

SKABT09B26 (SQA Unit Code - F9LH 04)

Provide female intimate waxing services



Overview

This unit is about removing hair from intimate areas using various waxing techniques.

You will need to be able to consult with the client, prepare for the waxing service and produce a treatment plan. You will also need to provide treatment advice to the client, particularly around the avoidance of certain activities and home care advice.

To carry out this unit, you must maintain effective health, safety and hygiene procedures and show a professional and ethical approach throughout this service.

The main outcomes of the unit are:

1. maintain safe and effective methods of working when providing female intimate waxing services
2. consult, plan and prepare for waxing services 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 equipments are cleaned using the correct methods
 - P1.7 effectively disinfecting your hands prior to waxing services
 - 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 service**
 - P1.10 ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - P1.11 maintaining the client's modesty and privacy at all times
 - P1.12 minimising wastage of product during application
 - P1.13 disposing of hazardous waste correctly to meet local authority requirements
 - P1.14 ensuring that the treatment is cost effective and is carried out within a commercially viable time
 - P1.15 ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner
 - P1.16 leaving the work area and equipment in a condition suitable for further **waxing services**
- P2 **consult, prepare and plan for waxing services with clients** by
- P2.1 using suitable **consultation techniques** in a polite and professional manner to determine the client's treatment
 - P2.2 ensuring that informed and signed parent or guardian consent is obtained for minors prior to any intimate waxing service
 - P2.3 ensuring that a parent or guardian is present throughout the intimate waxing
 - P2.4 obtaining signed written informed consent from the client prior to carrying out the treatment
 - P2.5 asking your client appropriate questions to identify if they have

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- P2.6 any contra-indications to **waxing service**
 - P2.6 encouraging clients to ask questions to clarify any points
 - P2.7 accurately recording your client's responses to questions
 - P2.8 conducting a test patch correctly on a suitable area of skin in the groin following the current industry Code of Practice for Waxing
 - P2.9 informing the client in a tactful way if there is an adverse reaction to the test patch and treatment cannot be carried out
 - P2.10 taking the **necessary action** in response to any identified contra-indications and the client's suitability for **waxing service**
 - P2.11 clearly explaining the possible contra-actions to the client prior to agreeing to the **waxing service**
 - P2.12 ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
 - P2.13 agreeing the **waxing service** and outcomes that are acceptable to the client and meets their needs
 - P2.14 making sure the **preparation of the client** meets the agreed treatment plan and the industry Code of Practice for Waxing
- P3 **remove unwanted hair** by
 - P3.1 using the correct **pre-wax application products** prior to waxing following manufacturers' instructions
 - P3.2 ensuring the wax is the correct temperature for the client and the area to be treated immediately prior to the intended **waxing service**
 - 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 conducting yourself in a professional manner throughout the **waxing service** in line with the industry Code of Practice for Waxing
 - P3.7 correctly removing hazardous waste from your work area throughout the **waxing service**
 - P3.8 providing clear instructions to the client on how and when to support their skin during the **waxing service**
 - P3.9 ensuring your **work techniques** minimise discomfort to the client
 - P3.10 checking the client's wellbeing throughout the **waxing service** and giving the necessary reassurance
 - P3.11 discontinuing the **waxing service** and providing advice and recommendations for any other relevant treatment where

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- contra-actions occur
- P3.12 ensuring the client's treatment area is left free of product and hair and treated with a suitable soothing product
- P3.13 ensuring that the finished result is to the client's satisfaction and meets the agreed treatment plan
- 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 the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)
- K3 the age at which an individual is classed as a minor and how this differs nationally
- K4 the importance of checking current insurance guidelines for the delivery of intimate waxing service
- K5 the importance of following the current guidance relating to any age restrictions for the intimate waxing service
- K6 why minors should only be treated with informed and signed parental or guardian consent
- K7 why it is important when treating minors to have a parent or guardian present
- K8 the legal significance of gaining signed, informed client consent to treatment
- K9 the content of the current Code of Practice for Waxing Services and the importance of following its provisions
- K10 local authority and organisational requirements for waste disposal
- K11 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
- K12 the importance of the correct storage of client records in relation to the Data Protection Act
- K13 your organisation's service times for waxing treatments and the importance of completing services in a commercially viable time
- K14 the organisation's pricing structures for intimate waxing services
- K15 your organisation's requirements for client preparation
- K16 the importance of and reasons for keeping records of treatments and gaining client and practitioner signatures
- K17 how to complete the client records used in your organisation

You need to know and understand:

How to work safely and effectively when providing waxing treatments

- K18 the type of personal protective equipment that should be available and used by yourself (eg powder free, nitrile or vinyl gloves)
- K19 why it is important to use personal protective equipment
- K20 the importance of providing suitable personal protective equipment for the client
- K21 what is contact dermatitis and how to avoid developing it when carrying out waxing treatments
- K22 the importance of questioning clients to establish any contra-indications

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- to waxing treatments
- K23 why it is important to record client responses to questioning
- K24 the legal significance of client questioning and recording clients' responses
- K25 how to prepare and use the equipment and materials for the work
- K26 methods of disinfecting and sterilising equipment
- K27 how to maintain equipment and materials in a clean and hygienic condition
- K28 how to prepare yourself for carrying out waxing treatments
- K29 the importance of and reasons for disinfecting hands and how to do this effectively
- K30 how to set up the work area for waxing treatments
- K31 the necessary environmental conditions for waxing treatments (including lighting, heating, ventilation and general comfort) and why these are important
- K32 how to check equipment used for waxing treatments
- K33 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
- K34 how to minimise and dispose of general and hazardous waste from treatments
- K35 how to effectively and safely position equipment and materials for waxing treatments
- K36 how to avoid potential discomfort and injury to yourself and your client and the risks of poor positioning of clients
- K37 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

- K38 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
- K39 the importance of effective communication and discussion
- K40 how to give effective advice and recommendations to clients
- K41 the questioning and listening skills you need in order to find out information
- K42 encouraging clients to seek medical advice
- K43 why it is important to encourage and allow time for clients to ask questions
- K44 why it is important to explain possible contra-actions to the client
- K45 why it is important to explain to the client possible skin sensitivity during menstruation
- K46 why it is important to maintain clients' modesty and privacy
- K47 how to conduct the relevant test patches for intimate waxing services and why
- K48 how to prepare yourself for carrying out the treatment

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- K49 how to prepare the client for the treatment
- K50 how to conduct visual examinations of the skin and hair growth in the area to be treated
- K51 how to prepare the area for treatment including the use of pre-wax products and hair trimming
- K52 why it is important for the client to personally cleanse the area to be treated immediately prior to the waxing service
- K53 why it is necessary to conduct yourself in a professional manner in order to avoid any possible misinterpretation of behaviour
- K54 how to prepare treatment plans

You need to know and understand:

Anatomy and physiology

- K55 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
- K56 the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production)
- K57 the skin characteristics and skin types of different ethnic client groups
- K58 the structure of the hair
- K59 the basic principles of hair growth (ie anagen, catagen, telogen)
- K60 the types of hair growth (including terminal and vellus)
- K61 the correct medical terminology for female genitalia
- K62 the structure of the female genitalia

You need to know and understand:

Contra-indications and contra-actions

- K63 the contra-indications that prevent treatment and why but will not require medical referral (eg thin and or fragile skin, scar tissue under six months old, heat rash, sunburn, known allergies to products and ingredients such as rosin found in sticking plasters and wax)
- K64 the contra-indications that require medical approval and why (eg urinary infections, sexually transmitted infections, pubic lice, contagious skin disease, oedema)
- K65 the conditions which restrict treatment and why (eg moles, infected ingrowing hairs, skin tags, external haemorrhoids, medication, diabetes)
- K66 the potential consequences of carrying out intimate waxing on a contra-indicated client
- K67 the reasons why it is important to encourage clients with suspected contra- indications to seek medical advice
- K68 the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
- K69 how to recognise and deal with the contra-actions that can occur as a result of intimate waxing treatments (eg bruising, blood spots, abrasions, broken hair, histamine (allergic) reaction, excessive erythema, excessive

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and diminished re- growth)

You need to know and understand:

Equipment and materials

- K70 the types of equipment and products used for intimate waxing
- K71 how to match the pre-application product to the type of wax being used
- K72 the ingredients and composition of waxing products including warm wax, sugar paste and hot wax
- K73 how to prepare waxing products for use
- K74 the types of product suitable for soothing skin irritation in intimate areas

You need to know and understand:

Treatment specific knowledge

- K75 how to carry out the intimate waxing services in the range
- K76 the terminology and procedures associated with other intimate waxing services, eg Bollywood, Las Vegas, Californian and adornments
- K77 the types of shaping templates that are available for intimate waxing and how to use and apply them
- K78 the various techniques associated with and working temperatures for the different types of hot wax, warm wax and sugar paste
- K79 the suitability of specific products for certain hair types
- K80 how to apply and remove waxing products
- K81 product application requirements in relation to the direction of hair growth
- K82 the precautions which need to be taken when removing hair around conditions which restrict the treatment
- K83 the expected skin reaction to waxing
- K84 other methods of temporary hair removal (eg tweezing, shaving, depilatory creams, electrical depilatory, threading, abrasive mitts) and the effect of these methods on the waxing process
- K85 other advanced methods of permanent hair removal eg epilation or light based hair reduction
- K86 how you and the client should support the skin during the intimate waxing service avoiding inappropriate contact
- K87 why it is important to restrict your conversation to instructions during the intimate waxing service
- K88 how to manipulate the client's personal protective equipment during the service to prevent product contact with mucous membranes
- K89 how to deal with circumstances in which the client's behaviour breaches the professional status of the treatment
- K90 why it is important to give aftercare treatment advice both verbally and in writing and what may happen if treatment advice was not given or is not followed
- K91 why it is necessary to give clients clear and specific guidance on the importance of personal toilet hygiene and the avoidance of heat and friction

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You need to know and understand:

Aftercare advice for clients

- K92 aftercare and maintenance requirements for intimate waxing treatments and why these are important (including avoidance of heat and friction, use of perfumed and chemical based products, wearing of restrictive clothing, avoidance of touching the treated area and for how long this should be avoided, the avoidance of swimming and other exercise and for how long this should be avoided, personal toilet hygiene)
- K93 recommended intervals between treatments
- K94 suitable home care products and how to apply them eg post wax lotions

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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 services** are
 - 2.1. Hollywood
 - 2.2. Brazilian
 - 2.3. Shaping
 - 2.4. Playboy

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
 - 3.4. refusing an unsuitable client

4. **Preparation of the client** covers
 - 4.1. removal of accessories and clothing necessary for the treatment
 - 4.2. protection of clothing
 - 4.3. client's own cleansing of the area to be treated
 - 4.4. trimming of overlong hair for the treatment

5. **Products** are
 - 5.1. hot wax
 - 5.2. warm wax
 - 5.3. sugar paste

6. **Pre-wax application products** are
 - 6.1. oils
 - 6.2. powders

7. **Work techniques** cover
 - 7.1. stretching and manipulating the skin during application and removal
 - 7.2. speed of product removal
 - 7.3. direction and angle of removal
 - 7.4. on-going product temperature checks

8. **Advice** covers

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- 8.1. avoidance of activities which may cause contra-actions
- 8.2. future treatment needs
- 8.3. home care
- 8.4. personal hygiene

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