

Carry out waxing services

Overview

This standard 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 service. 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 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 removing hair by waxing
2. consult, plan and prepare for waxing services
3. remove unwanted hair

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Performance criteria

You must be able to:

Maintain safe and effective methods of working when removing hair by waxing

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

Consult, plan and prepare for waxing services

15. use **consultation techniques** to determine the client's service plan
16. ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
17. ensure that a parent or guardian is present throughout the service for minors under the age of 16
18. recognise any contra-indications and take the **necessary action**
19. agree the service and outcomes that meet the client's needs
20. obtain signed, written informed consent from the client prior to carrying out the **waxing service**

Remove unwanted hair

21. apply pre-wax products to the treatment area
22. conduct a thermal test patch immediately prior to the **waxing service**
23. establish the hair growth pattern and trim over long hair prior to the application of the **wax**

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24. apply **wax**, minimising the risk of cross-infection and contamination
25. apply and remove the **wax** according to the requirements of the hair removal method and hair growth patterns
26. ensure your **work techniques** minimise discomfort to the client
27. check the client's wellbeing throughout the **waxing service**
28. ensure the treatment area is left free of **wax** and hair and treated with an after-wax product
29. ensure that the finished result is to the client's satisfaction
30. give your client **advice and recommendations** on the services 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 removing hair by waxing

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 at all times
5. safe positioning techniques for yourself and the client to prevent discomfort
6. the necessary environmental conditions for services such, as heating 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 service in a commercially viable time

Consult, plan and prepare for waxing services

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 services 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 service that meets the client's needs
20. the legal significance of gaining signed, informed client consent to carry out the service

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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 the service
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. the reasons why it is advisable to conduct a skin sensitivity test prior to waxing services

Remove unwanted hair

27. the reasons for conducting a thermal test patch procedure and for trimming over long hair prior to the waxing service
28. how to assess the skin condition and hair growth in the treatment area
29. the types of equipment and products used for waxing
30. the function and purpose of pre-wax and after-wax products
31. the ingredients and composition of different waxing products
32. the various techniques associated with and working temperatures for the different waxing products
33. how to match waxing products to different hair types
34. product application and removal requirements in relation to the direction of hair growth
35. the precautions which need to be taken when removing hair around conditions which restrict the treatment
36. the advantages, disadvantages and limitations of waxing treatments
37. other **methods of hair removal** and the effect of these methods on the waxing process
38. how to apply different working techniques to ensure client comfort
39. the expected skin reaction to waxing
40. the **contra-actions** that may occur, how to deal with them and what advice to give to clients
41. the **structure and functions of the skin** and hair
42. the **hair growth cycle**, the **different types of hair growth** and the **causes of hair growth**
43. the **activities to avoid after waxing** and why these are important
44. the **advice and recommendations** on products and services

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

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

Necessary action

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

Waxing service

1. eyebrows
2. upper lip
3. chin
4. full leg
5. half leg
6. underarm
7. bikini line

Wax

1. hot wax
2. warm wax

Work techniques

1. stretching and manipulating the skin during application and removal
2. speed of product removal
3. direction and angle of removal
4. on-going product temperature checks

Advice and recommendations

1. suitable homecare products and their uses

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2. avoidance of activities which may cause contra-actions
3. time intervals between services
4. present and future products and services

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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 environmentally friendly product packaging
9. choosing responsible domestic products
10. encouraging carbon reducing journeys to work

Diverse needs

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

Contra-indications which restrict

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1. medication affecting skin, blood or immune system
2. heat rash
3. sunburn
4. diabetes
5. moles
6. infected ingrowing hairs
7. skin tags
8. recent scar tissue

Contra-indications which prevent

1. thin and fragile skin
2. known allergies to products and ingredients such as rosin found in sticking plasters and wax
3. severe and infectious skin conditions
4. severe varicose veins

Methods of hair removal

1. tweezing
2. shaving
3. depilatory creams
4. electrical depilatory
5. abrasive mitts
6. light based hair reduction
7. threading
8. electrical epilation

Contra-actions

1. bruising
2. blood spots
3. abrasions
4. broken hair
5. histamine reaction
6. excessive erythema
7. excessive and diminished regrowth

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8. burns
9. inflammation

Structure and functions of the skin

Structure:

1. layers of the epidermis
2. dermis
3. subcutaneous layer
4. hair follicle
5. hair shaft
6. sebaceous gland
7. arrector pili muscle
8. sweat gland
9. blood and lymph vessels
10. sensory nerve endings

Functions:

1. sensitivity
2. heat regulation
3. absorption
4. protection
5. excretion
6. secretion
7. vitamin D production

Hair growth cycle

1. anagen
2. catagen
3. telogen

Different types of hair growth

1. terminal
2. vellus

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3. ingrown hairs

Causes of hair growth

1. topical
2. congenital
3. systemic

Activities to avoid after waxing

1. heat such as sauna, sun and hot baths
2. use of perfumed and chemical based products
3. wearing of restrictive clothing
4. touching the treated area
5. swimming and other exercise

Advice and recommendations

1. additional services
2. additional products
3. aftercare requirements for waxing and why these are important
4. the recommendations for the client to return for waxing services every 6-8 weeks

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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**Bikini Line - general waxing**

This involves removing hair that falls outside a high-leg brief, around and underneath the upper inner thigh.

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Legal requirements

This refers to laws affecting the way businesses are operated, how the salon or workplace is set up and maintained, people in employment and the systems of working which must be maintained. Of particular importance are the COSHH regulations, the Electricity at Work Regulations and the Cosmetic Products Regulations.

Thermal test patch

A patch of wax applied to a small area of the client's skin in the treatment area, immediately prior to a waxing service. This is to check that the wax is a comfortable temperature for the client before continuing with the service.

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Developed by	SkillsActive
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Version Number	2
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Date Approved	April 2015
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Indicative Review Date	June 2020
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Validity	Current
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Status	Original
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Originating Organisation	SkillsActive
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Original URN	SKAB6
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Relevant Occupations	Beauty Therapist
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Suite	Beauty Therapy
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Keywords	hot waxing; warm waxing; waxing
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