

Overview

This standard is about providing skin care and make-up instruction and giving product advice to individual clients. You will need to be able to advise and instruct on the correct use of tools and the application of skin care and make-up products to suit a variety of clients' needs.

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 providing skin care and make-up instruction
2. consult, plan and prepare for skin care and make-up instruction
3. deliver skin care and make-up instruction
4. evaluate the success of skin care and make-up instruction

Instruct clients in the use and application of skin care products and make-up

Performance criteria

You must be able to:

Maintain safe and effective methods of working when providing skin care and make-up instruction

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

Consult, plan and prepare for skin care and make-up instruction

13. use **consultation techniques** to determine the client's service plan
14. ensure that informed and signed parent or guardian consent is obtained for minors prior to any service
15. ensure that a parent or guardian is present throughout the service for minors under the age of 16
16. recognise any contra-indications and take the **necessary action**
17. agree the service and outcomes that meets the client's needs
18. obtain signed, informed consent from the client prior to carrying out the service
19. recognise and record the client's **skin type** and **skin condition**
20. ensure the **objectives** of the skin care and make-up are clear, realistic and agreed with the client
21. provide a suitable range of skin care and make-up products for the client's **skin type**, skin tone and the type of **instruction techniques** to be used

Deliver skin care and make-up instruction

22. use **instructional techniques** which are delivered at a pace suitable for the

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client

23. demonstrate skin care and make-up application in a way which promotes client's understanding
24. guide the client through application of the products in a way which meets the needs of the client and the products being used
25. explain the use and purpose of make-up tools
26. use **resources** throughout the instructional activity
27. allow the client time to practise skin care and make-up application techniques on themselves
28. encourage the client to ask questions throughout the instructional activity
29. confirm that the client has an understanding of the techniques necessary to achieve their desired look
30. provide the client with information on the products, tools and equipment used and where to source them
31. encourage clients to use the products and services available
32. provide written instructions on how to apply skin care routine and make-up

Evaluate the success of skin care and make-up instruction

33. ask your client to make an evaluation of their own learning and provide any additional instructions to meet their needs
34. ask your client questions on the delivery of the make-up and skin care instructions and record their feedback
35. use client feedback to make improvements to your own skin care and make-up **instructional techniques**

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Knowledge and understanding

You need to know and understand:

Maintain safe and effective methods of working when providing skin care and make-up instruction

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 preparation
3. the legal and organisational requirements for your own personal hygiene, protection and appearance
4. safe positioning techniques for yourself and your client to prevent discomfort
5. the necessary environmental conditions for services such as heating and ventilation and why these are important
6. why it is important to keep your work area clean and tidy
7. methods of cleaning, disinfection and sterilisation
8. methods of working safely and hygienically and which minimise the risk of cross-infection
9. the different types of working methods that promote **environmental and sustainable working practices**
10. the hazards and risks which exist in your workplace and the safe working practices which you must follow
11. suppliers' and manufacturers' instructions for the safe use of **tools**, materials and products which you must follow
12. the legal requirements for waste disposal
13. the reasons for completing the service in a commercially viable time

Consult, plan and prepare for skin care and make-up instruction

14. why it is important to communicate with clients in a professional manner
15. how to complete a consultation taking into account client's **diverse needs**
16. the legal requirements for providing treatment to minors under 16 years of age
17. the age at which an individual is classed as a minor and how this differs nationally
18. the importance of agreeing the service that meets the client's needs
19. the legal significance of gaining signed, informed client consent to carry out the service
20. the legislative requirements for storing and protecting client data
21. how to recognise **contra-indications that would prevent or restrict the service**

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- 22. the **contra-indications requiring medical referral** and why
- 23. the necessary action to take in relation to specific contra-indications when referring clients
- 24. the reasons for not naming specific contra-indications when referring clients
- 25. how to recognise different skin types, **skin conditions** and characteristics
- 26. the reasons for checking if the client wears contact lenses or glasses
- 27. why it is important to respect any sensitivities regarding the client's personal appearance
- 28. the type of resources required for skin care and make-up instruction
- 29. where to obtain skin care and make-up resources

Deliver skin care and make-up instructions

- 30. how to **plan** a skin care and make-up instruction session
- 31. methods of **presenting information**
- 32. different types communication and questioning techniques to use during the make-up instruction
- 33. methods of using and demonstrating skin care and make-up application techniques, including **tools** and equipment
- 34. ways of checking the clients' understanding and their ability to carry out skin care and make-up application on themselves
- 35. how to tailor and adapt your skin care and make-up instruction to meet individual clients' needs

Evaluate the success of the instruction

- 36. **methods** of evaluating the success of skin care and make-up instructional activities
- 37. why it is important to record client feedback and other relevant information from the activity

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Scope/range related to performance criteria

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

Necessary action

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

Skin type

1. oily
2. dry
3. combination

Skin condition

1. mature
2. dehydrated
3. sensitive

Objectives

1. skin care choice and application
2. natural make-up
3. evening make-up
4. special occasion make-up

Instructional techniques

1. skills demonstration
2. use of diagrams

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3. verbal explanation
4. use of written instructions

Resources

1. skin care products
2. make-up products
3. make-up tools and equipment
4. suitable mirror and lighting
5. face chart

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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

Tools

1. make-up brushes
2. containers
3. disposables
4. eyelash curlers
5. tweezers

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Diverse needs

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

Contra-indications that would prevent or restrict

1. viral – herpes simplex
2. conjunctivitis
3. open cuts and abrasions
4. swelling
5. skin irritation
6. recent scar tissue
7. eczema
8. hyperkeratosis
9. skin allergies
10. bruising
11. watery eyes
12. healed eczema and psoriasis
13. redness
14. bruising

Contra-indications requiring medical referral

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

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Skin conditions

1. sensitive
2. dehydrated
3. broken capillaries
4. pustules
5. papules
6. open pores
7. dark circles
8. hyperpigmentation
9. hypopigmentation
10. sun damage
11. scarring
12. erythema
13. mature

Plan

1. timing
2. pace
3. use of voice
4. use of visual aids

Presenting information

1. visual aids
2. verbally
3. logical sequencing
4. presenting small amounts of information at a time

Methods

1. active listening
2. non-verbal and verbal communication
3. receiving feedback
4. asking questions

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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

Special occasion make-up

This could include make-up for parties, proms and bridal.

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| Developed by | SkillsActive |
| Version Number | 2 |
| Date Approved | April 2015 |
| Indicative Review Date | June 2020 |
| Validity | Current |
| Status | Original |
| Originating Organisation | SkillsActive |
| Original URN | SKAB11 |
| Relevant Occupations | Beauty Therapist; make-up and skin consultant; make-up specialist |
| Suite | Beauty Therapy |
| Keywords | instruct; make-up; application |