UBT93M
Skin analysis

Unit reference number: J/507/5530
Level: 3
Guided Learning (GL) hours: 10

Overview
On completion of this unit learners will have a greater understanding of how to complete a facial analysis on the face, neck and décolleté. Skin analysis is the part of a professional facial treatment where the beauty therapist studies and assesses the client’s skin to determine the skin type, skin conditions, and the best course of treatment to meet the client’s individual needs. Learners will develop their understanding of the various skin types and conditions often presented for treatment.

Learning outcomes
On completion of this unit, learners will:

LO1 Know how to complete a facial skin analysis
LO2 Be able to complete a facial skin analysis
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 for this unit must include client consultation and treatment records including all skin analysis recordings, covering all of the following:

- Used all equipment and tools
  - Consultation card
  - Magnifying lamp
  - Woods lamp
- Analysed all factors
  - Skin type
  - Skin characteristics
  - Skin conditions
  - Reaction levels
  - Special requirements
  - Pigmentation concerns
- Given all types of advice
  - Recommendations for treatment, courses of treatment
  - Aftercare
  - Possible contra-actions
  - Improvements to posture, diet, lifestyle
  - Post-treatment restrictions
  - Additional products and services

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

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

- One full analysis completed as part of the consultation process for facial therapy treatments. Recommended consultation time to include facial analysis 30 minutes maximum
- Consultation card, magnifying lamp and/or woods lamp

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

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

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

4. Graded synoptic assessment

In the last term or final third of their qualification, learners will be required to undertake a graded synoptic assessment. This will require learners to carry out a range of treatments 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 treatments 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 how to complete a facial skin analysis

Learners will be able to identify the reasons for carrying out an analysis on a client before starting a treatment:

- Consultation is the process for gaining information about the client to assist the therapist developing their knowledge of the individual to match to their personal skills, abilities and attitudes and documenting the same
- The skin analysis is a tool used to reaffirm the information gathered during consultation to assist in more accurately identifying skin types, indications for and contra-indication to treatment. Analysis helps identify the general and specific skin conditions, along with the correct products to use and treatment to perform

Learners will understand the equipment available to achieve a thorough facial analysis:
- Consultation card, magnifying lamp, woods lamp

Learners will understand what they are looking for during facial analysis:
- Skin Type – skin’s predisposition to react to influences such as heat, spice, alcohol, chemicals and fragrance products
- Skin characteristics – mature skin and muscle tone analysis (include elasticity, stretch and return, evidence of facial lines and wrinkles, dropped contours, sensitised)
- Skin conditions – includes overall oil level dry – acne, comedones, whiteheads, wrinkles, papules, pustules, sun damage, dehydration, wrinkles, elasticity and rosacea, milia
- Reaction levels – if skin has a reddened appearance or lots of broken capillaries, steam will be used judiciously and extractions will have to take place with very little pressure. To test skin tone – lift the skin gently at the cheeks with two fingers and then release. If skin tone is good, the skin will quickly return to its original shape, if it is poor it will be slack and loose. To test for dehydration – the pinch test is completed, usually by gently pinching the skin on the back of the hand to see how quickly it returns to shape. Outcomes of the skin tone test and pinch test can be confused so mastery of technique and knowledge is required.

Learners must know the contra-indications to facial treatments:
- Examples of contra-indications that may prevent treatment – severe asthma, contagious skin diseases and disorders, infestations, severe inflammation, recent scar tissue, any undiagnosed lumps or swellings, cancer treatments, product allergies, dysfunction of the nervous system
- Examples of contra-indications that may restrict treatment – anyone undergoing medical treatments, anxiety, medication e.g. roaccutane, retinols, steroids, epilepsy, diabetes, pigmentation disorders, micropigmentation, Botox, dermal fillers, recent dermabrasion or medical peels, IPL or laser and epilation, metal pins and plates, recent dermabrasion or medical peels, IPL or laser and epilation, metal pins and plates, recent dermabrasion or medical peels, IPL or laser and epilation

Learners will have an understanding of the various skin diseases or disorders:
- General, e.g. – UV damage, urticaria, allergic reaction, hyperkeratosis
- Primary Lesions, e.g. – macule, ephelides, papule, pustule, nodule, wheal, hives, telangiectasia urticaria, vesicles
- Secondary Lesions, e.g.– atrophy, crust, scale, fissure, erosion, excoriation, lichenification scar or ulcer
- Infestations, e.g. – scabies, pediculosis
- Skin Conditions, e.g. – eczema, dermatitis, psoriasis, skin tags, cysts, acne vulgaris, rosacea
- Bacterial, e.g. – impetigo, folliculitis, boils
- Viral, e.g. – herpes simplex, herpes zoster, warts, verruca
- Fungal, e.g. – tinea corporis, tinea pedis, tinea capitis, pityriasis versicolour
- Sebaceous Glands, e.g. – seborrhoea, sebaceous cyst, comedone, milia
- Sweat Glands, e.g. – prickly heat (Milaria Rubra), anhidrosis
- Pigmentation disorders e.g. – hyperpigmentation, hypopigmentation, dermatosis papulosa nigra, vitiligo, albinism, chloasma, ephelides, lentigo, naeae port wine stain, leucoderma, papilloma, strawberry mark, telangiectasia, erythema
- Skin cancers e.g. – basal cell carcinoma, squamous cell carcinoma, malignant melanoma

Learners will be able to identify the different skin types:
- Normal – even balance of oil and water secretions, skin is soft, supple and elastic, no imperfections and pores are small with even colour, efficient skin renewal, usually found on very young skins
- Dry – matt and uneven texture, lacking in oil/sebum, flaky and dull, often lacking in moisture, feels tight, lacks suppleness and may have dilated capillaries, prone to sensitivity and premature ageing
- Oily – over production of sebum, surface is shiny, thick and coarse, prone to open pores, comedones, pustules and papules, sallow colour, more common in teenagers and men
- Combination – most common is an oily t-zone with normal/dry cheeks but can be a combination of all

Learners will be able to identify the different skin conditions:
- Sensitive – high colouring, dilated capillaries, flushes easily, tends to be warm to touch, some examples that may cause it are poor skin care routines, incorrect products being used, incorrect application techniques, pre-disposition to sensitivity, hormonal imbalances and sun damage
- Dehydrated – lacks the ability to retain water in the tissues (low water levels) looks dull, may feel tight and itchy, fine lines are visible
- Mature – skin lacking in oil due to hormonal changes, skin loses firmness and begins to drop, becomes lined and crepe-like
- Congested skin – lumpy, uneven texture, with comedones, papules, pustules are present, build up of dead skin cells

Learners will understand the variations of pigment content in the skin:
- Explain the differences between the different skin colourings
  - Caucasian – more prone to premature ageing from sun damage, due to small melanin granules, has visible dilated capillaries, and pigmentation irregularities, scarring leaves pink marks
  - Oriental skin – tends to have smooth, even tone, pigmentation can result from UV exposure, has yellow undertones, and tends to be oily, ages slowly
  - Asian skin – prone to uneven pigmentation, scarring leaves dark marks, tends to be more hairy
  - Black skin – melanin granules largest so ages the slowest from UVA/B/C influences. Sweat and sebaceous glands are larger and there are more of them, scarring leaves dark pigmentation, also prone to keloid scarring
  - Mixed skin – a combination of any of the characteristics mentioned, will inherit the sensitivities and conditions of their family
Learners will understand common phrasing in referring to skin colour and tone:
- Colour or colouring – a visual attribute of things that results from the light they emit or transmit or reflect; "a white colour is made up of many different wavelengths of light"
  - Blondness, paleness, fairness – the property of having a naturally light complexion
  - Ruddiness, rosiness – a healthy reddish complexion
  - Lividity, paleness, pallid, pallor – an unnatural lack of colour in the skin (as from bruising or sickness or emotional distress)
  - Sallowness – a sickly yellowish skin colour
  - Tawiness – the quality or state of being the colour of tanned leather; "the tawiness of his complexion"
  - Swarthiness, duskiness, darkness – a swarthy complexion
  - Whiteness – lightness or fairness of complexion; "only the whiteness of her complexion gave any indication of the stress from which she was suffering"

Learners must understand the factors that influence facial treatments:
- The client’s skin type and conditions
- The client’s general health and well being
- Reactions to skin sensitivity tests, patch, thermal and tactile to check skin’s responses, to prevent damage or burns on the skin
LO2 Be able to complete a facial skin analysis

Prepare and check the client, area and equipment prior to the facial analysis:
- Prepare the client – ensure the client is securely positioned on the couch, with adequate support provided and available. The area to be treated should be clearly exposed while the area surrounding the treatment area should be effectively covered and protected with towels, tissues and a head band. Hair should be secured out of the way
- Prepare treatment area and equipment – ensure that the client’s privacy and modesty are addressed as much as is possible by providing a private analysis area, that consultation cards and analysis equipment are to hand, clean and ready to use

Complete a skin analysis, in line with salon procedures:
- Remove all make-up from the eyes, lips, face, neck and décolleté using appropriate but mild products – paying special attention around the headband and in the creases around the eyes, ears and nose
- Remove all traces of cleansing products with a mild toner
- Protect the client’s eyes – work methodically over the face and neck, use fingers to feel the texture and temperature of the skin
- Use a magnifying lamp or woods lamp in line with manufacturer’s recommendations, complete a thorough assessment of the client’s skin to identify the skin type, condition and any special considerations
- Select the correct products and further equipment to meet the client’s needs – identify the correct skin care products and electrical equipment to meet the client’s needs
- Complete a second cleanse of the skin using specifically a selected cleanser to match the presenting skin type, condition and considerations
- Record the findings of the analysis on the record card at the appropriate time

Recommend salon products and equipment to achieve the treatment objectives:
- Selection of equipment and products based on the outcomes of the skin analysis in line with treatment plan aims and objectives. Equipment selected from the following options, high frequency – direct or indirect, vacuum suction, galvanic, faradic, micro-current, micro-dermabrasion

Update and maintain treatment records:
- Record the outcomes of the face analysis at the appropriate time ensuring records are up to date with the outcomes of the face analysis findings
Employability skills to be demonstrated throughout the graded practical assessment and synoptic assessment

Communication:
- Adapt and tailor approach for different clients, e.g. new and existing clients, male and female clients
- Allow sufficient time for the consultation and communicate clearly and concisely to explain the concept of the treatment/service, encouraging clients to ask questions 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 switches are 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 any loyalty schemes or special offers for repeat/new clients and the benefits of other products and services, e.g. buy one get one free, introductory offers
- Offer new/additional products and services to existing or new clients to promote self/salon experiences
- Ensure the cost reflects the time taken to provide the treatment/service, reflecting commercial times allocated, e.g. tailor cost to client characteristics
Skin cancer awareness

Please note this information will not be assessed for the achievement of this unit.

Public awareness of skin cancer has never been higher, and yet skin cancer remains the fastest growing cancer in the UK, especially amongst young people. The chances of a positive outcome can be dramatically increased with early identification and diagnosis.

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

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

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

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

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

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

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

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

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

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

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

For more information please refer to the Record of Assessment book: https://qualifications.vtct.org.uk/finder/qualfinder/1Record%20of%20Assessment%20Book/AG20529.pdf
**Assessment criteria**

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

<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>LO2 Be able to complete a facial skin analysis</td>
<td><strong>P1</strong> Prepare and check the client, area and equipment prior to the facial skin analysis</td>
<td><strong>M1</strong> Adapt and tailor interpersonal communication to the client</td>
<td><strong>D1</strong> Complete the analysis by drawing accurate conclusions and making informed decisions reflecting mastery of professional skin analysis techniques</td>
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<td><strong>P2</strong> Complete a skin analysis, in line with salon procedures</td>
<td><strong>M2</strong> Use effective strategies to promote and sell products and additional services</td>
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<td><strong>P3</strong> Recommend salon products and equipment to achieve the treatment objectives</td>
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<td><strong>P4</strong> Update and maintain treatment records</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.

P1 Prepare and check the client, area and equipment prior to the facial skin analysis

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

P2 Complete a skin analysis, in line with salon procedures

Learners must demonstrate a thorough removal of all make-up from the eyes, lips, face, neck and décolleté using appropriate but mild products – paying special attention around the headband and in the creases around the eyes, ears and nose; use a mild toner, remove all traces of cleansing products, using a magnifying lamp and woods lamp in line with manufacturer’s recommendations, complete a thorough assessment of the client’s skin to identify the skin type, condition and any special considerations. Protecting the client’s eyes, use selected equipment to work methodically over the face and neck, use fingers to feel the texture and temperature of the skin. Identify your client’s skin types, conditions and treatment options.

P3 Recommend salon products and equipment to achieve the treatment objectives

Learners must recommend the most appropriate salon products and equipment to achieve the treatment objectives – identifying the correct skin care products and any electrical equipment to be included in the treatment to meet the client’s needs.

Learners must recommend salon products that will have a beneficial effect on the client’s skin type, a specific condition or special considerations to help improve texture, tone or the overall radiance of the skin. Treatment recommendations will be based on the individual client’s needs matched against the beneficial effects of each treatment available to use such as deep tissue cleansing, deep tissue drainage, muscle toning and lifting, skin smoothing, clarifying and general circulatory boosting.

P4 Update and maintain treatment records

Learners must record the findings of the analysis on the record card at the appropriate time to ensure all records are up to date and relevant information recorded, but flow and continuity of treatment is not interrupted unduly. Learners will record a minimum of: client skin type, any presenting conditions such as dehydration or sensitivity and any particular areas of concern. The muscle tone will be established along with the general elasticity of the skin. The records of any sensitivity testing, client’s current skin care regime, products used during treatment and any notable reactions (either favourable or unfavourable) to the products used, must also be recorded.
**M1 Adapt and tailor interpersonal communication to the client**

Learners must demonstrate that they have tailored their style of communication to suit and respond to the client. For example, if the client indicates that they would like to chat and engage in conversation, the learner will engage in unobtrusive friendly conversation with the client. If the client is more reticent and indicates that he/she does not wish to engage in conversation, the learner should respect the client’s wishes and communicate in a discreet manner. Learners must demonstrate throughout the treatment that all communication with the client is ethical, respectful, unobtrusive and inoffensive.

**M2 Use effective strategies to promote and sell products and additional services**

Learners must demonstrate that they have at a minimum recommended one skin care product and one further treatment to suit the client's personal needs. Advice on appropriate skin care and home care techniques should be provided to ensure the client’s skin is at its optimum for further treatments as well as offering advice on alterations to personal habits or lifestyle choices, which will further benefit the client’s skin. The advice should include the 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.

**D1 Complete the analysis by drawing accurate conclusions and making informed decisions reflecting mastery of professional skin analysis techniques**

Learners must be able to demonstrate the use of a variety of diagnostic tools in facial analysis. Visual checks will be employed to identify skin type, condition, tone, elasticity, sun damage, reaction and sensitivity levels. Manual checks will include gauging an even temperature, and reaction to heat/cold, soft or sharp stimuli. Muscle tone will be established, pinch testing will be utilised to assess dehydration levels. Oral methods will include asking a variety of relevant questions to elicit accurate feedback from the client. The information gained must be assimilated with the learners knowledge of the available products and equipment, to assist in informed, relevant and prescriptive treatment planning that is specifically tailored to meet the client's needs.
Resources

The special resources required for this unit are access to a real or realistic working environment which supports the provision of facial electrical services. The resources required will include magnifying lamps, woods lamps, electrical equipment to include high frequency, vacuum suction, galvanic, faradic, micro-current, micro-dermabrasion machines.

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 commercial beauty salon so they can practise to hone their skills in a real environment
- Using interactive information and technology, systems and hardware so they can learn about concepts and theories; research current trends in electrical application and skin diagnosis; 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 electrical therapy treatments in real or realistic working environment.

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.

UBT103M Facial electrical treatments
Knowledge of the range, purpose and application techniques of the various electrical appliances available to the therapist to use is crucial to underpin the facial analysis unit to enable learners to make clear, informed selection and recommendations for further therapy treatments.

UBT102M Electrical science
Knowledge of electrical science strongly underpins the practical skills and applications covered in the body analysis unit. Learners will be required to apply their knowledge and understanding of electrical science when preparing for and providing body analysis to inform extended treatment selection in real or realistic working environment.
UBT95M Anatomy and physiology for the face and body systems

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.

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.
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<thead>
<tr>
<th>Version</th>
<th>Details of amendments</th>
<th>Date</th>
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<tbody>
<tr>
<td>v9</td>
<td>Skin cancer awareness page added</td>
<td>13/06/17</td>
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