

Level 2 NVQ Diploma in Beauty Therapy Make-up

Accreditation start date:	1 August 2010
Credit value:	44
Total Qualification Time (TQT):	440
Guided learning hours (GLH):	365
Qualification number:	500/8814/2

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				
UB200B8				
UB200B9				
Optional units	Please insert optional units achieved			

The qualification

Introduction

The Level 2 NVQ Diploma in Beauty Therapy Make-up 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 specialising in make-up. 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 skin care treatments, enhance the appearance of eyebrows and lashes, provide make-up services and instruct clients in the use and application of skin care products and make-up.

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 - 44 (minimum)

All mandatory units must be completed.

Mandatory units - 39 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
UB200B8	F/600/8936	Provide make-up services	6	47
UB200B9	Y/600/8943	Instruct clients in the use and application of skin care products and make-up	7	53

Optional units - 5 (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
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 title in Linx2Achieve is:

- NVQ 2 Make-up Route Anatomy and Physiology

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	✓	✓
UB200B8	Provide make-up services	2	✓	✓
UB200B9	Instruct clients in the use and application of skin care products and make-up	0	✓	✓

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	✓	✓
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. There are 9 levels of achievement within the Qualifications and Credit Framework (QCF).
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

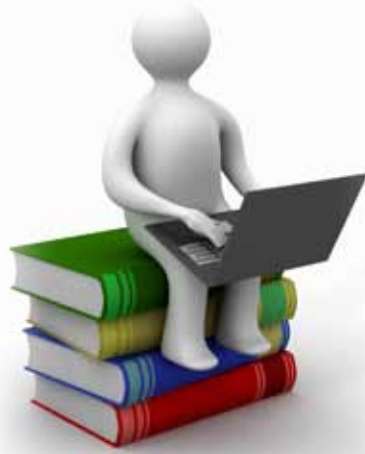
Achieving knowledge outcomes

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



UB200B8

Provide make-up services

This unit is about providing make-up services for a variety of occasions, including day, evening and special occasions. You will need to show you can work with a variety of skin types and conditions. The unit covers the application of a wide range of make-up products to different skin tones and age groups.

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

B8

Level

2

Credit value

6

GLH

47

Observations

3

External paper(s)

2



Provide make-up services

Learning outcomes

On completion of this unit you will:

1. Be able to use safe and effective working methods when providing make-up services
2. Be able to consult, plan and prepare for make-up
3. Be able to apply make-up products
4. Know the organisational and legal requirements related to make-up application
5. Know how to work safely and effectively when providing make-up services
6. Know how to use client consultation, treatment planning and preparation for make-up services
7. Know anatomy and physiology related to make-up
8. Know the contra-indications and contra-actions of make-up
9. Know how to apply make-up
10. Know how to provide aftercare advice for clients following make-up 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 make-up services.
3. Your assessor will observe your performance on **at least 3 occasions, each involving a different client, on a range of different skin tones.**
4. From the range statement, you must practically demonstrate that you:

- have used all the consultation techniques
- have applied make-up to all client age groups
- have identified all skin types
- have applied make-up for all the occasions
- have dealt with **at least 1** of the necessary actions*
- have used all the types of make-up products
- 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:

Day make-up	30 minutes
Evening make-up	45 minutes
Special Occasion make-up (e.g. bridal)	45 minutes

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 working methods when providing make-up services

You can:

- a. Prepare the work area, according to legal, hygiene and treatment requirements
- b. Maintain personal hygiene, protection and appearance, according to industry and organisational requirements
- c. Clean all equipment using suitable methods
- d. Position equipment and materials for safety and ease of use
- e. Position the client and yourself to minimise fatigue and risk of injury to meet the needs of the service
- f. Position the client comfortably to respect modesty, privacy and sensitivities to personal appearance
- g. Dispose of waste materials
- h. Complete the treatment within a commercially viable time
- i. Leave the treatment area in a suitable condition for further treatments
- j. Keep records up-to-date, accurate, easy to read and signed

*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 make-up

You can:

- a. Use client questioning to identify contra-indications to make-up, recording the client's responses
- b. Provide advice to the client without causing concern or referring to specific medical conditions *
- c. Record the client's skin type and condition
- d. Refer clients with contra-indicated skin conditions to the senior therapist *
- e. Obtain signed, written, informed consent prior to carrying out the treatment from the client or parent/guardian if the client is a minor *
- f. Check that a parent or guardian is present throughout the treatment for minors *
- g. Use consultation techniques to identify the client's treatment needs
- h. Encourage clients to ask questions to clarify any points
- i. Protect and/or remove the client's clothing, hair and accessories as necessary
- j. Clean, tone and moisturise the skin prior to the application of make-up
- k. Confirm the service and outcomes, according to the client's needs
- l. Select make-up products to suit the client's 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 3

Be able to apply make-up products

You can:

- a. Use make-up products to suit the client's needs
- b. Use equipment, according to manufacturers' instructions
- c. Apply foundation to create an even skin tone without demarcation lines
- d. Ensure skin blemishes are disguised, using suitable concealer colour and consistency
- e. Apply a powder to achieve the desired finish
- f. Apply eye products to define and shape the eyebrow
- g. Apply and blend eye shadows to enhance and balance the client's eye shape
- h. Apply eyeliners to enhance the client's eye area and achieve the desired look
- i. Apply liquid eyeliners to leave a precise, clearly defined line with an even flow of colour *
- j. Coat lashes evenly with mascara from base to tip, separated without transfer to the surrounding skin
- k. Apply cheek products of a suitable texture, tone and colour for the client, achieving an evenly blended finish
- l. Apply lip products to enhance the client's lips and achieve the desired look
- m. Apply strong coloured lipsticks and lip liner to leave a clearly defined shape, with evenly balanced colour
- n. Confirm that the make-up combination is complementary, enhances the client's look and is to the satisfaction of the client
- o. Provide suitable aftercare advice to the client

*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		
Applied make-up to all client age groups		Portfolio reference
16 – 30 years		
31 – 50 years		
Over 50 years		
Identified all skin types		Portfolio reference
Oily		
Dry		
Combination		
Applied make-up for all the occasions		Portfolio reference
Day		
Evening		
Special		



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You must practically demonstrate that you have:

Dealt with at least 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the service cannot be carried out	
Modification of the service	
Used all the types of make-up products	Portfolio reference
Foundations	
Powders	
Facial bronzing products	
Concealers	
Eyebrow products	
Eyeshadows	
Eyeliners	
Mascara	
Cheek products	
Lip products	
Provided all types of advice	Portfolio reference
Suitable make-up products and their use	
Possible contra-actions and how to deal with them	
Suitable make-up re-application techniques	
Suitable make-up removal techniques	

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

Know the organisational and legal requirements related to make-up application

You can:	Portfolio reference / Assessor initials*
a. Describe own responsibilities under current health and safety legislation, standards and guidance	
b. Describe the importance of the Disability Discrimination Act in relation to the salon	
c. Describe why minors should not be given services without informed consent and presence of a parent or guardian	
d. Describe the legal significance of gaining signed, written, informed consent	
e. Describe own responsibilities and reasons for maintaining personal hygiene, protection and appearance, according to industry and organisational requirements	
f. Describe how to maintain and store the clients records in the salon in accordance with the data protection act	
g. Describe the salon's service times and pricing structures for completing make-up services	
h. Describe the importance of completing the service in a commercially viable time	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 5

Know how to work safely and effectively when providing make-up services

You can:	Portfolio reference / Assessor initials*
a. Describe how to safely prepare the work area and position equipment and materials for make-up application	
b. Describe the environmental conditions for make-up application and their importance	
c. Compare different types and uses of sterilising and disinfecting equipment and chemicals	
d. Describe how to sterilise and disinfect tools and equipment for make-up application	
e. Describe own preparation for carrying out make-up application	
f. Describe the principles of avoiding cross-infection and the importance of maintaining standards of general hygiene	
g. Describe how to prepare and position yourself and the client for optimum make-up application, the importance of sitting at the correct height and avoiding potential discomfort and injury	
h. Describe how to minimise and dispose of waste from services	
i. Describe the condition in which to leave the work area and its importance	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 6

Know how to use client consultation, treatment planning and preparation for make-up services

You can:	Portfolio reference / Assessor initials*
a. Describe how to use consultation techniques to meet the needs of different client groups	
b. Describe the questioning and listening skills used to gather information	
c. Describe how to give advice and make recommendations to clients	
d. Describe how to interpret negative and positive body language	
e. Describe the importance and legal significance of questioning clients and recording responses about contra-indications to make-up	
f. Describe the importance of providing time and encouragement for clients to ask questions	
g. Describe the reasons why it is important to encourage clients with contra-indications to seek medical advice	
h. Describe the reasons for not naming specific contra-indications and the importance of encouraging clients to seek medical advice	
i. Describe the importance of checking if the client wears contact lenses or glasses	
j. Describe why it is important to respect client modesty, privacy and sensitivities about personal appearance	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 7

Know anatomy and physiology related to make-up

You can:	Portfolio reference / Assessor initials*
a. Describe the structure and functions of the skin	
b. Describe how to recognise different skin types	
c. Compare the skin types and characteristics of different ethnic groups	
d. Describe how to recognise different skin conditions (including sensitive, dehydrated, broken capillaries, pustules, papules, open pores, dark circles, hyper pigmentation, hypo pigmentation, sun damaged, scarring and erythema)	
e. Describe the factors that affect the skin ageing process	
f. Describe how environmental and lifestyle factors affect the condition of the skin	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 8

Know the contra-indications and contra-actions of make-up

You can:	Portfolio reference / Assessor initials*
a. Describe the contra-indications requiring medical referral and why	
b. Describe the contra-indications which restrict the service and why	
c. Describe potential contra-actions which may occur during the make-up service and how to resolve them	
d. Describe the causes and signs of erythema	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 9

Know how to apply make-up

You can:	Portfolio reference / Assessor initials*
a. Compare the different types of cleansing, toning and moisturising products for skin types	
b. Describe how to cleanse, tone and moisturise the skin	
c. Compare the different types of foundations and how to apply them	
d. Compare the different types of powders and how to apply them	
e. Compare the different types of make-up bronzing products and how to apply them	
f. Compare the different types of concealers and how to apply them	
g. Compare the different the types of eye products and how to apply them	
h. Compare the different types of cheek products and how to apply them	
i. Compare the different types of lip products and how to apply them	
j. Describe how to select, match and apply make-up products to different skin types, tones and conditions	
k. Describe how to adapt the make-up for clients who wear contact lenses or glasses	
l. Describe how to use corrective colours to balance skin tone	

* 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)

Know how to apply make-up

You can:	Portfolio reference / Assessor initials*
m. Describe how to select and use products to enhance face shapes	
n. Describe the reasons for sequencing the application of certain make-up products	
o. Describe how lighting affects the perception of colour and its influence on the effect of make-up	
p. Describe the reasons for matching lighting with the occasion for which the make-up is to be worn	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 10

Know how to provide aftercare advice for clients following make-up services

You can:	Portfolio reference / Assessor initials*
a. Describe beneficial and unsuitable make-up products for the clients home use and the reasons	
b. Describe the contra-actions that could occur after make-up application and how to resolve them	
c. Describe re-application and make-up removal techniques suitable for the client	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

UB200B9

Instruct clients in the use of and application of skin care products and make-up

This unit is about providing skin care and make-up instruction and giving product advice to individual clients from a variety of age groups and for a range of different purposes. You will need to be able to advise and instruct on the correct use of tools, equipment and the application of skin care and make-up products to suit a variety of clients' needs.

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

B9

Level

2

Credit value

7

GLH

53

Observations

3

External paper(s)

0

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Instruct clients in the use of and application of skin care products and make-up

Learning outcomes

On completion of this unit you will:

1. Be able to use safe and effective working methods when providing skin care and make-up instruction
2. Be able to prepare and plan for skin care and make-up instruction
3. Be able to deliver skin care and make-up instruction
4. Be able to evaluate the success of skin care and make-up instruction
5. Know the organisational and legal requirements of skin care and make-up instruction
6. Know how to work safely and effectively when providing skin care and make-up instruction
7. Know how to use client consultation, treatment planning and preparation for skin care and make-up instruction
8. Know about the use of skills for instructing on skin care and make-up
9. Know how to plan and prepare for skin care and make-up instruction
10. Know how to evaluate skin care and make-up instruction activities

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 instructing clients in the use of skin care and make-up application.
3. Your assessor will observe your performance on **at least 3 occasions, each involving instruction for a different look on a different client.**
4. From the range, you must practically demonstrate that you have:
 - used all of the consultation techniques
 - identified all the skin types
 - have dealt with **at least 1** of the necessary actions*
 - given all types of instruction
 - used all the instructional techniques
 - used all the types of resources.

** 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. 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

The following maximum service times apply to this unit:

Make-up lesson	75 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 working methods when providing skin care and make-up instruction

You can:

- a. Prepare the work area, according to legal, hygiene and service requirements and salon procedures and instructions
- b. Maintain personal hygiene, protection and appearance, according to industry and organisational requirements
- c. Clean all equipment using suitable methods
- d. Position equipment and materials for safety and ease of use
- e. Position the client and yourself to minimise fatigue and risk of injury to meet the needs of the service
- f. Position the client to respect modesty, privacy and sensitivities to personal appearance
- g. Dispose of waste materials
- h. Complete the treatment within a commercially viable time
- i. Leave the treatment area in a suitable condition for further treatments
- j. Keep records up to date, accurate, easy to read and signed

* 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 prepare and plan for skin care and make-up instruction

You can:

- a. Use client questioning to identify contra-indications to skin and make-up products and current regime, recording the client's responses
- b. Provide advice to the client without causing concern or referring to specific medical conditions*
- c. Record the client's skin type, skin condition and age group
- d. Refer clients with contra-indicated skin conditions*
- e. Obtain signed, written, informed consent prior to carrying out the treatment from the client or parent/guardian if the client is a minor*
- f. Check that a parent or guardian is present throughout the treatment for minors*
- g. Use consultation techniques to identify the client's treatment needs
- h. Position the client comfortably in view of a mirror
- i. Protect the client's clothing
- j. Encourage clients to ask questions to clarify any points
- k. Confirm the objectives of the skin care and make-up instructions to meet the needs of the client
- l. Check that lighting conditions are suitable to the type of make-up instruction
- m. Prepare suitable skin care and make-up products
- n. Prepare face charts, tools and equipment

*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 deliver skin care and make-up instruction

You can:

- a. Use and adapt instructional techniques and communication to meet the client's needs
- b. Use demonstrations of skin care and make-up application to develop the client's understanding
- c. Guide the client through application of the product(s) to meet the needs of the client and the product(s) being used
- d. Use suitable resources throughout the instructional activity
- e. Allocate time for the client to practise skin care and make-up application techniques
- f. Encourage clients to ask questions to clarify any points throughout instruction
- g. Confirm that the client has a basic understanding of the basic techniques necessary to achieve their desired look
- h. Inform the client about the use, purpose and sources of products, tools and equipment
- i. Encourage the client to take advantage of products and services
- j. Provide written instruction on how to apply skin care routine and make-up application to achieve the agreed look

*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 evaluate the success of skin care and make-up instruction

You can:

- a. Encourage the client to perform an evaluation of their learning, providing additional support to meet the client's needs
- b. Use questioning to determine the success of the instruction process, recording the client's feedback
- c. Use client feedback to improve own skin care and make-up instructional techniques

*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	
Identified all the skin types	Portfolio reference
Oily	
Dry	
Combination	
Have dealt with at least 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the service cannot be carried out	
Modification of the service	
Given all types of instruction	Portfolio reference
Skin care choice and application	
Day make-up	
Evening make-up	
Special occasion make-up	



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You must practically demonstrate that you have:

Used all the instructional techniques		Portfolio reference
Skills demonstration		
Use of diagrams		
Verbal explanation		
Use of written instructions		
Used all the types of resources		Portfolio reference
Skin care products		
Make-up products		
Make-up tools and equipment		
Suitable mirror		
Face chart		
Used all the following age groups		Portfolio reference
16-30 years		
31-50 years		
over 50 years		

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 5

Know the organisational and legal requirements of skin care and make-up instruction

You can:	Portfolio reference / Assessor initials*
a. Describe own responsibilities under current health and safety legislation, standards and guidance	
b. State the age at which an individual is classed as a minor and how this differs nationally	
c. Describe the current legal and professional guidance relating to age restrictions for make-up services	
d. Describe why minors should not be given services without informed consent and presence of a parent or guardian	
e. Describe the legal significance of gaining signed, informed consent	
f. Describe own responsibilities and reasons for maintaining personal hygiene, protection and appearance, according to industry and organisational requirements	
g. Describe how to maintain and store the client's records in the salon and its importance	
h. Describe the importance of maintaining and storing clients records in relation to the Data Protection Act	
i. Describe the salon's service times and pricing structures for completing skin care and make-up instruction services	
j. Describe the importance of completing the service in a commercially viable time	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 6

Know how to work safely and effectively when providing skin care and make-up instruction

You can:	Portfolio reference / Assessor initials*
a. Describe how to safely prepare the work area and position equipment and materials for skin care and make-up instruction	
b. Describe the environmental conditions for skin care and make-up application, and their importance	
c. Compare different types and uses of sterilising and disinfecting equipment and chemicals	
d. Describe how to sterilise and disinfect tools and equipment for skin care and make-up application	
e. Describe own preparation for carrying out skin care and make-up application	
f. Describe the principles of avoiding cross-infection and the importance of maintaining standards of general hygiene	
g. Describe how to prepare and position yourself and the client for optimum skin care and make-up application, avoiding potential discomfort and injury	
h. Describe how to minimise and dispose of waste from services	
i. Describe the condition in which to leave the work area and its importance	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 7

Know how to use client consultation, treatment planning and preparation for skin care and make-up instruction

You can:	Portfolio reference / Assessor initials*
a. Describe how to use consultation techniques to meet the needs of different client groups	
b. Describe the questioning and listening skills used to gather information	
c. Describe how to give advice and make recommendations to clients	
d. Describe how to interpret negative and positive body language	
e. Describe the importance and legal significance of questioning clients and recording responses about contra-indications	
f. Describe the importance of providing time and encouragement for client's to ask questions	
g. Describe the reasons why it is important to encourage clients with contra-indications to seek medical advice	
h. Describe the reasons for not naming specific contra-indications and the importance of encouraging clients to seek medical advice	
i. Describe the importance of checking if the client wears contact lenses or glasses	
j. Describe why it is important to respect clients' modesty, privacy and sensitivities about personal appearance	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 8

Know about the use of skills for instructing on skin care and make-up

You can:	Portfolio reference / Assessor initials*
a. Describe how to plan a skin care and make-up instruction session	
b. Compare methods of presenting information and instructions	
c. Describe how to speak clearly in different situations	
d. Describe how to demonstrate active listening	
e. Describe how to use different types of questioning techniques	
f. Describe how to encourage clients to ask questions and how to respond	
g. Compare methods of demonstrating skin care and make-up application techniques and use of tools and equipment	
h. Describe how to check the clients' understanding and ability for self skin care and make-up application	
i. Describe how to tailor skin care and make-up instruction to meet individual needs	
j. Describe how to adapt the skin care and make-up instruction for clients who wear contact lenses or glasses	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 9

Know how to plan and prepare for skin care and make-up instruction

You can:	Portfolio reference / Assessor initials*
a. Describe the purposes and value of planning skin care and make-up instruction	
b. Describe the types and sources of skin care and make-up instruction resources	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 10

Know how to evaluate skin care and make-up instruction activities

You can:	Portfolio reference / Assessor initials*
a. Describe the importance of evaluating the success of skin care and make-up instructional activities	
b. Describe suitable methods of gaining feedback from skin care and make-up instructional activities	
c. Describe the importance of recording feedback and other relevant information from the activity	

* 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