

SKABT09B4 (SQA Unit Code - F9LG 04)

Provide facial skin care treatment



Overview

This unit is about improving and maintaining facial skin condition using a variety of treatments. These treatments include: skin exfoliation, skin warming, extraction, facial massage, mask treatments and the use of facial products. Such treatments must be successfully provided to a range of clients with a variety of skin types and conditions.

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 the unit are:

1. maintain safe and effective methods of working when improving and maintaining facial skin condition
2. consult, plan and prepare for facials with clients
3. improve and maintain skin condition
4. provide aftercare advice

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Performance criteria

You must be able to:

- P1 **maintain safe and effective methods of working when improving and maintaining facial skin condition** by
 - P1.1 setting up the work area to meet legal, hygiene and treatment requirements
 - P1.2 ensuring that environmental conditions are suitable for the client and the treatment
 - P1.3 ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P1.4 ensuring all tools and equipment are cleaned using the correct methods
 - P1.5 effectively disinfecting your hands prior to facial treatments
 - P1.6 maintaining accepted industry hygiene and safety practices throughout the treatment
 - P1.7 positioning **equipment** and materials for ease and safety of use
 - P1.8 ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - P1.9 maintaining the client's modesty and privacy at all times
 - P1.10 disposing of waste materials safely and correctly
 - P1.11 ensuring that the treatment is cost effective and is carried out within a commercially viable time
 - P1.12 leaving the work area in a condition suitable for further treatments
 - P1.13 ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner
- P2 **consult, plan and prepare for facials with clients** by
 - P2.1 using **consultation techniques** in a polite and friendly manner to determine the client's treatment plan
 - P2.2 obtaining signed, written informed consent from the client prior to carrying out the treatment
 - 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 for minors under the age of 16
 - P2.5 asking your client appropriate questions to identify if they have any **contra-indications** to facial treatments
 - P2.6 accurately recording your client's responses to questioning
 - P2.7 encouraging clients to ask questions to clarify any points
 - P2.8 accurately establishing and recording the client's current skin care routine
 - P2.9 helping the client into a comfortable and relaxed position for the treatment

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- P2.10 ensuring your client's clothing, hair and accessories are effectively protected or removed
- P2.11 effectively cleansing the client's skin prior to skin analysis
- P2.12 correctly performing a skin analysis on the client and accurately recording the skin **type and skin condition**
- P2.13 taking the **necessary action** in response to any identified contra-indications
- P2.14 ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- P2.15 recommending suitable treatments and products for the client's **skin type** and condition
- P2.16 agreeing the service and outcomes that are acceptable to your client and meet their needs
- P2.17 selecting suitable **facial products** and **equipment** for the client's **skin type** and **skin condition** based on the results of the skin analysis
- P3 **improve and maintain skin condition** by
 - P3.1 using **facial products** and **equipment** correctly and following manufacturers' instructions
 - P3.2 leaving the skin clean and free of all traces of make-up using suitable deep cleansing techniques
 - P3.3 using suitable exfoliation techniques, minimising discomfort to the client
 - P3.4 leaving the skin smooth, free of any surface debris and products using an exfoliation technique suitable for the client's **skin type** and **skin condition**
 - P3.5 using a suitable skin warming technique relevant to the client's needs
 - P3.6 carrying out any necessary comedone extraction, when required, minimising discomfort to the **client** and with minimal damage to the skin
 - P3.7 using a suitable **massage medium** for the client's **skin type** and **skin condition**
 - P3.8 using and adapting **massage techniques** to meet the needs of the client and agreed treatment
 - P3.9 applying **mask treatments** evenly and neatly, ensuring that the area to be treated is covered
 - P3.10 removing masks after a recommended time and without discomfort to the client
 - P3.11 ensuring that the skin is left clean, toned and suitably moisturised
 - P3.12 ensuring the finished result is to the client's satisfaction and meets the agreed treatment plan
- P4 **provide aftercare advice** by

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- 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 health and safety legislation
- K2 why minors should not be given treatments without informed and signed parental or guardian consent
- K3 why it is important, when treating minors under 16 years of age, to have a parent or guardian present
- K4 the age at which an individual is classed as a minor and how this differs nationally
- K5 the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)
- K6 the legal significance of gaining signed, informed client consent to treatment
- K7 your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements
- K8 the importance of the correct storage of client records in relation to the Data Protection Act
- K9 your salon's service times for completing facial treatments and the importance of completing the application in a commercially viable time
- K10 the salon pricing structures
- K11 how to complete the client records used in your salon and the importance of and reasons for keeping records of treatments and gaining clients' signatures

You need to know and understand:

How to work safely and effectively when providing facial treatments

- K12 how to effectively set up the work area, prepare and use the equipment and materials for a facial
- K13 the necessary environmental conditions for facial treatments (including lighting, heating, ventilation and general comfort) and why these are important
- K14 the differences between sterilising and disinfecting
- K15 methods of disinfecting and sterilising equipment
- K16 the importance of and reasons for disinfecting hands and how to do this effectively
- K17 how to maintain equipment and materials in a clean and hygienic condition
- K18 how to prepare yourself and clients for facial treatments
- K19 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients
- K20 how to check equipment used for facial treatments
- K21 why it is important to maintain standards of hygiene and the principles for

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avoiding cross-infection

K22 how to minimise and dispose of waste from treatments

K23 the condition in which the work area should be left and why this is important

You need to know and understand:

Consultation, treatment planning and preparation

K24 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment

K25 the questioning and listening skills you need in order to find out information

K26 how to give effective advice and recommendations to clients

K27 how to interpret negative and positive body language

K28 the importance of questioning clients to establish any contra-indications to facial treatments

K29 why it is important to record client responses to questioning

K30 why it is important to encourage and allow time for clients to ask questions

K31 the legal significance of client questioning and of recording the client's responses

K32 the reasons why it is important to encourage clients with contra-indications to seek medical advice

K33 the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner

K34 why it is important to maintain client's modesty and privacy

K35 how to prepare treatment plans

K36 how to prepare the client for the treatment

K37 how to position clients for facial treatments

K38 how to conduct a skin analysis

K39 the relationship between the client's skin care routine, its current condition and implications for treatment

You need to know and understand:

Anatomy and physiology

K40 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)

K41 the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production)

K42 the skin characteristics and skin types of different ethnic client groups

K43 the actions of the facial, neck and shoulder muscles (ie frontalis, corrugator, temporalis, orbicularis oculi, levatorlabialis of the upper lip, orbicularis oris, buccinator, risorius, mentalis, zygomaticus, masseter, depressors of the lower lip, sternocleidomastoid, platysma, trapezius, pectoralis and deltoid)

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- K44 bones of the head, neck and shoulder girdle, including:
 - K44.1 for the skull: occipital, frontal, parietal, temporal, sphenoid, ethmoid
 - K44.2 for the face: zygomatic, mandible, maxillae, nasal, vomer, turbinate, lacrimal, palatine
 - K44.3 for the neck: cervical vertebrae
 - K44.4 for the shoulder girdle: clavicle, scapula, humerus
 - K44.5 for the chest: sternum
- K45 the position of the head, face, neck, chest and shoulder girdle bones
- K46 the position of the face, neck and shoulder muscles
- K47 how the natural ageing process affects facial skin and muscle tone
- K48 the composition and function of blood and lymph and its role in improving skin and muscle condition

You need to know and understand:

Contra-indications

- K49 those contra-indications requiring medical referral and why (eg bacterial - impetigo; viral - herpes simplex; fungal - tinea; systemic medical conditions; conjunctivitis, severe skin conditions and eye infections; acne, boils, herpes zoster and warts, parasitic infection such as pediculosis and scabies)
- K50 those contra-indications which restrict treatment and why (eg recent scar tissue, eczema, psoriasis, hyper-keratosis, skin allergies, cuts, abrasions, bruising, styes)

You need to know and understand:

Facial treatments

- K51 how to adapt facial techniques for male and female clients
- K52 how to recognise the skin types listed in the range
- K53 how to recognise the following skin conditions: sensitive, comedone, milia, dehydrated, broken capillaries, pustules, papules, open pores, hyper pigmentation, hypo pigmentation, dermatosis papulosa nigra, pseudo folliculitis, keloids, ingrowing hair
- K54 how environmental and lifestyle factors affect the condition of the skin
- K55 how to treat the skin types and conditions listed in the range
- K56 suitable courses of treatment for various skin types and conditions
- K57 the recommended frequency of treatments
- K58 the range and uses of products available for facial treatments
- K59 the different types of specialist skin products and how to apply them (eg eye creams, gels, lip balms, neck creams, acne products)
- K60 the reasons for and benefits of: cleansing the skin, exfoliating the skin, toning the skin, warming the skin, applying massage, applying masks and skin care products
- K61 the different types and effects of skin warming devices
- K62 how to safely manually extract comedones
- K63 the types of massage techniques listed in the range, the differences between them and how to adapt them to suit the skin types and skin

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- conditions in the range
- K64 the effects of massage techniques on the skin, muscle and underlying structures
- K65 the skin types best suited to oil or cream massage mediums
- K66 the different types of masks and their effects on the skin
- K67 the links between mask treatment timing and skin condition
- K68 how to identify erythema and its causes
- K69 possible contra-actions which may occur during the facial treatment and how to deal with them (eg excessive erythema, irritations)

You need to know and understand:

Aftercare advice for clients

- K70 why it is important to provide a basic home care routine
- K71 products for home use that will benefit the client and those to avoid and why
- K72 the contra-actions that may occur after facial treatments and what advice to give to clients
- K73 the recommended time intervals for facial treatment.

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Additional Information

Scope/range related to performance criteria

1. **Equipment** includes
 - 1.1. magnifying light
 - 1.2. skin warming devices
 - 1.3. consumables
2. **Consultation techniques** are
 - 2.1. questioning
 - 2.2. visual
 - 2.3. manual
 - 2.4. reference to client records
3. **Skin types** are
 - 3.1. oily
 - 3.2. dry
 - 3.3. combination
4. **Skin conditions** are
 - 4.1. mature skin
 - 4.2. sensitive skin
 - 4.3. dehydrated skin
5. **Necessary action** should be
 - 5.1. encouraging the client to seek medical advice
 - 5.2. explaining why the treatment cannot be carried out
 - 5.3. modification of treatment
6. **Facial products** are
 - 6.1. eye make-up remover
 - 6.2. cleansers
 - 6.3. toners
 - 6.4. exfoliators
 - 6.5. moisturisers
 - 6.6. specialised skin products
7. **Massage mediums** are
 - 7.1. oil
 - 7.2. cream
8. **Massage techniques** are
 - 8.1. effleurage
 - 8.2. petrissage

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8.3. tapotement

9. **Mask treatments** are

9.1. setting

9.2. non-setting

10. **Advice** covers

10.1. suitable aftercare products and their use

10.2. avoidance of activities which may cause contra-actions

10.3. recommended time intervals in-between facial treatments

10.4. home care routines

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