

# SKAGB9 (SQA Unit Code F7B4 04)

## Provide face massage services



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### Overview

This unit is about providing face massage as a part of barbering services. The use of a variety of massage techniques to suit the needs of your client is required to achieve this unit.

The main outcomes of this unit are:

1. maintain effective and safe methods of working when providing face massage services
2. prepare the skin for massage services
3. carry out face massage services
4. provide aftercare advice

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### Performance criteria

*You must be able to:*

- P1 **maintain effective and safe methods of working when providing face massage services** by
- P1.1. ensuring your client's clothing is effectively protected throughout the service
  - P1.2. positioning your client to meet the needs of the service without causing them discomfort
  - P1.3. ensuring your own posture and position whilst working minimises fatigue and the risk of injury
  - P1.4. keeping your work area clean and tidy throughout the service
  - P1.5. removing waste immediately at the end of the massage service
  - P1.6. using working methods that
    - minimise the wastage of **products**
    - minimise the risk of cross-infection
    - make effective use of your working time
    - ensure the use of clean resources
    - minimise the risk of harm or injury to yourself and others
  - P1.7. ensuring your personal standards of health and hygiene
    - minimise the risk of cross-infection, infestation and offence to your clients and colleagues
  - P1.8. using the **products** identified as a result of consultation with your client
  - P1.9. wearing gloves throughout the massage service, when necessary
  - P1.10. completing the massage service within a commercially viable time
  - P1.11. completing client records so that they are accurate, easy to read and up-to-date
- P2 **prepare the skin for massage services** by
- P2.1. accurately identifying **factors** that may influence the service prior to massage
  - P2.2. explaining and agreeing the procedure, potential benefits and possible contra-indications of the treatment to the client
  - P2.3. accurately choosing **products** based on the results of consultation with your client and other relevant **factors**
  - P2.4. cleansing the skin to meet the needs of the face massage service
  - P2.5. using a suitable skin exfoliation technique when required
  - P2.6. applying and adapting the use of hot towels to suit the needs of the service and the comfort of your client
- P3 **carry out face massage services** by
- P3.1. achieving adequate lubrication of the skin by using a suitable

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### **massage medium**

- P3.2. varying your massage techniques and pressure taking into account factors influencing the service and to meet your client's needs
  - P3.3. using massage techniques in a way that avoids discomfort to your client
  - P3.4. recognising any reactions during the treatment and taking the appropriate and prompt action
  - P3.5. ensuring the skin is left clean, toned and suitably moisturised
  - P3.6. checking the finished result is to your client's satisfaction
  - P3.7. giving your client aftercare advice on the use of suitable facial products
- P4 **provide aftercare advice by**
- P4.1. giving advice and recommendations accurately and constructively
  - P4.2. giving your client suitable advice on the use of suitable facial products

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### Knowledge and understanding

*You need to know and understand:*

#### **Salon and legal requirements**

- K1 your salon's requirements for client preparation
- K2 your salon's expected service times for face massage
- K3 how to complete client records
- K4 your salon's and legal requirements for disposal of waste materials
- K5 your responsibilities under current Data Protection legislation
- K6 your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of massage products

*You need to know and understand:*

#### **How to work safely, effectively and hygienically when massaging the face**

- K7 what is contact dermatitis and how to avoid developing it whilst carrying out face massage services
- K8 the range of protective clothing that should be available for clients
- K9 the type of personal protective equipment that should be available and used by yourself
- K10 why and when it is important to use personal protective equipment for face massage
- K11 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K12 the safety considerations which must be taken into account when massaging the face
- K13 why it is important to avoid cross-infection and infestation
- K14 why it is important to keep your work area clean and tidy
- K15 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K16 the importance of personal hygiene
- K17 methods of cleaning, disinfecting and/or sterilisation used in salons

*You need to know and understand:*

#### **Products**

- K18 the types of products and massage media suitable for use with different skin types and massage techniques
- K19 how the factors in the range can affect the choice and use of products and massage media

*You need to know and understand:*

#### **Massage preparation**

- K20 how the factors in the range can affect the delivery of face massage
- K21 how to cleanse the skin
- K22 the reasons for and effects of using hot and cool towels on the skin
- K23 the types of skin exfoliation techniques and how and when to use them

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*You need to know and understand:*

### **Massage techniques**

- K24 why it is necessary to lubricate the skin
- K25 how to achieve adequate lubrication of the skin
- K26 how to carry out the massage techniques in the range
- K27 how and why massage techniques should vary on the different areas of the face
- K28 how to position and reposition your client for facial massage to avoid discomfort
- K29 the types of reactions that can occur during the massage service and how to remedy them
- K30 the purpose of toners and their action on the skin
- K31 how to cleanse, tone and moisturise the skin after massage

*You need to know and understand:*

### **Anatomy and physiology**

- K32 the structure and function of the skin (ie epidermis, dermis, subcutaneous layer, nerve endings)
- K33 the position and actions of the facial muscles (ie frontalis, corrugator, temporalis, orbicularis oculi, procerus, nasalis, quadratus labii superioris, orbicularis oris, buccinator, risorius, mentalis, zygomaticus, masseter)
- K34 the names and positions of the facial bones (ie zygomatic, mandible, maxillae, nasal, vomer, turbinate, lachrymal, palatine)
- K35 how to recognise skin types and conditions that may affect the massage service (ie sensitive, comedone, milia, dehydrated, broken capillaries, mature, pustules, papules, open pores, hyper pigmentation, hypo pigmentation, dermatosis papulosa nigra, pseudo folliculitis, keloids, ingrowing hair)
- K36 how the natural ageing process affects facial skin and muscle tone
- K37 how environmental and lifestyle factors affect the condition of the skin
- K38 the function of blood and lymph and their roles in improving skin and muscle tone
- K39 how massage affects blood flow and pulse rate
- K40 the principles of lymph circulation and how massage affects the circulation of lymph

*You need to know and understand:*

### **Aftercare advice for clients**

- K41 products for home use that will benefit the client and those to avoid and why
- K42 the importance of regular cleansing, toning and moisturising

*You need to know and understand:*

### **Communication**

- K43 how to use effective communication and consultation techniques
- K44 why it is important to fully explain the service to the client
- K45 how to give effective advice and recommendations to clients

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### Additional Information

#### Scope/range related to performance criteria

1. **Products** are
  - 1.1. cleansers
  - 1.2. toners
  - 1.3. moisturisers
  - 1.4. exfoliators
  
2. **Factors** are
  - 2.1. previous shaving service
  - 2.2. skin types
  - 2.3. adverse skin conditions
  - 2.4. unusual features on the face
  - 2.5. facial piercing
  
3. **Massage media** are
  - 3.1. pre-blended oils
  - 3.2. creams
  
4. **Massage techniques** are
  - 4.1. effleurage
  - 4.2. petrissage
  - 4.3. tapotement

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**Relevant occupations** Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations

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