

SKABT09B6 (SQA Unit Code - F9KM 04)

Carry out waxing services



Overview

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

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

The main outcomes of this unit are:

1. maintain safe and effective methods of working when removing hair by waxing
2. consult, plan and prepare for waxing treatment with clients
3. remove unwanted hair
4. provide aftercare advice

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Performance criteria

You must be able to:

- P1 **maintain safe and effective methods of working when waxing** by
 - P1.1 preparing the work environment to meet legal, hygiene and industry Code of Practice for Waxing requirements
 - P1.2 ensuring your personal appearance meets accepted industry Code of Practice for Waxing and organisational requirements
 - P1.3 wearing suitable personal protective equipment for the work that conforms to the industry Code of Practice for Waxing
 - P1.4 preparing the client and providing suitable personal protective equipment to conform to the industry Code of Practice for Waxing
 - P1.5 making sure that environmental conditions are suitable for the client and the treatment
 - P1.6 ensuring all tools and equipment are cleaned using the correct methods
 - P1.7 effectively disinfecting your hands prior to waxing treatments
 - P1.8 maintaining accepted industry hygiene and safety practices throughout the treatment
 - P1.9 selecting and correctly positioning suitable equipment, materials, applicators and **products** for the **waxing treatment**.
 - P1.10 ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - P1.11 minimising wastage of product during application
 - P1.12 disposing of hazardous waste correctly to meet local authority requirements
 - P1.13 ensuring that the treatment is cost effective and is carried out within a commercially viable time
 - P1.14 leaving the work area and equipment in a condition suitable for further **waxing treatments**
 - P1.15 ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner
- P2 **consult, prepare and plan for waxing treatment with clients** by
 - P2.1 using suitable **consultation techniques** in a polite and professional manner to determine the client's treatment
 - P2.2 obtaining signed, written informed consent from the client prior to carrying out the treatment/service
 - P2.3 ensuring that informed and signed parent or guardian consent is obtained for minors prior to any treatment
 - P2.4 ensuring that a parent or guardian is present throughout the treatment of minors under the age of 16
 - P2.5 asking your client appropriate questions to identify if they have any contra-indications to **waxing treatments**

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- P2.6 accurately recording your client's responses to questions
- P2.7 encouraging clients to ask questions to clarify any points
- P2.8 ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- P2.9 taking the **necessary action** in response to any identified contra-indications and the client's suitability for **waxing treatment**
- P2.10 clearly explaining the possible contra-actions to the client prior to agreeing to the **waxing treatment**
- P2.11 agreeing the **waxing treatment** and outcomes that are acceptable to the client and meets their needs
- P2.12 ensuring the client is in a suitable position for the area to be treated during the **waxing treatment**
- P2.13 ensuring your client's clothing, hair and accessories are effectively protected or removed
- P3 **remove unwanted hair** by
 - P3.1 using the correct pre-wax products prior to waxing following manufacturers' instructions
 - P3.2 conducting a test patch and skin sensitivity test immediately prior to the intended **waxing treatment**
 - P3.3 establishing the hair growth pattern prior to the application of the product
 - P3.4 using methods of application correctly and following manufacturer's instructions
 - P3.5 applying and removing the product in the treatment area according to the requirements of the hair removal method and hair growth pattern
 - P3.6 maintaining the client's modesty and privacy at all times
 - P3.7 providing clear instructions to the client on how and when to support their skin during the **waxing treatment**
 - P3.8 ensuring your **work techniques** minimise discomfort to the client
 - P3.9 checking the client's wellbeing throughout the **waxing treatment**
 - P3.10 stopping the **waxing treatment** and providing relevant advice if contra-actions occur
 - P3.11 ensuring the client's treatment area is left free of product and hair and treated with a suitable soothing product
 - P3.12 ensuring that the finished result is to the client's satisfaction
- P4 **provide aftercare advice** by
 - P4.1 giving **advice** and recommendations accurately and constructively
 - P4.2 giving your clients suitable **advice** specific to their individual needs

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Knowledge and understanding

You need to know and understand:

Organisational and legal requirements

- K1 your responsibilities under relevant local and national health and safety legislation
- K2 why minors should not be given treatments without informed and signed parental or guardian consent
- K3 the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)
- K4 the age at which an individual is classed as a minor and how this differs nationally
- K5 why it is important, when treating minors under 16 years of age to have a parent or guardian present
- K6 the legal significance of gaining signed, informed client consent to treatment
- K7 the content of the current Code of Practice for Waxing Services and the importance of following its provisions
- K8 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
- K9 the importance of the correct storage of client records in relation to the Data Protection Act
- K10 how to minimise and dispose of general and hazardous waste from treatments
- K11 your salon's service times for waxing treatments and the importance of completing services in a commercially viable time
- K12 the salon pricing structure
- K13 the importance of and reasons for keeping records of treatments and gaining client signatures

You need to know and understand:

How to work safely and effectively when providing waxing treatments

- K14 the type of personal protective equipment that should be available and used by yourself
- K15 why it is important to use personal protective equipment
- K16 what is contact dermatitis and how to avoid developing it when carrying out waxing treatments
- K17 the importance of questioning clients to establish any contra-indications to waxing treatments
- K18 why it is important to record client responses to questioning
- K19 the legal significance of client questioning and recording client's responses
- K20 how to prepare and use the equipment and materials for the work
- K21 methods of disinfecting and sterilising equipment
- K22 how to maintain equipment and materials in a clean and hygienic

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condition.

- K23 how to prepare yourself for carrying out waxing treatments
- K24 the importance of and reasons for disinfecting hands and how to do this effectively
- K25 how to set up the work area for waxing treatments
- K26 the necessary environmental conditions for waxing treatments (including lighting, heating, ventilation and general comfort) and why these are important
- K27 how to check equipment used for waxing treatments
- K28 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
- K29 how to effectively and safely position equipment and materials for waxing treatments
- K30 how to avoid potential discomfort and injury to yourself and your client and the risks of poor positioning of clients
- K31 the condition in which the work area should be left and why this is important

You need to know and understand:

Consult, plan and prepare for the treatment with clients

- K32 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
- K33 how to give effective advice and recommendations to clients
- K34 the questioning and listening skills you need in order to find out information
- K35 why it is important to encourage and allow time for clients to ask questions
- K36 the reasons why it is important to refer clients with contra-indications to seek medical advice
- K37 the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner
- K38 why it is important to explain possible contra-actions to the client
- K39 why it is important to explain to the client possible skin sensitivity during menstruation
- K40 why it is important to maintain clients' modesty and privacy
- K41 how to conduct a test patch and skin sensitivity test and why this is important
- K42 how to prepare the client for the treatment
- K43 how to conduct visual examinations of the skin and hair growth in the area to be treated
- K44 how to prepare the area for treatment including the use of pre-wax products and hair trimming

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You need to know and understand:

Anatomy and physiology

- K45 the structure of the skin (ie the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, blood and lymph vessels, and sensory nerve endings) and differences in the structure of the skin for the different client groups
- K46 the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production)
- K47 the structure of the hair
- K48 the basic principles of hair growth (ie anagen, catagen, telogen)
- K49 the types of hair growth (including terminal and vellus)

You need to know and understand:

Contra-indications

- K50 those contra-indications requiring medical referral and why (eg severe and infectious skin conditions and severe varicose veins)
- K51 those contra-indications that will prevent treatment but will not require medical referral and why (eg thin and or fragile skin, scar tissue under six months old, certain medication such as steroids, heat rash, sunburn, known allergies to products and ingredients such as rosin found in sticking plasters and wax)
- K52 those conditions which restrict treatment and why (eg diabetes, moles, infected ingrowing hairs, skin tags, medication)

You need to know and understand:

Contra-actions

- K53 how to recognise and deal with the contra-actions that can occur as a result of waxing treatments (eg bruising, blood spots, abrasions, broken hair, histamine (allergic) reaction, excessive erythema, excessive and diminished regrowth)

You need to know and understand:

Equipment and products for waxing

- K54 the types of equipment and products used for waxing
- K55 the function and purpose of pre-wax products
- K56 the ingredients and composition of waxing products including warm wax, sugar paste, strip sugar and hot wax
- K57 the types of product suitable for soothing skin irritation
- K58 the reasons why talc-free powders should be used

You need to know and understand:

Waxing treatments

- K59 how to carry out the waxing services in the range
- K60 the various techniques associated with and working temperatures for the different types of hot wax and warm wax
- K61 the suitability of specific products for certain hair types
- K62 how to apply and remove waxing products in relation to the direction of hair growth
- K63 the precautions which need to be taken when removing hair around

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- conditions which restrict the treatment
- K64 the advantages, disadvantages and limitations of facial waxing treatment and suitable alternative facial hair removal treatments
- K65 the expected skin reaction to waxing
- K66 other methods of hair removal (eg sugaring, tweezing, shaving, depilatory creams, electrical depilatory, threading, abrasive mitts, epilation, intensive pulse light, laser) and the effect of these methods on the waxing process
- K67 how you and the client should support the skin during the waxing process

You need to know and understand:

Aftercare advice for clients

- K68 the activities to avoid after waxing treatments and why these are important (eg heat and friction, use of perfumed and chemical based products, wearing of restrictive clothing, touching the treated area and for how long this should be avoided, swimming and other exercise and for how long this should be avoided)
- K69 recommended intervals between waxing treatments
- K70 products for home use that will benefit the client and those to avoid and why
- K71 the contra-actions that may occur after waxing treatments and what advice to give to clients

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Additional Information

Scope/range related to performance criteria

1. **Consultation techniques** are
 - 1.1. questioning
 - 1.2. visual
 - 1.3. manual
 - 1.4. reference to client records

2. **Waxing treatments** are
 - 2.1. eyebrows
 - 2.2. upper lip
 - 2.3. chin
 - 2.4. full leg
 - 2.5. half leg
 - 2.6. underarm
 - 2.7. bikini line

3. **Necessary action** should be
 - 3.1. encouraging the client to seek medical advice
 - 3.2. explaining why the waxing service cannot be carried out
 - 3.3. modification of the waxing service

4. **Products** are
 - 4.1. hot wax
 - 4.2. warm wax

5. **Work techniques** cover
 - 5.1. stretching and manipulating the skin during application and removal
 - 5.2. speed of product removal
 - 5.3. direction and angle of removal
 - 5.4. on-going product temperature checks

6. **Aftercare advice** includes
 - 6.1. avoidance of activities which may cause contra-actions
 - 6.2. suitable homecare products and their use
 - 6.3. recommended time intervals between waxing treatments

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