

The qualification

Introduction

The Level 3 NVQ Diploma in Beauty Therapy General (QCF) is a job ready qualification based on National Occupational Standards (NOS).

This qualification will provide you with the knowledge, understanding and skills to work competently as an advanced beauty therapist. Throughout this qualification you will monitor procedures to safely control work operations, contribute to the planning and implementation of promotional activities, provide body and facial electrical treatments, provide body massage and electrical epilation treatments.

You will be assessed on your occupational competence.

National Occupational Standards (NOS)

This qualification has been mapped to the relevant NOS, and is accredited on the Qualifications and Credit Framework (QCF).

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 an advanced 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 4 Diploma in Permanent Hair Removal and Skin Rejuvenation (QCF)
- Level 4 Certificate in Laser and Intense Pulsed Light (IPL) Treatments (QCF)
- Level 4 Diploma in Advanced Beauty Therapy (QCF)
- Level 4 Award in Skin Blemish Removal (QCF)
- Level 4 Award in Physiology for Advanced Beauty Therapy (QCF)

Qualification structure

Total credits required - 65 (minimum)

All mandatory units must be completed.

Mandatory units - 55 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UG31G22	Y/601/5875	Monitor procedures to safely control work operations	4	30
UG31H32	R/600/1277	Contribute to the planning and implementation of promotional activities	5	32
UB30B13	Y/600/9090	Provide body electrical treatments	12	106
UB30B14	J/600/7562	Provide facial electrical treatments	12	106
UB30B20	A/600/7462	Provide body massage treatments	10	79
UB30B29	D/600/9043	Provide electrical epilation treatments	12	109

Optional units - 10 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UB30B12	T/600/8755	Plan and provide airbrush make-up	8	62
UB30B26	Y/600/8764	Provide female intimate waxing services	5	44
UB30B27	D/600/8765	Provide male intimate waxing services	5	44
UB30B15	D/600/9012	Provide single eyelash extension treatments	5	44
UB30B21	K/600/7487	Provide UV tanning services	2	16
UB30B23	D/600/7504	Provide Indian head massage	7	54
UB30B24	K/600/7523	Carry out massage using pre-blended aromatherapy oils	8	67
UB30B25	R/600/7533	Provide self-tanning services	3	27
UB30B28	J/600/7545	Provide stone therapy treatments	10	88
UG31G11	T/600/1272	Contribute to the financial effectiveness of the business	4	26

Guidance on assessment

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

Internal assessment

(any requirements will be shown in the unit)

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

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

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

External assessment

(any requirements will be shown in the unit)

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

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

Assessment explained

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

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

External anatomy and physiology papers

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

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

The external paper titles in Linx2Achieve are:

- NVQ 3 General Beauty Route Mandatory Anatomy and Physiology (Paper 1 of 2).
- NVQ 3 General Beauty Route Mandatory Anatomy and Physiology (Paper 2 of 2).

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

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



Creating a portfolio of evidence

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

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

Evidence in the portfolio may take the following forms:

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

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

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

Unit assessment methods

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

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observations	Assignments
UG31G22	Monitor procedures to safely control work operations	0	✓	✓
UG31H32	Contribute to the planning and implementation of promotional activities	0	✓	✓
UB30B13	Provide body electrical treatments	2	✓	✓
UB30B14	Provide facial electrical treatments	2	✓	✓
UB30B20	Provide body massage treatments	2	✓	✓
UB30B29	Provide electrical epilation treatments	2	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observations	Assignments
UB30B12	Plan and provide airbrush make-up	1	✓	✓
UB30B26	Provide female intimate waxing services	1	✓	✓
UB30B27	Provide male intimate waxing services	1	✓	✓
UB30B15	Provide single eyelash extension treatments	1	✓	✓
UB30B21	Provide UV tanning services	1	✓	✓
UB30B23	Provide Indian head massage	2	✓	✓
UB30B24	Carry out massage using pre-blended aromatherapy oils	2	✓	✓
UB30B25	Provide self-tanning services	1	✓	✓
UB30B28	Provide stone therapy treatments	2	✓	✓
UG31G11	Contribute to the financial effectiveness of the business	0	✓	✓

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.
Guided Learning Hours (GLH)	GLH is an estimate of the time allocated to teach, instruct, assess and support learners throughout a unit. Learner initiated private study, preparation and marking of formative assessment is not taken into account.
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.

UG31G22

Monitor procedures to safely control work operations

Monitoring the operation of workplace health and safety procedures is the legal responsibility of all senior staff in a salon, not just that of the manager or proprietor. These responsibilities extend beyond salon staff to all people entering the business, e.g. clients, suppliers, contract cleaners, etc. Therefore, in the context of this unit, 'other people' includes not only other employees, but all those who have a reason to be on salon premises at any time.

This unit is about making sure that statutory and workplace instructions are being carried out.

NOS

G22

Level

3

Credit value

4

GLH

30

Observations

2

External paper(s)

0



Monitor procedures to safely control work operations

Learning outcomes

On completion of this unit you will:

1. Be able to check that health and safety instructions are followed
2. Be able to recommend changes to health and safety workplace instructions
3. Be able to make sure that hazards and risks are controlled safely and effectively
4. Know how to monitor procedures to safely control work operations

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. Monitoring the operation of workplace health and safety procedures is the legal responsibility of all senior staff in a salon, not just that of the manager or proprietor. These responsibilities extend beyond salon staff to all people entering the business e.g. clients, suppliers, contract cleaners, etc. Therefore, in the context of this unit, 'other people' includes not only other employees, but all those who have a reason to be on salon premises at any time.
3. Evidence for outcomes relating to 'other people' may be drawn from a wide base of possibilities, e.g. politely instructing clients to hang coats in the place provided and stow their bags at reception to comply with workplace procedures to avoid obstructions and accidents in salon work areas; briefing a new starter on some aspect of workplace health and safety procedures.
4. All evidence must be derived from performance in the workplace or approved Realistic Working Environment conforming to current Habia criteria.
5. Simulation is not allowed for any performance evidence within this unit as the outcomes can be demonstrated by a combination of 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.
6. This is not an exhaustive list and the Common Evidence Requirements are owned by the Awarding Bodies which will develop their own guidance documentation on evidence requirements. However, given the nature of the outcomes required, it is likely various types of documentary evidence, questioning and discussion will form the main assessment methods for the hair and beauty industries.
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 check that health and safety instructions are followed

You can:

- a. Keep up to date with health and safety regulations and workplace instructions, making sure that information is from reliable sources
- b. Conduct monitoring of the workplace at agreed intervals and in accordance with workplace instructions
- c. Confirm that workers are health and safety competent as defined in their job role and that identified health and safety training needs have been met
- d. Communicate workplace instructions and receive feedback

** 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 recommend changes to health and safety workplace instructions

You can:

- a. Respond to any breaches of health and safety instructions in a way which meets workplace and legal requirements *
- b. Make recommendations for any changes to health and safety workplace instructions to the responsible people

* May be assessed through oral questioning.

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



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Outcome 3

Be able to make sure that hazards and risks are controlled safely and effectively

You can:

- a. Maintain accurate records of workplace irregularities
- b. Check other people are aware of the hazards/risks and know the action(s) to be taken to minimise them
- c. Confirm that appropriate precautions to control risks have been agreed with the people responsible for health and safety
- d. Review to make sure all recommended action has been taken
- e. Report any conflicts that still exist between workplace and legal requirements*

* 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 4

Know how to monitor procedures to safely control work operations

You can:	Portfolio reference / Assessor initials*
a. Explain employers' and employees' legal responsibilities for health and safety in the workplace	
b. Explain the difference between 'hazard', 'risk' and 'control'	
c. Describe the types of information available from reports and records covering the workplace	
d. Explain the importance of evaluating information from reports and records covering the workplace	

* 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



UG31H32

Contribute to the planning and implementation of promotional activities

This unit is about working with others to plan, implement and evaluate promotional activities. The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect of this unit.

NOS

H32

Level

3

Credit value

5

GLH

32

Observations

1

External paper(s)

0



Contribute to the planning and implementation of promotional activities

Learning outcomes

On completion of this unit you will:

1. Be able to contribute to the planning and preparation of promotional activities
2. Be able to implement promotional activities
3. Be able to participate in the evaluation of promotional activities
4. Understand the venue and legal requirements
5. Understand how to plan and prepare promotional events
6. Understand how to sell products and services
7. Understand communication techniques
8. Understand evaluation methods and techniques

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 contributing to the planning and implementation of promotional activities.
3. Your assessor will make **1 observation** of your performance when planning and implementing promotional activities. In addition, you will need to collect further documentary evidence to show you have met all the requirements of the standard.
4. From the range, you must show that you have:
 - developed both types of objectives
 - undertaken all the types of promotional activities listed.
5. Although some evidence of your performance will be gathered from the observations made by your assessor, it is likely you will need to assemble relevant documentary evidence in your portfolio to meet the requirements of the standard and qualification.
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

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 contribute to the planning and preparation of promotional activities

You can:

- a. Make recommendations to the relevant person(s) for suitable promotional activities, identifying the potential benefits for the business
- b. Identify and agree specific, measurable, achievable, realistic and time bound objectives and target groups for the activity with the relevant person(s)
- c. Agree requirements for the activity with all relevant person(s) in sufficient detail to allow the work to be planned
- d. Produce an agreed plan showing the:
 - type of promotional activity
 - objectives of the activity
 - roles and responsibilities of others involved
 - resource requirements
 - preparation and implementation activities
 - timescales
 - the budget
 - methods of evaluation
- e. Agree a plan that takes into account any legal requirements, when necessary
- f. Make sure resources are available to meet the planned timescale

** 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 implement promotional activities

You can:

- a. Implement promotional activities to meet the agreed plan
- b. Adapt promotional activities, when necessary, in response to changed circumstances and/or problems
- c. Use resources effectively throughout the promotional activities
- d. Communicate the essential features and benefits of products and services to the target group
- e. Use methods of communication that are suitable for the type of promotional activity being undertaken
- f. Present information in logical steps
- g. Encourage the target group to ask questions about the services and products being promoted
- h. Respond to questions and queries in a way which promotes goodwill and enhances the salon's image
- i. Actively encourage the target group to take advantage of the services and products being promoted
- j. Clear away products and equipment at the end of the promotional activity, when necessary, to meet the requirements of the venue

*May be assessed through oral questioning.

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



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Outcome 3

Be able to participate in the evaluation of promotional activities

You can:

- a. Use the methods agreed in the promotional activity plan to gain feedback from the relevant sources
- b. Collate and record the information gained from the feedback using a clear and concise format and method of presentation*
- c. Draw accurate and clear conclusions on the effectiveness of the promotional activity in meeting the agreed objectives
- d. Participate in discussions giving a clear and well structured summary of the results of the evaluation
- e. Make recommendations for improvements to any future promotional activities based upon the outcomes of the evaluation

*May be assessed through oral questioning.

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

Range



You must practically demonstrate you have:

Undertaken all the types of promotional activities listed	Portfolio reference
Demonstrations	
Displays	
Advertising campaigns	
Developed both types of objectives	Portfolio reference
Enhance salon image	
Increase salon business	

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 the venue and legal requirements

You can:	Portfolio reference
a. Explain the practical requirements and restrictions of any venue	
b. Describe the contract requirements, local bye-laws and legislation which could restrict the promotional activity in any venue used	
c. Explain the importance of considering health and safety and other legal requirements	
d. Explain the health and safety procedures applicable to any venue used	
e. Explain the potential hazards that must be considered when working at any venue	
f. Describe the steps that should be taken to minimise risks when working at an external venue	

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

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



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Outcome 5

Understand how to plan and prepare promotional events

You can:	Portfolio reference
a. Explain the purpose and value of detailed and accurate planning	
b. Explain the type of resourcing requirements necessary for promotional activities	
c. Explain how the nature of the target group can influence the choice of promotional activity	
d. Explain how to match types of promotional activities to objectives	
e. Describe how to present a plan for promotional activities	
f. Explain why it is important to consider methods of evaluation at the planning stage	
g. Explain how to write objectives that are Specific, Measurable, Achievable, Realistic and Time-bound (i.e. SMART objectives)	
h. Explain the importance of working to a budget	
i. Explain where and how to obtain resources	
j. Explain the importance of clearly defining the roles and responsibilities of those involved in promotional activities	
k. Describe the importance of allocating roles and responsibilities to match an individual's competence levels	
l. Explain the importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity	
m. Explain the types of foreseeable problems that occur and ways of resolving 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 6

Understand how to sell products and services

You can:	Portfolio reference
a. Explain how to recognise buying signals and to close sales	
b. Identify the difference between the features of a product or service and the benefits of a product or service	
c. Describe the features and benefits of products and/or services being promoted	
d. Describe how to tailor the presentation of the benefits of products and/or services to meet individual needs and interests	

** 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 communication techniques

You can:	Portfolio reference
a. Explain how and when to participate in discussions	
b. Describe how to give a short presentation	
c. Compare different methods of presenting information	
d. Explain how and when to make openings to encourage others to ask questions	
e. Describe how to answer questions and manage queries in a way likely to maintain goodwill	

* 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 evaluation methods and techniques

You can:	Portfolio reference
a. Explain the purpose of evaluation activities	
b. Explain the areas of the promotional activity which should be evaluated	
c. Describe the most suitable methods of gaining feedback for the promotional activities in the range	
d. Explain how to collate, analyse and summarise evaluation feedback in a clear and concise way	
e. Explain suitable ways of formatting and producing an evaluation report	

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

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

UB30B13

Provide body electrical treatments

This unit is about improving body and skin condition using galvanic, Electro Muscle Stimulator (EMS), micro-current, lymphatic drainage and micro-dermabrasion equipment. It covers the skills involved in providing a thorough consultation with the client to formulate a specific course of treatment tailored to individual client needs. The ability to provide relevant aftercare advice is also required.

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

B13

Level

3

Credit value

12

GLH

106

Observations

5

External paper(s)

2



Provide body electrical treatments

Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when providing body electrical treatments
2. Be able to consult, plan and prepare for treatments with clients
3. Be able to carry out body electrical treatments
4. Understand organisational and legal requirements
5. Understand how to work safely and effectively when providing body electrical treatments
6. Understand how to perform client consultation, planning and preparation
7. Understand the anatomy and physiology for body electrical treatments
8. Understand contra-indications that affect or restrict body electrical treatments
9. Understand equipment, materials, products and treatment-specific knowledge
10. Be able to provide aftercare advice

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 body electrical treatments.
3. Your assessor will observe your performance on **at least 5 separate occasions, which must involve at least 3 different clients.**
4. From the range, you must practically demonstrate that you have:
 - used all the types of equipment
 - used all the consultation techniques
 - treated all the body types
 - treated all the body conditions
 - treated all the skin conditions
 - have carried out **at least 1 of the 3 necessary actions***
 - met all the treatment objectives
 - provided all types of advice.

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

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

Achieving observations and range

Achieving observation outcomes

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

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

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

Maximum service times

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 maintain effective and safe methods of working when providing body electrical treatments

You can:

- a. Set up work areas to meet organisation and manufacturers' instructions
- b. Use industry hygiene and safety practices throughout the service to minimise the risk of cross-infection
- c. Position the person and yourself to minimise fatigue and the risk of injury and allow ease of body electrical application, maintenance and removal
- d. Clean all tools and equipment using the correct methods
- e. Position equipment, products and materials for ease and safety of use
- f. Adopt a positive, polite and reassuring manner towards the client throughout the treatment
- g. Maintain the client's modesty, privacy and comfort at all times
- h. Check the client's wellbeing at regular intervals according to organisational policy
- i. Dispose of waste materials safely and correctly
- j. Complete the treatment within a commercially viable time
- k. Check records are up to date, accurate, easy to read and signed by the client and practitioner
- l. Leave the treatment area and equipment in a suitable condition for future treatments

**May be assessed through oral questioning.*

Observation	1	2	3	4	5
Criteria questioned orally					
Date achieved					
Portfolio reference					
Learner signature					
Assessor initials					



Outcome 2

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

You can:

- a. Use effective consultation techniques in a polite and friendly manner to determine the client's treatment needs
- b. Obtain signed, written and informed consent prior to the treatment from the client or for a minor, from a parent or guardian*
- c. Explain to the client what the treatment entails in a way he or she can understand
- d. Ask the client appropriate questions to identify their medical history, body type, body condition and lifestyle pattern
- e. Identify any contra-indications to body electrical treatments by asking the client questions and recording the responses
- f. Provide client advice without reference to a specific medical condition and without causing undue alarm and concern*
- g. Carry out thermal and tactile tests to determine accurately the client's skin response to heat and pressure stimuli
- h. Carry out a test patch, if necessary, to determine skin sensitivity and to avoid adverse reactions*
- i. Recommend alternative treatments which are suitable for the client's condition and needs, if contra-indicated for body electrical treatments*
- j. Explain and agree the projected cost, likely duration, frequency and types of treatment needed
- k. Agree in writing the client's needs, expectations and treatment objective, ensuring they are realistic and achievable
- l. Check that the client's skin is clean and prepared to suit the type of equipment to be used
- m. Select suitable equipment and related products to suit the treatment objectives

*May be assessed through oral questioning.

Observation	1	2	3	4	5
Criteria questioned orally					
Date achieved					
Portfolio reference					
Learner signature					
Assessor initials					



Outcome 3

Be able to carry out body electrical treatments

You can:

- a. Explain the sensation created by the equipment being used
- b. Explain the treatment procedure to the client in a clear and simple way at each stage in the process
- c. Safely use the correct treatment settings, applicator and accessories on the body throughout the treatment in accordance with manufacturers' instructions
- d. Adjust the intensity and duration of the treatment to suit the client's body type and condition and the areas of the body being treated
- e. Take prompt remedial action if the client experiences discomfort or contra-actions*
- f. Apply a suitable post-treatment product to the treated area, if required
- g. Check the finished result is to the client's satisfaction and meets the agreed treatment objectives
- h. Give client suitable aftercare advice

*May be assessed through oral questioning.

Observation	1	2	3	4	5
Criteria questioned orally					
Date achieved					
Portfolio reference					
Learner signature					
Assessor initials					

Range



You must practically demonstrate you have:

Used all the types of equipment	Portfolio reference
Galvanic unit	
Electro Muscle Stimulator (EMS)	
Micro-current unit	
Lymphatic drainage equipment	
Micro-dermabrasion unit	
Used all the consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Treated all the body types	Portfolio reference
Endomorph	
Mesomorph	
Ectomorph	
Treated all the body conditions	Portfolio reference
Cellulite	
Poor muscle tone	
Sluggish circulation	
Uneven skin texture	



You must practically demonstrate you have:

Have carried out at least 1 of the 3 necessary actions		Portfolio reference
Encouraging the client to seek medical advice		
Explaining why the treatment cannot be carried out		
Modification of treatment		
Met all the treatment objectives		Portfolio reference
Improved skin and body condition		
Improved contour and muscle condition		
Provided all types of advice		Portfolio reference
Avoidance of activities which may cause contra-actions		
Future treatment needs		
Modifications to lifestyle patterns		
Healthy eating and exercise advice		
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 2		
2 of 2		

Knowledge



Outcome 4

Understand organisational and legal requirements

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

* Assessor initials to be inserted if orally questioned.

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



Outcome 4 (continued)

Understand organisational and legal requirements

You can:	Portfolio reference
k. Explain the organisation's requirements for client preparation	
l. Explain your organisation's service times for body electrical treatments	
m. Explain the organisation's and manufacturers' requirements for the treatment area, equipment maintenance and equipment cleaning regimes	

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

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



Outcome 5

Understand how to work safely and effectively when providing body electrical treatments

You can:	Portfolio reference
a. Explain how to set up the work area for body electrical treatments	
b. Explain the necessary environmental conditions for body electrical treatments	
c. Explain the type of personal protective equipment that should be worn for micro-dermabrasion treatments and why	
d. Explain the importance and reasons for disinfecting hands and how to do this effectively	
e. Explain how to position yourself and the client for body electrical treatments	
f. Explain the reasons for maintaining client modesty, privacy and comfort during the treatment	
g. Explain why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	
h. Explain why it is important to check the client's wellbeing at regular intervals	

* Assessor initials to be inserted if orally questioned.

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



Outcome 6

Understand how to perform client consultation, planning and preparation

You can:	Portfolio reference
a. Explain how to use effective consultation	
b. Explain why it is important to encourage and allow time for clients to ask questions	
c. Explain the importance of questioning clients to establish any contra-indications to body electrical treatments	
d. Explain possible contra-actions which may occur during the treatment and how to deal with them	
e. Explain why it is important to record client responses to questioning	
f. Explain the legal significance of client questioning and the recording of client responses	
g. Explain how to give effective advice and recommendations to clients	
h. Explain how to work out body mass index (BMI)	
i. Explain how to assess visually muscle tone	
j. Explain how to assess body fat, fluid retention, posture and skin type	
k. Explain the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice	

* Assessor initials to be inserted if orally questioned.

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



Outcome 6 (continued)

Understand how to perform client consultation, planning and preparation

You can:	Portfolio reference
l. Explain the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice	
m. Explain why it is important to maintain the client's modesty and privacy	
n. Explain the characteristics of different body types and body conditions	
o. Explain the importance of using electrical treatments in conjunction with other treatments, healthy eating and exercise to maximise results	
p. Explain the types of treatments that could be given in conjunction with, or after, body electrical treatments	
q. Explain the types of alternative treatments which could be recommended in the event of contra-indications to electrical treatments	

* Assessor initials to be inserted if orally questioned.

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



Outcome 7

Understand the anatomy and physiology for body electrical treatments

You can:	Portfolio reference
a. Explain the structure and function of the skeleton	
b. Explain the structure and function of muscles, including the types of muscle	
c. Explain the effect of exercise on muscle tone and how it can vary	
d. Explain the positions and actions of the main muscle groups in the part of the body specified in the range	
e. State the definition of 'origin' and 'insertion' of a muscle	
f. Explain the causes of muscle fatigue and how to recognise it	
g. Describe the basic structure and function of skin	
h. Explain the skin characteristics and skin types of different ethnic client groups	
i. Explain the structure, location and the body's utilisation of adipose tissue	
j. Explain the function of the endocrine system and its relationship to weight gain and loss	
k. Explain the function of the digestive system	
l. Explain the basic principles of healthy eating	

* Assessor initials to be inserted if orally questioned.

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



Outcome 7 (continued)

Understand the anatomy and physiology for body electrical treatments

You can:	Portfolio reference
m. Explain how ageing affects the body and skin	
n. Explain how age limits the effectiveness of the treatment	
o. Explain the function of blood and the principles of circulation, blood pressure and pulse	
p. Explain the structure and function of the heart and arteries, veins and capillaries	
q. Explain how to identify erythema and its causes	
r. Explain the structure and function of the lymphatic systems, including lymphatic vessels, nodes and lymph of the body	
s. Explain the principles of lymph circulation and the interaction of lymph and blood within the circulatory system	
t. Explain the basic principles of the central nervous system, motor points and autonomic system	
u. Explain the effect of electrical treatments on the muscles, skin, circulatory, skeletal, lymphatic, endocrine, digestive and nervous systems	

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

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



Outcome 8

Understand contra-indications that affect or restrict body electrical treatments

You can:	Portfolio reference
a. Explain those contra-indications which prevent body electrical treatment and why	
b. Explain those contra-indications which restrict treatment and why	
c. Explain the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner	

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

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



Outcome 9

Understand equipment, materials, products and treatment-specific knowledge

You can:	Portfolio reference
a. Explain how to prepare and use the equipment and products for body electrical treatments	
b. Evaluate the use and limitations of products used for body electrical treatments	
c. Explain methods of disinfecting, sterilising and maintaining equipment	
d. Explain the benefits and effects of electro-therapy machines which combine different currents and their effects	
e. Explain the benefits of products available for electrical treatments and their effects	
f. Explain the type of currents produced by galvanic units, EMS units, micro-current units and lymphatic drainage equipment	
g. Explain how to select, use and adapt the use of body electrical equipment to suit different body types, body conditions and treatment objectives and why	
h. Explain the importance of cleansing the skin prior to treatment	
i. Explain how to carry out and interpret thermal, tactile and skin sensitivity tests	
j. Explain the dangers associated with body electrical treatments	
k. Summarise the physical effects created by the use of the equipment	

* Assessor initials to be inserted if orally questioned.

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



Outcome 9 (continued)

Understand equipment, materials, products and treatment-specific knowledge

You can:	Portfolio reference
l. Explain why some body treatments should be conducted in a certain direction	
m. Explain the types of post-treatment products available and why they are necessary	
n. Explain how to evaluate the effectiveness of body treatments	
o. Explain the benefits of a course of treatment	
p. Explain why it is important to give aftercare advice	

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

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



Outcome 10

Be able to provide aftercare advice

You can:	Portfolio reference
a. Explain the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	
b. Explain post-treatment restrictions and future treatment needs	
c. Explain products for home use that will benefit and protect the client and those to avoid and why	
d. Explain how current eating and exercise habits can affect the effectiveness of treatment	
e. Explain how healthy eating and exercise can improve the effectiveness of the treatment	

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

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

Notes

Use this area for making notes and drawing diagrams



UB30B14

Provide facial electrical treatments

This unit is about improving face and skin condition using direct high frequency, galvanic, EMS, micro-current, lymphatic drainage and micro-dermabrasion equipment. It covers the skills involved in providing a thorough consultation with the client to formulate a specific course of treatment tailored to individual client needs. The ability to provide relevant aftercare advice is also required.

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

B14

Level

3

Credit value

12

GLH

106

Observations

5

External paper(s)

2



Provide facial electrical treatments

Learning outcomes

On completion of this unit you will:

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

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 facial electrical treatments.
3. Your assessor will observe your performance on **at least 5 separate occasions, which must involve at least 3 different clients.**
4. From the range, you must practically demonstrate that you have:
 - used all the types of equipment
 - used all the consultation techniques
 - treated all the skin types
 - treated all the skin conditions
 - carried out **at least 1 of the 3 necessary actions***
 - met all the treatment objectives
 - provided all types of advice.

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

Achieving observations and range

Achieving observation outcomes

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

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

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

Maximum service times

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 maintain safe and effective methods of working when providing facial electrical treatments

You can:

- a. Set up and maintain the treatment area to meet legal, hygiene and service requirements
- b. Maintain personal hygiene, protection and appearance that meets accepted industry and organisational requirements
- c. Position tools and equipment for safety and for ease of use
- d. Position the client and yourself to minimise fatigue and risk of injury
- e. Use industry hygiene and safety practices throughout the treatment
- f. Adopt a positive, polite and reassuring manner towards the client throughout the treatment.
- g. Maintain the client's modesty, privacy and comfort at all times
- h. Check the client's wellbeing at regular intervals according to organisational policy
- i. Carry out the treatment within a commercially viable time
- j. Keep records up to date, accurate, easy to read and signed by the client and practitioner
- k. Leave the treatment area, tools and equipment in a suitable condition for future treatments

* May be assessed through oral questioning.

Observation	1	2	3	4	5
Criteria questioned orally					
Date achieved					
Portfolio reference					
Learner signature					
Assessor initials					



Outcome 2

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

You can:

- a. Use consultation techniques to determine the client's treatment needs
- 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 their medical history, body type, body condition and life style pattern
- d. Consult with the client to identify any contra-indications to facial electrical treatments, recording the client's responses and taking any necessary action
- e. Carry out a test patch to determine the client's skin response to heat and pressure stimuli
- f. Provide client advice without referring to a specific medical condition and avoiding causing undue alarm and concern*
- g. Explain and agree the projected cost, likely duration, frequency and types of treatment needed
- h. Agree the client's needs, expectations and treatment objective in writing, ensuring they are realistic and achievable
- i. Clean and prepare the client's skin to suit the type of equipment to be used
- j. Select suitable tools, equipment and products for the facial treatment and client's skin type and condition

*May be assessed through oral questioning.

Observation	1	2	3	4	5
Criteria questioned orally					
Date achieved					
Portfolio reference					
Learner signature					
Assessor initials					



Outcome 3

Be able to carry out facial electrical treatments

You can:

- a. Explain to the client the sensation created by the equipment being used
- b. Explain the treatment procedure to the client in a clear and simple way at each stage in the process
- c. Safely use the correct treatment settings, applicator and accessories on the body throughout the treatment in accordance with manufacturers' instructions
- d. Adjust the intensity and duration of treatment to suit the client's facial skin type and condition
- e. Carry out necessary comedone and milia extraction, when required, minimising discomfort to the client and damage to the skin*
- f. Take prompt remedial action if the client experiences discomfort or contra-actions*
- g. Apply a suitable post-treatment product to the treated area
- h. Check the finished result is to the client's satisfaction and meets the agreed treatment objectives
- i. Give the client aftercare advice specific to their individual needs

* May be assessed through oral questioning.

Observation	1	2	3	4	5
Criteria questioned orally					
Date achieved					
Portfolio reference					
Learner signature					
Assessor initials					

Range



You must practically demonstrate you have:

Used all the types of equipment	Portfolio reference
Direct high frequency unit	
Galvanic unit	
Electro muscle stimulator	
Micro-current unit	
Lymphatic drainage equipment	
Micro-dermabrasion unit	
Micro-lance	
Used all the consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Treated all the skin types	Portfolio reference
Oily	
Dry	
Combination	
Treated all the skin conditions	Portfolio reference
Sensitive	
Mature	
Dehydrated	
Congested	



You must practically demonstrate you have:

Carried out at least 1 of the 3 necessary actions		Portfolio reference
Encouraging the client to seek medical advice		
Explaining why the treatment cannot be carried out		
Modification of treatment		
Met all the treatment objectives		Portfolio reference
Improved skin condition		
Improved contour and muscle condition		
Improved skin texture		
Provided all types of advice		Portfolio reference
Avoidance of activities which may cause contra-actions		
Future treatment needs		
Modifications to lifestyle patterns		
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 2		
2 of 2		

Knowledge



Outcome 4

Understand organisational and legal requirements for providing facial electrical treatments

You can:	Portfolio reference
a. Explain own responsibilities under relevant health and safety legislation, standards and guidance	
b. Explain the importance of not discriminating against clients with illnesses and disabilities and why	
c. State the age at which an individual is classed as a minor and how this differs nationally	
d. Explain why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
e. Explain why minors should not be given treatments without informed and signed parental or guardian consent	
f. Explain the legal significance of gaining signed, informed consent to treatment	
g. Explain own responsibilities and reasons for maintaining personal hygiene, protection and appearance according to accepted industry and organisational requirements	
h. Explain local authority and organisational requirements for sharps and hazardous waste disposal	
i. Explain 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.



Outcome 4 (continued)

Understand organisational and legal requirements for providing facial electrical treatments

You can:	Portfolio reference
j. Explain how to complete client records and the reasons for keeping records of treatments and gaining client signatures	
k. Explain the organisation's requirements for client preparation	
l. Describe the organisation's service times for facial electrical treatments	
m. Explain the organisation's and manufacturers' requirements for the treatment area, equipment maintenance and equipment cleaning regimes	

* Assessor initials to be inserted if orally questioned.

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



Outcome 5

Understand how to work safely and effectively when providing facial electrical treatments

You can:	Portfolio reference
a. Explain how to set up the work area for facial electrical treatments	
b. Explain the necessary environmental conditions for facial electrical treatments (including lighting, heating, ventilation, sound and general comfort) and why these are important	
c. Explain the type of personal protective equipment available for micro-dermabrasion treatments and why they should be worn	
d. Explain how to effectively disinfect hands	
e. Explain how to position yourself and the client for facial electrical treatments	
f. Explain the reasons for maintaining client modesty, privacy and comfort during the treatment	
g. Explain why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	
h. Explain why it is important to check the client's wellbeing at regular intervals	

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

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



Outcome 6

Understand how to perform client consultation, treatment planning and preparation

You can:	Portfolio reference
a. Explain how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	
b. Explain why it is important to encourage and allow time for clients to ask questions	
c. Explain the importance of questioning clients to establish any contra-indications to facial electrical treatments	
d. Explain why it is important to record client responses to questioning	
e. Explain how to give effective advice and recommendations to clients	
f. Explain how to visually assess muscle tone	
g. Explain how to assess facial skin type and condition	
h. Explain the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice	
i. Explain the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice	
j. Explain the importance of using electrical treatments in conjunction with other treatments to maximise results	
k. Explain the types of treatments that could be given in conjunction with, or after, facial electrical treatments	
l. Explain the types of alternative treatments which could be recommended in the event of contra-indications to electrical treatments	

* Assessor initials to be inserted if orally questioned.

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



Outcome 7

Understand anatomy and physiology that relates to facial electrical treatments

You can:	Portfolio reference
a. Explain the position of the primary bones of the skull and shoulder girdle and the functions of the skull	
b. Explain the positions and actions of the facial muscles	
c. State the definition of 'origin' and 'insertion' of a muscle	
d. Explain the basic structure and function of skin	
e. Explain the skin characteristics and skin types of different ethnic client groups	
f. Explain how ageing affects the skin and limits the effectiveness of treatment	
g. Explain how the endocrine system affects the skin	
h. Explain the function of blood and the principles of circulation, blood pressure and pulse	
i. Describe the structure and function of the heart and arteries, veins and capillaries in the face	
j. Explain the structure and function of the lymphatic systems, including lymphatic vessels, nodes and lymph in the face and neck	
k. Explain how to identify erythema and its causes	
l. Explain the principles of lymph circulation and the interaction of lymph and blood within the circulatory system	
m. Explain the basic principles of the central nervous system, motor points and autonomic system	
n. Explain the effect of electrical treatment on the facial muscles, skin, circulatory, lymphatic and nervous systems	

* Assessor initials to be inserted if orally questioned.

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



Outcome 8

Understand the contra-indications and contra-actions that affect or restrict facial electrical treatments

You can:	Portfolio reference
a. Explain the contra-indications which prevent facial electrical treatment and why	
b. Explain the contra-indications which restrict treatment and why	
c. Explain the possible contra-actions which may occur during the treatment 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.



Outcome 9

Understand how to carry out facial electrical treatments

You can:	Portfolio reference
a. Explain how to select, prepare and use tools, equipment and products for facial electrical treatments	
b. Explain how to adapt the use of facial electrical equipment to suit different skin types, skin conditions and treatment objectives and why	
c. Evaluate the use and limitations of products used for facial electrical treatments	
d. Explain methods of disinfecting, sterilising and maintaining equipment	
e. Evaluate the benefits and effects of electro-therapy machines which combine different currents and their effects	
f. Evaluate the benefits of products available for facial electrical treatments and their effects	
g. Explain the type of currents produced by direct high-frequency units, galvanic units, EMS units, micro-current units and lymphatic drainage equipment	
h. Explain how to use a micro-lance to safely remove milia	
i. Explain the importance of cleansing the skin prior to treatment	
j. Explain how to carry out and interpret thermal, tactile and skin sensitivity tests	

* Assessor initials to be inserted if orally questioned.

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



Outcome 9 (continued)

Understand how to carry out facial electrical treatments

You can:	Portfolio reference
k. Explain the dangers associated with facial electrical treatments	
l. Summarise the physical effects created by the use of the equipment	
m. Explain why some facial treatments should be conducted in a certain direction	
n. Explain the types of post-treatment products available and why they are necessary	
o. Explain how to evaluate the effectiveness of facial treatments	
p. Explain the benefits of a course of treatment	

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

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



Outcome 10

Understand how to provide aftercare advice

You can:	Portfolio reference
a. Explain why it is important to give aftercare advice	
b. Explain the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	
c. Explain post-treatment restrictions and future treatment needs	
d. Explain products for home use that will benefit and protect the client and those to avoid and why	
e. Explain how skin care routines can affect the effectiveness of treatment	

** 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



UB30B20

Provide body massage treatments

This unit is about the skills involved in providing head and body massage treatments. It covers manual massage of the head and body as well as mechanical body massage techniques. The ability to adapt massage techniques to suit individual client needs is a crucial requirement of this unit.

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

B20

Level

3

Credit value

10

GLH

79

Observations

4

External paper(s)

2



Provide body massage treatments

Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when providing body massage treatments
 2. Be able to consult, plan and prepare to provide body massage treatments
 3. Be able to perform manual massage treatments
 4. Be able to perform mechanical massage treatments
 5. Understand organisational and legal requirements for protecting body massage treatments
 6. Understand how to work safely and effectively when providing body massage treatments
 7. Understand how to consult with clients
 8. Understand how to prepare to provide body massage treatments
 9. Understand anatomy and physiology related to body massage treatments
 10. Understand contra-indications and contra-actions that affect or restrict body massage treatments
 11. Understand how to carry out body massage treatments
 12. Understand how to provide aftercare advice
3. Your assessor will observe your performance on **at least 4 separate occasions, each on 4 different clients, which must include 2 full body massage treatments, incorporating the face. One of the full body massages must incorporate the use of mechanical massage and infra-red treatment.**
 4. From the range, you must practically demonstrate that you have:
 - used all types of equipment on suitable treatment areas
 - used all of the massage mediums
 - used all consultation techniques
 - dealt with all the client's physical characteristics
 - dealt with **at least 1** of the necessary actions*
 - met all treatment objectives
 - used all massage techniques
 - covered all treatment areas
 - given 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.**

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 body massage treatments.

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:

Back massage	30 minutes
Full body massage (excluding head and face)	60 minutes
Full body massage (including head and face)	75 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 maintain safe and effective methods of working when providing body massage treatments

You can:

- a. Set up and maintain the treatment area to meet legal, hygiene and service requirements
- b. Maintain personal hygiene, protection and appearance that meets accepted industry and organisational requirements
- c. Clean all tools and equipments using the correct methods
- d. Position equipment and massage mediums for safety and ease of use
- e. Position the client and yourself to minimise fatigue and risk of injury and for the treatment
- f. Use industry hygiene and safety practices throughout the treatment to minimise the risk of cross-infection
- g. Adopt a positive, polite and reassuring manner towards the client throughout the treatment
- h. Maintain the client's modesty, privacy and comfort throughout the treatment
- i. Complete the treatment within a commercially viable time
- j. Keep the records up to date, accurate, easy to read and signed by the client and practitioner
- k. Leave the treatment area and equipment in a suitable condition for future treatments

*May be assessed through oral questioning.

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



Outcome 2

Be able to consult, plan and prepare to provide body massage treatments

You can:

- a. Use consultation techniques to determine the client's treatment needs
- 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. Question the client to identify the client's medical history, physical characteristics and lifestyle pattern
- d. Consult with the client to identify any contra-indications to body massage treatments, recording the client's responses, taking any necessary action
- e. Provide client advice without referring to a specific medical condition and without causing undue alarm and concern*
- f. Explain and agree the projected cost, likely duration, frequency and types of treatment needed
- g. Agree in writing the client's needs, expectations and treatment objectives, ensuring they are realistic and achievable
- h. Clean and prepare the client's skin to suit the type of massage to be given
- i. Protect the client's clothing, hair and accessories prior to beginning massage
- j. Select equipment and related products to suit the treatment objectives

*May be assessed through oral questioning.

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



Outcome 3

Be able to perform manual massage treatments

You can:

- a. Check that the client's body is suitably supported prior to and during the treatment
- b. Adapt massage techniques, sequence and massage mediums to meet the client's physical characteristics and treatment area(s)
- c. Vary the depth, rhythm and pressure of massage movements to meet treatment objective, treatment area(s) and client's physical characteristics and preferences
- d. Take prompt remedial action if contra-actions or discomfort occur during the course of treatment*
- e. Give the client sufficient post-treatment recovery time
- f. Apply and use massage oil medium to minimise waste
- g. Consult with the client to confirm the finished result is to the client's satisfaction and meets the agreed treatment objectives
- h. Provide aftercare advice specific to the client's individual needs

*May be assessed through oral questioning.

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



Outcome 4

Be able to perform mechanical massage treatments

You can:

- a. Explain to the client the sensation created by the equipment used
- b. Explain the treatment procedure to the client in a clear and simple way at each stage in the process
- c. Check the client's body is suitably supported prior to and during the treatment
- d. Safely use the correct treatment settings, application and applicator heads on the body throughout the treatment to meet manufacturers' instructions
- e. Adjust the intensity and duration of the treatment to suit the client's physical characteristics and treatment area(s)
- f. Vary the sequence, depth and pressure of massage movements to meet treatment objectives and treatment area(s)
- g. Check the client's wellbeing throughout the mechanical massage treatment
- h. Take prompt remedial action if contra-actions or discomfort occur during the course of treatment*
- i. Give the client sufficient post-treatment recovery time
- j. Check the finished result is to the client's satisfaction and meets the agreed treatment objectives
- k. Provide aftercare advice specific to the client's individual needs

*May be assessed through oral questioning.

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



Range

You must practically demonstrate you have:

Used all types of equipment on suitable treatment areas		Portfolio reference
Gyratory massager		
Audio sonic		
Infrared		
Used all of the massage mediums		Portfolio reference
Oil		
Cream		
Powder		
Used all consultation techniques		Portfolio reference
Questioning		
Visual		
Manual		
Reference to client records		
Dealt with all the client's physical characteristics		Portfolio reference
Weight		
Height		
Posture		
Muscle tone		
Age		
Health		
Skin condition		



You must practically demonstrate you have:

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		
Met all treatment objectives		Portfolio reference
Relaxation		
Sense of wellbeing		
Uplifting		
Anti-cellulite		
Stimulating		
Used all massage techniques		Portfolio reference
Effleurage		
Petrissage		
Tapotement		
Vibration		
Friction		



You must practically demonstrate you have:

Covered all treatment areas	Portfolio reference
Face	
Head	
Chest and shoulders	
Arms and hands	
Abdomen	
Back	
Gluteals	
Legs and feet	
Given all types of advice	Portfolio reference
Avoidance of activities which may cause contra-actions	
Future treatment needs	
Modifications to lifestyle patterns	
Healthy eating and exercise advice	
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 2		
2 of 2		

Knowledge



Outcome 5

Understand organisational and legal requirements for protecting body massage treatments

You can:	Portfolio reference
a. Explain own responsibilities under relevant health and safety legislation, standards and guidance	
b. Explain own responsibilities under local authority licensing regulations for yourself and the premises	
c. Explain the importance of not discriminating against clients with illnesses and disabilities and why	
d. State the age at which an individual is classed as a minor and how this differs nationally	
e. Explain why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
f. Explain why minors should not be given treatments without informed and signed parental or guardian present	
g. Explain the legal significance of gaining signed, informed consent to treatment	
h. Explain own responsibilities and reasons for maintaining personal hygiene, protection and appearance according to accepted industry and organisational requirements	
i. Explain the manufacturers' and organisational requirements for waste disposal	

* Assessor initials to be inserted if orally questioned.

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



Outcome 5 (continued)

Understand organisational and legal requirements for protecting body massage treatments

You can:	Portfolio reference
j. Explain the importance of the correct storage of client records in relation to the Data Protection Act	
k. Explain how to complete the client records and the reasons for keeping records of treatments and gaining client signatures	
l. Explain the organisation's requirements for client preparation	
m. Explain the organisation's service times for body massage treatments and the importance of completing the service in a commercially viable time	
n. Explain own responsibilities and reasons for keeping own nails short, clean, well-manicured and free of polish for massage treatments	
o. Explain the organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes	

* Assessor initials to be inserted if orally questioned.

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



Outcome 6

Understand how to work safely and effectively when providing body massage treatments

You can:	Portfolio reference
a. Explain how to set up the work area for body massage treatments	
b. Explain the necessary environmental conditions for body massage treatments (including lighting, heating, ventilation, sound and general comfort) and why these are important	
c. Explain the reasons for disinfecting hands and how to do this effectively	
d. Explain how to position yourself and the client for body massage treatments taking into account individual physical characteristics	
e. Explain what repetitive strain injury (RSI) is, how it is caused and how to avoid developing it when delivering massage treatments	
f. Explain the importance of adopting the correct posture throughout the treatment and the impact this may have on you and the outcome of the treatment	
g. Explain the reasons for maintaining client modesty, privacy and comfort during the treatment	
h. Explain why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	
i. Explain how to minimise and dispose of waste treatments	
j. Explain why it is important to check the client's wellbeing at regular intervals during mechanical massage	

* Assessor initials to be inserted if orally questioned.

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



Outcome 7

Understand how to consult with clients

You can:	Portfolio reference
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. Explain why it is important to encourage and allow time for clients to ask questions	
c. Explain the importance of questioning clients to establish any contra-indications to head and body massage treatments	
d. Explain why it is important to record client responses to questioning	
e. Explain the legal significance of client questioning and the recording of client responses	
f. Explain how to give effective advice and recommendations to clients	
g. Explain how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routines	
h. Explain how to recognise different skin types and conditions	
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 encouraging clients to seek medical advice	
k. Explain why it is important to maintain the client's modesty and privacy	
l. Explain the relationship between lifestyle patterns and effectiveness of treatment	
m. Explain the beneficial effects which can result from changes to the client's lifestyle pattern	

* Assessor initials to be inserted if orally questioned.

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



Outcome 8

Understand how to prepare to provide body massage treatments

You can:	Portfolio reference
a. Explain the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment	
b. Explain why it is important to reassure clients during the preparation for the treatment	
c. Explain how to select the appropriate massage medium suitable for skin type and condition	
d. Explain how to cleanse different areas of the body in preparation for treatment	

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

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



Outcome 9

Understand anatomy and physiology related to body massage treatments

You can:	Portfolio reference
a. Explain the structure and function of cells and tissues	
b. Explain the structure and function of muscles, including the types of muscle	
c. Explain the positions and actions of the main muscle groups within the treatment areas of the body	
d. Explain the position and function of the primary bones and joints of the skeleton	
e. Explain how to recognise postural faults and conditions	
f. Explain the interaction of lymph and blood within the circulatory system	
g. Explain the structure and function of the lymphatic system	
h. Explain the basic principles of the central nervous system and autonomic system	
i. Explain the basic principles of the endocrine, respiratory, digestive and excretory systems	
j. Explain the structure and function of skin	
k. Compare the skin characteristics and skin types of different ethnic client groups	
l. Explain the structure and location of the adipose tissue	
m. Summarise the effects of massage on the individual systems of the body	

* Assessor initials to be inserted if orally questioned.

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



Outcome 9 (continued)

Understand anatomy and physiology related to body massage treatments

You can:	Portfolio reference
n. Explain the structure, function and location of blood and the principles of circulation, blood pressure and pulse	
o. Summarise the physical and psychological effects of body massage	
p. Explain how to recognise erythema and hyperaemia and its causes	

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

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



Outcome 10

Understand contra-indications and contra-actions that affect or restrict body massage treatments

You can:	Portfolio reference
a. Explain the contra-indications that prevent treatment and why	
b. Explain the contra-indications which may restrict treatment or where caution should be taken, in specific areas and why	
c. Explain the possible contra-actions which may occur during and post-treatment, why and how to deal with them	
d. Explain what constitutes a contra-action	

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

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



Outcome 11

Understand how to carry out body massage treatments

You can:	Portfolio reference
a. Explain the preparation and application of the massage equipment	
b. Explain the benefits of using the massage equipment	
c. Explain the different types and uses of massage mediums	
d. Explain the types and benefits of pre-heat treatments which can be used prior to massage	
e. Explain why it is important to maintain correct posture during massage and complete your own stretching exercises to prevent repetitive strain injury	
f. Explain the correct use and application of massage techniques to meet a variety of treatment objectives	
g. Explain how to adapt the massage sequence, depth and pressure to suit different client physical characteristics, areas of the body and client preferences for manual massage	
h. Explain how to adapt the massage sequence, depth and pressure to suit different client physical characteristics and areas of the body for mechanical massage	
i. Explain how to adapt massage treatments for male and female clients	
j. Explain the areas of the body and body characteristics needing particular care when undertaking mechanical treatments	

* Assessor initials to be inserted if orally questioned.

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



Outcome 11 (continued)

Understand how to carry out body massage treatments

You can:	Portfolio reference
k. Explain the advantages of mechanical and manual massage	
l. Evaluate the advantages of combining mechanical and manual massage	
m. Explain how to select and utilise massage equipment, media and techniques to achieve maximum benefits to the client	
n. Explain how and why support and cushioning would be used during the treatment	
o. Explain the importance of evaluating the effectiveness of body massage treatments	

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

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



Outcome 12

Understand how to provide aftercare advice

You can:	Portfolio reference
a. Explain the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	
b. Explain post-treatment restrictions and future treatment needs	
c. Explain products for home use that will benefit and protect the client and those to avoid and why	
d. Explain how eating and exercise habits can affect the effectiveness of treatment	

** 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



UB30B29

Provide electrical epilation treatments

This unit is about the skills involved in assessing, preparing for and carrying out electrical needle epilation treatments to remove hair, using alternating current and blend techniques. You will also need to show you can competently advise clients on the care needed after electrical epilation.

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

NOS

B29

Level

3

Credit value

12

GLH

109

Observations

6

External paper(s)

2



Provide electrical epilation treatments

Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when providing electrical epilation treatments
2. Be able to consult, plan and prepare for electrical epilation treatments with clients
3. Be able to carry out electrical epilation treatments
4. Understand the organisational and legal requirements of providing electrical epilation
5. Understand how to work safely and effectively when providing electrical epilation treatments
6. Understand the use of client consultation for electrical epilation treatments
7. Understand anatomy and physiology relevant to electrical epilation
8. Understand the contra-indications and contra-actions of electrical epilation
9. Understand the use of equipment and materials in electrical epilation
10. Understand how electrical epilation treatments are used
11. Understand how to provide aftercare advice following electrical epilation

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 electrical epilation treatments.
3. Your assessor will observe your performance **on at least 6 separate occasions, on at least 4 different clients. These must include 2 observations each for the upper lip, chin and bikini line.**
4. From the range, you must practically demonstrate that you have:
 - used all consultation techniques
 - dealt with **at least 1** of the necessary actions*
 - covered all the areas to be treated
 - used all types of needle
 - dealt with all of the hair types
 - dealt with all the skin types and conditions
 - carried out all of the epilation treatments
 - 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

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 maintain safe and effective methods of working when providing electrical epilation treatments

You can:

- a. Prepare and monitor the treatment area, according to organisational procedures and manufacturers' instructions
- b. Maintain personal standards of hygiene, protection and appearance, according to industry and organisational requirements
- c. Use personal protective equipment to avoid cross-infection and exposure to hazardous waste
- d. Position the client and yourself to minimise fatigue and risk of injury to meet the needs of the service
- e. Disinfect or sterilise all reusable tools and equipment using suitable methods
- f. Position equipment and products for safety and ease of use
- g. Position the client comfortably to respect modesty, privacy and sensitivities to personal appearance
- h. Check the client's wellbeing at regular intervals, according to organisational policy
- i. Dispose of single use items, hazardous waste and waste materials safely
- j. Complete the treatment within a commercially viable time
- k. Leave the treatment area in a suitable condition for further treatments
- l. 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			
Observation	4	5	6
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Outcome 2

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

You can:

- a. Use client questioning to identify contra-indications to treatment, recording the client's responses
- b. Provide advice to the client without causing concern or referring to specific medical conditions*
- c. Refer clients with contra-indications*
- d. Obtain signed, written and informed consent from the client or parent/guardian if the client is a minor prior to carrying out the treatment*
- e. Check that a parent or guardian is present throughout a treatment for minors*
- f. Use consultation techniques to identify the client's treatment needs
- g. Encourage clients to ask questions to clarify any points
- h. Record the client's past and present hair management techniques and the implication for treatments
- i. Take photographs of the area(s) to be treated with the consent of the client
- j. Use visual aids to inform the client about the treatment process and the physical sensation it creates
- k. Prepare the area to be treated and carry out a patch test to establish suitability for treatment

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			
Observation	4	5	6
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Outcome 2 (continued)

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

You can:

- l. Provide written aftercare procedures to the client following the patch test
- m. Recommend alternative treatments or products which are suitable for the client, if contra-indicated for electrical epilation treatment*
- n. Confirm the projected cost, likely duration, frequency, types of treatment and client commitment
- o. Document the area(s) to be treated, client expectations and treatment objectives
- p. Select and prepare equipment to meet legal and safety requirements and treatment objectives

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			
Observation	4	5	6
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Outcome 3

Be able to carry out electrical epilation treatments

You can:

- a. Clean and dry the area to be treated prior to treatment
- b. Load and use the size and type of needle which is suitable to meet the client's hair and skin needs, avoiding contamination
- c. Illuminate and magnify the treatment area to create maximum visibility during treatment
- d. Stretch and manipulate the skin to meet the needs of the area being treated
- e. Use the needle holder at the proper angle, direction and needle depth for the hair follicle and the area to be treated
- f. Adapt the intensity and duration of current flow to ensure hair release, taking account of client tolerance, sensitivity and safety
- g. Remove the hair from the treated follicle without traction
- h. Use systematic techniques to remove hair within the area(s) to be treated
- i. Stop treatment when contra-actions occur, in accordance with manufacturers' instructions and recommend suitable alternative treatment, if required*
- j. Soothe the treated area using suitable techniques and products
- k. Take treatment progress photographs of the area(s) treated, with consent of the client when required*
- l. Confirm the client's satisfaction with the finished result
- m. 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			
Observation	4	5	6
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	
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 all the areas to be treated	Portfolio reference
Upper lip	
Chin	
Bikini line	
Eyebrows	
Underarms	
Neck	
Breast	
Used all types of needle	Portfolio reference
One piece	
Two piece	
Insulated	
Gold	
Dealt with all of the hair types	Portfolio reference
Fine	
Coarse	
Curly	



You must practically demonstrate that you have:

Dealt with all the skin types and conditions		Portfolio reference
Dry		
Oily		
Sensitive		
Dehydrated		
Mature		
Carried out all of the epilation treatments		Portfolio reference
Alternating current		
Blend		
Provided all types of advice		Portfolio reference
Avoidance of activities which may cause contra-actions		
Future treatment needs		
Home care		
Dealing with regrowth between treatments		

Developing knowledge

Achieving knowledge outcomes

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

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

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

Achieving the external paper

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

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

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 4

Understand the organisational and legal requirements of providing electrical epilation

You can:	Portfolio reference
a. Explain personal and salon responsibilities under relevant health and safety legislation and local authority licensing regulations, standards and guidance	
b. Justify the importance of the Disability Discrimination Act in relation to the salon	
c. Clarify the age at which an individual is classed as a minor and how this differs nationally	
d. Justify the importance of checking current insurance guidelines and age-related restrictions for electrical epilation treatment	
e. Explain why minors should only be treated with the informed consent and presence of a parent or guardian	
f. Explain the legal significance of gaining signed, informed consent to treatment	
g. Explain local authority and organisational requirements for waste disposal	
h. Explain the importance of storing client records in accordance with the Data Protection Act	
i. Explain how to maintain client records in the salon and their importance	

* Assessor initials to be inserted if orally questioned.

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



Outcome 4 (continued)

Understand the organisational and legal requirements of providing electrical epilation

You can:	Portfolio reference / Assessor initials*
j. Explain own responsibilities and reasons for maintaining personal hygiene, protection and appearance, according to accepted industry and organisational requirements	
k. Explain the organisation's requirements for client preparation	
l. Clarify the organisation's service times for electrical epilation treatments	
m. Explain the organisation's requirements for client preparation, treatment area, equipment maintenance and equipment cleaning regimes	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 5

Understand how to work safely and effectively when providing electrical epilation treatments

You can:	Portfolio reference / Assessor initials*
a. Explain how to prepare safely the work area for electrical epilation treatments	
b. Explain the environmental conditions for electrical epilation treatments and their importance	
c. Explain the types of personal protective equipment that should be worn for electrical epilation treatments and why	
d. Explain the condition contact dermatitis and how to avoid developing it whilst carrying out electrical epilation treatments	
e. Clarify the causes and condition of repetitive strain injury (RSI) and how to avoid developing it when delivering electrical epilation treatments	
f. Explain the causes and hazards of accidental exposure to clinical waste	
g. Explain how to disinfect hands and the importance of this	
h. Explain how to prepare and position yourself and the client for electrical epilation, avoiding potential discomfort and injury	
i. Explain the principles of avoiding cross-infection and the importance of maintaining standards of general hygiene	
j. Explain the reasons for maintaining client modesty, privacy and comfort during the treatment	
k. Explain why it is important to monitor the client's wellbeing at regular intervals	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6

Understand the use of client consultation for electrical epilation treatments

You can:	Portfolio reference / Assessor initials*
a. Explain how to use consultation techniques to meet the needs of different client groups	
b. Explain how to give advice and make recommendations to clients	
c. Justify the importance of effective communication and discussion	
d. Justify the importance of providing time and encouragement for clients to ask questions	
e. Justify the importance and legal significance of questioning clients and recording responses about contra-indications to electrical epilation	
f. Justify the importance of explaining the commitment required to maintain optimum results	
g. Explain why it is advisable to take photographs of the treatment area(s) pre- and post-treatment and how they should be taken to maintain client confidentiality	
h. Explain how to recognise skin types, conditions and their response to treatment	
i. Explain how to carry out a patch test to identify skin allergies, reactions and issues	
j. Justify the importance of providing clients with written aftercare instructions immediately after the test patch and reinforcing this on subsequent visits	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6 (continued)

Understand the use of client consultation for electrical epilation treatments

You can:	Portfolio reference / Assessor initials*
k. Explain why it is important to maintain client confidentiality	
l. Explain the types of alternative treatments to recommend if contra-indications to electrical epilation are identified	
m. Justify the importance of providing information to assist the client's understanding of the treatment	
n. Clarify the constraints surrounding electrical epilation treatments	
o. Clarify the physical sensation of the treatment and how pain threshold and sensitivity varies	
p. Explain how sensitivity is affected by other skincare treatments which may inhibit electrical epilation	
q. Justify the importance of consulting previous record cards	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 7

Understand anatomy and physiology relevant to electrical epilation

You can:	Portfolio reference / Assessor initials*
a. Explain the structure and functions of the skin	
b. Compare the skin characteristics and skin types of different ethnic client groups	
c. Explain the principles of skin healing	
d. Explain the structure of the hair and hair follicle	
e. Explain the growth pattern of the hair and how this influences present and future treatments	
f. Explain the hair growth cycle, hair types and causes of hair growth	
g. Explain the structure and function of the endocrine system	
h. Explain the effects of malfunctions of the endocrine system on hair growth	
i. Explain the principles of the blood and lymphatic system	
j. Explain the principles of lymph circulation and the interaction of lymph and blood within the circulatory system	
k. Explain how the hormones are circulated via the blood stream	
l. Define hair growth (i.e. superfluous, hirsutism, hypertrichosis)	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8

Understand the contra-indications and contra-actions of electrical epilation

You can:	Portfolio reference / Assessor initials*
a. Clarify the contra-indications that prevent treatment and why	
b. Clarify the conditions that require medical approval and why	
c. Clarify the conditions that restrict treatment and why	
d. Explain the potential consequences of carrying out electrical epilation on a contra-indicated client	
e. Explain potential contra-actions which may occur during the treatment and how to resolve them	
f. Explain the reasons for not naming specific contra-indications and the importance of encouraging clients to seek medical advice	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 9

Understand the use of equipment and materials in electrical epilation

You can:	Portfolio reference / Assessor initials*
a. Explain the types and uses of equipment, materials and products for electrical epilation	
b. Explain how to prepare and use equipment and materials for electrical epilation treatments, and the importance of following manufacturers instructions	
c. Explain how to recognise equipment, products and materials which are unsuitable for use	
d. Explain methods of disinfecting, sterilising and maintaining equipment	
e. Classify the available types and sizes of needles for electrical epilation	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 10

Understand how electrical epilation treatments are used

You can:	Portfolio reference / Assessor initials*
a. Describe the importance of magnifying and lighting the treatment area	
b. Describe the importance of reassuring the client during the treatment	
c. Describe how to work systematically and methodically with dense and scattered hair growth	
d. Describe the principles, uses and benefits of galvanic and alternating currents	
e. Describe the principles, uses and benefits of blending the galvanic and alternating currents	
f. Describe how to select the type and size of needle to suit the hair type, skin type and area(s) to be treated	
g. Describe why and how you stretch and manipulate the skin	
h. Describe needle angle and depth of insertion into the hair follicle and the consequences of inaccuracy	
i. Describe the causes of skin sensitivity	
j. Describe how to adapt electrical epilation methods to suit different skin conditions, hair types and treatment areas	
k. Describe how to adapt electrical epilation methods to client's emotional state and physical condition	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 10 (continued)

Understand how electrical epilation treatments are used

You can:	Portfolio reference / Assessor initials*
l. Describe how to remove hairs from different types of follicle	
m. Describe the importance of recognising and treating unusual hair growth	
n. Describe the benefits and effects of post-treatment cataphoresis	
o. Describe the signs, causes and treatment limitations of erythema and oedema	
p. Describe the importance of knowing how to treat the follicles of red and non-pigmented hair	
q. Describe why moisture affects the electrical epilation treatment	
r. Describe the importance of providing aftercare advice to clients relating to product use, hygiene and hair management in between treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 11

Understand how to provide aftercare advice following electrical epilation

You can:	Portfolio reference / Assessor initials*
a. Explain the normal reactions which occur after treatment and how to resolve abnormal reactions	
b. Explain the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	
c. Explain post-treatment restrictions and future treatment needs	
d. Explain the reasons for avoiding different post-electrical epilation activities	
e. Clarify beneficial and unsuitable products for the client's home use	
f. Explain suitable methods of dealing with regrowth between treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.