

Higher National Unit Specification

General information for centres

Unit title: Beauty Therapy: Management and Practice of Facial Therapies

Unit code: DN6Y 34

Unit purpose: This unit is designed to extend the candidate's ability to perform both manual and electrical treatments over a variety of conditions. In addition to developing proficiency in the skills involved, the candidate must effectively also demonstrate for individual clients and conditions and evaluate each treatment.

On completion of the Unit the candidate should be able to:

- 1 Perform pre-treatment facial assessment.
- 2 Manage a planned course of facial treatments.
- 3 Evaluate the effectiveness of the treatment programme.

Credit points and level: 2 HN Credits at SCQF level 7: (16 SCQF credit points at SCQF level 7*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Recommended prior knowledge and skills: It is essential that candidates possess skills/qualifications in basic manual, mechanical and electrical therapies. Candidates must also have an appropriate level of anatomy and physiology, and science relevant to electrical therapies.

Core skills: There may be opportunities to gather evidence towards core skills in this Unit, although there is no automatic certification of core skills or core skills components.

Context for delivery: This is a mandatory Unit in the framework for HNC/HND Beauty Therapy. It is recommended that it is taught and assessed within the context of the particular group award to which it contributes.

Assessment: Assessment for this unit should include written evidence of underpinning knowledge, the practical observation of facial therapies and the submission of case studies. Candidates must demonstrate treatment planning and practical skills of a high order, working within the time constraints imposed by commerce.

Treatments should be carried out on a variety of clients, presenting a wide range of conditions. To this end, a minimum of three clients should be treated, each having a course of at least three facial procedures, supported by case study documentation. Candidate's performance will be matched to observation checklists.

Higher National Unit specification: statement of standards

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The sections of the Unit stating the Outcomes, knowledge and/or skills, and evidence requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Perform pre-treatment facial assessment

Knowledge and/or skills

- ◆ Consultation techniques
- ◆ Effective communication skills
- ◆ Identifying client aims/objectives
- ◆ Identify effects and benefits of facial treatments
- ◆ Facial analysis
- ◆ common skin conditions
- ◆ contraindications
- ◆ Recording client details
- ◆ Treatment planning

Evidence requirements

Candidates will need evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ Perform pre-treatment assessment on a wide range of clients.

Assessment guidelines

The assessment of this Outcome can be combined with Outcomes 2 and 3 as part of the two assessment activities for the Unit, details of which are given under Outcome 3 below.

Matching performance to an observation checklist and recording the results of client assessment as part of a case study will provide evidence for the knowledge and/or skills in this Outcome.

Higher National Unit specification: statement of standards (cont)

Unit title: Beauty Therapy: Management and Practice of Facial Therapies

Outcome 2

Manage a planned course of facial treatment

Knowledge and/or skills

- ◆ Client handling
- ◆ Effective communication
- ◆ Manual techniques
- ◆ Specialist masks
- ◆ Enhanced massage techniques
- ◆ Electrical techniques
- ◆ Treatment compatibility
- ◆ Timing, sequencing and frequency of treatments
- ◆ Monitoring of progress
- ◆ Treatment alterations
- ◆ Provide appropriate advice on retail products, diet and lifestyle
- ◆ Effective use of resources
- ◆ Provide appropriate information for future treatments
- ◆ After care and home care advice

Evidence requirements

Candidates will need evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ Apply a facial treatment programme which:
 - achieves optimum results
 - maximises client satisfaction
 - meets the time constraints imposed by the industry

Matching performance to an observation checklist and recording the results of the treatment programme (as part of a case study) will provide evidence for the knowledge and/or skills in this outcome.

Evidence should be generated through practical assessment and observation of candidate managing treatments with three clients on three occasions which should cover multiple treatment applications

Assessment guidelines

The assessment of this Outcome can be combined with Outcomes 1 and 3 as part of the two assessment activities for the Unit, details of which are given under Outcome 3 below.

Higher National Unit specification: statement of standards (cont)

Unit title: Beauty Therapy: Management and Practice of Facial Therapies

Outcome 3

Evaluate the effectiveness of the treatment programme

Knowledge and/or skills

- ◆ Observation of results
- ◆ Analysis of client feedback
- ◆ Treatment success in relation to stated aims
- ◆ Treatment plan amendments
- ◆ Recording results

Evidence requirements

Candidates will need evidence to demonstrate all aspects of their knowledge and/or skills in this Outcome by showing that they can:

- ◆ identify the degree of success achieved by the chosen facial treatment programmes, using observation of the skin condition and a client feedback form
- ◆ demonstrate the ability to consolidate treatment results with clients

Results of each treatment should be recorded.

To provide evidence for the knowledge/skills in this Outcome, clients' aims/objectives (as stated in the case study documentation) should be matched against the candidates' choice of treatment programme.

Assessment guidelines

The evidence requirements of all three of the Outcomes may be integrated, using two assessment activities:

- ◆ observation checklists
- ◆ case studies

On a minimum of three clients, candidates should

- ◆ conduct a consultation
- ◆ devise a programme of facial therapies (not fewer than 3 treatments)
- ◆ carry out the chosen treatments in an appropriate manner
- ◆ evaluate
 - each treatment
 - the facial therapy programme results overall

It may be appropriate for the lecturer concerned to ensure beforehand that chosen clients will allow candidates to generate sufficient and suitable evidence.

Administrative Information

Unit code:	DN6Y 34
Unit title:	Beauty Therapy: Management and Practice of Facial Therapies
Superclass category:	HL
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Higher National Unit specification: support notes

Unit title: Beauty Therapy: Management and Practice of Facial Therapies

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 80 hours.

Guidance on the content and context for this Unit

This unit is primarily intended to enable candidates to further develop their existing skills in facial therapies. Particular emphasis will be placed upon:

- ◆ detailed consultation techniques, to ascertain clients' aims/objectives
- ◆ the ability to link aims/objectives to treatment choice (to maximise client satisfaction)
- ◆ advanced treatment design, taking account of compatibility, duration and frequency
- ◆ completing treatment within the time constraints imposed by the industry
- ◆ the production of detailed case study information
- ◆ accurate analysis of feedback, implementing change as required

The unit should be conducted within a practical salon situation, with candidates demonstrating confidence and initiative, combined with an ability to design a varied range of treatment programmes. Candidates should display confident interaction skills when consulting with clients, making clear links between aims/objectives and methods of treatment. To ensure candidates derive maximum benefit from completion of this unit, the three clients treated must be as diverse as possible, in terms of age, personality, clinical problems and aim/objective.

Candidates should already have underpinning knowledge of the effects and benefits of facial therapies:

- ◆ manual cleansing; toning; moisturising
- ◆ exfoliation
- ◆ massage
- ◆ comedone extraction
- ◆ milia piercing
- ◆ brush cleansing
- ◆ masks (basic and specialised)
- ◆ steam
- ◆ high frequency
- ◆ galvanic
- ◆ vacuum suction

Outcome 1 deals with the candidates' ability to perform a pre-treatment assessment, demonstrating consultation skills in a relaxed, confident and professional manner. The candidate should remain composed and focused throughout, regardless of any challenges created by the client's manner and/or aims/objectives. The ability to interact effectively with clients must be demonstrated, using both verbal and non-verbal communication methods, whilst maintaining control throughout. Decisions regarding the "matching" of treatment programme, to client aim/objective, must be swift, and above all, accurate.

Higher National Unit specification: support notes (cont)

Unit title: Beauty Therapy: Management and Practice of Facial Therapies

Outcome 2 is concerned with the practical demonstration of facial therapies. Along with proficiency in the various components of each treatment programme, candidates will also demonstrate skills in client handling and resource management. Client progress should be constantly monitored, and candidates must be able to schedule changes to the original plan as and when the need arises. Compatibility of treatments, plus the method and frequency of their application cannot be over-emphasised. Candidates must be able to complete treatments within a restricted time scale, so that their skills are easily transferable to a busy workplace.

In Outcome 3 the candidate reflects on the success (or otherwise) of their chosen therapies. Observation of the treatment area(s), written feedback and case studies will provide essential information with which to compile an accurate assessment. If treatment results are judged to be unsatisfactory, the candidate must be able to suggest an alternative strategy, whilst maintaining a positive relationship with the client.

On completion of the regime an overall evaluation should be carried out, making particular reference to the degree to which clients' previously stated aims/objectives have been achieved. Evaluation should be carried out after EACH individual treatment (in case changes need to be made, part way through the course), followed by an end-of-programme critique, to judge overall effectiveness, and client satisfaction. A structured evaluation document should be completed:

- at the end of each treatment

AND

- at the end of the programme

these forming part of the case study. Client feedback should also be recorded, using a questionnaire.

Guidance on the delivery and assessment of this Unit

Opportunities for developing Core Skills

This unit forms part of the group award HNC/HND in Beauty Therapy. Its primary purpose is to consolidate candidates' facial diagnostic and application skills in preparation for entry into the profession, and as such should be delivered towards the end on the award. This should encourage candidates to perform to optimum confidence levels, demonstrating an advanced knowledge of treatment effects and benefits, to facilitate the linking to aims/objectives.

The lecturer/ trainer will deliver information on advanced client handling skills, effective use of resources, time management and also explain the opportunities this unit provides for personal development. Candidates should benefit from the extensive experience of the lecturer/trainer, e.g. during treatment programmes the lecturer/trainer must be prepared to intercept any examples of inappropriate language/interaction being used with clients, and demonstrate an alternative approach. External speakers/demonstrators could broaden the scope of candidates' knowledge and stimulate more innovative techniques. However, it is not anticipated that teaching/demonstration of practical skills will be a major part of the delivery strategy of this unit, as candidates will already be competent in a wide range of "hands-on" techniques, and be able to apply treatments with minimal supervision.

Higher National Unit specification: support notes (cont)

Unit title: Beauty Therapy: Management and Practice of Facial Therapies

Assessment will be by two instruments of assessment, all of which integrate to provide evidence across the four outcomes:

- ◆ observation checklists
- ◆ case studies

The assessments should be completed on an on-going basis, progressively accumulating evidence throughout the course of the unit. To ensure authenticity of candidates' work, most evidence will be generated in the presence of the assessor in the salon environment, with only a proportion of case study material being completed outside this controlled environment. Candidates should carry out treatments in a salon environment, with access to a full range of professional, contemporary skincare and mechanical/electrical apparatus. The skills demonstrated should be matched to practical checklists to support observed performance which reflect that the candidate has carried out an appropriate timed/cost effective treatment.

A case study should be compiled for each subject/client, to include:

- a full and detailed record card
- ◆ the GP has no objections to treatment being provided
- ◆ an accurate account of the consultation
- ◆ concise details on client aims and expectations of treatment
- ◆ specific details of the chosen programme
- ◆ evaluations, of each individual treatment, plus the programme as a whole

To provide evidence of their underpinning knowledge, candidates should also complete a series of written questions (based on their case study subjects), on the following;

Open learning

Theoretical aspects, such as underpinning knowledge on Anatomy and Physiology could be well suited to open and distance learning delivery. However, whilst it may be technically possible, practical aspects would be complicated to arrange, and may not be feasible, due to the sophisticated equipment required.

Candidates with additional support needs

This Unit specification is intended to ensure that there are no artificial barriers to learning or assessment. The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the SQA document *Guidance Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs*, which is available on the SQA website www.sqa.org.uk

General information for candidates

Unit title: Beauty Therapy: Management and Practice of Facial Therapies

This unit is designed to further develop your abilities in both manual and electrical facial treatments, over a variety of conditions. In addition to performing treatments, you must be able to:

- ◆ carry out a professional and detailed consultation on a variety of clients (a minimum of three clients)
- ◆ design an appropriate course of treatment for each of them (minimum three treatments)
- ◆ evaluate the effectiveness of your treatments, in terms of response from the skin and client reaction

You will participate in two types of assessment:

- ◆ practical demonstration of treatments (where checklists will be used)
- ◆ case studies (where results of consultation, the treatments themselves and evaluations will be logged)
- ◆ evidence produced as a result will integrate to cover all three Outcomes

Firstly you will demonstrate an understanding of the effects/benefits of a wide range of facial therapies, and then undertake a detailed consultation, to enable you to design a course of three treatments for three clients, all of whom have differing skin conditions and a variety of aims/objectives. Consultations must be carried out in a professional manner, with swift and accurate decisions made regarding client suitability, programme content, compatibility and frequency of treatments.

Detailed information must be noted, ie:

- ◆ a full and detailed record card
- ◆ the GP has no objections to treatment being provided
- ◆ an accurate account of the consultation
- ◆ concise details on client aims and expectations of treatment
- ◆ specific details of the chosen programme
- ◆ as this will form part of your case study

You will then carry out the planned treatment in a salon environment. Both the consultation and the subsequent treatments will be observed by your lecturer/trainer, who will match your skills to a checklist.

Throughout each treatment, and on completion of the course, you will evaluate effectiveness by closely monitoring results, observing skin reaction(s), and noting client feedback. This evaluation process will also include a written response from each client, in the form of a questionnaire, which should be added to the case study.