (tinea), parasitic infestations (scabies), systemic medical conditions, eye infections, acne, boils, severe skin conditions, recent scar tissue, any undiagnosed lumps or swellings, cancer treatments, product allergies
- Examples of contra-indications that may restrict treatment – anyone undergoing medical treatments, anxiety, medication e.g. roaccutane, retinols, steroids, epilepsy, diabetes, pigmentation disorders, micro-pigmentation, 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, recent scar tissue, hyperkeratosis, skin allergies, styes, respiratory conditions, heart disorder/disease, pacemaker, history of thrombosis or embolisms, high or low blood pressure and pregnancy

Learners must know the possible contra-actions that may occur during or after an express facial application:

- Contra-actions and responses: erythema, inflammatory and cleansing response from products, temporary pustules or papules

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

- Discontinue treatment and remove products
- Take remedial action
- Record contra-action

Learners must know the effects of products used in an express facial treatment and which skin types and conditions they are suitable for:

- Cleansing products – used to remove soluble and insoluble dirt such as make-up or sweat
 - Oily eye make-up remover – to remove waterproof mascara, oil base make-up
 - Non-oily eye make-up remover – sensitive eyes, false lashes
 - Cleansing milk – dry/sensitive/normal/combo skin
 - Cleansing cream – ultra dry skin, deep cleansing
 - Cleansing lotion – oily/congested/combo skin
 - Facial wash/cleansing gel – oily skin types
- Toners – used to remove excess cleanser and to rebalance the pH of the skin
 - Toner (freshener) – dry/sensitive/mature
 - Toner (astringent) – oily/problem
 - Toner (tonic) – normal
- Exfoliation products
 - Mechanical – facial brush/brush cleanse machine
 - Scrub/grains – uses natural products (e.g. nuts) or cereals (e.g. porridge)
 - Clay – gentler to skin
- Moisturising products – to prevent moisture loss, hydrate the skin, protect from environmental damage
 - Moisturiser – day cream, night cream, eye, lip or neck creams or serums and products designed for skin type

- Setting and non-setting masks – masks are suitable for all skin types, setting are usually for oily skins, non-setting for all skin types, more than one mask can be used on one person, e.g. for a combination skin. Choice based on skin type, condition, target areas of treatment
 - Clay masks – can be mixed suitable to skin type
 - Peel off masks – choose for skin type
 - Thermal masks – normal/oily/problem skins
 - Warm oil masks – dry/mature
 - Natural masks – ingredients suitable for skin type (examples of possible ingredients; avocado, yoghurt, oats, citrus fruits, eggs, honey, oats)
 - Cream masks – commercial, pre-prepared, suitable for skin type
- Additional products
 - Awareness of acid peels – glycolic acid, alpha hydroxy acid, for mature and photo-damaged skin
 - Awareness of pre-blended aromatherapy oil – a blend of essential oils which have already been mixed with a carrier oil by the manufacturer
 - Aromatherapy essential oils consist of tiny aromatic molecules that are readily absorbed via the skin. They have therapeutic constituents that enter the bloodstream and are carried around the body to where they can deliver the beneficial healing powers. When essential oils are pre-blended they do not meet a client's personal and specific need. The oils have been mixed to perform a specific objective, for example to invigorate, relax or to detoxify
- Additional tools or equipment
 - Hot towels or steaming machines – used to introduce heat into the treatment, effects include softening of the horny layer (stratum corneum) of the skin to facilitate the removal of dead skin or blemishes such as melia, softens the pores to allow for easier removal of comedones and blockages. Induces transpiration to help remove waste material from the skin. Improves circulation by encouraging vaso-dilation causing erythema. Encourages the absorption of additional products
 - Melia extractors – used to assist in the removal of melia
 - Brush cleansing machines – used to assist with cleansing and exfoliation during a skin treatment to remove excess sebum and compactions. When combined with an abrasive scrub, they mildly intensify the exfoliating action

Learners must have an understanding of professional terminology in relation to ingredients and effects of products:

- Abrasive, antioxidant, aqueous, astringent, broad spectrum spf, ceramides, comedogenic, cosmeceutical, detergent, emollient, emulsifying agent, emulsion, enzyme, essential oils, exfoliating, foaming agents, free radicals, glycolic acid, homogenous, humectant, hyaluronic acid, hydroxy acid, lactic acid, luminosity, occlusive, paraben, photo damaged skin, phyto nutrient preservatives, retinol, salicylic acid, silicone, skin lightening, titanium dioxide, vitamins a, c, e, water soluble, zinc

Learners must know the different skin types and conditions:

- Oily – excess sebaceous secretions, skin is more prone to open pores, comedones, pustules, papules and tends to be sallow
- Dry – skin will be flaky and skin cells will curl up leaving skin looking dull and often sensitive
- Combination – skin can be a combination of the two skin types mentioned above, most commonly seen as an oily t-zone with drier cheeks

- Skin conditions
 - Dehydrated – skin is lacking in moisture, will feel tight and have fine lines present
 - Mature – facial contours will drop, due to loss of skin and muscle tone, lines and wrinkles will present, lack of sebum production may make skin drier, pigmentation may be present as well as broken capillaries
 - Sensitive – skin will react easily to stimuli, there will be redness, permanent broken capillaries may be present, and skin may be hot, itchy and swollen
 - Young – fine texture, no visible pores, smooth, supple, flexible

Learners must know how to adapt treatments to suit client preference and concerns:

- Express facial application (recommended 30 minutes treatment time)
 - All areas covered, face décolleté and shoulders to provide treatment for general skin health
- Focused treatment (recommended 20 minutes treatment time)
 - A targeted treatment to meet specific client concerns on specific areas, e.g. jaw line breakout, anti-ageing eye or neck treatment, pigmentation, sensitivity on cheeks

LO3 Be able to prepare for express facial treatments

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

- Prepare treatment area according to company 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
- Use safe working practices:
 - Positioning of yourself to avoid injury
 - Positioning of your client
 - Positioning of your equipment

Agree the treatment 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-indication 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
- Ensure visual and manual checks are carried out to identify any contra-indications
- Tactfully ask relevant questions, document and record the client feedback
- Outline benefits of treatment and agree treatment aims
- Establish treatment choices – state the benefits of express facial treatments in a variety of context, reasons for treatment, physical, psychological and physiological effects
- Establish skin type and condition by carrying out skin analysis – using magnifying lamp, protect eyes, check all areas of the face and neck for skin type, skin conditions and characteristics, record results on record card
- Establish age of client and the legal requirements for providing treatments to minors under 16 years of age
- The age at which an individual is classed as a minor and how this differs nationally

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 how to prepare for the express facial treatment:

- Removal of appropriate clothing and jewellery, positioning throughout the treatment, use of modesty wear, communicating comfortable depth of pressure and any areas of discomfort

LO4 Be able to provide express facial treatments

Prepare the client and their skin for treatment:

- Remove or protect clothing and hair as appropriate
- Position the client with good support for the client's arm
- Explain each stage of the treatment

Select the equipment and products to achieve the desired results:

- Selection of equipment and products to suit client's skin type and treatment objectives

In line with manufacturer's instructions, carry out express facial techniques:

- Selection of equipment and techniques in accordance with manufacturer's instructions – cleansing, toning, exfoliation and moisturising products and masks
- Double cleanse the area to be treated
- Tone to remove all trace of cleansing product
- Blot the skin dry
- Application of exfoliation product
- Removal of exfoliation products
- Application of correct masks for skin type and conditions
- Removal of mask
- Appropriate application of toner and moisturiser
- Prevent excess waste of treatment time and consumables by preparing effectively and working efficiently
- Reassure the client and communicate positioning instructions clearly during the service

Provide suitable aftercare advice:

- Advise the client to avoid excessive heat or further facial treatments for 24 hours
- Provide aftercare advice on application of any professional products to enhance and maintain the effects of the treatment
- Use of sunscreen
- Advice and guidance on a suitable skin care regime and homecare treatments to suit clients skin type and conditions
- Give advice on retail products to continue the beneficial effects of treatment
- Advise on the possible contra-actions that may occur such as a skin reaction, headache

Update and maintain the client treatment records:

- Record the outcomes of the treatment ensuring records are up-to-date with the products used, any adaptations, any reactions for the treatment, aftercare given and feedback from the client

Prepare the area for the next treatment

- Clean the product tops and bottles and return to storage, dispose of all waste in bin, place used towels in laundry, tidy all consumables away following company requirements. Clean work area with sanitiser, 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.

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 for express facial treatments	P1 Prepare and check the work area, equipment and products prior to the express facial treatment P2 Agree the treatment and check for contra-indications P3 Explain the treatment procedure to the client P4 Instruct the client on how to prepare for the express facial treatment	M1 Adjust communication techniques to meet the client's needs M2 Use techniques to promote the retail of products or additional services M3 Display organisation skills by using tidy, efficient working methods	D1 Explain their choice of products, tools and equipment used during the express facial treatment D2 Review the effectiveness of the express facial and make suggestions for improvement
LO4 Be able to provide express facial treatments	P5 Prepare the client and their skin for treatment P6 Select the equipment and products to achieve the desired results P7 In line with manufacturer's instructions, carry out express facial techniques P8 Provide suitable aftercare advice P9 Update and maintain the client treatment records P10 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 graded practical assessment.

P1 Prepare and check the work area, equipment and products prior to the express facial treatment

Learners must demonstrate that they have set up the treatment area in line with treatment and health and safety requirements. All the required products for the treatment are to hand and are fully stocked in advance.

P2 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 must explain the treatment in full to the client and ascertain the client's treatment expectations. Learners must correctly identify the client's skin type and any treatment limiting conditions during the consultation and recommend the most appropriate express facial treatment. Any treatment preferences should also be discussed and agreed with the client.

P3 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 the treatment duration and procedure for the express facial treatment, the benefits of the chosen products used and what effects should be expected after the treatment.

P4 Instruct the client on how to prepare for the express facial treatment

Learners must demonstrate that they have provided their client with instructions on how to prepare for the express facial treatment. Learners must demonstrate that they instructed the client to what (if any) clothing or jewellery needs to be removed with safe storage offered. The provision of modesty covering was arranged where required and advice and guidance was provided to the client on how to position themselves for safety and comfort and to facilitate the treatment.

P5 Prepare the client and their skin for treatment

Learners must demonstrate that they have protected the client's hair and clothing before and during the express facial treatment, ensuring both client comfort and privacy.

P6 Select the equipment and products to achieve the desired results

Learners must demonstrate that they have chosen the correct products for the client's skin conditions. Based on factors established during the consultation, a minimum level of proficiency for selection of the most appropriate products could be demonstrated by choosing the correct type of cleanser, exfoliation product, moisturiser and mask are most appropriate to suit the skin condition being treated.

Learners must demonstrate neat application and removal of chosen products. Learners must carry out the cleansing, toning, exfoliation, moisturising and mask in the appropriate sequence in line with any manufacturer's instructions.

P7 In line with manufacturer's instructions, carry out express facial treatment techniques

Learners must correctly identify the client's skin type and select products accordingly. Learner must deliver the requested treatment to suit the client's needs demonstrating awareness of commercially acceptable timings.

Learners must demonstrate that facial treatment products are applied and removed in the correct sequence and facilitate the professional and effective execution of the treatment.

Learners must demonstrate that they can perform cleansing movements correctly and appropriately for the client. Movements should flow and learners must avoid breaking contact with the client. Learners must apply pressure appropriate to the areas being treated and the client's needs and the pressure must be checked with the client for consistency. Learners' posture and working stance must be maintained throughout the treatment. Learners must dispose of consumables appropriately.

Learners must complete the treatment in a commercially acceptable time, (recommended up to 30 minutes). 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 and recording any improvement for future treatments.

P8 Provide suitable aftercare advice

Learners must demonstrate that they can provide feedback and aftercare to the client, this includes describing any finding from the express facial treatment, providing information on further treatment options, explaining the importance of a healthy diet, demonstrating the home use of products and explaining their benefits, providing advice on retail products to enhance treatment benefits as well as describing possible contra-actions that may occur.

P9 Update and maintain the client treatment records

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

The information which is kept on a client's record card must be kept confidential. All client records must be relevant, up-to-date, accurate and kept securely.

P10 Prepare the area for the next treatment

Learners must demonstrate that they have prepared the treatment area by wiping down 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 consultant.

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 skin/hair/nail care and home care techniques should be provided to ensure the clients treatment continues to provide optimum results.

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

M3 Display organisation skills by using tidy, efficient working methods

Learners must demonstrate that throughout the treatment their working area reflects cost effectiveness. The treatment that has been provided is within the allocated time allowed and competence has been reflected at each stage of the treatment demonstrating efficient use of the products and tools.

D1 Explain their choice of products, tools and equipment used during the express facial treatment

Learners must be able to justify methods and adaptation of techniques used in the express facial treatment, including reasoning for their selection of products and techniques. Examples of factors which can affect variations in results can include client's psychological reasons for treatment, existing skin condition, skin texture and allocated time for treatment.

D2 Review the effectiveness of the express facial and make suggestions for improvement

Learners must demonstrate evaluation of the effectiveness of the treatment (e.g. did the treatment meet all of the clients treatment needs and why? What improvements/adaptations could have been made to meet the clients treatment needs?). Learners must demonstrate they are able to record both the client's reactions from the express facial treatment and the longer term needs of the client. Learners must evaluate the effectiveness of product recommendations for home use and their demonstration techniques for these products.

Resources

The special resources required for this unit are access to a real or realistic working environment which supports the provision of express facial applications.

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
- Work experience within a beauty company 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 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.

UBT193M Consultation techniques and client care

Client consultation is an effective and necessary tool for the beauty consultant to help establish the unique needs and requirements of the customer so they can recommend the most appropriate products and provide the best advice. Effective record keeping will allow the consultant to keep the customer informed of any offers or promotions and will inform any future campaigns as to the specific needs and requirements of the customer, making marketing more effective.

UBT201M Make-up applications

The make-up applications unit is a key tool for the beauty counter consultant. Learners will develop the skills and knowledge to be able to understand and apply basic make-up services for a client/model and to be able to adapt them for a variety of occasions. Learners will develop their knowledge and skills to prepare and provide a professional make-up service.

UBT207M Display stock to promote beauty sales

This unit additionally underpins the other units within the beauty counter consultancy qualification by introducing the learner to the reasons for and the methods of creating eye-catching displays using promotional materials, equipment and stock from the concession/salon. The knowledge of this unit will allow learners to plan, preparation and maintenance a display assisting with promoting additional products or services of the concession/salon.

UBT204M Principles of effective customer service skills

The customer service skills unit will help develop the key skills and knowledge required to organise and deliver customer service, resolve customer problems, understand the needs of customers and customer retention strategies which are all an integral components of effective customer service strategies. This unit will provide the opportunity to demonstrate excellent customer service, to respond to customer issues, to analyse problems and improve the way in which customer service is delivered in an organisation.

UBT209M Instruct on make-up application

This unit is a vital tool for the beauty counter consultant. By achieving an effective consultation it is possible for the learner to provide a full and complete service for the customer. Working in tangent with the make-up applications unit, learners will develop the skills to ascertain the customers' needs and wishes enabling them to select and apply make-up for a customer and offer advice and guidance on how the customer can achieve the same look at home.

UBT210M Instruct on product application

This unit works hand in hand with the consultation and record keeping unit to provide the learner with the skills and knowledge required to correctly ascertain the customer's needs, demonstrating product application to achieve maximum benefits and providing advice and guidance on how to correctly apply the products for effective home care use.

UBT213M Anatomy and physiology for beauty counter consultants

The anatomy and physiology unit will provide knowledge of the structure and function of the skin, tissues and circulation, as well as the relevant diseases and disorders the therapist is likely to encounter, in the areas under treatment. The anatomy and physiology unit most significantly underpins the knowledge and practical skills gained in the practical skin and make-up units. 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.

Graded synoptic assessment

At the end of the qualification which this unit forms part of, 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
v5	Skin cancer awareness page added	14/06/17