

# VTCT Level 4 Certificate in Micropigmentation (QCF)

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Operational start date: **1 October 2011**  
Credit value: **32**  
Guided learning hours (GLH): **169**  
Qualification number: **600/3288/1**

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## Statement of unit achievement

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

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

Unit code	Date achieved	Learner signature	Assessor initials	IV signature (if sampled)
Mandatory units				
UV40462				
UV40464				
UV41304				

# The qualification

## Introduction

The VTCT Level 4 Certificate in Micropigmentation (QCF) is about using micropigmentation, a form of cosmetic tattooing to create make-up effects to enhance facial features. It covers the skills involved in providing a thorough consultation with the client to formulate a specific course of treatment, tailored to suit individual client needs.

You will prepare for and achieve a range of micropigmentation effects as well as providing the relevant aftercare. To carry out this treatment you will need to maintain effective health, safety and hygiene throughout your work.

## National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification 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.

## Prerequisites

You must have completed a Level 3 beauty-related qualification prior to undertaking this qualification.

Your centre will have ensured that you have the required knowledge, understanding and skills to enrol and successfully achieve this qualification.



## Progression

On completion of this qualification you may choose to undertake further study; qualifications you could progress to include:

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

Alternatively, you may wish to seek employment as:

- An advanced beauty therapist providing micropigmentation services

# Qualification structure

## Total credits required - 32

All mandatory units must be completed.

### Mandatory units - 32 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV40462	M/601/5347	Management of health, safety and security in the salon	8	44
UV40464	M/601/5350	Quality management of client care in the hair and beauty sector	12	50
UV41304	J/503/1785	Enhance appearance using micropigmentation treatment	12	75

# Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). 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.

## 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 qualifications 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.

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 you have learnt. 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 this 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 unit 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](http://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)	Observation(s)	Portfolio of Evidence
UV40462	Management of health, safety and security in the salon	0	✓	✓
UV40464	Quality management of client care in the hair and beauty sector	0	✓	✓
UV41304	Enhance appearance using micropigmentation treatment	0	✓	✓

# Unit glossary

	Description
<b>VTCT product code</b>	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
<b>Unit title</b>	The title clearly indicates the focus of the unit.
<b>National Occupational Standards (NOS)</b>	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
<b>Level</b>	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).
<b>Credit value</b>	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.
<b>Guided learning hours (GLH)</b>	The number of hours of teacher-supervised or directed study time required to teach a qualification or unit of a qualification.
<b>Observations</b>	This indicates the minimum number of observations required to achieve the unit.
<b>Learning outcomes</b>	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.
<b>Evidence requirements</b>	This section provides guidelines on how evidence must be gathered.
<b>Observation outcome</b>	An observation outcome details the practical tasks that must be completed to achieve the unit.
<b>Knowledge outcome</b>	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.
<b>Assessment criteria</b>	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.
<b>Range</b>	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.



# UV40462

## Management of health, safety and security in the salon

Through this unit you will develop your management skills around the implementation and management of health, safety and security practices in your salon.

You will evaluate the reliability and effectiveness of risk assessments, justify and monitor newly implemented and existing health, safety and security practices, comply with health and safety legislation and regulations, and manage the improvements through monitoring staff.

This unit is suitable for hairdressing, barbering, beauty salon, nail salon and spa managers.

Level

**4**

Credit value

**8**

GLH

**44**

Observation(s)

**2**

External paper(s)

**0**



# Management of health, safety and security in the salon

## Learning outcomes

On completion of this unit you will:

1. Be able to implement health, safety and security practices in the salon
2. Be able to manage health, safety and security practices in the salon

## Evidence requirements

1. *Environment*  
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least two occasions**.
4. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*  
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 implement health, safety and security practices in the salon

You can:

- a. Conduct a risk assessment of health, safety and security practices
- b. Conduct an assessment of the effectiveness of health, safety and security practices
- c. Recommend modifications to existing health, safety and security practices
- d. Implement new health, safety and security practices based on outcomes of the assessments

*\* May be assessed through oral questioning.*

Observation	1	2	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



## Outcome 2

### Be able to manage health, safety and security practices in the salon

You can:

- a. Evaluate compliance with newly implemented and existing health, safety and security practices
- b. Manage improvements to increase compliance with health, safety and security practices

\*May be assessed through oral questioning.

Observation	1	2	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

# 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 1

### Be able to implement health, safety and security practices in the salon

You can:	Portfolio reference / Assessor initials*
e. Evaluate the reliability and effectiveness of a risk assessment	
f. Analyse the importance of health, safety and security practices	
g. Justify proposals and recommendations for health, safety and security practices	

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

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





## Outcome 2

### Be able to manage health, safety and security practices in the salon

You can:	Portfolio reference / Assessor initials*
c. Explain the importance of compliance with legislation and regulations relating to health, safety and security practices	
d. Describe how to manage improvements to increase compliance with health, safety and security practices	
e. Explain the importance of regularly evaluating health, safety and security practices in the salon	

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

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

# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Be able to implement health, safety and security practices in the salon

**Reasons for risk assessment:** Legal requirement, provide a safe environment for staff/visitor/clients, identification of hazards, minimise hazards and risks, emergency procedures, staff training, implication of more than five members of staff, new staff in the workplace, new equipment and products, review systems, amendments and modifications to existing assessments, update records.

**Recommend and manage the procedure for risk assessments of health, safety and security practices:** Review policy, documentation, actual practice by all staff, planned and spot checks, judgement of findings, determine the level of risk, justify and suggest preventative measures, record findings, nominate staff to implement changes, notify remaining staff, regular reviews.

**Salon Health and Safety Legislation and Regulations:** Health and safety at work, control of substances hazardous to health, reporting of injuries diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, fire precautions, first aid at work, data protection, employers liability (compulsory insurance), occupiers liability, local by-laws (set by council), local government miscellaneous provisions, salon rules, code of conduct, observance by all staff, salon manager should evaluate

and consider the legislation and regulations when performing risk assessment.

### **Risk assessment:**

**Assessment** – types, procedures, processes, why risk assessments must be completed, conduct and interpret results, amendments and modifications to be made where appropriate to existing assessments, updating records, legal reasons.

**Space** – utilisation, working area, heating, lighting, ventilation, layout and design of the salon.

**Chemicals** – procedures, storage, handling, safe usage, safe disposal, records.

**Equipment** – selection, safe usage, handling, lifting, repairs, maintenance.

**Security (stock)** – control systems, procedures, ordering, handling, storage.

**Security (cash)** – staff training, point of sale, in transit.

**Security (people)** – staff clients, visitors, personal belongings, systems, security, emergency evacuation, storage/use of confidential staff/client records, business information, data protection.

**Buildings** – maintenance of internal and external security, commercially available systems.

**Emergency procedures** – accidents, first aid, fire evacuation, incidents, personnel,



## Outcome 1: Be able to implement health, safety and security practices in the salon (continued)

records, belongings, systems, security, emergency evacuation, storage and use of confidential staff and client records, business information, data protection.

**Management** – recording, implementing, updating processes and procedures, staff training.

**Security breaches** – stock levels control and monitoring, inventory of equipment, manual and computerised records.

## Outcome 2: Be able to manage health, safety and security practices in the salon

**Evaluate compliance with new and existing health, safety and security practices:**

**Collate information from existing and new practices** – reason why health, safety and security must be reviewed, time controlled review period, seek feedback from staff/clients/visitors, review records, use the same format, problem solving, causes of action, synthesis, summarise, judge, compare and contrast results, modify, justify, what worked/what did not, draw conclusions, record findings.

**The importance of compliance with legislation and regulations:** National legislation, establishment rules, industry code of practice, safe working environment, professional reputation, full fill licence to practice requirements (insurance and policies), avoid accidents – legal claims,

healthy business, happy workforce, regular reviews avoid complacency, avoidable problems, legal action, closure of business.

**Manage, monitor and support others to ensure compliance of Health and Safety:** Revision of health and safety statement and policy, accurate records, update processes and procedures, evaluation of effectiveness of procedures, staff training and appraisal, planned and spot checks, responsibilities in the salon for health and safety, safety meetings, monitoring changes in law, take external advice, continual professional development.

**Providing support for staff:** Up-to-date leaflets and posters, ongoing training, open door policy, suggestion box, current roles and responsibilities for staff.

# Notes

Use this area for notes and diagrams



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# UV40464

## Quality management of client care in the hair and beauty sector

Through this unit you will develop your management skills in client care within your salon.

You will analyse the client service experience that is on offer in your salon as part of your quality assurance process. You will carry out planned and spot checks, use various methods to gather feedback, recommend improvements, engage your staff with the new improvements and follow through with a monitoring process.

The foundation of a successful business is great client care and if your salon meets your client's expectations you will have a winning combination. Part of being a good manager is to continually evaluate your own practice and lead by example.

This unit is suitable for hairdressing, barbering, beauty salon, nail salon and spa managers.

Level

**4**

Credit value

**12**

GLH

**50**

Observation(s)

**1**

External paper(s)

**0**



# Quality management of client care in the hair and beauty sector

## Learning outcomes

On completion of this unit you will:

1. Be able to review the overall client service experience as part of quality assurance
2. Be able to implement and monitor procedures to improve the overall client service experience

## Evidence requirements

1. *Environment*  
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least one occasion**.
4. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*  
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 review the overall client service experience as part of quality assurance**

You can:

- a. Evaluate client care procedures, using quality assurance and inspection processes
- b. Conduct a client satisfaction survey

*\* May be assessed through oral questioning.*

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



Outcome 2

**Be able to implement and monitor procedures to improve the overall client service experience**

You can:

- a. Recommend approaches to or ways of improving the client service experience
- b. Engage staff in consultation necessary for effective implementation of a quality scheme

*\* May be assessed through oral questioning.*

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

# 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 1

Be able to review the overall client service experience as part of quality assurance

You can:	Portfolio reference / Assessor initials*
c. Use client feedback and complaints to inform a review of the client service experience	
d. Draw conclusions from the client satisfaction survey and client complaints	
e. Analyse client expectations	
f. Describe different quality assurance and inspection processes used within businesses in the hair and beauty sector	
g. Describe how to conduct a client satisfaction survey	
h. Explain the value of feedback and client complaints in reviewing the client service experience	
i. Analyse the impact of client satisfaction on the business	
j. Explain the importance of meeting client expectations	

\*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 2

### Be able to implement and monitor procedures to improve the overall client service experience

You can:	Portfolio reference / Assessor initials*
c. Evaluate the effectiveness of newly implemented procedures	
d. Propose new systems or modifications to existing systems that could improve the client service experience	
e. Evaluate own quality management of client care	
f. Describe different approaches to quality management of client care within the hair and beauty sector	
g. Explain the importance of staff engagement to the success of newly implemented procedures	
h. Explain the importance of monitoring the effectiveness of newly implemented procedures	
i. Explain the factors necessary for continuous improvement	
j. Explain how quality management can be measured	

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

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

# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Be able to review the overall client service experience as part of quality assurance

### **Client care procedures, quality assurance and inspection processes:**

Policies and procedures for services and sales delivery, practical observations, communication skills, client suggestion box, monitoring, sampling, record keeping, client feedback is sought, records of meetings, provision of services, salon turnover, adequate resource allocation, quality client service provision.

### **Conduct a client satisfaction survey:**

Feedback on client satisfaction is sought, improve future operations, appropriate questions, measurable, format of questionnaire, improve services, opportunities to increase retail sales, safety consideration, overall ambience, staff knowledge, client service capabilities, timing of treatment/service, consistency in treatments offered, technical and treatment/service-related complaints addressed swiftly.

### **Client feedback and complaints to inform a review of the client service experience:**

Corrective actions taken, monitor and evaluate for effectiveness, results used for future planning, adequate supply of stock is maintained, support of quality services, client requirements, feedback provided, consultation skills, correct product recommendation.

**Conclusions from the client satisfaction survey and client complaints:** Review of evaluation, decisions to overcome

problems and improve service made in consultation with the workplace team, feedback to group and/or individual staffs, responsibility for meeting client requirements, actions required for improvement, review of actions.

**Analyse client expectations:** Client consultation records, client's current concerns, treatment/service objectives and overall treatment/service plan, client feedback, staff's reflection of treatment, review appointment records for further treatments, treatment brochure, relevant qualified staffs, professionalism, complaint records.

**Quality assurance and inspection processes used within businesses in the hair and beauty sector:** Quality management standards (ISO, BSI, CEN), national and european industry standards, thrid-party certification; policy and procedure, morale of staff, continuous professional development programme, communication methods, record keeping, business planning, targets and goals achieved, professionalism, client feedback, staff feedback, team work, health and safety, mutual respect, consistency in maintenance, monitoring and evaluation of service and retail delivery, procedure to deal with client concerns, review of policy.

**Client satisfaction survey:** Consistent communication, interpretation of information, implementation of strategies



## Outcome 1: Be able to review the overall client service experience as part of quality assurance (continued)

for improvement, dissatisfaction reports dealt with, allergic reactions, waiting and/or treatment time, retail products, cost-related complaints, areas for improvement, action to be taken, feedback, review.

### **Value of feedback and client complaints in reviewing the client service experience:**

Monitor and evaluate to analyse data, improve services offered, product choice and client satisfaction, availability of new products and services, increased professionalism, valued clients, quality assurance.

### **Impact of client satisfaction on the business:**

Growth of client base, increase in appointments, avoid re-appointments, financial implications, client experience, critical evaluation, adaptation, improvements, monitoring, review, professional development, consultation techniques, correct product recommendations, trust, loyalty, business growth.

### **Meeting client's expectations:**

Resources, value for money, initial consultation, treatment/service outcomes, treatment/service plan, competence, professionalism, communication, knowledge of products, quality assurance, business growth, success.



## Outcome 2: Be able to implement and monitor procedures to improve the overall client service experience

**Approaches to, or ways of, improving the client service experience:** Personal appearance, qualified staff, interpersonal skills, communication skills, latest techniques offered, salon environment, up-to-date equipment, hygiene and sterilisation, time management, consistency, reliability, variety of treatments, consultations, home care and aftercare advice, client satisfaction charter, achieving agreed client expectations or specifications.

**Engage staff in consultation necessary for effective implementation of a quality scheme:** Continuous professional development, motivation, inclusiveness, communication skills, feedback, documentation records, responsibilities, goals and targets, review.

**Effectiveness of newly implemented procedures:** Impact on business, review new procedures, set time constraints for monitoring, re-survey clients, analysis of findings, fully inclusive review.

**New systems or modifications to existing systems that could improve the client service experience:** Goals to develop customer service, client profile, client expectations, client records, loyalty rewards, promotional events, exclusive products, special themes, uniqueness, event planning.

**Quality management of client care:** Initial consultation, attentiveness, respectfulness, professionalism, communication and listening skills, client requirements, knowledge of the treatments, knowledge of product, individual treatment plan,

agreed outcomes, commitment to quality, continuous professional development.

**Different approaches to quality management of client care within the hair and beauty sector:** Quality management system, KPIs (Key Performance Indicators), SMART (Specific, Measurable, Achievable, Realistic, and Timely), client satisfaction, treatment productivity, retail sales, re-appointments, high standards through the code of conduct, competency, training and education, set standards, salon policies, client perceptions, staff morale, personal/team/client safety, salon goals, accountability, teamwork, client feedback and review.

**Importance of staff engagement to the success of newly implemented procedures:** Employee involvement, KPIs, responsibility, system based approach, motivation to perform, competent qualified staffs, culture of respect, constructive feedback, opportunities for advancement, training sessions, continuous professional development.

**Important to monitor the effectiveness of newly implemented procedures:** Client needs, client satisfaction, surveys, focus groups, comment cards, responsibilities, co-operative, accommodating, professionalism, accurate record keeping, relevant information communicated to all, equipment maintained, stock managed effectively, review of client feedback, staff feedback, analyse, action plan for further improvement.





**Outcome 2: Be able to implement and monitor procedures to improve the overall client service experience (continued)**

**Factors necessary for continuous improvement:**

Professional development, quality qualified staff, investment in business, ongoing training, competitive edge, reaching targets, teamwork, transfer of skills and knowledge, new treatments, products, documented research, changes to the industry.

**Quality management can be measured:**

Employee happiness, number of sick days, lateness, staff turnover, client satisfaction (re-appointments, client complaints), meeting KPIs, metrics for KPIs, organisational success, set measurable objectives, evaluate progress, monitor trends, make improvements, support decision making, quantifiable, appropriate, data gathering, SMART (Specific, Measurable, Achievable, Realistic, Timely), report, analyse, action required, record keeping, monitor, evaluate, review.

# Notes

Use this area for notes and diagrams



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# UV41304

## Enhance appearance using micropigmentation treatment

The aim of this unit is to develop your knowledge, understanding and practical skills when using micropigmentation, a form of cosmetic tattooing to create make-up effects to enhance facial features. You will learn the skills involved in providing a thorough consultation with the client to formulate a specific course of treatment, tailored to suit individual client needs. You will prepare for and achieve a range of micropigmentation effects as well as providing the relevant aftercare.

Level

**4**

Credit value

**12**

GLH

**75**

Observation(s)

**3**

External paper(s)

**0**



# Enhance appearance using micropigmentation treatment

## Learning outcomes

On completion of this unit you will:

1. Be able to prepare for micropigmentation treatment
2. Be able to provide micropigmentation treatment
3. Understand how to prepare for micropigmentation treatment
4. Understand how to provide micropigmentation treatment
5. Understand how to provide aftercare advice for micropigmentation treatment

## Evidence requirements

1. *Environment*  
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
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 should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Outcome 1

### Be able to prepare for micropigmentation treatment

You can:

- a. Prepare self, client and work area for micropigmentation treatment
- b. Use suitable consultation techniques to identify treatment objectives
- c. Carry out skin analysis and any relevant tests to identify any influencing factors
- d. Provide clear recommendations to the client based on outcomes of skin analysis
- e. Select products, tools and equipment to suit client treatment needs, skin type and conditions
- f. Select personal protective equipment that should be worn by client and self during micropigmentation treatment

*\* May be assessed through oral questioning.*

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



## Outcome 2

### Be able to provide micropigmentation treatment

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices in line with organisational and legislative procedures
- c. Position self and client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit client's treatment needs
- e. Adapt micropigmentation treatment to suit client needs and skin conditions
- f. Complete the treatment to the satisfaction of the client
- g. Record and evaluate the results of the treatment\*
- h. Provide suitable aftercare advice

\*May be assessed through oral questioning.

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





# Range

\*You must practically demonstrate that you have:

<b>Used <b>all</b> the consultation techniques</b>	<b>Portfolio reference</b>
Questioning	
Visual	
Manual	
Written	
<b>Carried out <b>both</b> types of sensitivity tests</b>	<b>Portfolio reference</b>
Pigment	
Topical anaesthetic	
<b>Met <b>all</b> the treatment objectives</b>	<b>Portfolio reference</b>
Colouring	
Defining natural features	
Improving and shaping features	
<b>Treated <b>all</b> the areas</b>	<b>Portfolio reference</b>
Lip	
Eyebrows with existing hair	
Eyebrows without existing hair	
Eyelid	
<b>Used <b>both</b> types of pigment</b>	<b>Portfolio reference</b>
Organic	
Inorganic	
<b>Used a <b>minimum of 3</b> types of needles</b>	<b>Portfolio reference</b>
Flat	
Magnum	
Cluster	
Single point	
Sloped	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



**\*You must practically demonstrate that you have:**

<b>Used all the implantation techniques</b>		<b>Portfolio reference</b>
Pointillism		
Strokes		
Shading		
<b>Created all the make-up effects</b>		<b>Portfolio reference</b>
Hair stroke eyebrows		
Powder eyebrows		
Lip liner		
Lip shading		
Eye liner		
Eyelash enhancement		
<b>Provided all types of aftercare advice</b>		<b>Portfolio reference</b>
Avoidance of activities and products that may cause contra-actions		
Possible treatment after effects and how to deal with them		
Future treatment needs		
Suitable home care products and their use		

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

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

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

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

# Knowledge



## Outcome 3

### Understand how to prepare for micropigmentation treatment

You can:	Portfolio reference / Assessor initials*
a. Explain salon requirements for preparing self, the client and work area for a micropigmentation treatment	
b. Explain the environmental conditions suitable for micropigmentation treatment	
c. Explain the different consultation techniques used to identify treatment objectives	
d. Explain the importance of carrying out a detailed skin analysis and relevant tests before micropigmentation treatment	
e. Explain how to select micropigmentation treatment to suit client skin types and conditions	
f. Identify the range of equipment used for micropigmentation treatment	
g. Explain the contra-indications that prevent or restrict micropigmentation treatment	
h. Explain different skin types, conditions, diseases and disorders which may affect the client receiving micropigmentation treatment	
i. Explain the structure and functions of the skin	
j. Explain the structure and function of the endocrine system and its effect on skin conditions which may affect the client receiving micropigmentation treatment	

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

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



## Outcome 3 (continued)

### Understand how to prepare for micropigmentation treatment

You can:	Portfolio reference / Assessor initials*
k. Explain the structure and function of circulatory and lymphatic systems	
l. Explain the required legislation for micropigmentation treatment	
m. Explain the importance of compliance with regulations	

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

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



## Outcome 4

### Understand how to provide micropigmentation treatment

You can:	Portfolio reference / Assessor initials*
a. Explain how to communicate and behave in a professional manner	
b. Explain health and safety working practices for micropigmentation treatments	
c. Explain the importance of positioning self and the client correctly throughout treatment	
d. Explain the importance of using products, tools, equipment and techniques to suit client's treatment needs, skin type and conditions	
e. Explain the importance of adapting working methods to different treatment areas	
f. Explain the consequences of inaccurate identification of client skin type/labouring according to Fitzpatrick scale	
g. Describe how treatments can be adapted to suit client treatment needs and skin conditions	
h. Explain the importance of understanding colour theory in relation to micropigmentation treatment	

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

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



## Outcome 5

### Understand how to provide aftercare advice for micropigmentation treatment

You can:	Portfolio reference / Assessor initials*
a. Explain the contra-actions that may occur during and following micropigmentation treatments	
b. Explain the methods of evaluating the effectiveness of the treatment	
c. Summarise the aftercare advice that should be provided to prevent post-micropigmentation treatment damage	
d. Explain the effects and benefits of micropigmentation treatment on the skin and underlying tissues	
e. Explain the principles of skin healing in relation to micropigmentation treatment	
f. Explain how natural ageing, lifestyle and environmental factors affect the condition of the skin and underlying structures	

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

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

# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Be able to prepare for micropigmentation treatment

**Therapist preparation:** Industry requirements and codes of practice, clean and ironed professional uniform, safe footwear (no heels, closed in shoes), hair tied back away from the face, no jewellery, no nail polish or artificial nails, personal hygiene and cleanliness, oral hygiene, full use of personal protective equipment (PPE) to avoid cross-infection (face mask, gloves, plastic disposable gown, protective eyewear), disinfect hands throughout treatment.

**Client preparation:** Client must be prepared in order to avoid cross-infection and pigment staining of clothing and hair, plastic cape, mop hat to be used throughout the treatment.

**Consultation techniques:** Thorough consultation for a minimum of 15 minutes to discuss the client's expectations of the treatment, full consultation form with consent forms/disclosure form/medical history form to include physical and emotional conditions, doctor's consent form (if applicable), pre-care information to be discussed, aftercare advice and long term advice to be discussed, technician reference form with a list of contra-indications to the treatment, photo documentation, expectations, skin type classification, allergies, consultation procedure conducted in a supportive and sensitive manner, confidentiality, privacy, trust, checking the client's wellbeing, maintaining client's modesty throughout, encourage the client to ask questions, advise achievable outcomes of the

treatment where client has unrealistic expectations of pigment choice, treatment.

**Pre-treatment assessment:** Use assessment methods to clarify skin tone/pigment tone, refer to colour wheel for clarification, Fitzpatrick scale, clarify the skin type and any contra-indications which may restrict or prevent the treatment and those which require a GP letter, explain the physical sensation of the treatment to the client, discuss the outcome of the skin test (negative/positive), refer to consultation form for signature, discuss time/cost/frequency of the treatments/top-up procedures.

**Use consultation techniques to identify treatment objectives:** Comply with data protection legislation, use of terminology for application of micropigmentation, communicate in a clear/polite/confident manner, give clear and appropriate advice and recommendations to client, allow time for client to ask questions, record all client responses on consultation form, follow the protocol for not naming specific contra-indications when encouraging client to seek medical advice, explain to the client what the treatment entails, identify any medical history/contra-indications/natural skin tone/skin conditions/emotional needs, encourage client with suspected contra-indications to seek medical advice without alarm or concern, clearly agree areas to be treated, client expectations and treatment objectives must all be recorded on a consultation form, discussion of colour pigment selection suitable for client's skin





## Outcome 1: Be able to prepare for micropigmentation treatment (continued)

tone clearly explaining the colour changes both during and after procedure, explain cost/length of time/frequency/type of treatment needed.

### Communication techniques:

**Verbal** – consulting, speaking in a professional manner, respectful, tactful, supportive, using various open questions to move the discussion forward.

**Non-verbal** – open body language, good eye contact, listening, facial expressions, body posture, gestures, space (don't invade), tone of voice, pitch, volume.

**Sensitivity tests:** Carry out sensitivity skin testing techniques following manufacturer's instructions.

**Treatment age restrictions:** Clients must be over 18.

### Skin analysis and any relevant tests to identify any influencing factors:

Cleanse skin, perform skin analysis using a magnifying lamp and check all areas of the face and neck to identify specific skin types, contra-indications, skin conditions, characteristics, skin tone, treatment plan, suitable treatment, suitable colours, skin analysis must also be conducted on the inner arm for the identification of warm/cool/neutral skin tones for correct colour application, refer to colour wheel, Fitzpatrick scale, various pigment colours for eyebrows/eyelids/lips, colour chart.

**Skin types:** Normal, oily, dry, combination, sensitive.

**Skin conditions:** Mature, dehydrated, congested, sun damaged.

**Skin tone:** Warm, cool, neutral.

### Interpret results of skin sensitivity tests:

**Positive** – red, itchy, irritated, swelling, painful, pustules.

**Negative** – no change to the skin.

**Provide clear recommendations to the client based on outcomes of skin analysis:** Treatment process, discussion of colour/shape/design of the treatment/sensitivity testing for all micropigmentation products, discuss timing of the procedures, explain to the client what the treatment entails, identify the tone of the client (warm, neutral, cool), refer to colour wheel, Fitzpatrick scale, select needle suitable for the area, choose pigment colour in relation to client's colour tone, discuss shape/design, possible side effects/contraindications/contraindications present, pigment colour chart.

**Products, tools and equipment to suit client treatment needs, skin types and conditions:** Machine, safety hand piece, soothing cleanser, toner, magnifying lamp, trolley, treatment bed, sharps bin, sharps box, sharps bags, selection of pigments, selection of needles, cotton wool, spatulas, aftercare products, pigment pots, cotton buds, bedroll, spray, protective eyewear, disinfectant, calipers, timer, PPE for client and therapist, consultation forms, pen, machine, machine protection, lip/brow pencil, camera, log/evidence sheet, barrier film must be used to protect machine, hand piece, cables, material data sheets, glycerin, alcohol, needle choice/configuration (3, 4, 5), various pigment colours for eyebrows/lips/eyelids, warm/cool/neutral.



## Outcome 1: Be able to prepare for micropigmentation treatment (continued)

**PPE that should be worn by client and self during micropigmentation treatment:** Disposable gloves (non-latex), disposable masks, disposable aprons, protective eyewear, plastic capes for client and disposable mop hats, barrier film can be used to protect machine/hand piece/cables/magnifying lamp.



## Outcome 2: Be able to provide micropigmentation treatment

### Health and safety working practices in line with organisational and legislative procedures:

**Management of health and safety at work** – cleaning up spillages, report slippery surfaces, remove/report obstacles, good all round access to trolleys and equipment, sterilise or disinfect (tools, equipment, work surfaces), PPE.

**Electricity at work** – checking/visual check of equipment, no trailing wires, portable appliance testing (PAT).

**Manual handling** – moving stock, lifting, working heights, unpacking, posture, department, balance weight, preserve back, prevent slouching.

**Towels** – clean for every client, dirty towels in covered bin.

**Liability insurance** – employers', public, professional indemnity.

**Reporting of injuries, diseases and dangerous occurrences regulations** – accident book, reporting diseases, local by-laws, code of conduct, risk assessment.

**Control of substances hazardous to health regulations** – replace lids, ventilation for vapour and dust, avoid overexposure to chemicals, correct use of chemicals, follow storage/handling/use/disposal, correct disposal of contaminated waste in a closed-top bin, check end date on products, store packaging away from heat/damp/direct sunlight, relevant manufacturer's instructions, no smoking/eating/drinking.

**Health and safety legislation:** Data protection, electricity at work, employers liability (compulsory insurance), fire precautions, first aid at work, health

and safety at work, local government miscellaneous provisions, occupiers liability, local by-laws.

**Regulations:** Control of substances hazardous to health, management of health and safety at work, manual handling, PPE, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare).

**Hazards and risks:** A hazard is something that has the potential to cause harm, a risk is the likelihood of a hazard happening.

**Employer responsibility:** Current and valid liability insurance, display health and safety rules covering staff/employees/clients, fire evacuation (provide regular training, accurate record keeping, monitoring).

**Hazards:** Something with potential to cause harm, requiring immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Equipment:** Only used for intended purpose, safe usage/handling/storage/cleaning/lifting/visual checks (worn, faulty), repairs, maintenance, portable appliance testing (PAT), correct disposal of contaminated waste, records.

**Security (cash):** Staff training, point of sale, regular banking, in transit.

**Security (people):** Staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation), storage, client records, business information.

**Risk:** Likelihood of a hazard happening, risk assessment (determine the level of risk), preventative measures (reduce a potentially harmful situation), judgement



## Outcome 2: Be able to provide micropigmentation treatment (continued)

of salon hazards (who, what, level of risk), interpret results, conclusions, record findings, regular reviews.

**Reasons for risk assessment:** Staff/visitor/client health and safety, safe environment, minimising hazards and risks, requirement of legislation.

### Hygiene:

**General** – sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, dirty towels in covered bin, disposable towels, dispense products with a spatula/pump/spray, disposables used wherever possible, personal hygiene, no smoking, replace loose lids (uncapped bottles and pots).

**Disinfection** – heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

**Disposal of waste:** Single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

### Therapist posture and deportment:

Correct posture when sitting/with lifting/when carrying, working methods to avoid repetitive strain injury (RSI), hand exercises, standing posture, even weight distribution, client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure therapist's positioning delivers appropriate techniques, appropriate space between client and therapist, optimum results, prevent injury, allow for visual checks.

**Position self and client correctly throughout the treatment:** Ensure the

positioning of the client and the therapist permits effective access which minimises risks to the therapist and avoids discomfort to the client, ensure position and posture is correct to avoid fatigue and risk of injury to yourself and client, ensure the trolley and bed are stable and at the correct height, ensure the hand piece is applied to the skin at the correct angle and pressure to avoid discomfort to the client.

### Use products, tools, equipment and techniques to suit client's treatment needs:

Products/tools/equipment for the safe application of micropigmentation, soothing cleanser, toner, magnifying lamp, trolley, treatment bed, sharps bin, sharps box, sharps bags, selection of pigments, selection of needles, cotton wool, spatulas, aftercare products, pigment pots, cotton buds, bedroll, spray, protective eyewear, disinfectant, calipers, timer, PPE for client and therapist, consultation forms, pen, machine, machine protection, lip/brow pencil, camera, log/evidence sheet, barrier film must be used to protect machine, hand piece, cables, choices of pigments/warm/cool/neutral, needle sizes (3, 4, 5).

### Hygiene and infection control:

Knowledge of infection control, bacteria, virus, fungi, parasites, prevention of cross-contamination and disease transmission procedures, levels of infection control, personal immunisation (Hepatitis B), single use barrier consumables for protection against blood borne viruses (BBV) and MRSA.

### Handling and storage of pigments:

Expiration dates, mixing, rehydration including alcohol, glycerin.



## Outcome 2: Be able to provide micropigmentation treatment (continued)

### Treatment safety:

- Always patch test the client at least 48 hours before procedure for non-organic pigments and 6 week patch test for organic pigments.
- Never use organic pigments in the eye area.
- Always check the area for swelling, apply an even amount of light pressure.
- Always stretch the skin to aid a good pass of pigment into the skin.
- Always check the skin tone of the client and tone of the pigment to check against “pulling”, either too warm or too cool.
- NEVER reuse the needles or keep for the next treatment.
- Always dispose of the needles in a sharps bin.

### Adapt micropigmentation treatment to suit client needs and skin conditions:

Correct identification of skin type and tone according to Fitzpatrick scale, use pigments mixing accordingly to work with the skin tone, colour wheel, treatment process, discussion of colour/shape/design of the treatment, sensitivity testing to all micropigmentation products, discuss timing of the procedures, explain to the client what the treatment entails, identify any medical history/contra-indications/skin conditions/emotional needs, disclosure form, consent form, pre-procedure information, aftercare, long term advice, needle selection suitable for the area.

**Complete the treatment to the satisfaction of the client:** Ensure bed and trolley are prepared and ready for the treatment, consultation has been thoroughly discussed and the therapist

is happy to proceed, adhere to the appointment times, check the client’s wellbeing and give ongoing assurance where necessary, ensure client and therapist have appropriate PPE, ensure all jewellery has been removed from both client and therapist, assess the skin throughout the treatment to determine any reactions, discussion of colour/shape/design of the treatment.

### Ensure the treatment is carried out within an acceptable time frame; recommended service times:

- 2 hours - eyebrows
- 1.5 hours - lip liner
- 2 hours - lip liner and blend
- 1 hour upper liner
- 1 hour lower liner
- 1 hour lash enhancement

**Record and evaluate the results of the treatment:** Treatment can only begin once a skin test and thorough consultation has been conducted, all consultation forms/consent forms/patch testing forms must be signed and dated, before and after pictures must be taken and details of the treatment recorded including colour chosen/needle size/skin type/skin tone/machine settings, skin response after the treatment must also be recorded, signature of both therapist/client must be completed throughout, any medical changes must be noted and signed, treatment should be monitored to determine pigment colour and adjustments that may be needed on next visit, timing must be noted with a start and finish time, any changes in the colour must be noted and recorded so the therapist can adapt the treatment if necessary, written and





## Outcome 2: Be able to provide micropigmentation treatment (continued)

photographic evidence so the therapist can gain better results.

**Note:** Once you have achieved a satisfactory colour and shape you should advise the client they may need a colour refresher in about 18 months time.

### Examples of possible contra-actions:

Excessive erythema, corneal abrasion, burning, migration of pigment, excessive discomfort, oedema, reactions leading to bruising, allergic reaction to treatment.

### Aftercare advice:

**Post procedure assessment** – schedule follow-up appointment 4-6 weeks after the treatment to assess results.

**Avoidance of activities which may cause contra-actions during the skin healing process** – UV exposure, saunas, swimming, do not use chemical/perfumed products/exfoliating agents/high factor sun cream, avoid blood donation for 6 months post treatment.

### Implications of other treatments:

**MRI scan, injectables, IPL/laser** – understanding the effects of laser and light treatments on titanium dioxide (white pigment).



## Outcome 3: Understand how to prepare for micropigmentation treatment

### Salon requirements for preparing self, the client and work area for a micropigmentation treatment:

**Legislation and regulations** – health and safety, electricity at work, manual handling, reporting of injuries diseases and dangerous occurrences legislation, control of substances hazardous to health, regulations/hazards/risks (identification of these), hygiene, correct disposal of waste, local government legislation, local authorities specific powers to regulate businesses providing micropigmentation/ semi-permanent tattooing treatments.

**Record keeping** – records are up to date/ accurate/complete/legible/signed by the client, record keeping and documentation (client history form, informed consent form, photo documentation, aftercare instructions, procedure and expectations, skin typing and classification, contra-indications, allergies, recommended treatment intervals).

**Disposal of waste** – single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

**Posture and deportment** – correct posture when sitting/with lifting/when carrying, working methods to avoid repetitive strain injury (RSI), hand exercises, standing posture, even weight distribution, client comfort (maintain modesty, client correctly positioned to get maximum benefit from treatment), ensure therapist positioning delivers appropriate techniques, appropriate space between client and therapist (prevent injury, optimum results, allow for visual checks).

### Environmental conditions suitable for micropigmentation treatment:

Safety requirements according to local regulations, ventilation in treatment area, private treatment room/area, temperature, ambience, good lighting, washable floors/ walls, clean and hygienic, no trailing wires, no obstructions, tools and equipment in a safe working position for beauty therapist.

**Different consultation techniques used to identify treatment objectives:** Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, manual, listen, client card reference.

**Importance of carrying out a detailed skin analysis and relevant tests before micropigmentation treatment:** Client satisfaction, professional indemnity insurance, advanced practitioner registration, code of practice, carry out a patch test during the initial consultation and get client to sign patch test forms, consent forms, make accurate recommendations for the treatment, refer to skin tone using relevant teaching materials, colour wheel to identify skin tone of the client, understand the procedure and reasons for patch testing, record results on consultation form, the patch test must be conducted in a private treatment room following all health and safety procedures, carry out patch test for tactile and thermal safety tests (clients skin sensitivity to hot/cold/ sharp/soft), discuss this with your client so the client can feel the difference between both tests, i.e. sharp and soft sensations, perform a visual check in the area to be treated looking for contra-indications, skin conditions, patch test and recognise skin reactions which could be associated with a positive patch test.



## Outcome 3: Understand how to prepare for micropigmentation treatment (continued)

### Select micropigmentation treatment to suit client skin type and conditions:

Identify client treatment needs through thorough consultation, check skin tone, check all areas of the face/neck to identify specific skin type, contra-indications, skin conditions/characteristics/skin tone, treatment plan (suitable treatment, suitable colours), skin analysis must also be conducted on the inner arm/inner eye, questioning for the identification of warm/cool/neutral skin tones for correct colour application and choice of colour (refer to colour wheel, Fitzpatrick scale), needles size, pigment colour, machine speed.

**Range of equipment used for micropigmentation treatment:** Machine, safety hand piece, hand-held non-electric tools, soothing cleanser, toner, magnifying lamp, trolley, treatment bed, sharps bin, sharps box, sharps bags, selection of pigments, selection of needles, cotton wool, spatulas, aftercare products, pigment pots, cotton buds, bedroll, spray disinfectant, calipers, timer, PPE for client and therapist, consultation forms, pen, machine, machine protection, lip/eyebrow pencil, camera, log/evidence sheet, hydrators, material data sheets, barrier film can be used to protect machine, hand piece, cables, pigment colours (warm/cool/neutral), needle sizes (3, 4, 5).

**Examples of contra-indications that require medical approval:** Pregnancy, blood thinning medication (e.g. Warfarin), chemotherapy, circulatory disorders, inflamed and infected skin conditions and disorders, contagious diseases, moles in the treatment area, medication causing a thinning or inflammation of the skin (e.g. steroids, acutane, retinols), keloid scars, diagnosed scleroderma, pigmented naevi,

recent dermabrasion, chemical peels, AHA's, heart disorders, hemophilia, HIV, hypertrophic scars, hepatitis, herpes simplex.

### Examples of contra-indications that may restrict micropigmentation treatment:

Insulin-controlled diabetes, epilepsy, hyperpigmentation, injectables, facial surgery, allergies.

### Structure and functions of the skin:

**Epidermis** – stratum germinativum, stratum spinosum, stratum granulosum, stratum lucidum, stratum corneum.

**Dermis** – blood/lymph supply, papillary layer, reticular layer, collagen, elastin, macrophages, adipocytes, mast cells, fibroblasts, hair, dermal papilla, sebaceous glands and sebum, arrector pili muscle, sweat glands (eccrine and apocrine), sensory nerve endings.

**Hypodermis** – subcutaneous layer, adipose tissue, adipocytes.

**Functions of the skin** – secretion, heat regulation, absorption, protection, elimination, sensation, vitamin D production, melanin production, understand the process of keratinisation.

**Skin types:** Normal, oily, dry.

**Skin conditions:** Mature, sensitive, dehydrated, congested.

**Examples of skin imperfections:** Broken capillaries, pustules, papules milia, comedones, open pores, fine lines and wrinkles.

### Skin characteristics:

**Sensitive** – often pale skins, dry, colour easily, redness, react to products.





## Outcome 3: Understand how to prepare for micropigmentation treatment (continued)

**Dehydrated** – normal sebaceous secretions but still flaky, tight.

**Mature** – loss of elasticity, loose muscle tone, wrinkles.

**Normal** – fine texture, no visible pores, smooth, supple, flexible.

**Oily** – shiny, slight thickening, sallow, coarse texture, enlarged pores, congestion, comedones.

**Combination** – combination of two or more skin types, usually oily T-zone, normal or dry on cheeks.

**Dry** – lacks moisture, dry to touch, flakiness, fine texture, thin, tight, small pores, broken capillaries, ageing.

**Structure and function of the endocrine system and its effect on skin conditions which may affect the client receiving micropigmentation treatment:**

**Functions of the endocrine system** – hormone secretion into the bloodstream, maintenance of homeostasis, control of bodily functions (stimulation/inhibition of growth, induction/suppression of cell death, inhibition of immune system, regulation of metabolism, preparation for new activity, preparation for new phase in life, controlling reproductive cycle).

**Location, structure and function** – endocrine glands (hypothalamus, pituitary, pineal, thyroid, parathyroid, thymus, pancreas, adrenal, ovaries, testes), associated hormones and hormone actions (thyroid stimulating hormone, adrenocorticotrophic hormone, human growth hormone, follicle stimulating hormone, luteinising hormone, lactogenic hormone, antidiuretic hormone, oxytocin, melatonin, thyroxine T3, calcitonin,

parathormone, insulin, glucagon, aldosterone, cortisone, testosterone, oestrogen, progesterone, adrenalin, noradrenaline), relationship of endocrine system with other body systems (nervous, circulatory, digestive, reproductive, integumentary), growth and repair.

**Pathologies** – causes, signs and symptoms (e.g. thyrotoxicosis, myxoedema, goitre, Addison's syndrome, Cushing's syndrome, diabetes mellitus, diabetes insipidus).

**Effect of hormones on the skin:**

**Melanin stimulating hormone (MSH)** – vitiligo, a form of hypopigmentation caused by the loss of pigment-producing cells in the skin (melanocytes). It is also linked to hyperthyroidism and Addison's disease.

**Melasma (hormonal pigmentation)** – due to hormonal changes, mainly in oestrogen levels during pregnancy or menopause.

**Testosterone** – affects sebum levels, acne.

**Effect of thyroxin on the skin:**

**Too much thyroxin** – warm, smooth, sweaty, flushed appearance to the skin.

**Too little thyroxin** – dry, coarse, thickening of skin, reduced ability to sweat.

**Effect of loss of oestrogen on the skin:** Drying effect, loss of elasticity, less collagen production, reduction of the number of blood vessels, paler appearance.

**Effect on client receiving micropigmentation treatment:**

Pigmentation affects may alter treatment, endocrine pathologies may be contra-indicated.



### Outcome 3: Understand how to prepare for micropigmentation treatment (continued)

#### Structure and function of circulatory and lymphatic systems:

##### Circulatory system:

**Functions of blood** – transport, regulation, protection.

**Arteries** – internal and external carotid, occipital, temporal, facial.

**Veins** – internal and external jugular, occipital, temporal, subclavian.

**Blood composition** – erythrocytes, leucocytes, thrombocytes, plasma.

**Circulation** – heart, pulmonary circulation, capillaries, systemic circulation.

##### Lymphatic system:

**Functions of the lymphatic system** – fluid distribution, fighting infection, transport of fat.

**Functions of lymph nodes** – filter toxins, clean lymphatic fluid, produce antibodies and antitoxins, produce lymphocytes.

**Position of lymph nodes** – occipital, mastoid, superficial cervical, deep cervical, parotid, buccal, submental, submandibular.

#### Legislation for micropigmentation treatment:

Amendment to the Local Government (Miscellaneous Provisions) Act 1982 by means of the Local Government Act 2003 (Section 120), to give local authorities specific powers to regulate businesses providing semi-permanent skin-colouring (e.g. micropigmentation, and temporary tattooing) and cosmetic piercing (body piercing and ear piercing), businesses are required to register with their district councils and follow by-laws on the cleanliness and hygiene of practitioners' premises and equipment to protect customers against the risk of infection, use of anaesthetics, cleaning, disinfection and waste disposal (Medicines Act and the Medicines (Sale and Supply) Miscellaneous Provisions and any subsequent legislations, The Tattooing of Minors Act).

#### Importance of compliance with regulations:

Legal requirement, insurance, civil actions and claims, professionalism, codes of practice, codes of ethics, protection of staff and clients, health, safety and welfare.

### Outcome 4: Understand how to provide micropigmentation treatment

Please see Outcome 2 (Be able to provide micropigmentation) for unit content.



## Outcome 5: Understand how to provide aftercare advice for micropigmentation treatment

**Record and evaluate the results of the treatment:** Treatment can only begin once a skin test and thorough consultation has been conducted, all consultation forms/ consent forms/patch testing forms must be signed and dated, before and after pictures must be taken and details of the treatment recorded including colour chosen and needle size, skin type/skin tone/settings of the machine, skin response after the treatment must also be recorded, signature of both therapist/client must be completed throughout, any medical changes must be noted and signed, treatment should be monitored to determine pigment colour and adjustments that may be needed on next visit, timing must be noted with a start and finish time, any changes in the colour must be noted and recorded so the therapist can adapt the treatment if necessary, written and photographic evidence recorded so the therapist can gain better results.

**Note:** Once you have achieved a satisfactory colour and shape you should advise the client they may need a colour refresher in about 18 months time.

**Examples of possible contra-actions:** Excess erythema, corneal abrasion, burning, migration of pigment, excessive discomfort, oedema, reactions leading to bruising, allergic reaction to treatment.

### **Aftercare advice:**

**Post procedure assessment** – schedule follow up appointment 4-6 weeks after the treatment to assess results.

**Avoidance of activities which may cause contra-actions during the skin healing process** – UV exposure, saunas, swimming, do not use chemical/perfumed products/exfoliating agents/high factor sun

cream. Avoid blood donation for 6 months post treatment.

### **Implications of other treatments:**

**MRI scan, injectables, IPL/laser** – understanding the effects of laser and light treatments on titanium dioxide (white pigment).

### **Intrinsic environmental effects on the skin:**

**Internal and natural causes** – reduced collagen and elastin production, slower rate skin renewal, poor desquamation, effect of hormones.

### **Extrinsic environmental effects on the skin:**

**External causes** – sun exposure, facial expressions, gravity, sleep, hydration, smoking, alcohol, diet and nutrition, chemicals, products.

### **Ageing process in cells and tissues:**

**Cellular changes** – membrane-transport changes, reduced fluidity, nuclear (faulty DNA, protein synthesis errors, reduced organelle manufacturing, membrane defects, cross linking, condensed chromatin, reduced mitosis), cytoplasmic (lipofuscin), ribosomal (reduced numbers), mitochondrial (reduced numbers, membrane disorganisation), lysosomal (reduced efficiency).

**Tissues** – reduced tissue mass (atrophy), increased cell size (hypertrophy), increased cell numbers (hyperplasia), abnormal cell size, shape, reduced function (dysplasia), tumour formation (neoplasia), reduced mitosis, increased pigment (lipofuscin), increased lipids, reduced cell/tissue function, increased waste.



## Outcome 5: Understand how to provide aftercare advice for micropigmentation treatment (continued)

**Principles of skin healing:** Wound healing is a complex and dynamic process of restoration of skin cell structures and tissue layers.

**Wound healing** – bleeding generally follows a tissue injury via an incision. The cascade of vasoconstriction and coagulation begins with clotted blood immediately impregnating the wound, leading to hemostasis, and after dehydration a scab forms. An influx of inflammatory cells follow, with the release of cellular substances and mediators. Angiogenesis (growth of blood vessels) and re-epithelisation occurs and the deposition of new cellular and extra cellular components ensues.

### **Phases of skin healing:**

**Inflammatory phase** – occurs immediately following the injury and lasts.

**Fibroblastic phase** – occurs at the termination of the inflammatory phase and can last up to 4 weeks.

**Scar maturation phase** – begins at the fourth week and can last for years.

**Factors which interfere with wound healing:** Trauma (initial or repetitive), scalds and burns (both physical and chemical), animal bites or insect stings, pressure, vascular compromise, arterial, venous or mixed, immunodeficiency, malignancy, connective tissue disorders, nutritional deficiencies, psychosocial disorders, adverse effects of medications.