

Level 2 NVQ Diploma in Beauty Therapy General

Accreditation start date:	1 August 2010
Credit value:	54
Total Qualification Time (TQT):	540
Guided learning hours (GLH):	458 - 469
Qualification number:	500/8839/7

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IV signature (if sampled)
Mandatory units				
UG31G20				
UG21G18				
UG211G8				
UB200B4				
UB200B5				
UB200B6				
UB200N2				
UB200N3				
Optional units	Please insert optional units achieved			

The qualification

Introduction

The Level 2 NVQ Diploma in Beauty Therapy General is a job ready qualification based on National Occupational Standards (NOS).

This qualification will provide you with the requisite knowledge, understanding and skills to work competently as a beauty therapist. Throughout this qualification you will ensure responsibility to reduce risks to health and safety, promote additional services or products to clients, develop and maintain your effectiveness at work, provide facial skincare treatment, enhance the appearance of eyebrows and lashes, carry out waxing services and provide pedicure and manicure services.

You will be supervised by technical staff and assessed on your occupational competence.

National Occupational Standards (NOS)

This qualification has been mapped to the relevant NOS, and is regulated on the Regulated Qualifications Framework (RQF).

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.



Progression

This is an approved qualification for working as a beauty therapist in a salon. It also provides a sound platform for further learning or training.

This qualification provides progression opportunities to the following VTCT qualifications:

- Level 3 NVQ Diploma in Beauty Therapy General
- Level 3 NVQ Diploma in Beauty Therapy Massage
- Level 3 NVQ Diploma in Beauty Therapy Make-up

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications at Levels 2 and 3.

Qualification structure

Total credits required - 54 (minimum)

All mandatory units must be completed.

Mandatory units - 45 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UG31G20	A/601/5867	Ensure responsibility for actions to reduce risks to health and safety	4	38
UG21G18	D/601/0936	Promote additional products or services to customers	6	40
UG211G8	M/600/1268	Develop and maintain effectiveness at work	3	30
UB200B4	M/600/8754	Provide facial skin care treatment	8	68
UB200B5	H/600/7455	Enhance the appearance of eyebrows and eyelashes	5	45
UB200B6	Y/600/9087	Carry out waxing services	7	61
UB200N2	Y/600/7551	Provide manicure services	6	53
UB200N3	H/600/8766	Provide pedicure services	6	53

Optional units - 9 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UB200S1	K/600/8784	Assist with spa operations	4	37
UB20B10	M/600/8947	Enhance appearance using skin camouflage	6	46
UB200B7	D/600/9088	Carry out ear piercing	2	20
UB200B8	F/600/8936	Provide make-up services	6	47
UG211G4	Y/600/1264	Fulfil salon reception duties	3	24
UB20B34	F/602/2089	Provide threading services	4	29

Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets. Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

Internal assessment

(any requirements will be shown in the unit)

Assessment is set, marked and internally verified by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external verifiers.

Once these papers have been achieved all unit external papers titled 'Paper 2 of 2' can be signed off by your assessor.

This only applies to mandatory units in this qualification. Paper 1 of 1 and Paper 2 of 2 must be completed for all optional units (where applicable).

External assessment

(any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT external verifiers.

Assessment explained

VTCT courses are assessed and verified by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal verifier whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

External anatomy and physiology papers

Some units in this qualification contain a Paper 2 of 2, which assess anatomy and physiology only.

Rather than complete an individual anatomy and physiology paper (Paper 2 of 2) for every unit, you can complete one external paper that covers all anatomy and physiology papers in this qualification.

The external paper titles in Linx2Achieve are:

- NVQ 2 General Beauty Route - Mandatory Anatomy and Physiology (Paper 1 of 2).
- NVQ 2 General Beauty Route - Mandatory Anatomy and Physiology (Paper 2 of 2).

An external verifier, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal verification process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external verifier.

This record of assessment book is your property and must be in your possession when you are being assessed or verified. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that have been learned. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete the qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

All evidence should be documented in the portfolio and cross referenced to the outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

Many frequently asked questions and other useful information are detailed in the VTCT Candidate's Handbook, which is available on the VTCT website at www.vtct.org.uk/students. Other questions should be addressed to the tutor, lecturer or assessor.

Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observations	Assignments
UG31G20	Ensure responsibility for actions to reduce risks to health and safety	0	✓	✓
UG21G18	Promote additional products or services to customers	0	✓	✓
UG211G8	Develop and maintain effectiveness at work	0	✓	✓
UB200B4	Provide facial skin care treatment	2	✓	✓
UB200B5	Enhance the appearance of eyebrows and eyelashes	1	✓	✓
UB200B6	Carry out waxing services	2	✓	✓
UB200N2	Provide manicure services	2	✓	✓
UB200N3	Provide pedicure services	2	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observations	Assignments
UB200S1	Assist with spa operations	1	✓	✓
UB20B10	Enhance appearance using skin camouflage	1	✓	✓
UB200B7	Carry out ear piercing	1	✓	✓
UB200B8	Provide make-up services	2	✓	✓
UG211G4	Fulfil salon reception duties	0	✓	✓
UB20B34	Provide threading services	1	✓	✓

Unit glossary

	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience; the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guiding Learning hours (GLH)	The activity of a learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Total qualification time (TQT)	The number of hours an awarding organisation has assigned to a qualification for Guided Learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study, or any other form of participation in education or training. This includes assessment, which takes place as directed - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit; they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Maximum service times	The maximum time specified by Habia in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

UG31G20

Ensure responsibility for actions to reduce risks to health and safety

This unit is about providing you with the knowledge, understanding and skills to be responsible for health and safety in the workplace.

This unit is for everyone at work (whether paid, unpaid, full or part-time). It is about being aware of the main risks in your workplace and knowing how to identify and deal with them.

NOS

G20

Level

3

Credit value

4

GLH

38

Observations

2

External paper(s)

0



Ensure responsibility for actions to reduce risks to health and safety

Learning outcomes

On completion of this unit you will:

1. Be able to identify the hazards and evaluate the risks in the workplace
2. Be able to reduce the risks to health and safety in the workplace
3. Know how to reduce risks to health and safety in the workplace

Evidence requirements

1. A variety of assessment methods should be used to confirm competence. Assessment of knowledge should be integrated with the assessment of performance wherever possible and appropriate.
2. Your assessor will observe you on **two separate occasions**. All evidence must be derived from performance in the workplace with no exceptions. Therefore no simulated working conditions have been specified in this Assessment Strategy as the outcomes can be demonstrated by a combination of other assessment methods drawn from:
 - direct observation of the candidate in the workplace
 - witness testimony by colleagues and line managers of the candidate's successful performance of activities in the workplace
 - documentary and other product based evidence
 - a personal report by the candidate endorsed by colleagues
 - questions
 - discussion
 - professional discussion.
3. There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to identify the hazards and evaluate the risks in the workplace

You can:

- a. Identify workplace instructions that are relevant to you and your job role
- b. Identify working practices and hazards in the workplace that could be harmful
- c. Evaluate the hazards and prioritise in risk order
- d. Report hazard(s) to the responsible person*

*May be assessed through oral questioning.

Observation	1	2
Criteria questioned orally		
Date achieved		
Portfolio reference		
Learner signature		
Assessor initials		



Outcome 2

Be able to reduce the risks to health and safety in the workplace

You can:

- a. Perform work activities at own level of competence in accordance with identified health and safety:
 - workplace policies
 - instructions and procedures
 - suppliers' and manufacturers' information
 - relevant legal requirements
- b. Manage hazards in accordance with workplace instructions and legal requirements
- c. Report any differences between workplace instructions and supplier/manufacturer instructions*

*May be assessed through oral questioning.

Observation	1	2
Criteria questioned orally		
Date achieved		
Portfolio reference		
Learner signature		
Assessor initials		

Developing knowledge

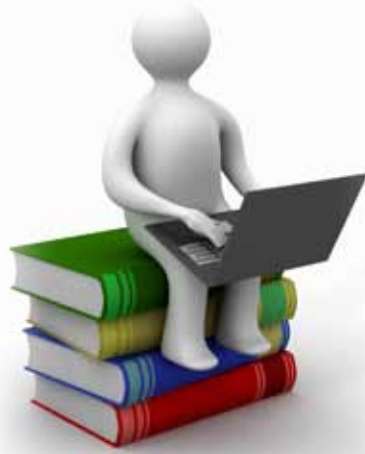
Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 3

Know how to reduce risks to health and safety in the workplace

You can:	Portfolio reference / Assessor initials*
a. Explain your responsibility in remaining alert to hazards and risks	
b. Describe own responsibilities and scope for action in controlling risk	
c. Explain the importance of adhering to health and safety policies and practices	
d. Describe where and when to get additional health and safety assistance	
e. Describe the importance of personal presentation and behaviour in maintaining health and safety in the workplace	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

UG21G18

Promote additional services or products to clients

Services or products are continually changing in salons to keep up with client's expectations. By offering new or improved services and products your salon can increase client satisfaction. Many salons must promote these to be able to survive in a competitive world. It is equally important for salons that are not in competitive environments to encourage their clients to try new services or products.

This unit is all about your need to keep pace with new developments and to encourage your clients to take an interest in them. Clients expect more and more services or products to be offered to meet their own growing expectations. They need to be made aware of what is available from your salon to give them a greater choice.

NOS

G18

Level

2

Credit value

6

GLH

40

Observations

3

External paper(s)

0



Promote additional services or products to clients

Learning outcomes

On completion of this unit you will:

1. Be able to identify additional services or products that are available
2. Be able to inform clients about additional services or products
3. Be able to gain client commitment to using additional services or products
4. Understand how to promote additional services or products to clients

Evidence requirements

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. However, for this unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence with this unit.
2. You may collect the evidence for the unit through work in a private sector salon, a not-for-profit salon or a public services salon.
3. You must provide evidence that shows you have done this over a sufficient period of time with different clients on different occasions for your assessor to be confident that you are competent.

4. You must provide evidence that the additional services or products offered include:
 - use of services or products that are new to your client
 - additional use of services or products that your client has used before.
5. Your evidence must show that you:
 - follow salon procedures for offering additional services or products to your clients
 - create opportunities for encouraging your clients to use additional services or products
 - identify what your client wants by seeking information directly
 - identify what your client wants from spontaneous client comments.
6. Your communication with clients may be face to face, in writing, by telephone, text message, e-mail, internet, intranet or by any other method you would be expected to use within your job role.
7. There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to identify additional services or products that are available

You can:

- a. Update and develop your knowledge of your organisation's services or products
- b. Check with others when they are unsure of a new service or product details
- c. Identify appropriate services or products that may interest your client
- d. Spot opportunities for offering your customer additional services or products that will improve your clients experience

** May be assessed through oral questioning.*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



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Outcome 2

Be able to inform clients about additional services or products

You can:

- a. Choose the most appropriate time to inform your client about additional services or products
- b. Choose the most appropriate method of communication to introduce your client to additional services or products
- c. Give your client accurate and sufficient information to enable them to make a decision about the additional services or products
- d. Give your client time to ask questions about the additional services or products

* May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



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Outcome 3

Be able to gain client commitment to using additional services or products

You can:

- a. Close your discussion appropriately if your client shows no interest
- b. Give relevant information to move the situation forward when your client shows interest
- c. Secure client agreement and check client understanding of the delivery of the service or product
- d. Take action to ensure prompt delivery of the additional services or products to your client
- e. Refer your client to others or to alternative sources of information if the additional services or products are not your responsibility

**May be assessed through oral questioning.*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 4

Understand how to promote additional services or products to clients

You can:	Portfolio reference / Assessor initials*
a. Describe the organisation's procedures and systems for encouraging the use of additional services or products	
b. Explain how additional services or products will benefit your clients	
c. Explain how your clients' use of additional services or products will benefit your organisation	
d. Identify the main factors that influence clients to use your services or products	
e. Explain how to introduce additional services or products to clients outlining their benefits, overcoming reservations and agreeing to provide the additional services or products	
f. State how to give appropriate, balanced information to clients about services or products	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.

Notes

Use this area for making notes and drawing diagrams



UG211G8

Develop and maintain effectiveness at work

This unit is about taking responsibility for improving your performance at work and working well with your colleagues so as to make a positive contribution to the overall effectiveness of your salon.

NOS

G8

Level

2

Credit value

3

GLH

30

Observations

1

External paper(s)

0



Develop and maintain effectiveness at work

Learning outcomes

On completion of this unit you will:

1. Be able to improve personal performance at work
2. Be able to work effectively as part of a team
3. Understand salon roles, procedures and targets
4. Understand how to improve your performance
5. Understand how to work with others

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for developing and maintaining your effectiveness at work.
3. You will need to collect 'paper evidence' (also known as documentary evidence) to show that you have participated in development activities at work.
4. Your assessor will observe your contributions to effective teamwork on **at least 1 occasion which will be recorded.**
5. From the range statement, you must show that you:
 - have participated in all the listed opportunities to learn
 - have agreed and reviewed your progress towards both productivity and personal development targets
 - have offered assistance to both an individual colleague and in a group of your colleagues.
6. Although some of the evidence of your performance will be gathered from observations made by your assessor, you will need to put together more documentary evidence in your portfolio to support your achievement of this unit.
7. There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to improve personal performance at work

You can:

- a. Identify own strengths and weaknesses and discuss them with the relevant person(s) and seek feedback from relevant people about how to improve own performance
- b. Find out more information from relevant people to perform a task when the instructions are unclear*
- c. Ask colleagues for help and take opportunities to learn when they are available or seek help from relevant people when you are unable to obtain learning opportunities relating to own work*
- d. Regularly review developments in hairdressing and related areas
- e. Agree realistic work targets with the relevant person(s), review own progress towards achieving agreed targets and use the results of the reviews to develop own personal development plan

*May be assessed through oral questioning.

Observation	1
Criteria questioned orally	
Date achieved	
Portfolio reference	
Learner signature	
Assessor initials	



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Outcome 2

Be able to work effectively as part of a team

You can:

- a. Agree ways of working together to achieve objectives, ask for help and information from own colleagues when necessary, and respond to requests for assistance from colleagues willingly
- b. Anticipate the needs of others and promptly offer assistance within own capabilities and make effective use of the time throughout own working day
- c. Report problems likely to affect salon services to the relevant person(s) promptly and accurately*
- d. Be friendly, helpful and respectful with colleagues and resolve any misunderstandings with colleagues at the time they happen

*May be assessed through oral questioning.

Observation	1
Criteria questioned orally	
Date achieved	
Portfolio reference	
Learner signature	
Assessor initials	



Range

You must practically demonstrate that you have:

Participated in all the opportunities to learn	Portfolio reference
From colleagues and other relevant people	
Active participation in training and development activities	
Active participation in salon activities	
Agreed and reviewed your progress towards both targets	Portfolio reference
Productivity	
Personal development	
Offered assistance to both types of colleague	Portfolio reference
On a one-to-one basis	
In a group	

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.



Knowledge

Outcome 3

Understand salon roles, procedures and targets

You can:	Portfolio reference / Assessor initials*
a. Describe your job role and responsibilities and explain the standards of behaviour that are expected of you when working in the salon	
b. Explain how to get information about your job, own work responsibilities and how this relates to the role of other team members	
c. Explain how to find out relevant information about other people's areas of responsibility	
d. Explain the questioning and listening skills you need in order to find out information	
e. Describe the limits of your authority and that of others in relation to giving assistance	
f. Describe why it is important to work within your job responsibilities and what might happen if you do not do so	
g. List the commercially viable range of times for the performance of services offered	
h. Explain the importance of meeting work and productivity targets, development targets and timescales	
i. Explain how to manage your time effectively	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 4

Understand how to improve your performance

You can:	Portfolio reference / Assessor initials*
a. Explain how to identify your strengths and weaknesses	
b. Describe the importance of continuous professional development and how it affects your job role	
c. Explain who can help you identify and obtain opportunities for personal development/training and how using the National Occupational Standards can help you identify development needs	
d. Explain how to access information on National Occupational Standards and qualifications, how to maintain awareness of current and emerging trends and developments within the industry and why this is important	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 5

Understand how to work with others

You can:	Portfolio reference / Assessor initials*
a. Explain why harmonious working relationships are important and how they could support co-operative ways of working with others	
b. Describe how to react positively to reviews and feedback and why this is important	
c. Explain how to manage your time effectively	
d. Describe how to deal with relationship difficulties and conflicts when working with others and identify who to report to when having difficulties working with others	
e. Outline the salon's appeal and grievance procedures	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams



UB200B4

Provide facial skin care treatment

This unit is about improving and maintaining facial skin condition using a variety of treatments. These treatments include: skin exfoliation, skin warming, extraction, facial massage, mask treatments and the use of facial products. Such treatments must be successfully provided to a range of clients with a variety of skin types and conditions.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

NOS

B4

Level

2

Credit value

8

GLH

68

Observations

3

External paper(s)

2



Provide facial skin care treatment

Learning outcomes

On completion of this unit you will:

1. Be able to use safe and effective methods of working when improving and maintaining facial skin condition
2. Be able to consult, plan and prepare for facials with clients
3. Be able to improve and maintain skin condition
4. Understand organisational and legal requirements
5. Understand how to work safely and effectively when providing facial treatments
6. Understand how to perform client consultation and treatment planning
7. Understand anatomy and physiology that relates to facial skin care treatments
8. Understand contra-indications that affect or restrict facial skin care treatments
9. Understand facial skin care techniques, products and treatment planning
10. Understand the aftercare advice to provide clients for facial care treatments

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for improving and maintaining facial skin condition.
3. Your assessor will observe your performance on **at least 3 occasions, each involving a different client.**
4. From the range statement, you must practically demonstrate that you:
 - have used all consultation techniques
 - have carried out at least one of the necessary actions*
 - treated all skin types
 - treated **2 out of 3** skin conditions*
 - have used all types of equipment
 - have used all the types of facial products
 - have used all massage mediums
 - have used all the massage techniques
 - have used all the mask treatments
 - have provided all types of advice.

** However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.*

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

The following maximum service times apply to this unit:

Facial	60 minutes
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Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to use safe and effective methods of working when improving and maintaining facial skin condition

You can:

- a. Set up and maintain the work area to meet legal, hygiene and treatment requirements
- b. Maintain personal standards of appearance, hygiene and protection that meets accepted industry and organisational requirements
- c. Clean tools and equipment using the correct methods
- d. Use accepted industry hygiene and safety practices throughout the treatment
- e. Position equipment, materials, yourself and the client to meet the need of the treatment
- f. Maintain the client's modesty and privacy at all times
- g. Dispose of waste materials correctly
- h. Complete the treatment within a commercially viable time
- i. Leave the work area in a suitable condition for further treatments
- j. Keep client records up to date, accurate, easy to read and signed by the client and practitioner

* May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



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Outcome 2

Be able to consult, plan and prepare for facials with clients

You can:

- a. Use effective consultation techniques
 - b. Obtain signed, written and informed consent prior to any treatment from the client or from a parent or guardian if the client is a minor*
 - c. Identify any contra-indications by questioning the client, establishing their current skin care routine and recording the client responses accurately
 - d. Protect the client's clothing, hair and accessories effectively
 - e. Cleanse the client's skin prior to skin analysis
 - f. Perform a skin analysis on the client, and record the skin type and condition
 - g. Take any necessary action in response to identified contra-indications*
 - h. Recommend suitable treatments and products for the client's skin type and condition, and agree a service and outcomes that are acceptable to the client and meet their needs
- i. Select suitable facial products and equipment for the client's skin type and skin condition based on the results of the skin analysis

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



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Outcome 3

Be able to improve and maintain skin condition

You can:

- a. Use facial products and equipment following manufacturers' instructions
- b. Cleanse the skin
- c. Use suitable exfoliation techniques, which minimise any discomfort to the client and leave the skin smooth, and free of any surface debris and products
- d. Carry out any necessary comedone extraction, as required, minimising discomfort to the client and with minimal damage to the skin*
- e. Use and adapt massage techniques with suitable massage media to meet the needs of the client and agreed treatment plan
- f. Apply mask treatments evenly and neatly, ensuring that the area to be treated is covered, and remove masks after a recommended time and without discomfort to the client
- g. Tone and moisturise the skin
- h. Check the finished result is to the client's satisfaction and meets the agreed treatment plan
- i. Give client suitable aftercare advice

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			

Range



You must practically demonstrate that you have:

Used all consultation techniques		Portfolio reference
Questioning		
Visual		
Manual		
Reference to client records		
Carried out at least one of the necessary actions		Portfolio reference
Encouraging the client to seek medical advice		
Explaining why the treatment cannot be carried out		
Modification of treatment		
Treated all skin types		Portfolio reference
Oily		
Dry		
Combination		
Treated 2 out of 3 skin conditions		Portfolio reference
Mature skin		
Sensitive skin		
Dehydrated skin		
Used all types of equipment		Portfolio reference
Magnifying light		
Skin warming devices		
Consumables		



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You must practically demonstrate that you have:

Used all the types of facial products	Portfolio reference
Eye make-up remover	
Cleansers	
Toners	
Exfoliators	
Moisturisers	
Specialised skin products	
Used all massage mediums	Portfolio reference
Oil	
Cream	
Used all the massage techniques	Portfolio reference
Effleurage	
Petrissage	
Tapotement	
Used all the mask treatments	Portfolio reference
Setting	
Non-setting	
Provided all types of advice	Portfolio reference
Suitable aftercare products and their use	
Avoidance of activities which may cause contra-actions	
Recommended time intervals in-between facial treatments	
Home care routines	

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 4

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Describe own responsibilities under relevant health and safety legislation	
b. Explain why minors should not be given treatments without informed and signed parental or guardian consent	
c. Describe why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
d. State the age at which an individual is classed as a minor and how this differs nationally	
e. Describe the importance of not discriminating against clients with illnesses and disabilities	
f. Explain the legal significance of gaining signed, informed consent to treatment	
g. Describe own responsibilities and reasons for maintaining personal hygiene protection and appearance according to accepted industry and organisational requirements	
h. Explain the importance of, and reasons for, keeping and storing client records	
i. State the salon's service times for completing facial treatments and the importance of completing the application in a commercially viable time	
j. State the salon's pricing structures	
k. Describe how to complete client records used in the salon and the importance of gaining clients' signatures	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 5

Understand how to work safely and effectively when providing facial treatments

You can:	Portfolio reference / Assessor initials*
a. Describe how to set up the work area and prepare and use equipment and materials for facial treatments	
b. Describe the necessary environmental conditions for facial treatments (including lighting, heating, ventilation and general comfort) and why these are important	
c. State the differences between sterilising and disinfecting	
d. Explain the importance of, and reasons for, disinfecting hands, and how to do this effectively	
e. Describe how to maintain equipment and materials in a clean and hygienic condition	
f. Describe how to prepare yourself and clients for facial treatments	
g. Describe how to avoid potential discomfort and injury and the risks of poor positioning of clients	
h. Describe how to check equipment used for facial treatments	
i. Describe why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	
j. Explain how to minimise and dispose of waste from treatments	
k. Describe the condition in which the work area should be left ready and why this is important	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 6

Understand how to perform client consultation and treatment planning

You can:	Portfolio reference / Assessor initials*
a. Describe how to use effective consultation techniques	
b. Describe the questioning and listening skills required to find out information	
c. Describe how to give effective advice and recommendations to clients	
d. Describe how to interpret negative and positive body language	
e. Describe the importance of questioning clients to establish any contra-indications to facial treatments	
f. Explain why it is important to record clients' responses to questioning	
g. Explain why it is important to encourage and allow time for clients to ask questions	
h. Describe the legal significance of client questioning and of recording the clients' responses	
i. Explain the reasons why it is important to encourage clients with contra-indications to seek medical advice	
j. Describe the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner	
k. Explain why it is important to maintain client's modesty and privacy	
l. Explain how to prepare treatment plans	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 6 (continued)

Understand how to perform client consultation and treatment planning

You can:	Portfolio reference / Assessor initials*
m. Describe how to prepare clients for treatments	
n. Describe how to position clients for facial treatments	
o. Describe how to conduct a skin analysis	
p. Describe the relationship between the client's skin care routine, its current condition and implications for treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 7

Understand anatomy and physiology that relates to facial skin care treatments

You can:	Portfolio reference / Assessor initials*
a. Describe the structure and function of the skin	
b. Describe the skin characteristics and skin types of different ethnic client groups	
c. Describe the actions of the facial, neck and shoulder muscles	
d. Describe the bones of the head, neck, shoulder girdle and chest (including for the skull - occipital, frontal, parietal, temporal, sphenoid, ethmoid, zygomatic, mandible, maxillae, nasal, vomer, turbinate, lacrimal and palatine bones; for the neck - cervical vertebrae; for the shoulder girdle - clavicle, scapula and humerus; for the chest - sternum)	
e. Describe the position of the head, face, neck, chest and shoulder girdle bones	
f. Describe the position of the face, neck and shoulder muscles	
g. Describe how the natural ageing process affects facial skin and muscle tone	
h. Describe the composition and function of blood and lymph and its role in improving skin and muscle condition	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 8

Understand contra-indications that affect or restrict facial skin care treatments

You can:	Portfolio reference / Assessor initials*
a. Describe the contra-indications which require medical referral and state why they require referral	
b. Describe the contra-indications which restrict treatment and why they restrict treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 9

Understand facial skin care techniques, products and treatment planning

You can:	Portfolio reference / Assessor initials*
a. Describe how to adapt facial techniques for male and female clients	
b. Describe how to recognise different skin types and conditions	
c. Describe how environmental and lifestyle factors affect the condition of the skin	
d. Describe how to treat, and suitable courses of action for, different skin types and conditions	
e. Describe the recommended frequency of treatments	
f. Compare the range and uses of products available for facial treatments	
g. Describe the different types of specialist skin products and how to apply them	
h. Explain the reasons for, and benefits of: <ul style="list-style-type: none"> - cleansing the skin - exfoliating the skin - toning the skin - warming the skin - applying massage - applying masks - skincare products 	
i. Compare the different types and effects of skin warming devices	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 9 (continued)

Understand facial skin care techniques, products and treatment planning

You can:	Portfolio reference / Assessor initials*
j. Describe how to safely, manually extract comedones	
k. Describe the different types of massage techniques, and state the differences between them, and how to adapt them to suit the skin types and conditions	
l. Describe the effects of massage techniques on the skin, muscle and underlying structures	
m. Describe the skin types best suited to oil or cream massage mediums	
n. Compare the different types of masks and their effects on the skin	
o. Describe the links between mask treatment timing and skin condition	
p. Describe how to identify erythema and its causes	
q. Describe possible contra-actions which may occur during the facial treatment and how to deal with them	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 10

Understand the aftercare advice to provide clients for facial care treatments

You can:	Portfolio reference / Assessor initials*
a. Explain why it is important to provide a basic home care routine	
b. Describe aftercare products that will benefit the client and advise, with reasons, on those the client should avoid	
c. Describe the contra-actions that may occur after facial treatments and what advice to give clients	
d. Describe the recommended time intervals for facial treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams



UB200B5

Enhance the appearance of eyebrows and eyelashes

This unit is about providing eyelash and eyebrow treatments. It covers the use of a variety of consultation techniques to establish the treatment and outcomes required by the client. You will need to be able to provide eyebrow shaping and artificial lash treatments using a variety of work techniques. You will also need to be able to tint eyebrows and lashes for clients with different colouring characteristics (i.e. fair, red, dark and white).

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

NOS

B5

Level

2

Credit value

5

GLH

45

Observations

3

External paper(s)

1



Enhance the appearance of eyebrows and eyelashes

Learning outcomes

On completion of this unit you will:

1. Be able to use safe and effective methods of working providing eyebrow and eyelash treatments
 2. Be able to consult, plan and prepare for the treatment with clients
 3. Be able to shape eyebrows
 4. Be able to tint eyebrows and lashes
 5. Be able to apply artificial eyelashes
 6. Understand organisational and legal requirements
 7. Understand how to work safely and effectively when providing eyebrow and eyelash treatments
 8. Understand how to perform client consultation, treatment planning and preparation
 9. Understand how to shape the eyebrows
 10. Understand how to tint the eyebrows and lashes
 11. Understand how to apply artificial lashes
 12. Understand the contra-indications and contra-actions that affect or restrict eyebrow and eyelash treatments
 13. Know the equipment, materials and products to use when carrying out eyebrow and eyelash treatments
3. Your assessor will observe your performance on **at least 3 occasions involving 3 different clients. Your assessor will want to see you apply a partial set of artificial eyelashes and tinting eyebrows and eyelashes.**
 4. From the range statement, you must practically demonstrate that you:
 - have used all the consultation techniques
 - have dealt with at least 1 of the necessary actions*
 - have covered both types of eyebrow shaping
 - have worked with 2 of the 4 colouring characteristics*
 - have applied both types of artificial eyelashes
 - have used both types of products
 - have provided all types of aftercare advice.

** However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.*
 5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
 6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for enhancing the appearance of eyebrows and eyelashes.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.

Maximum service times

The following maximum service times apply to this unit:

Eyebrow shape	15 minutes
Eyebrow tint	10 minutes
Eyelash tint	20 minutes
Apply a full set of artificial lashes (flares)	20 minutes
Apply a full set of artificial lashes (strips)	10 minutes
Apply a partial set of artificial lashes (flares)	10 minutes
Apply a partial set of artificial lashes (strips)	10 minutes



Observations

Outcome 1

Be able to use safe and effective methods of working providing eyebrow and eyelash treatments

You can:

- a. Set up and maintain the work area to meet legal, hygiene and treatment requirements
- b. Maintain personal standards of hygiene, protection and appearance that meets accepted industry and organisational requirements
- c. Clean all tools and equipment using the correct methods
- d. Use accepted industry hygiene and safety practices throughout the treatment
- e. Position equipment and materials for ease and safety of use
- f. Position the client and yourself to minimise fatigue and risk of injury
- g. Respect the client's modesty and privacy at all times
- h. Complete the treatment within a commercially viable time
- i. Leave the work area in a suitable condition for further treatments
- j. Keep records up-to-date, accurate, easy to read and signed by the client and practitioner

* May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



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Outcome 2

Be able to consult, plan and prepare for the treatment with clients

You can:

- a. Use consultation techniques to determine the client's treatment plan
- b. Obtain signed, written and informed consent prior to carrying out the treatment from the client or parent/guardian if the client is a minor*
- c. Consult with the client to identify if they have any contra-indications to the treatments, record the results and take any necessary action
- d. Encourage clients to ask questions to clarify any points
- e. Perform a sensitivity test on a suitable area of the client's skin according to manufacturers' instructions and organisational requirements and record the results
- f. Provide client advice without reference to a specific medical condition and without causing undue alarm and concern
- g. Explain and agree the treatment and outcomes that are acceptable to your clients and meet their needs
- h. Select suitable equipment and materials for the treatment plan based on the outcomes of the sensitivity test
- i. Protect the client's clothing, hair and accessories

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



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Outcome 3

Be able to shape eyebrows

You can:

- a. Check the client's understanding of the treatment prior to commencement, discussing any areas that require clarification
- b. Cleanse and prepare the eyebrow area prior to the treatment
- c. Keep the skin taut to minimise discomfort to the client
- d. Remove the hair in the direction of the hair growth
- e. Use suitable soothing products according to the needs of the client and manufacturers' instructions
- f. Check the finished shape is to the client's satisfaction
- g. Provide aftercare advice specific to the client's individual needs

** May be assessed through oral questioning.*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



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Outcome 4

Be able to tint eyebrows and lashes

You can:

- a. Check the client's understanding of the treatment prior to commencement and discuss any areas that require clarification
- b. Cleanse and prepare the area prior to the treatment
- c. Protect the skin surrounding the area to be treated
- d. Mix tints to meet manufacturer's instructions and client' requirements
- e. Minimise the risk of spread of colour to the client's skin, clothes and surrounding areas during application
- f. Apply the product evenly and ensure the product fully covers the hair to be tinted
- g. Promptly remove the tint in the event of any contra-actions and apply a cold water compress to soothe the eye*
- h. Time the product development to meet the colouring characteristics of the client and manufacturer's instructions
- i. Leave the treated hair free of product
- j. Check the finished result is to the client's satisfaction
- k. Provide aftercare advice specific to the client's individual needs

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



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Outcome 5

Be able to apply artificial eyelashes

You can:

- a. Check the client's understanding of the treatment prior to commencement and discuss any areas that require clarification
- b. Cleanse and prepare the area prior to the treatment
- c. Position and fix the artificial lashes accurately leaving the eye area free of excessive products
- d. Identify and promptly resolve any application problems or contra-indications occurring during the treatment*
- e. Check, on completion, that the artificial eyelashes give a balanced and well proportioned look, suitable for the agreed desired effect
- f. Check, on completion, that partial sets are smoothly and evenly graduated into the natural eyelashes
- g. Check the finished result is to the client's satisfaction
- h. Provide aftercare advice specific to the client's individual needs

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			

Range



You must practically demonstrate you have:

Used all the consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with at least 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modification of treatment	
Covered both types of eyebrow shaping	Portfolio reference
Total reshape of the brow	
Maintenance of original brow shape	
Worked with 2 of the 4 colouring characteristics	Portfolio reference
Fair	
Red	
Dark	
White	
Applied both types of artificial eyelashes	Portfolio reference
Strip lashes	
Individual flare lashes	



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You must practically demonstrate you have:

Used both types of products		Portfolio reference
Adhesives		
Solvents		
Provided all types of aftercare advice		Portfolio reference
Avoidance of activities which may cause contra-actions		
Recommended time intervals between treatments		
Suitable home care products and their use		

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 6

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Describe your responsibilities under relevant health and safety legislation	
b. Explain why minors should not be given treatments without informed and signed parental or guardian consent	
c. Describe why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
d. State the age at which an individual is classed as a minor and how this differs nationally	
e. Describe the importance of not discriminating against clients with illnesses and disabilities and why	
f. Explain the legal significance of gaining signed, informed consent to treatment	
g. Describe the issues surrounding delivery of eyebrow and eyelash treatments to minors	
h. Describe own responsibilities and reasons for maintaining personal hygiene, protection and appearance according to accepted industry and organisational requirements	
i. Describe how to complete client records and the reasons for keeping records of treatments and obtaining clients' signatures	
j. Describe the importance of the correct storage of client records in relation to the Data Protection Act	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 6 (continued)

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
k. Explain the salon's service times for completing eyelash and eyebrow treatments and the importance of completing the application in a commercially viable time	
l. Explain the salon pricing structure	
m. Describe how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 7

Understand how to work safely and effectively when providing eyebrow and eyelash treatments

You can:	Portfolio reference / Assessor initials*
a. Describe how to effectively set up the work area, prepare and use the equipment and materials for eyelash and eyebrow treatments	
b. Describe contact dermatitis and how to avoid developing it when carrying out eye treatments	
c. Explain the type of personal protective equipment that should be available and used by yourself and why	
d. Compare methods of disinfecting and sterilising equipment	
e. Describe how to maintain equipment and materials in a clean and hygienic condition	
f. Describe how to prepare yourself for carrying out eyelash and eyebrow treatments	
g. Explain the importance of and reasons for disinfecting hands and how to do this effectively	
h. Describe the necessary environmental conditions for eyelash and eyebrow treatments (including lighting, heating, ventilation and general comfort) and why these are important	
i. Describe how to check equipment used for eyelash and eyebrow treatments	
j. Explain why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 7 (continued)

Understand how to work safely and effectively when providing eyebrow and eyelash treatments

You can:	Portfolio reference / Assessor initials*
k. Describe how to effectively and safely position equipment and materials for eyelash and eyebrow treatments	
l. Explain how to avoid potential discomfort and injury to yourself and the risk of poor positioning of clients	
m. Explain how to minimise and dispose of waste from treatments	
n. Describe the condition in which the work area should be left ready and why this is important	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 8

Understand how to perform client consultation, treatment planning and preparation

You can:	Portfolio reference / Assessor initials*
a. Explain how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, ages, disabilities and genders for this treatment	
b. Describe the questioning and listening skills needed in order to find out information	
c. Explain how to give effective advice and recommendations to clients	
d. Explain how to interpret negative and positive body language	
e. Explain the importance of questioning the client about known contra-indications	
f. Explain why it is important to record client responses to questions about contra-indications	
g. Describe the legal significance identifying and recording contra-indications and outcomes of sensitivity tests	
h. Explain why it is important to encourage and allow time for clients to ask questions	
i. Explain the reasons why it is important to encourage clients with contra-indications to seek medical advice	
j. Explain the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner	
k. Explain why it is important to maintain client's modesty and privacy	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 8 (continued)

Understand how to perform client consultation, treatment planning and preparation

You can:	Portfolio reference / Assessor initials*
l. Describe the necessary environmental conditions for the treatment, including lighting, heating and general comfort	
m. Describe how to carry out a skin sensitivity test and why it is necessary	
n. Explain how to interpret the results of a skin sensitivity test	
o. Describe how to cleanse the area to be treated	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 9

Understand how to shape the eyebrows

You can:	Portfolio reference / Assessor initials*
a. Describe how to measure the eyebrow for shaping treatments	
b. Describe the shape and proportions of the eyebrow in relation to facial features and shape	
c. Describe how to remove eyebrow hairs carefully and effectively	
d. Explain the recommended time intervals between eyebrow shaping treatments	
e. Describe the types of soothing agents available and their effect on the eye area and the precautions necessary to avoid harm	
f. Describe how to maintain and care for tweezed eyebrows	
g. Explain the reasons why soothing the eyebrow area may be necessary during treatment and how this is achieved	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 10

Understand how to tint the eyebrows and lashes

You can:	Portfolio reference / Assessor initials*
a. Describe how to protect the skin around the eyebrows and eyelashes prior to tinting and why this is important	
b. Describe how to apply tint to eyebrows and eyelashes	
c. Explain how the colour characteristics of the client's hair affect the timing for tint development	
d. Describe how to select, mix and remove tints and minimise wastage	
e. Explain manufacturer's instructions for mixing and using tint	
f. Describe how oxidation affects the shelf life of tint and at what point in the tinting process the tint should be mixed	
g. Describe the factors that may prevent the tinting process from working	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 11

Understand how to apply artificial lashes

You can:	Portfolio reference / Assessor initials*
a. Describe how to select and fit artificial lashes to suit the needs of the client and enhance the eye shape	
b. Explain the importance of following manufacturers' instructions for the use of adhesives and artificial eyelashes	
c. Describe the factors that prevent artificial lashes adhering	
d. Describe the range and use of currently available artificial lashes	
e. Explain the maintenance and care requirements for artificial lashes	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 12

Understand the contra-indications and contra-actions that affect or restrict eyebrow and eyelash treatments

You can:	Portfolio reference / Assessor initials*
a. Explain the contra-indications requiring medical referral and why, including severe skin conditions and eye infections	
b. Explain the contra-indications which prevent treatment and why	
c. Describe the action to take if tint adhesives or solvent enters the client's eye	
d. Explain how to identify erythema and its causes	
e. Describe the possible contra-actions resulting from lash and brow treatments and how to deal with them	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 13

Know the equipment, materials and products to use when carrying out eyebrow and eyelash treatments

You can:	Portfolio reference / Assessor initials*
a. Describe the types of materials, equipment and products available for enhancing the appearance of the eyebrows and lashes	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.

Notes

Use this area for making notes and drawing diagrams



UB200B6

Carry out waxing services

This unit is about removing hair using waxing techniques. The areas to be treated include the eyebrows, face, legs, underarm and the bikini line. You will need to be able to consult with the client, prepare and plan for the treatment. You will also need to provide aftercare advice to the client, particularly around the avoidance of certain activities and the use of home care products.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

NOS

B6

Level

2

Credit value

7

GLH

61

Observations

4

External paper(s)

2



Carry out waxing services

Learning outcomes

On completion of this unit you will:

1. Be able to use safe and effective methods of working when waxing
 2. Be able to consult, plan and prepare for waxing treatments with clients
 3. Be able to remove unwanted hair
 4. Understand organisational and legal requirements
 5. Understand how to work safely and effectively when providing waxing treatments
 6. Understand how to consult, plan and prepare for the treatment
 7. Know anatomy and physiology that relates to waxing treatment
 8. Understand contra-indications that affect or restrict waxing treatments
 9. Understand equipment, materials, products, techniques and treatment planning for waxing
 10. Be able to provide aftercare advice for clients
4. From the range statement, you must practically demonstrate that you:
 - have used all consultation techniques
 - have carried out all the waxing treatments
 - have dealt with at least 1 of the necessary actions*
 - have used all the types of waxing products on the appropriate part of the body
 - have used all the work techniques
 - have provided all the types of advice.

** However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.*
 5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
 6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for removing hair using waxing techniques.
3. Your assessor will observe your performance on **at least 4 occasions, each involving a different client.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.

Maximum service times

The following maximum service times apply to this unit:

Eyebrow wax	15 minutes
Underarm wax	15 minutes
Half leg wax	30 minutes
Bikini line wax	15 minutes
Full leg wax	45 minutes
Upper lip wax	10 minutes
Chin wax	10 minutes



Observations

Outcome 1

Be able to use safe and effective methods of working when waxing

You can:

- a. Set up and maintain the work area to meet legal, hygiene, treatment and industry Code of Practice for Waxing requirements
- b. Maintain personal hygiene, protection and appearance to meet accepted industry and organisational requirements
- c. Clean all tools and equipment using the correct methods
- d. Use accepted industry hygiene and safety practices throughout the treatment to minimise the risk of cross infection
- e. Position the person and yourself to minimise fatigue and the risk of and allow ease of waxing application, maintenance and removal of the treatment
- f. Minimise wastage of product during application
- g. Dispose of hazardous waste correctly to meet local authority requirements
- h. Complete the treatment within a commercially viable time
- i. Leave the work area and equipment in a condition suitable for further waxing treatments
- j. Keep client's records are up to date, accurate, complete, legible and signed by the client and practitioner

**May be assessed through oral questioning.*

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



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Outcome 2

Be able to consult, plan and prepare for waxing treatments with clients

You can:

- a. Use effective consultation techniques to determine the client's treatment plan
- b. Obtain signed, written and informed consent prior to any treatment from the client or from a parent or guardian if the client is a minor*
- c. Ask clients appropriate questions to identify if they have any contra-indications to waxing treatments
- d. Accurately record your client's responses to questions
- e. Encourage clients to ask questions to clarify any points
- f. Agree the waxing treatment and outcomes that are acceptable to your client and meet their needs
- g. Position the client to allow suitable access to the area being treated to minimise any risk of injury and discomfort to the client
- h. Protect the client's clothing, hair and accessories

*May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



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Outcome 3

Be able to remove unwanted hair

You can:

- a. Use the correct pre-wax products prior to waxing following manufacturers' instructions
- b. Conduct a test patch and skin sensitivity test immediately prior to the intended waxing treatment
- c. Establish the hair growth pattern prior to the application of the product
- d. Use methods of application correctly and following manufacturers guidelines
- e. Apply and remove the product in the treatment area according to the requirements of the hair removal method and hair growth pattern
- f. Maintain the client's modesty and privacy at all times
- g. Provide clear instructions to the client on how and when to support their skin during the waxing treatment
- h. Check the client's wellbeing throughout the waxing treatment
- i. Stop the waxing treatment and provide relevant advice if contra-actions occur*
- j. Check that the client's treatment area is left free of product and hair and treated with a suitable soothing product
- k. Check that the finished result is to the client's satisfaction
- l. Give client suitable aftercare advice

*May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				

Range



You must practically demonstrate you have:

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Carried out all the waxing treatments	Portfolio reference
Eyebrows	
Upper lip	
Chin	
Full leg	
Half leg	
Underarm	
Bikini line	
Dealt with at least 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the waxing service cannot be carried out	
Modification of the waxing service	
Used all the types of waxing products on the appropriate part of the body	Portfolio reference
Hot wax	
Warm wax	



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You must practically demonstrate you have:

Used all the work techniques	Portfolio reference
Stretching and manipulating the skin during application and removal	
Speed of product removal	
Direction and angle of removal	
On-going product temperature checks	
Provided all the types of advice	Portfolio reference
Avoidance of activities which may cause contra-actions	
Suitable homecare products and their use	
Recommended time intervals between waxing treatments	

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 4

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Describe own responsibilities under relevant health and safety legislation	
b. Describe the importance of not discriminating against clients with illnesses and disabilities and why e.g. Disability Discrimination Act	
c. Explain why minors should not be given treatments without informed and signed parental or guardian consent	
d. State the age at which an individual is classed as a minor and how this differs nationally	
e. Describe why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
f. Explain the legal significance of gaining signed, informed consent to treatment	
g. State the content of the current Code of Practice for Waxing Services and the importance of following its provision	
h. Explain why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	
i. Explain the importance of the correct storage of client records in relation to the Data Protection Act	
j. Explain how to minimise and dispose of general and hazardous waste from treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 4 (continued)

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
k. Describe the salon's service times for waxing treatments and the importance of completing services in a commercially viable time	
l. Explain the salon pricing structure	
m. Describe the importance of and reasons for keeping records of treatment and gaining client signatures	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 5

Understand how to work safely and effectively when providing waxing treatments

You can:	Portfolio reference / Assessor initials*
a. Describe the type of personal protective equipment that should be available and used by yourself	
b. Explain why it is important to use personal protective equipment	
c. Describe what contact dermatitis is and how to avoid developing it when carrying out waxing treatments	
d. Explain the importance of questioning clients to establish any contra-indications to waxing treatments	
e. Explain why it is important to record client responses to questioning	
f. Explain the legal significance of client questioning and recording client's responses	
g. Describe how to prepare and use the equipment and materials for work	
h. Describe methods of disinfecting and sterilising equipment	
i. Describe how to maintain equipment and materials in a clean and hygienic condition	
j. Describe how to prepare yourself for carrying out waxing treatments	
k. Explain the importance of and reasons for disinfecting hands and how to do this effectively	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 5 (continued)

Understand how to work safely and effectively when providing waxing treatments

You can:	Portfolio reference / Assessor initials*
l. Describe how to set up the work area for waxing treatments	
m. Describe the necessary environmental conditions for waxing treatments	
n. Describe how to check equipment used for waxing treatments	
o. Describe why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	
p. Describe how to effectively and safely position equipment and materials for waxing treatments	
q. Describe how to avoid potential discomfort and injury to yourself and your client and the risks of poor positioning of clients	
r. Describe the condition in which the work area should be left and why this is important	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 6

Understand how to consult, plan and prepare for the treatment

You can:	Portfolio reference / Assessor initials*
a. Describe how to use effective consultation techniques	
b. Describe how to give effective advice and recommendations to clients	
c. Describe the questioning and listening skills you need in order to find out information	
d. Explain why it is important to encourage and allow time for clients to ask questions	
e. Explain the reasons why it is important to refer clients with contra-indications to seek medical advice	
f. Describe the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner	
g. Explain why it is important to explain possible contra-actions to the client	
h. Explain why it is important to explain to the client possible skin sensitivity during menstruation	
i. Explain why it is important to maintain client's modesty and privacy	
j. Describe how to conduct a test patch and skin sensitivity test and why this is important	
k. Describe how to prepare the client for treatment	
l. Describe how to conduct visual examinations of the skin and hair growth in the area to be treated	
m. Describe how to prepare the area for treatment including the use of pre-wax products	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 7

Know anatomy and physiology that relates to waxing treatments

You can:	Portfolio reference / Assessor initials*
a. Describe the structure and function of the skin	
b. Describe the structure of the hair	
c. Describe the basic principles of hair growth	
d. Describe the types of hair growth including terminal and vellus	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 8

Understand contra-indications that affect or restrict waxing treatments

You can:	Portfolio reference / Assessor initials*
a. Describe those contra-indications requiring medical referral and why	
b. Describe those contra-indications that will prevent treatment but will not require medical referral and why	
c. Describe those conditions which restrict treatment and why	
d. Describe how to recognise and deal with the contra-actions that can occur as a result of waxing treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 9

Understand equipment, materials, products, techniques and treatment planning for waxing

You can:	Portfolio reference / Assessor initials*
a. Describe the types of equipment and products used for waxing	
b. Describe the function and purpose of pre-wax products	
c. Describe the ingredients and composition of waxing products including warm wax, sugar paste, strip sugar and hot wax	
d. Describe the types of product suitable for soothing skin irritation	
e. Explain the reason why talc-free powders should be used	
f. Describe how to carry out waxing services	
g. Describe the various techniques associated with and working temperatures for the different types of hot wax and warm wax	
h. Explain the suitability of specific products for certain hair types	
i. Describe how to apply and remove waxing products in relation to the direction of hair growth	
j. Describe the precautions which need to be taken when removing hair around conditions which restrict the treatment	
k. Describe the advantages, disadvantages and limitations of facial waxing treatment and suitable alternative facial hair removal treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 9 (continued)

Understand equipment, materials, products, techniques and treatment planning for waxing

You can:	Portfolio reference / Assessor initials*
l. Describe the expected skin reaction to waxing	
m. Compare other methods of hair removal and the effect of these methods on the waxing process e.g. sugaring, tweezing, shaving, depilatory creams, electrical depilatory, threading, abrasive mitts, epilation, intensive pulse light, laser	
n. Describe how you and the client should support the skin during the waxing process	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 10

Be able to provide aftercare advice for clients

You can:	Portfolio reference / Assessor initials*
a. Describe the activities to avoid after waxing treatments and why these are important	
b. State the recommended intervals between waxing treatments	
c. Describe products for home use that will benefit the client and those to avoid and why	
d. Describe the contra-actions that may occur after waxing treatments and what advice to give to clients	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.

UB200N2

Provide manicure services

This unit is about providing manicure services to clients. It covers consulting with the client, recognising any contra-indications, preparing for the service and producing a service plan. It also covers filing and buffing the nails, using skin and cuticle treatments, massaging the hand and lower arm and providing a suitable nail finish.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

NOS

N2

Level

2

Credit value

6

GLH

53

Observations

3

External paper(s)

2



Provide manicure services

Learning outcomes

On completion of this unit you will:

1. Be able to use safe and effective methods of working when providing manicure services
2. Be able to consult, plan and prepare for the service with clients
3. Be able to carry out manicure services
4. Understand organisational and legal requirements
5. Understand how to work safely and effectively when providing manicure services
6. Understand how to perform client consultation, treatment planning and preparation
7. Know contra-indications and contra-actions that affect or restrict manicure services
8. Know anatomy and physiology that relates to manicure services
9. Understand manicure techniques, products and service planning
10. Understand how to provide aftercare advice for clients

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing manicure treatment.
3. Your assessor will observe your performance on **at least 3 occasions (each occasion must involve a different hand and nail treatment from the range)**.
4. From the range statement, you must practically demonstrate that you:
 - have used all the consultation techniques
 - have dealt with **at least 1 of the necessary actions***
 - have used **4 of the 5** types of hand and nail treatments*
 - have applied all types of nail finish
 - have provided all types of treatment advice.

** However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.*

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

The following maximum service times apply to this unit:

Manicure	45 minutes
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Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to use safe and effective methods of working when providing manicure services

You can:

- a. Prepare the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
- b. Maintain personal standards of hygiene, protection and appearance to meet accepted industry Code of Practice for Nail Services and organisational requirements
- c. Clean all tools and equipment using the correct methods
- d. Use accepted industry hygiene and safety practices throughout the service to minimise the risk of cross-infection
- e. Select and correctly position suitable equipment, materials and products for ease and safety of use
- f. Dispose of waste materials safely and correctly to meet local authority requirements and the Industry Code of Practice for Nail Services
- g. Complete the service within a commercially viable time
- h. Leave the work area in a suitable condition for further nail services
- i. Keep the client's records up to date, accurate, easy to read and signed by the client and technician

* May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Outcome 2

Be able to consult, plan and prepare for the service with clients

You can:

- a. Use consultation techniques to determine and record the service plan
- b. Obtain signed, written and informed consent prior to any service from the client or parent/guardian if the client is a minor*
- c. Consult with the client to identify any contra-indications, recording the client responses
- d. Position the client and yourself to minimise fatigue, and risk of injury to yourself and the client
- e. Disinfect the clients hands and remove any existing nail polish to restore the nails to a natural condition
- f. Perform an assessment of the nails and skin, recording the results and take any necessary action in response to identified contra-indications
- g. Provide client advice without reference to a specific medical condition and without causing undue alarm and concern*
- h. Recommend suitable treatments and products for the client's skin type and nail condition and agree the service and outcomes that are acceptable to the client and meets their needs

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Outcome 3

Be able to carry out manicure services

You can:

- a. Check the desired nail length and shape with the client
- b. File the nails, ensuring that the nail free edge is left smoothed and shaped to the required length
- c. Use the buffing technique for the service plan and the client's needs
- d. Use suitable cuticle tools and products safely and effectively, ensuring that the cuticle and nail plate are undamaged
- e. Use hand and nail treatments to improve the appearance of the client's skin and nails
- f. Use massage techniques smoothly and evenly, at a pressure to meet the client's needs
- g. Leave the hands and lower arms free of any excess massage medium
- h. Check that the nail plate is dehydrated and the underside is clean and free of debris
- i. Apply sufficient base coats, polish coats and top coat for the desired finish
- j. Check that the nail finish is left with a smooth even texture and with the cuticle and nail wall free of product and debris
- k. Check that the finished result is to the client's satisfaction and meets the agreed service plan
- l. Give the client aftercare advice

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Range

You must practically demonstrate that you have:

Used all the consultation techniques		Portfolio reference
Questioning		
Visual		
Manual		
Reference to client records		
Dealt with at least 1 of the necessary actions		Portfolio reference
Encouraging your client to seek medical advice		
Explaining why the service cannot be carried out		
Modifying the service		
Used 4 of the 5 types of hand and nail treatments		Portfolio reference
Paraffin wax		
Hand masks		
Thermal mitts		
Exfoliators		
Warm oil		



You must practically demonstrate that you have:

Applied all types of nail finish	Portfolio reference
Dark colour	
French	
Buffed	
Provided all types of treatment advice	Portfolio reference
Suitable aftercare tools and products and their use	
Avoidance of activities which may cause contra-actions	
Recommended time intervals in-between nail services	
Home care routines	

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 4

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Describe own responsibilities under relevant health and safety legislation and the Industry Code of Practice for Nail Services	
b. Describe the importance of not discriminating against clients with illnesses and disabilities and why	
c. Explain why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
d. Explain why minors should not be given services without informed and signed parental or guardian consent	
e. Explain the legal significance of gaining signed, informed consent to service	
f. State the age at which an individual is classed as a minor and how this differs nationally	
g. Explain the importance and reasons for keeping records of clients and their services	
h. Explain the importance of the correct storage of client records in relation to the Data Protection Act	
i. Describe the possible risks to yourself of ineffective positioning of clients and how to avoid potential discomfort and injury to yourself and the client	
j. Describe why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	
k. Explain how to minimise and dispose of waste from services	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 4 (continued)

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
l. Explain the salon's service times for completing manicure services	
m. Explain the importance of completing the service in a commercially viable time	
n. Explain the salon pricing structures	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 5

Understand how to work safely and effectively when providing manicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the type of personal protective equipment that should be available and used by yourself	
b. Describe why it is important to use personal protective equipment	
c. Describe what contact dermatitis is and how to avoid developing it when carrying out nail services	
d. Describe how to prepare and use the tools and materials for the manicure services	
e. Compare the different methods of disinfecting and sterilising tools and equipment	
f. Describe how to maintain equipment and materials in a clean and hygienic condition	
g. Explain the importance of, and reasons for, disinfecting hands and how to do this effectively	
h. Explain the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important	
i. Describe how to effectively and safely position tools and materials for manicure services	
j. Describe the condition in which the work area should be left ready and why this is important	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6

Understand how to perform client consultation, treatment planning and preparation

You can:	Portfolio reference / Assessor initials*
a. Describe how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	
b. Describe how to give effective advice and recommendations to clients	
c. Describe the questioning and listening skills needed in order to find out information	
d. Explain why it is important to record client responses to questioning	
e. Describe the legal significance of client questioning and of recording the client's responses	
f. Explain why it is important to encourage and allow time for clients to ask questions	
g. Describe how to conduct nail and skin analysis	
h. Explain how to prepare service plans	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 7

Know contra-indications and contra-actions that affect or restrict manicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the types of conditions and disorders that may contra-indicate the service and why	
b. Describe the types of conditions and disorders that may restrict the service and why	
c. Describe the possible contra-actions which may occur during or after the manicure service	
d. Describe the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8

Know anatomy and physiology that relates to manicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the bones of the hand and lower arm	
b. Describe the structure and function of the muscles of the lower arm and hand	
c. Describe the blood circulation to the lower arm and hand	
d. Describe the structure of the nail unit	
e. Describe the process of nail growth	
f. Describe the structure and function of the skin	
g. Describe the skin characteristics and skin types of different ethnic client groups	
h. Describe common natural nail shapes	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 9

Understand manicure techniques, products and service planning

You can:	Portfolio reference / Assessor initials*
a. Describe how to identify treatable nail and skin conditions	
b. Describe the different types of techniques used within manicure and how to carry them out	
c. Explain how to select and adapt manicure services to suit individual client needs	
d. Describe how to adapt manicure service to suit a male client	
e. Describe the benefits and effects of the hand and nail treatments	
f. Describe the different types of manicure tools and equipment and how to use them	
g. Explain the effects on the nail and skin of incorrect use of manicure tools	
h. Explain the importance of filing the free edge to complement the client's natural nail conditions	
i. Describe the features and benefits of manicure products	
j. Explain the reason why several services are necessary to improve skin and nail conditions	
k. Describe the different types of massage movements used in manicure service	
l. Describe the effects of massage movements used in manicure service	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 9 (continued)

Understand manicure techniques, products and service planning

You can:	Portfolio reference / Assessor initials*
m. Describe the effects of massage techniques on the nails, skin, muscle and underlying structures	
n. Describe the different types of massage mediums and when they should be used	
o. Explain the importance of removing excess moisture, debris and product from the natural nail to prepare for required nail finish	
p. Explain the importance of recommending a nail finish suitable for the client	
q. Explain the reasons for applying base and top coat and the consequences of not doing so	
r. Describe the correct method(s) of applying different nail finishes	
s. Describe the correct method of removing nail polish	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 10

Understand how to provide aftercare advice for clients

You can:	Portfolio reference / Assessor initials*
a. Describe the aftercare and maintenance requirements for manicure services and why these are important	
b. Explain the products and tools for home use that will benefit the client and those which are unsuitable and why	
c. State the recommended time intervals for nail services	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams



UB200N3

Provide pedicure services

This unit is about providing pedicure services to clients. It covers consulting with the client, recognising any contra-indications, preparing for the service and producing a service plan. It also covers filing the nails, applying skin and cuticle treatments, cleansing and drying the feet, removing excessive hard skin, massaging the foot and lower leg and providing a suitable nail finish.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

NOS

N3

Level

2

Credit value

6

GLH

53

Observations

3

External paper(s)

2



Provide pedicure services

Learning outcomes

On completion of this unit you will:

1. Be able to use safe and effective methods of working when providing pedicure services
2. Be able to consult, plan and prepare for the service with clients
3. Be able to carry out pedicure services
4. Understand organisational and legal requirements
5. Understand how to work safely and effectively when providing pedicure services
6. Understand how to perform client consultation
7. Understand contra-indications and contra-actions that affect or restrict pedicure services
8. Understand the anatomy and physiology that relates to pedicure services
9. Understand pedicure services, techniques and products
10. Understand the aftercare advice to provide clients for pedicure services

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing pedicure treatment.
3. Your assessor will observe your performance on **at least 3 occasions (each occasion must involve a different foot and nail treatment from the range)**.
4. From the range statement, you must practically demonstrate that you:
 - have used all the consultation techniques
 - have dealt with **at least 1 of the necessary actions***
 - have applied all types of feet and nail treatments
 - have produced both types of nail finish
 - have provided all types of advice

** However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.*
5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

The following maximum service times apply to this unit:

Pedicure	50 minutes
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Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to use safe and effective methods of working when providing pedicure services

You can:

- a. Prepare the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
- b. Maintain personal standards of hygiene and appearance that meet accepted industry Code of Practice for Nail Services and organisational requirements
- c. Clean all tools and equipment using the correct methods
- d. Use accepted industry hygiene and safety practices throughout the service
- e. Select and position equipment, materials, products, yourself and the client to meet the needs of the service
- f. Dispose of waste materials correctly
- g. Complete the service within a commercially viable time
- h. Keep the client's records up to date, accurate, easy to read and signed by client and therapist
- i. Leave the work area in a suitable condition for further nail services

* May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



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Outcome 2

Be able to consult, plan and prepare for the service with clients

You can:

- a. Use effective consultation techniques
- b. Obtain signed, written, informed consent from the client, or from a parent or guardian if the client is a minor*
- c. Identify any contra-indications by questioning the client, and record clients responses accurately
- d. Disinfect the client's feet to restore the nails to a natural condition
- e. Assess the client's nail and skin condition, and recommend suitable treatments and products in a clear way to help the client's understanding
- f. Agree a service and outcomes that are acceptable to the client and their needs
- g. Take any necessary action in response to identified contra-indications*

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



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Outcome 3

Be able to carry out pedicure services

You can:

- a. Clean and dry clients' feet
- b. File nails, ensuring that the nail free edge is left smoothed and shaped to the required length
- c. Use the correct buffing technique for the service plan and the client's needs
- d. Use cuticle tools and products safely and effectively, ensuring that the cuticle and nail plate are undamaged
- e. Remove any excessive hard skin using a foot rasp, as required *
- f. Use massage techniques and apply the correct quantity and type of massage medium to meet the service plan
- g. Leave the nails feet and lower legs free of any excess massage medium
- h. Apply a suitable base coat, polish and top coat relevant to the client's needs, as required
- i. Complete the service to the client's satisfaction and to meet the agreed service plan
- j. Give the client suitable aftercare advice

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			

Range



You must practically demonstrate that you have:

Used all the consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with at least 1 of the necessary actions	Portfolio reference
Encouraging your client to seek medical advice	
Explaining why the service cannot be carried out	
Modifying the service	
Applied all types of feet and nail treatments	Portfolio reference
Paraffin wax	
Foot masks	
Thermal boots	
Exfoliators	
Produced both types of nail finish	Portfolio reference
Dark colour	
French	
Provided all types of advice	Portfolio reference
Suitable aftercare tools and products and their use	
Avoidance of activities which may cause contra-actions	
Recommended time intervals in-between nail services	

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 4

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Describe own responsibilities under relevant health and safety legislation and the Industry Code of Practice for Nail services	
b. Describe the importance of not discriminating against clients with illnesses and disabilities	
c. Explain why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
d. Explain the legal significance of gaining signed, informed consent to service	
e. Explain the importance of and reasons for keeping and storing client records	
f. Describe the possible risks of ineffective positioning of clients	
g. Explain why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	
h. Describe how to minimise and dispose of waste from services	
i. Explain the importance of completing pedicure services in a commercially viable time	
j. Outline the salon's pricing structures and service times for pedicure treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 5

Understand how to work safely and effectively when providing pedicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the protective equipment that should be available and why it is important to use it	
b. Describe what contact dermatitis is and how to avoid developing it when carrying out nail services	
c. Describe how to prepare, use and maintain the tools and materials for pedicure services	
d. Compare the different methods of disinfecting and sterilising tools and equipment	
e. Explain the importance of and reasons for disinfecting feet and how to do it effectively	
f. Describe the necessary environmental conditions for nail services and why they are important	
g. Describe how to effectively and safely position tools and materials for pedicure services	
h. Describe the condition in which the work area should be left and why this is important	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 6

Understand how to perform client consultation

You can:	Portfolio reference / Assessor initials* ^c
a. Describe how to use effective consultation techniques	
b. Describe how to give effective advice and recommendations to clients	
c. Describe the questioning and listening skills required to find out information	
d. Describe how to conduct nail and skin analysis	
e. Describe the importance of questioning clients to establish any contra-indications to pedicure services	
f. Explain why it is important to record client responses to questioning	
g. Describe the legal significance of client questioning, and of recording the client's responses	
h. Explain why it is important to encourage and allow time for clients to ask questions	
i. Explain the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	
j. Explain how to prepare service plans	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 7

Understand contra-indications and contra-actions that affect or restrict pedicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the contra-indications which require medical referral and why they require referral	
b. Describe the contra-indications that may restrict the service and why they restrict the service	
c. Describe the possible contra-actions which may occur during or after the pedicure service	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 8

Understand the anatomy and physiology that relates to pedicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the bones of the foot and lower leg	
b. Describe the muscles of the foot and lower leg	
c. Describe the blood circulation to the foot and lower leg	
d. Describe the structure of the nail unit	
e. Describe the process of nail growth	
f. Describe the structure and function of the skin	
g. Compare the skin characteristics and skin types of different ethnic client groups	
h. Describe natural nail shapes	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 9

Understand pedicure services, techniques and products

You can:	Portfolio reference / Assessor initials*
a. Describe how to identify treatable nail and skin conditions	
b. Describe the different types of techniques used within pedicure and how to carry them out	
c. Explain how to select and adapt pedicure services to suit individual client needs (including male clients)	
d. Describe the benefits and effects of foot and nail treatments	
e. Describe the different types of pedicure tools and equipment and how to use them	
f. Describe the effects on the nail and skin of incorrect use of pedicure tools	
g. Explain the importance of filing the free edge straight	
h. Describe the features and benefits of massage movements used in pedicure services	
i. Describe the effects of massage techniques on the nail, skin muscle and underlying structures	
j. Describe the different types of massage mediums and state when they should be used	
k. Explain the importance of removing excess moisture, debris and product from the natural nail to prepare for required nail finish	
l. Explain the importance of recommending a nail finish suitable for the client	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 9 (continued)

Understand pedicure services, techniques and products

You can:	Portfolio reference / Assessor initials*
m. Explain the reasons for applying base and top coat and the consequences of not doing so	
n. Describe the correct method of applying and removing different nail finishes	
o. Describe the features and benefits of pedicure products	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 10

Understand the aftercare advice to provide clients for pedicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the aftercare requirements for pedicure services and why they are important	
b. Explain the aftercare products that will benefit the client	
c. Describe the contra-actions that could occur after nail services and what advice to give to clients	
d. State the recommended time intervals between services	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams