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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Carry out waxing services

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
Carry out waxing services

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

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

### 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 state |
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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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<table>
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<tr>
<th>You need to know and understand:</th>
<th><strong>Anatomy and physiology</strong></th>
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<tr>
<td></td>
<td>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</td>
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<td>K46  the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production)</td>
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<td>K47  the structure of the hair</td>
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<td>K48  the basic principles of hair growth (ie anagen, catagen, telogen)</td>
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<td>K49  the types of hair growth (including terminal and vellus)</td>
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<th>You need to know and understand:</th>
<th><strong>Contra-indications</strong></th>
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<tr>
<td></td>
<td>K50  those contra-indications requiring medical referral and why (eg severe and infectious skin conditions and severe varicose veins)</td>
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<td></td>
<td>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)</td>
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<td>K52  those conditions which restrict treatment and why (eg diabetes, moles, infected ingrowing hairs, skin tags, medication)</td>
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<td>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)</td>
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<tr>
<td></td>
<td>K54  the types of equipment and products used for waxing</td>
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<td></td>
<td>K55  the function and purpose of pre-wax products</td>
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<td></td>
<td>K56  the ingredients and composition of waxing products including warm wax, sugar paste, strip sugar and hot wax</td>
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<td>K57  the types of product suitable for soothing skin irritation</td>
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<td>K58  the reasons why talc-free powders should be used</td>
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<th>You need to know and understand:</th>
<th><strong>Waxing treatments</strong></th>
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<tr>
<td></td>
<td>K59  how to carry out the waxing services in the range</td>
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<td>K60  the various techniques associated with and working temperatures for the different types of hot wax and warm wax</td>
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<td>K61  the suitability of specific products for certain hair types</td>
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<td>K62  how to apply and remove waxing products in relation to the direction of hair growth</td>
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<td>K63  the precautions which need to be taken when removing hair around</td>
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</tbody>
</table>
You need to know and understand:

**Aftercare advice for clients**

- K68 the activities to avoid after waxing treatments and why these are important (e.g., 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

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
SKABT09B6 (SQA Unit Code - F9KM 04)
Carry out waxing services

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