

Provide facial skin care treatment

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**Overview**

This standard is about improving and maintaining facial skin condition using a variety of treatments. These treatments include: skin exfoliation, skin warming, comedone extraction, facial massage and mask treatments. Such treatments must be successfully provided to a range of clients with a variety of skin types and conditions, as is the ability to provide relevant aftercare advice.

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

The main outcomes of this standard are:

1. maintain safe and effective methods of working when improving and maintaining facial skin condition
2. consult, plan and prepare for facial skin care treatments
3. improve and maintain skin condition

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## Performance criteria

You must be able to:

### **Maintain safe and effective methods of working when improving and maintaining facial skin condition**

1. maintain your responsibilities for health and safety throughout the treatment
2. prepare your client and yourself to meet legal and organisational requirements
3. maintain your client's modesty and privacy
4. position your client to meet the needs of the treatment
5. ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
6. ensure environmental conditions are suitable for the client and the treatment
7. keep your work area clean and tidy throughout the treatment
8. use working methods that minimise the risk of cross-infection
9. ensure the use of clean equipment and materials
10. promote environmental and sustainable working practices
11. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
12. dispose of waste materials to meet legal requirements
13. complete the treatment within a commercially viable time

### **Consult, plan and prepare for facial skin care treatments**

14. use **consultation techniques** to determine the client's treatment plan
15. ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
16. ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
17. recognise any contra-indications and take the **necessary action**
18. agree the treatment and outcomes that meet the client's needs
19. obtain signed, informed consent from the client prior to carrying out the treatment
20. cleanse the client's skin and carry out a skin analysis to determine the **skin type** and **skin condition**
21. select **facial products** and **equipment** for the client's **skin type** and **skin condition**

### **Improve and maintain skin condition**

22. use **facial products** and **equipment** based on the results of the skin

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analysis

23. cleanse the skin and remove all traces of make-up

24. use exfoliation products and techniques suitable for the client's **skin type** and **skin condition**

25. use skin warming technique to meet the client's needs

26. carry out comedone extraction minimising discomfort to the client and with minimal damage to the skin

27. use and adapt **massage techniques** to meet the needs of the client and agreed treatment plan

28. apply and remove mask treatments without discomfort to the client and leave the skin clean, toned and moisturised

29. ensure the finished result is to the client's satisfaction and meets the agreed treatment plan

30. give your client **advice and recommendations** on the treatment provided

31. ensure the client's records are completed and signed by you and the client

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## Knowledge and understanding

You need to know and understand:

### **Maintain safe and effective methods of working when improving and maintaining facial skin condition**

1. your responsibilities for **health and safety** as defined by any specific legislation covering your job role
2. the legal and organisational requirements for client protection and preparation
3. the legal and organisational requirements for your own personal hygiene, protection and appearance
4. the reasons for maintaining the client's modesty and privacy
5. safe positioning techniques for yourself and your client to prevent discomfort
6. the necessary environmental conditions for treatments such as heating, sound and ventilation and why these are important
7. why it is important to keep your work area clean and tidy
8. methods of cleaning, disinfection and sterilisation
9. methods of working safely and hygienically to avoid the risk of cross-infection
10. the different types of working methods that promote **environmental and sustainable working practices**
11. the hazards and risks which exist in your workplace and the safe working practices which you must follow
12. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
13. the legal requirements for waste disposal
14. the reasons for completing the treatment in a commercially viable time

### **Consult, plan and prepare for facial skin care treatments**

15. why it is important to communicate with clients in a professional manner
16. how to complete a consultation taking into account the client's **diverse needs**
17. the legal requirements for providing treatment to minors under 16 years of age
18. the age at which an individual is classed as a minor and how this differs nationally
19. the importance of agreeing the treatment that meets the client's needs
20. the legal significance of gaining signed, informed client consent to receive the treatment

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21. the legislative requirements for storing and protecting client data
22. the **contra-indications requiring medical referral** and why
23. how to recognise **contra-indications that would prevent or restrict** treatment
24. the necessary action to take in relation to specific contra-indications when referring clients
25. the reasons for not naming specific contra-indications when referring clients
26. how to recognise different skin types and conditions when conducting a skin analysis
27. the criteria for selecting products and equipment to suit the clients' skin type and condition

**Improve and maintain skin condition**

28. the range and uses of products and equipment available for facial skin care treatments
29. the different types of specialist skin products and how to apply them
30. the reasons for and benefits of using different types of facial products
31. the different types and effects of skin warming devices
32. the methods used to safely extract comedones from the skin
33. the different types of massage techniques and their effects
34. how to adapt the massage techniques to suit different skin types and skin conditions
35. the different types of mask treatments and their effects
36. the different application and removal techniques for mask treatments
37. the **anatomy and physiology** of the face and neck
38. how environmental and lifestyle factors affect the condition of the skin
39. how the natural ageing process affects facial skin and muscle tone
40. possible contra-actions which may occur, how to deal with them and what advice to give to clients
41. the **advice and recommendations** on the products and treatments

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**Scope/range related to performance criteria**    **Consultation techniques**

1. questioning
2. listening
3. visual
4. manual
5. written

**Necessary action**

1. encouraging the client to seek medical advice
2. explaining why the treatment cannot be carried out
3. modification of the treatment

**Skin type**

1. oily
2. dry
3. combination

**Skin condition**

1. sensitive skin
2. mature skin
3. dehydrated skin
4. young skin

**Facial products**

1. eye make-up remover
2. cleansers
3. toners
4. exfoliators
5. moisturisers
6. specialised skin products
7. massage medium
8. masks

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**Equipment**

1. magnifying light
2. skin warming devices

**Massage techniques**

1. effleurage
2. petrissage
3. tapotement
4. frictions
5. vibrations

**Advice and recommendations**

1. suitable aftercare products and their uses
2. avoidance of activities which may cause contra-actions
3. time intervals between treatments
4. present and future products and treatments

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**Scope/range related to knowledge and understanding** **Health and safety**

1. Health and Safety at Work Act
2. The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
3. The Health and Safety (First Aid) Regulations
4. The Regulatory Reform (Fire Safety) Order
5. The Manual Handling Operations Regulations
6. The Control of Substances Hazardous to Health Regulations (COSHH)
7. The Electricity at Work Regulations
8. The Environmental Protection Act
9. The Management of Health and Safety at Work Regulations
10. The Health and Safety (Information for Employees) Regulations

**Environmental and sustainable working practices**

1. reducing waste and managing waste (recycle, reuse, safe disposal)
2. reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
3. reducing water usage and other resources
4. preventing pollution
5. using disposable items
6. using recycled, eco-friendly furniture
7. using low chemical paint
8. using organic and allergy free products
9. using environmentally friendly product packaging
10. choosing responsible domestic products (Fairtrade tea and coffee)
11. encouraging carbon reducing journeys to work

**Diverse needs**

1. cultural
2. religious
3. age
4. disability
5. gender



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**Contra-indications requiring medical referral**

1. bacterial infection – impetigo
2. viral infection – herpes simplex
3. fungal infection – tinea
4. systemic medical conditions
5. conjunctivitis
6. severe skin conditions
7. eye infections
8. acne
9. boils
10. herpes zoster and warts
11. parasitic infection such as pediculosis and scabies

**Contra-indications that would prevent or restrict**

1. recent scar tissue
2. eczema
3. psoriasis
4. hyperkeratosis
5. skin allergies
6. cuts
7. abrasions
8. bruising
9. styes

**Anatomy and physiology**

1. the structure and functions of the skin
2. the actions of the face, neck and shoulder muscles, including the frontalis, corrugator, temporalis, orbicularis oculi, levators labii of the upper lip, orbicularis oris, buccinator, risorius, mentalis, zygomaticus, masseter, depressors of the lower lip, sternocleidomastoid, platysma, trapezius, pectoralis and deltoid
3. bones of the head, neck and shoulder girdle, including:
  - a – for the skull: occipital, frontal, parietal, temporal, sphenoid, ethmoid
  - b – for the face: zygomatic, mandible, maxillae, nasal, vomer, turbinate,

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lacrimal, palatine

c – for the neck: cervical vertebrae

d – for the shoulder girdle: clavicle, scapula, humerus

e – for the chest: sternum

4. the position of the head, face, neck, chest and shoulder girdle bones

5. the position of the face, neck and shoulder muscles

6. the composition and function of blood and lymph and their role in improving skin and muscle conditions

**Advice and recommendations**

1. additional services

2. additional products

3. products for home use that will benefit the client and those to avoid and why

4. the contra-actions that may occur after facial treatments and what advice to give to clients

5. the recommended time intervals for facial treatments

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**Values**

The following key values underpin the delivery of services in the beauty, nails and spa sectors

1. a willingness to learn
2. a flexible working attitude
3. a team worker
4. a positive attitude
5. personal and professional ethics

**Behaviours**

The following behaviours underpin the delivery of services in the beauty, nails and spa sectors. These behaviours ensure that clients receive a positive impression of both the organisation and the individual

1. meeting the organisation's standards of behaviour
2. greeting the client respectfully and in a friendly manner
3. communicating with the client in a way that makes them feel valued and respected
4. treating the client courteously and helpfully at all times
5. adapting behaviour to respond effectively to different client behaviour
6. checking with the client that you have fully understood their expectations
7. responding promptly and positively to the client's questions and comments
8. recognising information that the client might find complicated and checking whether they fully understood
9. meeting both organisational and industry standards of appearance.

**Skills**

The following key skills underpin the delivery of services in the beauty, nails and spa sectors

1. the ability to self-manage
2. excellent verbal and non-verbal communication
3. using the most appropriate ways of communicating with a client
4. responding promptly to a client seeking assistance
5. quickly locating information that will help the client
6. providing the client with information they need about services and products offered by the organisation

**Glossary****Contra-actions**

Refers to negative reactions from the treatment or products, such as excessive erythema or allergic reactions.

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**Contra-indications**

Conditions or restrictions which indicate a particular treatment should not be carried out.

**Exfoliation**

The removal of surface skin cells.

**Mask treatments**

Setting (these include clay, thermal, paraffin and geloids).

Non-setting (these include gels and creams).

**Skin warming devices**

These can include steamers, hot towels, hot towel cabinet.

**Specialised skin products**

These include eye creams, eye gels, neck creams, serums, acne products, lip balms.

**Comedones**

Comedones are commonly known as 'blackheads'. They are often found on the face around the t-zone. Keratin combines with oil and bacteria to create a blockage in the hair follicle of the skin pore which has a 'blackhead'. Comedones can be extracted from the skin with a comedone extractor device.

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