Overview
This unit will enable learners to provide false eyelash services using strip and flare lashes. Learners will develop the knowledge and skills to prepare for and provide a professional eyelash enhancement service. Learners will develop their understanding of how to use and maintain the products tools and equipment accurately, along with their knowledge of possible contra-indications to, indications for, and benefits and effects of professional eyelash application services.

Learning outcomes
On completion of this unit, learners will:

LO1 Know the salon requirements for false eyelash application
LO2 Understand the effects of false eyelash products
LO3 Be able to prepare the client, self and work area for false eyelash application
LO4 Be able to provide false eyelash application
Assessment requirements

Learners must produce a portfolio of evidence which includes:

1. Service portfolio
2. Summative practical assessment

1. Service portfolio

Learners must produce a service portfolio which contains assessed evidence covering all the theory assessment criteria in the unit. The service portfolio must also contain evidence relating to the practical assessment criteria.

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

- Carried out a minimum of 4 false eyelash application treatments
  - 2 strip eyelash
  - 2 flare eyelash applications
- Used all equipment:
  - Tweezers
  - Mirror
  - Magnifying lamp
  - Eyelash comb
- Used all products:
  - Non-oily eye cleanser
  - Strip eyelashes
  - Flare eyelashes
  - Eyelash adhesive
  - Eye wash solution
  - Adhesive remover
- Given all types of advice:
  - Aftercare
  - Possible contra-actions
  - Post-treatment restrictions
  - Additional products and services

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

The service portfolio is a requirement which must be completed prior to learners undertaking the one summative practical assessment.
2. Summative practical assessment

Learners must carry out a complete treatment which will be observed and marked by centre assessors. Learners must achieve all assessment criteria in order to pass and achieve the unit.

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

- **Treatment** – 1 false eyelash application using flare eyelashes
- **Equipment** – tweezers, mirror, magnifying lamp, eyelash comb
- **Products** – non-oily eye cleanser, flare eyelashes, eyelash adhesive

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

LO1 Know the salon requirements for false eyelash application

Describe how to set up the work area:
- Prepare the work area to allow for
  - Ease of access and free movement around the couch
  - Effective lighting
  - Hygienic set up of 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 suitable sterilisation and sanitisation for equipment
  - No trailing wires
  - Effective positioning of couch, trolley and stool to allow ergonomic and safe practice

Explain how professional beauty therapists present themselves:
- Clean professional uniforms create a positive impression of the beauty therapist and the salon. Uniforms should be made from a comfortable fabric to facilitate the stretching involved in the treatment
- Beauty therapists should wear closed in footwear, no jewellery, no piercings, hair neatly tied back, and any fringe secured
- 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

Describe the salon 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 a 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

State the insurance requirements for the delivery of false eyelash application treatments:
- As a minimum a salon should hold, where applicable, employers insurance as well as public liability insurance and professional indemnity insurance

Explain the importance, purpose and methods of patch tests:
- A patch test is designed to alert the therapist to any pre-disposed skin sensitivity on the client’s behalf. Any active, new or known ingredient that can potentially produce a reaction is usually patch tested 24-48 hours before treatment. 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 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. Patch testing is conducted to ascertain suitability of products and sensitivity of the client
Patch test application techniques:
- Cleanse area (either crook of elbow or behind ear)
- Apply product to the area with a brush
- Allow to dry
- Leave on for a minimum of 24 hours
- Explain positive and negative reactions
- Remove excess product
- Record results on record card, products used and where placed

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

Describe 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 of false eyelash products

Explain the factors that influence false eyelash application treatments:
- Pre-treatment tests – client must have patch test to check sensitivity 24-48 hours before treatment
- Hair growth cycle should be considered as this affects growth and thickness of eyelashes
- Thickness and length and colour of natural eyelash may affect finished result
- Client’s lifestyle may affect longevity of flare eyelashes
- Age of client – a more mature client may require artificial eyelashes that are lighter in colour
- Professional removal must be recommended to prevent damage to eyelashes
- Incorrect removal of eyelashes

Describe the products used in false eyelash application treatments:
- Non-oily eye cleanser, eyelashes adhesive, eye wash solution, adhesive remover, strip eyelashes, flare eyelashes

List the benefits of false eyelash application:
- Enhance natural eyelashes
- Correct eye shape
- Strip eyelashes – last one day or for a single event
- Flare eyelashes – longer lasting

Describe how to maintain and remove false eyelashes:
- Correct and safe removal of strip eyelashes
- Correct and safe removal of flare eyelashes
- Avoidance of damage to natural eyelashes
- Removing all product from natural eyelashes
- Recommendations for maintenance treatments every two weeks for flare eyelashes

Describe the contra-indications to false eyelash application treatments:
- Examples of contra-indications that may prevent the false eyelash application treatment – conjunctivitis, chemotherapy, trichotillomania, recent eye surgery, blepharitis, eye infections
- Examples of contra-indications that may restrict treatment – psoriasis, styes, dry eye syndrome, glaucoma, contact lenses, thyroid disturbance

Describe the possible contra-actions that may occur during or after a false eyelash application treatment:
- Adhesive entering the eye, skin irritations, itchiness, redness, burning, swelling, watery eyes

Identify how to effectively respond to contra-actions:
- Discontinue treatment, take remedial action
LO3 Be able to prepare the client, self and work area for false eyelash application

Prepare and check the client, work area, products and equipment prior to the false eyelash application:
- Prepare treatment area according to salon requirements - ensure a sturdy couch, trolley and stool are available to use. Organise access to false eyelash products and equipment
- Prepare yourself and your client using the appropriate products or techniques according to manufacturers’ instructions
- Check the client by completing a consultation
- Ensure all equipment and products are to hand

Agree the treatment with the client and check for contra-indications:
- 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
- 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 eligibility for treatment
- Ensure the client confirms agreement 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
- Establish:
  - Hair growth pattern, length of natural eyelashes and colour of eyelashes
  - Current sensitivity levels, skin condition, medication and health concerns
  - Client expectations and wishes. Client commitment, both financial and time
  - 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:
- 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
- Skin sensitivity test, contra-indications, skin condition, medication, client expectations and preparation, natural shade of skin

Instruct the client on clothing removal and positioning for treatment:
- Removal of clothing as appropriate, positioning throughout the treatment communicating clearly
LO4 Be able to provide false eyelash application

Prepare client’s skin with appropriate products and techniques:
- Cleanse eye area using suitable product – non-oily eye cleanser and if recommended a pre-lash primer

Select the equipment and products for the required effect as agreed with the client:
- Choose appropriate product as agreed with client (strip or flare eyelashes) adhesives, eyelash extensions – various lengths, curvature, colour, thickness adhesive remover, eye gel patches, eye wash solution, antiseptic swabs, hand sanitiser
- Tweezers disposable micro brushes, disposable sponge applicators, disposable mascara brushes
- Magnifying lamp, towels, disposable paper roll, tissue, cotton wool, pillow, headband

Use false eyelash application techniques as appropriate in accordance with manufacturer’s guidelines:
- Cleanse eye area using suitable product
- Choose appropriate product as agreed with client (strip or flare eyelashes)
- Choose eyelashes of suitable length and adapt length if required
- Use false eyelash application techniques in accordance with manufacturer’s instructions and secure eyelashes in the required direction
- Remove excess adhesive throughout the attachment process
- Allow sufficient time for adhesive to dry
- Comb through eyelashes to blend false eyelashes with 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 first 24 hours, maintenance appointments if required, professional removal of false eyelashes

Update and maintain client’s treatment records:
- Record the outcomes of the treatment ensuring records are up to date with the products used, information of particular note, any reactions to 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 salon requirements. Clean work area with sanitiser, reset the couch with fresh towels and couch roll. Ensure the treatment area is left clean and prepared for the next treatment. Ensure effective ventilation is achieved between treatments
Employability skills to be demonstrated throughout the practical assessment

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

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

Commercial and environmental awareness:
- Adopt eco-friendly and cost-efficient use of resources, minimising waste, e.g. all products measured correctly; efficient use and correct disposal of consumables; recycle 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**

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

<table>
<thead>
<tr>
<th><strong>Learning outcome</strong></th>
<th><strong>Assessment Criteria</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LO1 Know the salon requirements for false eyelash application</strong></td>
<td>The learner can:</td>
</tr>
<tr>
<td>LO1</td>
<td>P1 Describe how to set up the work area</td>
</tr>
<tr>
<td></td>
<td>P2 Explain how professional beauty therapists present themselves</td>
</tr>
<tr>
<td></td>
<td>P3 Describe the salon requirements for record keeping</td>
</tr>
<tr>
<td></td>
<td>P4 State the insurance requirements for the delivery of false eyelash application treatments</td>
</tr>
<tr>
<td></td>
<td>P5 Explain the importance, purpose and methods of patch tests</td>
</tr>
<tr>
<td></td>
<td>P6 Explain how to interpret results of the patch test</td>
</tr>
<tr>
<td></td>
<td>P7 Describe the legal requirements for providing treatments to minors</td>
</tr>
<tr>
<td><strong>LO2 Understand the effects of false eyelash products</strong></td>
<td>P8 Explain the factors that influence false eyelash application treatments</td>
</tr>
<tr>
<td></td>
<td>P9 Describe the products used in false eyelash application treatments</td>
</tr>
<tr>
<td></td>
<td>P10 List the benefits of false eyelash application</td>
</tr>
<tr>
<td></td>
<td>P11 Describe how to maintain and remove false eyelashes</td>
</tr>
<tr>
<td></td>
<td>P12 Describe the contra-indications to false eyelash application treatments</td>
</tr>
<tr>
<td></td>
<td>P13 Describe the possible contra-actions that may occur during or after a false eyelash application treatment</td>
</tr>
<tr>
<td></td>
<td>P14 Identify how to effectively respond to contra-actions</td>
</tr>
<tr>
<td><strong>LO3 Be able to prepare the client, self and work area for false eyelash application</strong></td>
<td>P15 Prepare and check the client, work area, products and equipment prior to the false eyelash application</td>
</tr>
<tr>
<td></td>
<td>P16 Agree the treatment with the client and check for contra-indications</td>
</tr>
<tr>
<td></td>
<td>P17 Explain the treatment procedure to the client</td>
</tr>
<tr>
<td></td>
<td>P18 Instruct client on clothing removal and positioning for treatment</td>
</tr>
<tr>
<td><strong>LO4 Be able to provide false eyelash application</strong></td>
<td>P19 Prepare client’s skin with appropriate products and techniques</td>
</tr>
<tr>
<td></td>
<td>P20 Select the equipment and products for the required effect as agreed with the client</td>
</tr>
<tr>
<td></td>
<td>P21 Use false eyelash application techniques as appropriate in accordance with manufacturer’s guidelines</td>
</tr>
<tr>
<td></td>
<td>P22 Provide aftercare advice</td>
</tr>
<tr>
<td></td>
<td>P23 Update and maintain the client’s treatment record</td>
</tr>
<tr>
<td></td>
<td>P24 Prepare the area for the next treatment</td>
</tr>
</tbody>
</table>
Assessment guidance

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

P15 Prepare and check the client, work area, products and equipment prior to the false eyelash application

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.

P16 Agree the treatment with the client 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 check the results of the patch test and correctly identify any treatment limiting conditions during the consultation and recommend the most appropriate method of false eyelash application. Any treatment preferences should also be discussed and agreed with the client.

P17 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 procedure for false eyelash application starting with positioning, the cleanse process, application techniques and direction for the client, consideration and aftercare.

P18 Instruct client on clothing removal and positioning for treatment

Learners must demonstrate that they have provided their client with instructions on how to prepare for the false eyelash application 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.

P19 Prepare client’s skin with appropriate products and techniques

Learners must demonstrate that they have prepared the area to be treated with the most appropriate products. The area should be cleansed using suitable oil-free products and left dry.
P20 Select the equipment and products for the required effect as agreed with the client

Learners must demonstrate that they have chosen the correct equipment and products for the client’s preference of eyelash application. At a minimum the learner must have a selection of false eyelashes to select the most appropriate, effective pre-lash cleanser, adhesive, adhesive remover and eye wash solution must be available.

P21 Use false eyelash application techniques as appropriate in accordance with manufacturer’s guidelines

Learners must demonstrate that they have correctly supported the area being treated and reassured the client and communicate positioning instructions clearly during the treatment. Learners must select false eyelash products to suit client preferences. The eye area must be cleansed using a suitable product and length of eyelashes checked and altered if required prior to application. False eyelashes should be applied following manufacturer’s instructions, ensuring they are secured in the required direction and excess adhesive is removed throughout the attachment process. Sufficient time should be allowed for the adhesive to dry and eyelashes should be combed to blend false and natural eyelashes. The finished look should meet with the client’s requirements.

P22 Provide aftercare advice

Learners must demonstrate that they have provided the client with a minimum after care advice on avoidance of heat or water for the first 24 hours, not to use oil-based products around the eyes, avoid touching the eye area. The learner must also advise on maintenance appointments for flare eyelashes and professional removal.

P23 Update and maintain the client’s treatment records

Learners must demonstrate that they have updated and recorded the client records in line with salon requirements to cover any aftercare advice given and future recommendations for treatments, products used, details of the treatment performed and any skin reaction.

P24 Prepare the area for the next treatment

Learners must demonstrate that they have prepared the treatment area, by wiping down the couch and trolley, cleaning lids or outside of bottles of products and removing and returning to storage all products and unused consumables, removing used towels for laundering, throwing away couch roll or used consumables, refreshing the consumables used and ensuring ease of set up for the next therapist.
Resources

The special resources required for this unit are access to a real or realistic working environment which supports the provision of false eyelash application services. Learners must also have access to health and safety standards, manufacturers’ instructions and false eyelash products 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 competence and the use of product, tools and equipment
- Work experience within a salon so they can practise to hone their skills in a real environment
- Using interactive information and technology systems and hardware so they can learn about concepts and theories, research current trends, research product knowledge and produce visual aids

Links with other units

This unit is closely linked with the following 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 real or realistic working environment.

UBT95M Anatomy and physiology for the face and body systems
Knowledge of the structure and function of the skin and hair, 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. Other skills may include managing staff, dealing with money and loyalty schemes, and assisting customers when required.
<table>
<thead>
<tr>
<th>Version</th>
<th>Details of amendments</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>v9</td>
<td>Skin cancer awareness page added</td>
<td>13/06/17</td>
</tr>
</tbody>
</table>