
Overview

This standard is about the basic skills of assisting with shaving services. The work will be carried out under the direction of the stylist.

To carry out this standard, you will need to maintain health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate good communication skills.

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when assisting with shaving services
- 2 prepare facial hair and skin for shaving services

**Performance
criteria**

Maintain effective and safe methods of working when assisting with shaving services

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon requirements
 - P3 protect your client's clothing throughout the shaving service
 - P4 wear personal protective equipment when assisting with shaving service
 - P5 position your client to meet the needs of the service without causing them discomfort
 - P6 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P7 follow stylists' instructions throughout the shaving service
 - P8 keep your work area clean and tidy throughout the shaving service
 - P9 use working methods that
 - P9.1 minimise the wastage of lathering products
 - P9.2 minimise the risk of cross-infection
 - P9.3 make effective use of your working time
 - P9.4 ensure the use of clean resources
 - P9.5 minimise the risk of harm or injury to yourself and clients
 - P10 ensure your personal hygiene protection and appearance meets accepted industry and organisational requirements
 - P11 follow workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products
 - P12 clean, disinfect and or sterilise all tools and equipment immediately after the shaving service
 - P13 ensure hazardous waste is disposed of to meet legal and salon requirements
 - P14 ensure your personal standards of health and hygiene minimise the risk of cross-infection, cross-infestation and offence to your clients and colleagues
 - P15 replenish low levels of resources, when required, to minimise disruption to your own work and to clients

Prepare facial hair and skin for shaving services

- You must be able to:
- P16 prepare hot and cold towels, following instructions of the stylist
 - P17 apply hot towels to suit the needs of the service and the comfort of your client, following the instructions from the stylist
 - P18 prepare **lathering products** so they are fit for use in time for the shaving service
 - P19 apply **lathering products** in a way that takes account of factors identified by the stylist
 - P20 apply **lathering products** in a way that minimises the risk of the product being spread to your client's eyes, clothes and surrounding area
 - P21 use **lathering techniques** which achieve an even coverage of product to the areas to be shaved
 - P22 check client comfort throughout the shaving service
 - P23 inform the stylist when the client is ready for shaving
 - P24 refer any problems to the relevant person for action
 - P25 leave your client's skin free from **lathering products** after the shaving service
 - P26 cool your client's skin after shaving when face massage is not required
 - P27 leave your client's skin free from excess moisture at the end of the shaving service
 - P28 identify and report any potential problems that may occur when assisting with shaving services

Knowledge and understanding

Maintain effective and safe methods of working when assisting with shaving services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by the specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the importance of using the correct type of barber's chair for shaving services
- K4 the range of protective clothing and products that should be available to yourself and clients
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to keep your work area clean and tidy
- K7 the importance of following your stylist's instructions including effective use of your working time
- K8 the safety considerations which must be taken into account when using lathering products and hot towels
- K9 methods of working safely and hygienically which minimises the risk of cross infection and cross-infestation
- K10 what is contact dermatitis and how to avoid developing it whilst assisting with shaving services
- K11 why it is important to position your tools, products and materials for ease of use
- K12 suppliers and manufacturers instructions for the safe use of equipment, materials and products that you must follow
- K13 the importance of ensuring your personal hygiene protection and appearance meets accepted industry and organisational requirements
- K14 the importance of following workplace and suppliers or manufacturers' instructions for the safe use of equipment, materials and products
- K15 how to clean, disinfect and or sterilise all tools and equipment immediately after the shaving service
- K16 how to ensure hazardous waste is disposed of to meet legal and salon requirements
- K17 when to replenish low levels of resources, to minimise disruption to your own work and to clients
- K18 the person you should report low levels of resources

Prepare facial hair and skin for shaving services

You need to know
and understand:

- K19 how to prepare and use hot and cold towels
- K20 the importance of applying hot towels to suit the needs of the shaving service and the comfort of your client, whilst following the instructions from the stylist
- K21 the effect of hot and cold towels on the skin and hair
- K22 how to prepare and use lathering products correctly so they are fit for use in time for the shaving service
- K23 how to apply lathering products in a way that takes account of factors identified by the stylist
- K24 the function of effleurage and petrissage massage techniques when lathering
- K25 when, why and how to use brush and massage techniques when applying lathering products
- K26 the importance of apply lathering products in a way that minimises the risk of the product being spread to your client's eyes, clothes and surrounding area
- K27 the importance of following manufacturers' instructions for the use of lathering products
- K28 the importance of lathering and its effect on skin and hair
- K29 why it is important to leave your client's skin free from lathering products after the shaving service
- K30 the importance of checking client comfort throughout the process
- K31 why timing is critical to the shaving service
- K32 the types and causes of problems that may occur when assisting with shaving services
- K33 your own limits of authority for shaving services

Additional information

Scope/range related to performance criteria	1	Lathering products
	1.1	creams
	1.2	oils
	1.3	gel
	1.4	soap
	2	Lathering techniques
	2.1	application by brush
	2.2	application by massage

Scope/range related to knowledge and understanding	1	Health and safety
		your responsibilities for health and safety as defined by any specific legislation covering your job role
	1.1	Health and Safety at Work Act
	1.2	The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
	1.3	The Health and Safety (First Aid) Regulations
	1.4	The Regulatory Reform (Fire Safety) Order
	1.5	The Manual Handling Operations Regulations
	1.6	The Control of Substances Hazardous to Health Regulations (COSHH)
	1.7	The Electricity at Work Regulations
	1.8	The Environmental Protection Act
	1.9	The Management of Health and Safety at Work Regulations
	1.10	The Health and Safety (Information for Employees) Regulations

Values

1. The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 a professional attitude
 - 1.10 good verbal and non-verbal communication skills
 - 1.11 the maintenance of effective, hygienic and safe working methods
 - 1.12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13 adherence to workplace health, safety and security measures

Behaviours

1. The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicate with the client politely and courteously
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding promptly and positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding promptly to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

Glossary

- 1 **Massage techniques**
 - 1.1 **Effleurage:** A gentle stroking movement.
 - 1.2 **Petrissage:** Slow, firm, kneading movement

- 2 **Disinfection**
 - 2.1 Inhibits the growth of disease causing microorganisms (except spores) using chemical agents

- 3 **Sterilisation**
 - 3.1 The total destruction of microorganisms

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