

SVQ in Beauty Therapy level 3 in the context of:

Beauty Therapy (G7H3 23)

Massage (G7H6 23)

Make-Up (G7H5 23)

SVQ in Spa Therapy level 3 (G7H9 23)

SVQ in Nail Services level 3 (G7H8 23)

Candidate Guidance and Portfolio

Candidate name:

Publication code: Z0193

The National occupational standards which form the basis of this award were developed by HABIA. This document is for candidate use only and should not be used as substitute for the National Occupational Standards.

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Section 1 — General information about SVQs

Introducing SVQs

The qualification you are undertaking is a Scottish Vocational Qualification (SVQ).

SVQs are work-based qualifications which assess the skills and knowledge people have and need to perform their job role effectively. The qualifications are designed using national occupational standards.

For each industry sector there is a Standards Setting Body (SSB) which is made up of representatives from the industry or profession and it is the SSB's responsibility to develop the national occupational standards.

These standards define what employees, or potential employees, must be able to do, how well and in what circumstances to show they are competent in their work.

The Standards Setting Body for Beauty Therapy level 3 is HABIA.

Access to SVQs is open to all and you can be assessed either against a particular Unit(s) or against the full SVQ. There are no entry requirements, no prescribed method of delivery, no time constraints for completion or age limits.

SVQs are available at five levels of achievement which reflect the various technical and supervisory skills, knowledge, and experience which employees should have as they progress in their industry.

Who offers SVQs?

An organisation which offers SVQs is called a Centre. This may be a school, college, university, employer, training provider or a combination of these. The Centre has responsibility for the quality of the qualification and is required to work within an awarding body's policies and guidelines.

The Scottish Qualifications Authority (SQA) is your awarding body for this SVQ. This means that we are an organisation approved by government to design qualifications and awards. An awarding body endorses candidates' certificates so that an employer can be sure the qualification has gone through a rigorous and effective assessment process. SQA provides qualifications throughout the world and was formed by the merger of the Scottish Examinations Board (SEB) and the Scottish Vocational Education Council (SCOTVEC).

What is the structure of an SVQ?

All SVQs have a common structure and consist of standards which can be broken down into various parts:

| | |
|------------------------------------|---|
| Units & Elements | Units define the broad functions carried out in your particular job and are made up of a number of elements . Each element describes a specific work activity which you have to perform and may relate to skills or to the demonstration of knowledge and understanding. |
| Performance criteria | The level and quality of how you should carry out these activities is determined by a number of statements called performance criteria . Performance criteria are used to judge your competence. |
| Range/Scope statements | A range statement tells you in what circumstances you must be able to prove your competence and allows you to demonstrate that you can carry out tasks in different circumstances. Items included in the range statements must not be treated as optional. Range statements are also called scope in some National Occupational Standards. |
| Evidence requirements | The Evidence requirements specify the amount and type of evidence which you will need to provide to your assessor to show that you have met the standards specified in the performance criteria and in all the circumstances defined in the range statements. |
| Knowledge and understanding | The section on knowledge and understanding states what you must know and understand and how this knowledge applies to your job. |

If you are not yet clear about how we define standards — just remember that the standards have been developed by experts within your industry or profession and that all candidates aiming for this particular SVQ are being assessed against the same standards.

You will find an example of an SVQ element overleaf.

How are SVQs achieved?

When you consistently meet the standards described in the elements and show that you have the required skills and knowledge across the range, you can then claim that you are *competent* in each Unit. You can claim certification for single Units or whole awards. Your Centre will register your claim to competence through the Awarding Body. The Awarding Body you are registered with for this SVQ is the Scottish Qualifications Authority (SQA).

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The process of gaining an SVQ is flexible and depends on your needs. At the beginning of the process your assessor will review your existing competence in relation to the standards and identify the most suitable SVQ. The level you start at will depend on the type and breadth of your current job role together with your past experience, skills and any relevant prior learning.

To achieve an SVQ, or a Unit of an SVQ, you must:

- ◆ demonstrate you meet the requirements of the performance criteria by collecting appropriate evidence as specified by the evidence requirements. This evidence is assessed against the national standards by a qualified assessor, who will be allocated to you by your Centre. This will usually be someone who knows you, such as a manager or supervisor.

Evidence may come from:

- ◆ the **accreditation of prior learning** — where evidence relates to past experience or achievements
- ◆ **current practice** — where evidence is generated from a current job role
- ◆ a **programme of development** — where evidence comes from assessment opportunities built into a learning/training programme whether at or away from the workplace
- ◆ a combination of these

How are SVQs assessed?

Assessment is based on what you can do and involves you, your assessor, an internal verifier and an external verifier — see "Who does what in SVQs" on the following page.

You will be asked to prove you are competent by providing evidence which shows:

- ◆ you can perform all the specified tasks consistently to the required standard (**performance criteria**)
- ◆ you understand why you are doing things (**knowledge and understanding**)
- ◆ you can apply the required skills in different ways (**range**)

Assessment is flexible and you can be certificated for each Unit you successfully achieve, even if you do not complete the full SVQ. There is no set period of time in which you need to complete a Unit. However, you and your assessor should still set target dates for completing each Unit, otherwise your qualification could go on forever. Be realistic though, as there are many factors such as your previous experience, demands within your workplace and an availability of resources which will affect how quickly you are able to achieve the qualification.

Who does what in SVQs?

A number of individuals and organisations have parts to play in SVQ assessment. Their roles have been designed to guarantee fair, accurate and consistent assessment.

| | <i>Who are they?</i> | <i>What is their role?</i> |
|----------------------------|---|---|
| Candidates | The person who wants to achieve the SVQ - in this case, you. | Need to show they can perform to national occupational standards in order to be awarded an SVQ or Unit(s). |
| Assessors* | An experienced person in the same area of work as the candidate eg supervisor. | Judge the evidence of a candidate's performance, knowledge and understanding against the national occupational standards. Decide whether the candidate has demonstrated competence. Provide guidance and support to the candidate. Assist with planning assessments, giving feedback and recording candidate progress. |
| Internal Verifiers* | Individuals appointed by an approved Centre to ensure the quality of assessment within the Centre. | Advise assessors and maintain the quality of assessment in a Centre. Systematically sample assessments to confirm the quality and consistency of assessment decisions. |
| Approved Centres | Organisations approved by awarding bodies to coordinate assessment arrangements for SVQs. | Manage assessment on a day to day basis. Must have effective assessment practices and internal verification procedures. Must meet criteria laid down by awarding bodies and be able to provide sufficiently-competent assessors and internal verifiers. |
| External Verifiers* | Individuals appointed by the Awarding Body to ensure that standards are being applied uniformly and consistently across all Centres offering the SVQ. | Check the quality and consistency of assessments, both within and between Centres, by systematic sampling. Make regular visits to Centres to ensure they still meet the criteria to deliver SVQs. |

* Assessors and internal and external verifiers are required to have occupational expertise in the SVQs which they are assessing/verifying. They must also have, or be working towards, an appropriate qualification in assessment and verification.

What is evidence?

To claim competence for an SVQ Unit you need to gather evidence which shows you have met the standards. It is important that your evidence is easily understood so that it can be checked against the standards, by both your assessor, your Centre and the Awarding Body.

Evidence can take many forms including:

- ◆ direct observation of your performance by your assessor
- ◆ products of your work
- ◆ authenticated statement — witness testimony
- ◆ personal statement
- ◆ outcomes from questioning
- ◆ outcomes from simulation
- ◆ case studies
- ◆ assignments or projects
- ◆ Accreditation of Prior Learning (APL) — evidence from the past

It is important that your evidence is:

- ◆ **valid** — it relates to the SVQ standard you are trying to prove
- ◆ **authentic** — the evidence, or an identified part of it (eg a report) was produced by *you*
- ◆ **consistent** — achieved on more than one occasion
- ◆ **current** — usually not more than two years old
- ◆ **sufficient** — covers all the performance and knowledge requirements laid down in the standards

Your evidence may be collected through a range of sources, such as employment, voluntary work, training programmes and interests/activities which you perform outside your work. It can also be produced in various formats, eg your own reports; testimonies from colleagues, supervisors or members of the public; projects; models; audio tapes, photographs; videos.

When you first begin your SVQ, you and your assessor should identify all the Units and elements where you can use **integration of assessment**. Further details about integration of assessment can be found on page 10.

Demonstrating knowledge, understanding and skills

In order to meet the standards, you may also be required to prove knowledge and understanding. Each Unit contains a list summarising the knowledge, understanding and skills a candidate must possess. Evidence of how these have been achieved and applied could be included in the performance evidence as one or all of the following:

- ◆ descriptions of why a particular approach was used
- ◆ personal reports about the learning process
- ◆ reflective reports which include how a theory or principle was applied
- ◆ assessment interviews
- ◆ assessment tests
- ◆ responses to questioning

These should be included in your portfolio.

How will my assessor check I have the knowledge and understanding listed in the standards?

For some Units, it will be clear to your assessor that you have the required knowledge and understanding from how you carry out your work. This is often referred to as *knowledge and understanding apparent from performance*. There will be other occasions though, when your assessor will be unsure if you know why, for example, it is important to give information to clients in certain situations. This could be because your assessor has not had the opportunity to observe all the performance criteria and range during assessment. In these situations, your assessor may wish to assess your knowledge and understanding by asking you some questions. These questions can be given orally or in writing, but will be recorded in your portfolio as evidence.

Your assessor could also check you have the required level of knowledge and understanding by asking you to produce personal statements or to complete a project or assignment.

What if I have previous experience and knowledge and understanding from work and other qualifications?

If you have previous work experience, skills, and knowledge and understanding which you feel is relevant to your SVQ, you should tell your assessor about it. Your assessor may ask you for more proof in the form of letters from previous employers/training providers or details about any courses you have completed.

For example, you may have achieved an HNC in a relevant subject in which case your assessor may feel that you already have some of the knowledge and understanding required for the SVQ.

The process of matching your previous experience and learning is often referred to as the Accreditation of Prior Learning (APL). The purpose of this process is to try and give you some credit towards your SVQ for things you can already do to the national standard. Your assessor judges the evidence available and matches it against the requirements of the SVQ. This means that your assessor should not have to assess you for these things all over again.

However, the success of this process depends on *you* telling *your assessor* what previous work experience or knowledge and understanding you have and how you think it is relevant to your SVQ. The more information you can supply to support your claims, the easier it should be to convince your assessor that you are competent.

When can simulation be used?

Throughout your SVQ, the emphasis is on you being able to carry out real work activities so assessment will normally be carried out in the workplace itself.

There may be times, however, when it might not be appropriate for you to be assessed while you are working. For example your SVQ might require you to carry out emergency or contingency procedures (for safety or confidentiality reasons) or your job role may not cover all aspects of the qualification. In such instances, when you have no other means of generating evidence, **simulation** might be appropriate.

Simulation is any structured exercise involving a specific task which reproduces real-life situations. Care must be taken though to ensure that the conditions in which you are assessed *exactly* mirror the work environment ie it is a **realistic working environment**.

You and your assessor should check the assessment strategy for your SVQ carefully to find out the Standards Setting Body's (SSB's) view of what constitutes a realistic working environment. Some SSBs stipulate the specific elements which are suitable for this approach.

Integration of assessment

It is not necessary for you to have each element assessed separately — doing so could result in assessment which takes too long and places too great a burden on you and your assessor.

There will be instances when you will be able to use one piece of evidence to prove your competence across different elements or performance criteria. You may even find that evidence is relevant for different Units — this is called **integration of assessment**.

When you first begin your SVQ, you and your assessor will spend time looking at the standards, planning how much time you are both able to devote to the qualification and drawing up an action plan.

At this stage, you should identify any activities which relate to more than one Unit or outcome and arrange for the best way to collect a single piece of evidence which satisfactorily covers all the performance criteria.

If you are going to integrate assessments, make sure that the evidence is cross-referenced to the relevant Units. Details of how to cross reference your evidence can be found in Section 2 "How to compile your portfolio".

Section 2 — How to compile your portfolio (including worked examples)

General information

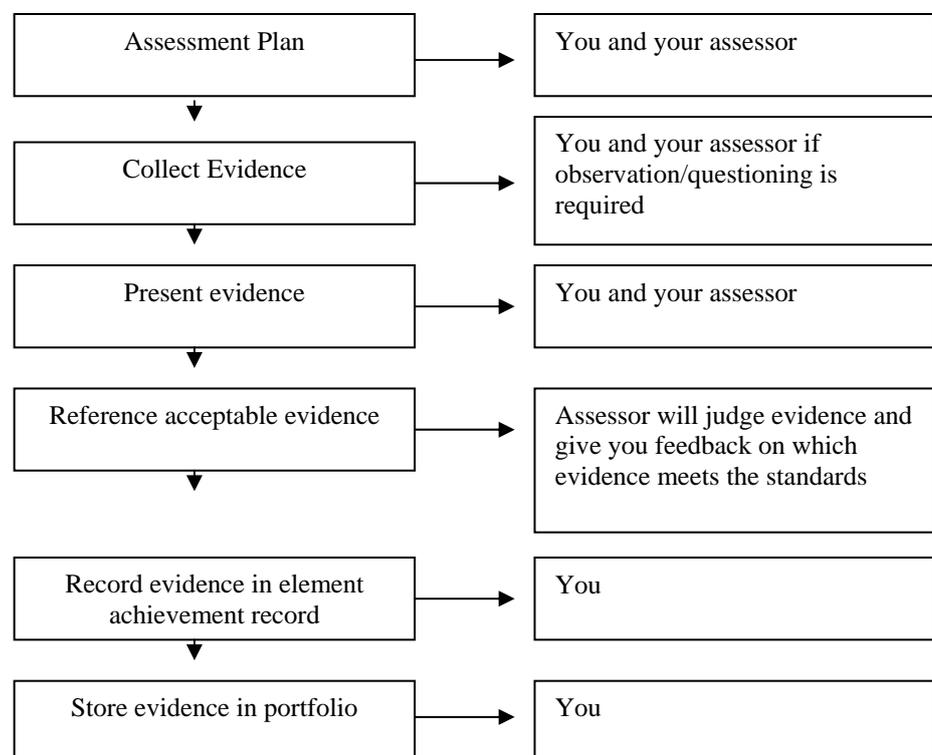
A portfolio, like a log book, is a way of recording evidence of your achievements. It is a collection of different items of evidence which indicates that you have the required skills, knowledge and understanding to support your claim to a qualification.

The production of a well-organised, clearly labelled portfolio which relates each piece of evidence to the relevant outcomes and performance criteria requires a careful methodical approach. When your assessor looks through your portfolio, they will find the task of making judgements about your competence much easier if the information in it is presented in a logical sequence.

You will need to present your evidence in a format that is easy to read and in which materials can be added or taken away. This section gives suggestions on how to lay out and present your evidence and includes worked examples. There are also forms and matrices which will assist you to chart your progress through the award.

You do not have to lay out your evidence in the way suggested but you may find it helpful to do so. Each portfolio will be different in content but all should include information about you (the candidate), the organisation where you are undertaking your qualification, the assessor and so on.

Evidence Collection Process



Planning your portfolio

Start by carefully reading through the standards and, together with your assessor, decide which Units you might like to work on first. You do not have to do the Units in order. There may be some Units that relate to tasks which you carry out on a regular basis, therefore making it easier to collect evidence right away. Alternatively, there may be activities in other Units which you only undertake now and again, these can be left until the opportunity arises for you to collect evidence.

Before you start looking for different kinds of evidence and deciding if they should be included in your portfolio, you will find it helpful to plan how you will carry out the tasks and how long they are going to take.

The plan is usually referred to as an “**assessment plan**”. It should be produced in discussion with your assessor and will set out the different stages in developing your portfolio. You will probably want to produce a plan for each Unit.

It is unlikely that you will be able to complete all of the Units straight away and you should therefore think about starting with those Units where you have a lot of experience and in which you work well. You should also remember to identify any opportunities for **integration of assessment**.

We have provided you with a “**Unit progress record**” — see Example 2. Each time you complete a Unit, your assessor should sign and date the relevant section on the form. At this stage, it might be a good idea to check that all your evidence and recording documents have been completed correctly and can easily be located. You can then circle the reference number of that Unit in the checkboxes at the top of the form so that you can see at a glance what stage you are at in your SVQ.

Starting your portfolio

Make sure that you clearly label your portfolio (or disk if you are recording your evidence electronically) with your name together with the title and level of the award.

Your portfolio will need a *title page* and a *contents page*. You should also complete a *Personal Profile* which records details about yourself and your job as well as providing information about your employer, training provider or college. Blank samples of these forms are provided in Section 4.

We recommend that you compile your portfolio in the following order:

| |
|--|
| Title Page |
| Contents Checklist |
| Personal Profile |
| Unit Progress Record |
| Completed Element Achievement Records |
| Index of Evidence |
| Pieces of evidence |
| Glossary of terms |
| Standards |

Contents checklist

You might also find it useful to complete the following checklist as you work your way through your portfolio. This will help you to see if you have included all the relevant items. Once you have completed your portfolio, you will be able to use this checklist again as a contents page, by inserting the relevant page or section numbers in the right hand column.

| | Completed? | Page/Section number |
|--|--------------------------|---------------------|
| Title page for the portfolio | <input type="checkbox"/> | |
| Personal profile | | |
| ◆ your own personal details | <input type="checkbox"/> | |
| ◆ a brief CV or career profile | <input type="checkbox"/> | |
| ◆ description of your job | <input type="checkbox"/> | |
| ◆ information about your employer/training provider/college | <input type="checkbox"/> | |
| Unit Assessment Plans | <input type="checkbox"/> | |
| Unit progress record | <input type="checkbox"/> | |
| Completed Element Achievement Records for each Unit | | |
| ◆ signed by yourself, your assessor and the internal verifier (where relevant) | <input type="checkbox"/> | |
| ◆ evidence reference numbers included | <input type="checkbox"/> | |
| Index of evidence (with cross-referencing information completed) | <input type="checkbox"/> | |
| Evidence (with reference numbers) | | |
| ◆ observation records | <input type="checkbox"/> | |
| ◆ details of witnesses (witness testimony sheets) | <input type="checkbox"/> | |
| ◆ personal statements | <input type="checkbox"/> | |
| ◆ products of performance | <input type="checkbox"/> | |

Collecting your evidence

All of the evidence which you collect and present for assessment must be relevant to your SVQ. Your assessor will help you choose which pieces of evidence you should include.

We have provided blank forms in Section 4 of this document, which you can photocopy to help you record and present your evidence. Although we have provided you with sample forms, your Centre may have their own recording documents which they would prefer you to use.

Some of these forms eg **observation records** and the **record of questions and answers**, will be completed by your assessor. Other forms (**witness testimonies**) will be used by people other than your assessor to testify that they have observed you doing your job, and there is one for you to complete called a **personal statement**.

Explanations are given below about how and when these forms should be used.

Observation record

The observation record is used by your assessor to record what tasks you have performed and to what standard. There is also a section for your assessor to note which other Units or outcomes are covered by this evidence ('integration of assessment').

The assessor will discuss with you which performance criteria and range you have successfully achieved and give you feedback. This form should then be given a reference number and included in your portfolio as part of your evidence.

Witness testimony

There may be occasions when your assessor is not available to observe you carrying out certain aspects of your job. In such instances, it may be appropriate for another person to comment about your performance by completing a statement called a 'witness testimony'.

Witness testimony should only be used as supporting evidence and should:

- ◆ be provided by a person, not related to you, who is in a position to make a valid comment about your performance eg supervisor, line manager or possibly a client/customer
- ◆ contain comments which specifically relate your performance to the standards
- ◆ be authenticated by the inclusion of the witness's signature, role, address, telephone number and the date

It is unlikely that your assessor would make an assessment decision based on witness testimony alone. They would normally supplement this type of evidence with questioning.

Record of questions and candidate's answers

This form is used to record any questions which your assessor may ask, to establish whether you have the required level of knowledge and understanding associated with each Unit. There is also space on the form for your answers to be noted.

Personal statement

There will be times when you need to put a piece of your evidence in context for your assessor so that they can decide if it is relevant to your SVQ. You can complete personal statements to help you do this - these can relate either to the pieces of evidence or to each outcome or Unit.

For example, you may refer to paperwork which is often used in your organisation to help you pass on information to a colleague. It may not be clear to an assessor why you are communicating to your colleague in this way and a **brief** explanation of the paperwork and why it is relevant to a particular part of your SVQ may be required.

A personal statement might also be used to record your experience of something, such as, how you handled a specific situation. This can be documented in your personal statement and should be a description of what you did, how you did it and why you did it. It will also allow you to include the people who were present and either assisted you or witnessed your actions. This, in turn, might identify who you should approach for 'witness testimony'. In your personal statement you could also refer to product evidence that you have produced (eg reports, notes, completed forms), these can also be included as evidence in your portfolio.

The personal statement can be a piece of evidence in itself and should therefore be included in your portfolio.

Presenting your evidence

It is important to present all of your evidence in a clear, consistent and legible manner. Your assessor will then find it much easier to make appropriate judgements about the quality, sufficiency and currency of the materials you are putting forward for consideration.

It is not necessary to produce all of your evidence in typewritten format - some hand-written pieces of evidence, such as notes, will be perfectly acceptable.

There may also be items of evidence which you cannot physically include in your portfolio. This might be for confidentiality reasons or it could be that something which you have produced as part of your day-to-day work is normally kept in a filing cabinet or stored electronically in a PC.

In compiling your portfolio, we suggest that anything you produce as part of your day-to-day work is kept in its normal location, but those pieces of evidence which have been produced specifically for your SVQ, eg witness testimony statements or personal statements, are filed in your portfolio. However, assessors and verifiers should be able to locate and access your evidence at all times. It is, therefore, very important that you clearly reference every item of evidence.

Referencing your evidence

Your assessor, as well as the internal and external verifiers, will need to find their way around your portfolio, so you should give each piece of evidence a number.

Remember, that where you have used "integration of assessment", you need to give details of all the Units and elements which are linked to a specific piece of evidence. The links should be noted on the pieces of evidence themselves as well as on the index of evidence (cross-referencing).

How to complete the Index of evidence

You should complete an *index of evidence* sheet and file it immediately before the actual pieces of evidence in your portfolio.

The index of evidence should be completed by:

- ◆ entering the evidence number in the first column
- ◆ giving a brief description of each piece of evidence in the second column
- ◆ explaining where the evidence can be found in the third column

You must make sure that the information contained in the evidence index is accurate when you give your portfolio to your assessor, particularly in relation to where the evidence can be located.

Section 3 — The Units and recording documents for your SVQ

Unit Progress Record

Qualification and level: Beauty Therapy level 3
in the context of:
 Beauty Therapy (G7H3 23)
 Beauty Therapy Massage (G7H6 23)
 Beauty Therapy Make-Up (G7H5 23)
 Spa Therapy (G7H9 23)
 Nail Services (G7H8 23)

Candidate: _____

To achieve the whole qualification, you must prove competence in all **three core mandatory** Units plus the mandatory Units from one of the three routes plus the relevant number of optional Units for that route.

Please note the table below shows the SSB identification codes listed alongside the corresponding SQA Unit numbers. It is important that the SQA Unit numbers are used in all your recording documentation and when your results are communicated to SQA. SSB identification codes are **not valid** in these instances.

Unit Checklist - circle the reference number of each Unit as you complete it.

| | | | | | | | | | | |
|-----------------------|------|------|------|------|------|------|------|------|------|------|
| Core Mandatory | G1 | G6 | G11 | | | | | | | |
| Mandatory | BT16 | BT17 | BT18 | BT19 | BT20 | BT21 | BT26 | BT27 | BT28 | BT29 |
| Optional | BT16 | BT17 | BT18 | BT19 | BT20 | BT21 | BT22 | BT23 | BT24 | BT25 |
| | BT26 | BT27 | BT28 | BT29 | BT30 | BT31 | BT32 | BT33 | BT34 | BT35 |
| | BT36 | G12 | G13 | BT43 | BT45 | | | | | |

Core Mandatory Units (*all Units should be completed*)

| SQA Unit Number | SSB Unit Number | Title | Assessor | Internal Verifier | Date |
|-----------------|-----------------|---|----------|-------------------|------|
| DD56 04 | G1 | Ensure your own actions reduce risks to health and safety | | | |
| DD5J04 | G6 | Promote additional products or services to clients | | | |
| DD4N 04 | G11 | Contribute to the financial effectiveness of the business | | | |

Routes

| Mandatory Units — Beauty Therapy <i>(In addition to the core mandatory units, the following units must be completed plus one optional unit)</i> | | | | | |
|--|-----------------|--|----------|-------------------|------|
| DH94 04 | BT16 | Epilate the hair follicle using diathermy, galvanic and blend techniques | | | |
| DH9H 04 | BT17 | Provide head and body massage treatments | | | |
| DH97 04 | BT18 | Improve body condition using electro-therapy | | | |
| DH98 04 | BT19 | Improve face and skin condition using electro-therapy | | | |
| Mandatory Units — Beauty Therapy Massage <i>(In addition to the core mandatory units, the following units must be completed plus one optional unit)</i> | | | | | |
| SQA Unit Number | SSB Unit Number | Title | Assessor | Internal Verifier | Date |
| DH9H 04 | BT17 | Provide head and body massage treatments | | | |
| DD5R 04 | BT20 | Provide Indian Head Massage treatment | | | |
| DH9M 04 | BT21 | Provide massage using pre-blended aromatherapy oils | | | |
| Mandatory Units — Beauty Therapy Make-up <i>(In addition to the core mandatory units, the following units must be completed plus three optional units)</i> | | | | | |
| DH91 04 | BT26 | Enhance appearance using cosmetic camouflage | | | |
| DH8Y 04 | BT27 | Design and create images for fashion and photographic make-up | | | |
| Mandatory Units — Spa Therapy <i>(In addition to the core mandatory units, the following units must be completed plus two optional units)</i> | | | | | |
| DH9H 04 | BT17 | Provide head and body massage treatments | | | |
| DH9X 04 | BT28 | Set up, monitor and shut down water, temperature and spa facilities | | | |
| DH9T 04 | BT29 | Provide specialist spa treatments | | | |
| Mandatory Units — Nail Services <i>(In addition to the core mandatory units, the following units must be completed plus two optional units)</i> | | | | | |
| DH93 04 | BT22 | Enhance the appearance of natural nails using artificial nail structures | | | |
| DH9A 04 | BT23 | Maintain, repair and enhance artificial nail structures | | | |

| Optional Units — Beauty Therapy (the relevant number of optional Units must be achieved) | | | | | |
|---|------|--|--|--|--|
| DH94 04 | BT16 | Epilate their hair follicle using diathermy, galvanic and blend techniques | | | |
| DH9H 04 | BT17 | Provide head and body massage treatments | | | |
| DH97 04 | BT18 | Improve body condition using electro-therapy | | | |
| DH98 04 | BT19 | Improve face and skin condition using electro-therapy | | | |
| DD5R 04 | BT20 | Provide Indian Head Massage treatment | | | |
| DH9M 04 | BT21 | Provide massage using pre-blended aromatherapy oils | | | |
| DH93 04 | BT22 | Enhance the appearance of natural nails using artificial nail systems | | | |
| DH9A 04 | BT23 | Maintain, repair and enhance artificial nail structures | | | |
| DH9E 04 | BT24 | Plan, design and provide nail art services to clients | | | |
| DH90 04 | BT25 | Design and create images incorporating nail art techniques | | | |
| DH91 04 | BT26 | Enhance appearance using cosmetic camouflage | | | |
| DH8Y 04 | BT27 | Design and create images for fashion and photographic make-up | | | |
| DH9X 04 | BT28 | Set up, monitor and shut down water, temperature and spa facilities | | | |
| DH9T 04 | BT29 | Provide specialist spa treatments | | | |
| DH9V 04 | BT30 | Provide UV tanning treatments | | | |
| DH9R 04 | BT31 | Provide self tanning treatments | | | |
| DH9F 04 | BT32 | Prepare to change the performer's appearance | | | |
| DH8X 04 | BT33 | Assist with the continuity of the performer's appearance | | | |
| DH8N 04 | BT34 | Apply make up to change the performer's appearance | | | |
| DH8P 04 | BT35 | Apply special effects | | | |
| DH99 04 | BT36 | Improve the appearance of the skin using micro-dermabrasion | | | |
| F42V 04 | BT43 | Provide female intimate waxing services | | | |
| F42W 04 | BT45 | Provide male intimate waxing services | | | |

| Optional Units — Beauty Therapy (the relevant number of optional Units must be achieved) | | | | | |
|---|------|--|--|--|--|
| D7B4 04 | G12 | Check how successful your business idea will be | | | |
| D7B6 04 | G13 | Check what law and other regulations will affect your business | | | |
| Optional Units — Spa Therapy (the relevant number of optional Units must be achieved) | | | | | |
| DH94 04 | BT16 | Epilate their hair follicle using diathermy, galvanic and blend techniques | | | |
| DH97 04 | BT18 | Improve body condition using electro-therapy | | | |
| DH98 04 | BT19 | Improve face and skin condition using electro-therapy | | | |
| DD5R 04 | BT20 | Provide Indian Head Massage treatment | | | |
| DH9M 04 | BT21 | Provide massage using pre-blended aromatherapy oils | | | |
| DH9V 04 | BT30 | Provide UV tanning treatments | | | |
| DH9R 04 | BT31 | Provide self tanning treatments | | | |
| DH99 04 | BT36 | Improve the appearance of the skin using micro-dermabrasion | | | |
| D7B4 04 | G12 | Check how successful your business idea will be | | | |
| D7B6 04 | G13 | Check what law and other regulations will affect your business | | | |
| Optional Units — Nail Services (the relevant number of optional Units must be achieved) | | | | | |
| DD90 04 | BT25 | Design and create images incorporating nail art techniques | | | |
| DH8Y 04 | BT27 | Design and create images for fashion and photographic make-up | | | |
| DH9V 04 | BT30 | Provide UV tanning treatments | | | |
| DH9R 04 | BT31 | Provide self tanning treatments | | | |
| D7B4 04 | G12 | Check how successful your business idea will be | | | |
| D7B6 04 | G13 | Check what law and other regulations will affect your business | | | |
| DH9E 04 | BT24 | Plan, design and provide nail art services to clients. | | | |
| F42X 04 | BT42 | Finish and Maintain Artificial Overlays Using Electric Files | | | |

Evidence key

A Observation of workplace activity

This means that you observe the candidate carrying out the tasks defined in the performance criteria.

B Product evidence

This is evidence produced by candidate. This allows you to assess the quality of the product, rather than the process of using it, eg consultation/analysis sheets, record cards, checklists, appointment schedules, stock sheets etc.

C Witness Testimony

A statement made by another person to support the candidate's claim to competence. All statements must be authenticated by stating the contact name and address for the witness.

D Personal statement

A statement made by the candidate on how, why, when and where a specific task was undertaken.

E Simulated activities

A situation created in order to provide evidence for a specific task which seeks to reproduce real life situation. (only to be used where indicated in the NOS)

F Accreditation of prior learning

A process that enables the candidate to receive formal certification of prior learning, training and experience.

G Projects/case studies/assignments/practical exercises

Other ways of assessing the candidate which may cover more than one Unit.

H Oral questions

Oral questions are useful in assessment when a candidate has been observed carrying out a task completely but not all knowledge and understanding associated with the task has been apparent from the candidate's performance. Oral questions ensure that the candidate knows and understands why the activity carried out or the product produced for a specific purpose.

The scope of these questions when used should be noted in the assessors comments box at the end of each element.

I Written mandatory questions

Questions that require a written answer from the candidate. (undertaken in a closed book scenario)

J Video recording

May be used to record a practical or simulated performance eg role play. It can also be used to record a demonstration of show.

K Photographs

May be used to support product evidence.

RANGE OF STANDARD SERVICE TIMES FOR LEVEL 3 BEAUTY THERAPY

| | Service (excluding consultation and preparation) | Max Time (mins) |
|----|--|-----------------|
| 1. | All facial treatments | 60 |
| 2. | Nail extensions | 120 |
| 3. | Partial body massage | 30 |
| 4. | Full body massage (without head) | 60 |
| 5. | Full body massage (including head) | 75 |
| 6. | Aromatherapy body massage | 60 |
| 7. | Aromatherapy face and body massage | 75 |
| 8. | Indian Head Massage | 45 |

Note: Standard service times have not been specified for the following treatments:

- Camouflage treatment
- Make-up design
- Maintain and camouflage of nail structures
- Nail art services
- Nail art design
- Epilation
- Body treatments
- Spa treatments

This is because service times will vary dramatically according to client needs, treatment requirements and service delivery.

Unit BT16 Epilate the hair follicle using diathermy, galvanic and blend techniques

| | | |
|-----------------------------------|---------------|--|
| Outcomes in this Unit are: | BT16.1 | Consult with the client |
| | BT16.2 | Plan the treatment |
| | BT16.3 | Prepare for the treatment |
| | BT16.4 | Treat hair follicles using diathermy, galvanic and blend epilation techniques |
| | BT16.5 | Complete the treatment |

UNIT OVERVIEW:

This Unit is about the skills involved in assessing, preparing for and carrying out electrical needle epilation. You will also need to show you can competently advise clients on the care needed after epilation.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

Unit BT16 Epilate the hair follicle using diathermy, galvanic and blend techniques

Element BT16.1 Consult with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) using consultation techniques in a polite and friendly manner to determine the client's treatment | | | |
| (b) discussing and agreeing the treatment and outcomes that are acceptable to your client | | | |
| (c) maintaining the client's confidentiality and privacy at all times | | | |
| (d) establishing and recording the client's past and present hair management techniques and the implication for treatments | | | |
| (e) using visual aids effectively to aid client understanding | | | |
| (f) discussing causes of hair growth, contra-indications, medical history and emotional condition with the client and taking necessary action | | | |
| (g) actively encouraging clients to ask questions and clarify any points of which they are unsure | | | |
| (h) ensuring the consultation identifies the condition of the client's skin and the hair to be removed | | | |
| (i) tactfully advising clients of achievable outcomes of the treatment | | | |
| (j) discussing and agreeing the content of the record card with the client before asking for their signature | | | |
| (k) ensuring client record cards are up-to-date, accurate and complete | | | |

* Use the key on page 22 to identify the types of evidence

Element BT16.2 Plan the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) discussing and recommending suitable treatments and products for the client's skin condition and hair growth | | | |
| (b) discussing and agreeing the treatment with the client | | | |
| (c) clarifying suitable hair management techniques with the client prior to and during treatment | | | |

Element BT16.3 Prepare for the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) preparing the work environment to meet legal, hygiene and treatment requirements | | | |
| (b) ensuring your personal appearance meets organisational requirements | | | |
| (c) making sure that environmental conditions , within your control, are suitable for the treatment and the client | | | |
| (d) selecting the equipment and materials to meet the needs of the agreed treatment and manufacturers' instructions | | | |
| (e) positioning all necessary equipment and materials for ease of access, safety and use | | | |
| (f) helping clients into a supported and suitable position for the treatment | | | |
| (g) confirming details on existing record card are correct, current and post treatment reactions are recorded | | | |
| (h) suitably sanitising your hands to meet accepted working practices and to minimise the risk of infection | | | |

* Use the key on page 22 to identify the types of evidence

Element BT16.3 Prepare for the treatment (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (i) preparing the area to be treated , to ensure the skin is sanitised, oil free and dry | | | |
| (j) photographing the area to be treated according to organisational requirements | | | |
| (k) adopting a polite and reassuring manner towards the client throughout the preparation process | | | |
| (l) wearing personal protective equipment to avoid cross-infection | | | |

Element BT16.4 Treat hair follicles using diathermy, galvanic and blend epilation techniques

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) maintaining aseptic procedures and safety throughout the treatment | | | |
| (b) ensuring your own posture and position minimises fatigue, risk of injury and repetitive strain injury | | | |
| (c) choosing the size and type of needle which is appropriate for treating the client's follicle size, hair type and skin type | | | |
| (d) avoiding needle damage and contamination whilst loading into the needleholder | | | |
| (e) ensuring your work area is kept in a clean and tidy condition throughout the epilation treatment | | | |
| (f) illuminating and magnifying the treatment area to ensure maximum visibility during treatment | | | |
| (g) stretching and manipulating the skin to assist in the correct angle and depth of needle insertion into the follicle | | | |

* Use the key on page 22 to identify the types of evidence

Element BT16.4 Treat hair follicles using diathermy, galvanic and blend epilation techniques

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (h) adjusting the intensity and duration of current flow to ensure effective hair release to suit client tolerance, sensitivity and safety | | | |
| (i) checking the client's wellbeing and giving ongoing reassurance, where appropriate | | | |
| (j) smoothly removing the hair from the treated follicle without traction | | | |
| (k) working systematically to remove hair within the agreed area and the skin's tolerance | | | |
| (l) discontinuing treatment where contractions occur and recommending suitable alternative treatment | | | |
| (m) soothing the treated area using suitable techniques and products | | | |

Element BT16.5 Complete the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) disposing of sharps and waste following legal and salon requirements | | | |
| (b) checking that the finished result is to the client's satisfaction and meets the agreed treatment | | | |
| (c) taking post treatment photographs according to organisational requirements | | | |
| (d) ensuring the treatment is cost effective and is carried out within a commercially viable time | | | |
| (e) giving treatment advice and recommendations accurately and constructively | | | |
| (f) ensuring client records are up-to-date, accurate, easy to read and complete | | | |

* Use the key on page 22 to identify the types of evidence

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 1 Consultation techniques are: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) reference to client records | | | |
| 2 Clients are: | | | |
| (a) female | | | |
| (b) male | | | |
| 3 Necessary action should be: | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) explaining why the treatment cannot be carried out | | | |
| (c) modification of treatment | | | |
| 4 Environmental conditions include: | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |
| 5 Equipment and materials are: | | | |
| (a) electrical epilation Units and accessories | | | |
| (b) tweezers | | | |
| (c) consumables | | | |
| (d) magnifying lamp | | | |
| 6 Areas to be treated are: | | | |
| (a) upper lip | | | |
| (b) chin | | | |
| (c) bikini line | | | |
| (d) eyebrows | | | |
| (e) underarms | | | |
| (f) neck/nape | | | |
| (g) chest/breast | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| (h) abdomen | | | |
| (i) fingers and toes | | | |
| 7 Type of needle includes: | | | |
| (a) one piece | | | |
| (b) two piece | | | |
| (c) insulated | | | |
| 8 Hair types are: | | | |
| (a) fine | | | |
| (b) coarse | | | |
| (c) curly | | | |
| 9 Skin types are: | | | |
| (a) dry | | | |
| (b) oily | | | |
| (c) sensitive | | | |
| (d) dehydrated | | | |
| (e) mature | | | |
| (f) combination | | | |
| 10 Epilation treatments are: | | | |
| (a) diathermy | | | |
| (b) galvanic | | | |
| (c) blend | | | |
| 11 Treatment advice covers: | | | |
| (a) avoidance of activities which may cause contra-actions | | | |
| (b) future treatment needs | | | |
| (c) home care | | | |
| (d) dealing with regrowth between treatments | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant health & safety legislation, i.e. Health & Safety at Work Act, the Control of Substances Hazardous to Health Regulations, Electricity at Work Act and any appropriate bye-laws relating to electrical epilation (eg. Miscellaneous Provisions Act, local environmental health regulations, applicable licensing requirements) | | | |
| 2 the importance and reasons for sanitising your hands and wearing personal protective equipment | | | |
| 3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection | | | |
| 4 the procedures and practice to avoid the occurrence of repetitive strain injury | | | |
| 5 the possible risks to yourself and the client of poor positioning | | | |
| 6 the importance and reasons for keeping records of treatments | | | |
| 7 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 8 the types of information which record cards must contain and the reasons for this | | | |
| 9 how to dispose of clinical waste and sharps | | | |
| 10 why it is important to complete services in the given time | | | |
| 11 costs of individual epilation treatment and courses of epilation treatment | | | |
| 12 why damaged or contaminated needles should not be used | | | |
| 13 the procedures for dealing with needle stick injuries | | | |
| 14 the age of consent for treatment and circumstances in which this can be waived | | | |
| 15 organisation requirements for client preparation | | | |
| 16 your salon requirements for personal presentation and appearance | | | |

| | | | |
|---|--|--|--|
| Client consultation | | | |
| 17 how to use effective communication and consultation techniques | | | |
| 18 the importance of, and reasons for, not naming specific conditions when encouraging clients to seek medical advice | | | |
| 19 why it is important to maintain client's confidentiality and privacy | | | |
| 20 the importance of giving relevant and accurate information to assist the client's understanding of hair growth cycle, causes, hair management techniques and the implications of these for the treatment | | | |
| 21 the constraints surrounding epilation treatments (eg. cost, time, number of treatments, healing rate) | | | |
| 22 the importance of caring and tactful communication with clients | | | |
| 23 why it is important to encourage and allow time for clients to ask questions | | | |
| 24 the importance of effective communication and discussion | | | |
| 25 how to prepare a record card and treatment plan | | | |
| 26 the circumstances in which a doctor's referral or approval is required | | | |
| 27 the potential consequences of carrying out electrical epilation on a contra-indicated client | | | |
| 28 different types of electrical epilation methods and equipment available | | | |
| 29 how to recognise skin types, conditions and their response to treatment | | | |
| 30 how to match epilation methods to skin, hair type and condition | | | |
| 31 how to match epilation methods to client's emotional and physical condition | | | |
| 32 suitable methods of dealing with re-growth between treatments | | | |
| 33 how to describe the physical sensation of the treatment to the client | | | |
| 34 how pain threshold and sensitivity varies from differing treatment areas, clients and appointments | | | |

| | | | | |
|----------------------------------|--|--|--|--|
| 35 | the sensitivity required when dealing with gender disphoriac clients and how their emotional condition and medical treatment will affect the epilation procedure | | | |
| 36 | how skin sensitivity is affected by other skincare treatments which may inhibit epilation, i.e. glycolic peel, micro-dermabrasion, laser | | | |
| Preparation for treatment | | | | |
| 37 | the necessary environmental conditions for the treatment (i.e. lighting, heating, ventilation and general comfort) | | | |
| 38 | the importance of consulting with previous record cards | | | |
| 39 | how to prepare yourself for carrying out the treatment | | | |
| 40 | how to prepare the client for the treatment | | | |
| 41 | how to position clients for treatments | | | |
| 42 | how to choose the type/size of needle | | | |
| 43 | preparing and checking equipment for use | | | |
| 44 | correctly preparing the area for treatment | | | |
| 45 | methods of sterilisation, disinfection and sanitising | | | |
| 46 | the stage at which personal protective equipment must be worn | | | |
| Anatomy and physiology | | | | |
| 47 | the structure and function of the skin (i.e. epidermis, dermis, appendages, subcutaneous layer and nerve endings) | | | |
| 48 | the structure of the hair and its follicle (the pilo/sebaceous Unit) | | | |
| 49 | the growth pattern of the hair and how this influences present and future treatments | | | |
| 50 | the hair growth cycle i.e. anagen, catagen, telogen | | | |
| 51 | the causes of hair growth i.e. topical, congenital, systemic | | | |
| 52 | the definition of hair growth i.e. superfluous, hirsutism, hypertrichosis | | | |
| 53 | the effects of malfunctions of the endocrine system on hair growth | | | |
| 54 | the principles of the blood and lymphatic system | | | |
| 55 | how the hormones are circulated via the blood stream | | | |
| 56 | the principles of the blood and lymphatic system | | | |

| | | | |
|--|--|--|--|
| Contra-indications | | | |
| 57 how to recognise contra-indications eg. infectious and contagious diseases, pace-makers, haemophilia, skin cancer in the area to be treated, epilepsy | | | |
| 58 how to recognise conditions requiring medical approval eg. moles and pigmented naevi, heart problems, pregnancy, insulin controlled diabetes | | | |
| 59 how to recognise conditions restricting treatment eg. impetigo, psoriasis, eczema, acne | | | |
| Equipment and materials | | | |
| 60 how to prepare and use the equipment and materials for treatments | | | |
| 61 how to maintain equipment and materials in an aseptic condition | | | |
| 62 how to recognise equipment, products and materials which are unsuitable for use | | | |
| 63 the range and uses of materials, equipment and products available for electrical epilation | | | |
| 64 the available types and sizes of needles for electrical epilation (including: one piece, two piece, stainless steel, gold and insulated) | | | |
| 65 the importance of magnifying and lighting the treatment area | | | |
| Treatment specific knowledge | | | |
| 66 the skin characteristics, skin types and cultural awareness of the different client groups, eg. white, black, Asian, mixed, Chinese | | | |
| 67 possible contra-actions which may occur during the treatment and how to deal with them eg. palpitations, profuse sweating, erythema and oedema | | | |
| 68 the importance of reassuring the client during the treatment | | | |
| 69 how to work systematically and methodically with dense and scattered hair growth | | | |
| 70 how to use diathermy, galvanic (electrolysis) and blend electrical epilation equipment, in accordance with manufacturers' instructions | | | |
| 71 why you stretch and manipulate the skin | | | |
| 72 how to correctly insert the needle into the hair follicle with regard to depth and angle | | | |

| | | | | |
|----|--|--|--|--|
| 73 | the causes of skin sensitivity | | | |
| 74 | how to remove hairs from different types of follicle i.e. single, compound and distorted | | | |
| 75 | the importance of recognising and treating compound hair growth | | | |
| 76 | the importance of recognising and treating ingrowing hair | | | |
| 77 | the benefits and effects of post treatment Cataphoresis | | | |
| 78 | how to identify erythema and oedema, and the causes | | | |
| 79 | the importance of knowing how to treat the follicles of red and non-pigmented hair | | | |
| 80 | why moisture can affect the epilation treatment | | | |
| 81 | the reasons for adverse reactions to treatment and how to prevent these from occurring | | | |
| 82 | the effects of different currents used for electrical epilation equipment | | | |
| 83 | the effects of incorrect needle insertion | | | |
| 84 | the effects of incorrect needle size | | | |
| 85 | suitable methods of dealing with regrowth between treatments | | | |
| 86 | the reasons for avoiding the following activities post epilation: heat treatments, touching the treated area, use of perfumed and chemical based products, wearing of restrictive clothing | | | |
| 87 | the importance of giving precise, accurate and complete aftercare advice to clients relating to product use, hygiene and hair management in between treatments | | | |
| 88 | why it is important to give treatment advice and what may happen if treatment advice was not given | | | |
| 89 | the importance of using client photographic evidence (before and after treatment) in line with organisational practices and emerging industry trends | | | |

Notes/Comments

Candidate's signature:

Date: _____

Assessor's signature:

Date: _____

Internal Verifier's signature:

Date: _____

Unit BT16 Epilate the hair follicle using diathermy, galvanic and blend techniques

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for epilating the hair follicle using diathermy, galvanic and blend techniques.
 - ◆ Your assessor will observe your performance on **at least six separate occasions**. Your assessor will want to see you carrying out epilation treatments on **six different clients**.
 - ◆ From the range, you must practically demonstrate that you have:
 - used all consultation techniques
 - dealt with one of the clients*
 - dealt with at least one of the necessary actions*
 - dealt with all environmental conditions
 - used all types of equipment and materials
 - covered six of the areas to be treated (to include the upper lip and chin)*
 - used all types of needle
 - dealt with all of the hair types
 - dealt with at least three of the skin types*
 - carried out all of the epilation treatments
 - provided all forms of treatment advice
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT17 Provide head and body massage treatments

| | | |
|-----------------------------------|---------------|---|
| Outcomes in this Unit are: | BT17.1 | Consult with the client |
| | BT17.2 | Plan the treatment |
| | BT17.3 | Prepare for the treatment |
| | BT17.4 | Massage client's head and body using suitable massage techniques |
| | BT17.5 | Perform mechanical massage treatments |
| | BT17.6 | Complete the treatment |

UNIT OVERVIEW:

This Unit is about the skills involved in providing head and body massage treatments. It covers manual massage of the head and body, as well as mechanical body massage techniques. The ability to adapt massage techniques to suit individual client needs is a crucial requirement.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

Element BT17.1 Consult with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| By | | | |
| (a) using consultation techniques in a polite, sensitive and supportive manner to determine the client's treatment plan | | | |
| (b) establishing and recording the client's lifestyle pattern and current physical condition | | | |
| (c) actively encouraging clients to ask questions and clarify any points | | | |
| (d) discussing and agreeing the objectives of treatment and outcomes to meet the needs of your client | | | |
| (e) recognising contra-indications and restrictions to treatment and taking the necessary action | | | |
| (f) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern | | | |
| (g) maintaining the client's modesty and privacy at all times | | | |
| (h) discussing and agreeing the content of the consultation records with the client before asking for their signature | | | |
| (i) ensuring client consultation records are accurate, up-to-date and signed by the client and practitioner | | | |

Element BT17.2 Plan the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| By | | | |
| (a) discussing and establishing the treatment plan with the client | | | |

* Use the key on page 22 to identify the types of evidence

Element BT17.2 Plan the treatment (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| By | | | |
| (b) selecting suitable equipment and materials for the treatment and ensuring they are fit for the purpose | | | |
| (c) positioning equipment and materials for ease and safety of use | | | |

Element BT17.3 Prepare for the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| By | | | |
| (a) preparing the work environment to meet legal, hygiene and treatment requirements | | | |
| (b) ensuring your personal appearance meets accepted current industry and organisational requirements | | | |
| (c) making sure that environmental conditions are suitable for the treatment and the client | | | |
| (d) adopting a polite and reassuring manner towards the client throughout the preparation process | | | |
| (e) assisting the client into a comfortable and relaxed position for the treatment whilst maintaining the client's modesty and privacy at all times | | | |
| (f) correctly selecting a suitable massage medium | | | |
| (g) making sure the preparation of the client meets the agreed treatment plan | | | |
| (h) managing resources within the limits of your own authority | | | |

* Use the key on page 22 to identify the types of evidence

Element BT17.4 Massage client’s head and body using suitable massage techniques

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| By | | | |
| (a) sanitising your hands prior to treatment to minimise the risk of cross-infection | | | |
| (b) maintaining hygiene and safety throughout the treatment | | | |
| (c) maintaining the client’s modesty, privacy and comfort at all times in line with accepted practices | | | |
| (d) maintaining the correct posture throughout the treatment to prevent possible harm or injury to yourself | | | |
| (e) ensuring the massage techniques and massage mediums used meet the requirements of the client’s physical characteristics | | | |
| (f) effectively varying the depth, rhythm and pressure of massage movements to meet treatment needs | | | |
| (g) adapting and changing the routine to suit individual clients’ requirements | | | |
| (h) using correct quantity of massage medium for the area to be treated effectively | | | |
| (i) ensuring the application and use of massage medium minimises waste and avoids soiling the surrounding area | | | |
| (j) taking appropriate and prompt remedial action where contra-actions occur during the course of treatment | | | |

Element BT17.5 Perform mechanical massage treatments

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| By | | | |
| (a) sanitising your hands prior to treatment | | | |
| (b) maintaining hygiene and safety throughout the treatment | | | |
| (c) disposing of waste in a manner to meet legal and salon requirements | | | |

* Use the key on page 22 to identify the types of evidence

Element BT17.5 Perform mechanical massage treatments (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| By | | | |
| (d) ensuring your own posture and position minimises fatigue and risk of injury whilst working | | | |
| (e) explaining the sensation created by the equipment being used | | | |
| (f) explaining the treatment procedure to the client at each stage in the process | | | |
| (g) using the equipment on the body throughout the treatment in accordance with manufacturer's instructions | | | |
| (h) adjusting the intensity and duration of the treatment to suit the client's physical characteristics and the parts of the body being treated | | | |
| (i) adapting the massage movements to suit the parts of the body being treated | | | |
| (j) adapting and changing the routine to suit individual clients' requirements | | | |
| (k) effectively varying the depth and pressure of massage movements to meet treatment needs | | | |
| (l) taking prompt remedial action when the client experiences discomfort or contra-actions | | | |
| (m) checking the client's wellbeing throughout the body treatment and providing reassurance if needed | | | |
| (n) removing any excess massage medium from the treatment area | | | |

Element BT17.6 Complete the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| By | | | |
| (a) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan | | | |

* Use the key on page 22 to identify the types of evidence

Element BT17.6 Complete the treatment (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (b) ensuring your treatment advice and recommendations are accurate, constructive and based upon the current knowledge of the treatment and products available | | | |
| (c) ensuring the treatment is cost effective and is carried out within a commercially viable time | | | |
| (d) ensuring client records are up-to-date, accurate, easy to read and complete | | | |
| (e) leaving the equipment and work environment in a suitable condition for further use | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 1 Consultation techniques are: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) manual | | | |
| (d) reference to client records | | | |
| 2 Clients are: | | | |
| (a) female | | | |
| (b) male | | | |
| 3 Objectives of treatment are: | | | |
| (a) relaxation | | | |
| (b) sense of wellbeing | | | |
| 4 Necessary action should be: | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) explaining why the treatment cannot be carried out | | | |
| (c) modification of treatment | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 5 Lifestyle pattern covers: | | | |
| (a) occupation | | | |
| (b) family situation | | | |
| (c) dietary and fluid intake | | | |
| (d) hobbies, interests and means of relaxation | | | |
| (e) exercise habits | | | |
| (f) smoking habits | | | |
| (g) sleep patterns | | | |
| 6 Equipment includes: | | | |
| (a) gyratory massager | | | |
| (b) audio sonic | | | |
| (c) infra-red | | | |
| 7 Environmental conditions include: | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |
| (e) suitable music and sound | | | |
| 8 Massage mediums are: | | | |
| (a) oil | | | |
| (b) cream | | | |
| (c) emulsion | | | |
| (d) gel | | | |
| (e) powder | | | |
| 9 Preparation of the client includes: | | | |
| (a) removal of appropriate clothing | | | |
| (b) removal of accessories | | | |
| (c) covering of cuts and abrasions | | | |
| (d) covering the client | | | |
| (e) removal of make-up | | | |
| (f) securing and protecting hair | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 10 Resources are: | | | |
| (a) tools and equipment | | | |
| (b) products | | | |
| (c) time | | | |
| 11 Massage techniques are: | | | |
| (a) effleurage | | | |
| (b) petrissage, eg kneading, rolling, wringing | | | |
| (c) percussion face, eg tapotement | | | |
| (d) percussion body eg, hacking, cupping, pounding | | | |
| (e) vibration | | | |
| (f) friction | | | |
| 12 Client's physical characteristics are: | | | |
| (a) weight | | | |
| (b) size | | | |
| (c) muscle tone | | | |
| (d) age | | | |
| (e) health | | | |
| (f) skin condition | | | |
| 13 Parts of the body are: | | | |
| (a) neck, face and head | | | |
| (b) chest and shoulders | | | |
| (c) arms and hands | | | |
| (d) abdomen | | | |
| (e) back and gluteals | | | |
| (f) legs and feet | | | |
| (g) full body | | | |
| 14 Treatment advice covers: | | | |
| (a) avoidance of activities which may cause contra-actions | | | |
| (b) future treatment needs | | | |
| (c) home care | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant health and safety legislation | | | |
| 2 your responsibilities under the Health & Safety at Work Act and the Control of Substances Hazardous to Health Regulations | | | |
| 3 your responsibilities under the Electricity at Work Regulations Act and Health & Safety at Work Act for the maintenance of electrical equipment | | | |
| 4 your responsibilities under local authority licensing regulations for yourself and your premises | | | |
| 5 why it is important to have a working knowledge of basic first aid in case of emergencies | | | |
| 6 salon requirements and accepted industry practice for personal presentation and appearance | | | |
| 7 the importance and reasons for sanitising your hands, prior, during and after treatment | | | |
| 8 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection | | | |
| 9 maintaining standards of hygiene for the treatment room and equipment | | | |
| 10 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of the client | | | |
| 11 the importance and reasons for keeping up-to-date records of treatments | | | |
| 12 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 13 how to minimise and dispose of waste from treatments | | | |
| 14 why it is important to complete services in the given time and what constitutes commercial and cost effective timings for carrying out treatments | | | |
| Client consultation | | | |
| 15 how to use effective communication and consultation techniques | | | |
| 16 why it is important to encourage and allow time for clients to ask questions | | | |

| | | | | |
|----------------------------------|--|--|--|--|
| 17 | the reasons why it is important to encourage clients with contra-indications to seek advice from a qualified health professional | | | |
| 18 | why it is important to reassure clients during the preparation process whilst also maintaining the client's modesty and privacy | | | |
| 19 | why it is important, when treating minors, to have a parent present | | | |
| 20 | how to develop and record information on the treatment plan | | | |
| 21 | the types of clients' postural and skeletal conditions that may be present and how to adapt and change the routine | | | |
| 22 | the importance of obtaining each client's signature and consent prior to receiving any treatment | | | |
| 23 | relationship between lifestyle patterns and effectiveness of treatment | | | |
| 24 | how to relate lifestyle patterns to treatment needs | | | |
| 25 | the beneficial effects which can result from changes to the client's lifestyle pattern (eg. dietary and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation) | | | |
| Preparation for treatment | | | | |
| 26 | the necessary environmental conditions for the treatment (ie lighting, heating, ventilation and general comfort) | | | |
| 27 | how to prepare and position the client for the treatment taking into account individual physical | | | |
| 28 | how to select the appropriate massage medium suitable for skin type and condition | | | |
| 29 | the different types, use and application of pre-massage heat treatments and the potential benefits of these | | | |
| 30 | how to assess and prepare the skin prior to treatment using appropriate techniques and products | | | |
| 31 | areas of the body where cleansing is required prior to treatment | | | |
| Anatomy and physiology | | | | |
| 32 | the structure and function of cells and tissues | | | |
| 33 | the structure and function of muscles, including the types of muscles (ie. voluntary and involuntary) | | | |

| | | | | |
|---------------------------|---|--|--|--|
| 34 | the positions and actions of the main muscle groups in the part of the body specified in the range and the facial muscles (i.e. Sterno CleidoMastoid, Splenius Capitis, Splenius Cervicus, Rotator cuff muscles, Deltoid, Biceps, Triceps, Wrist flexors, Wrist extensors, Brachioradialis, Trapezius, Rhomboids, Latissimus Dorsi, Erector Spinae, Pectorals, Intercostals, Diaphragm, Rectus Abdominus, Obliques, Gluteals, Piriformis, Hamstrings, Quadriceps, Adductors of upper leg Gastrocnemius, Soleus, Tibialis Anterior, Corrugator, Frontalis, Platysma, Orbicularis Oris, Mentalis, Masseter, Orbicularis Oculi, Buccinator, Zygomatic) | | | |
| 35 | the position of the primary bones of the skeleton and the functions of the skeleton | | | |
| 36 | the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse | | | |
| 37 | the interaction of lymph and blood within the circulatory system | | | |
| 38 | the structure and function of lymphatic system, including lymphatic vessels, nodes and lymph in the face and body | | | |
| 39 | the principles of lymph circulation | | | |
| 40 | the basic principles of the central nervous system and autonomic system | | | |
| 41 | the basic principles of the olfactory, endocrine, respiratory, digestive and excretory systems | | | |
| 42 | the basic structure and function of skin (ie the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs) | | | |
| 43 | the structure and location of the adipose tissue | | | |
| Contra-indications | | | | |
| 44 | how to recognise those contra-indications that prevent treatment (eg deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin diseases, etc) | | | |
| 45 | how to recognise those contra-indications which may restrict treatment or where caution should be taken, in specific areas (eg varicose veins, epilepsy, diabetes, heart disease, high and low blood pressure, skin disorders, recent scar tissue, recent fractures and sprains, undiagnosed lumps and swellings, product allergies, certain medication, etc) | | | |

| | | | |
|---|--|--|--|
| Equipment and materials | | | |
| 46 how to prepare and use the equipment and materials for the treatment including understanding the benefits of an adjustable couch with a face hole | | | |
| 47 methods of sanitising equipment and treatment area | | | |
| 48 how to maintain equipment and materials in a clean and hygienic condition | | | |
| Treatment specific knowledge | | | |
| 49 what constitutes a contra-action | | | |
| 50 possible contra-actions which may occur during and post treatment and how to deal with them (eg headaches, nausea) | | | |
| 51 how to recognise and understand erythema and its causes | | | |
| 52 the types and uses of massage mediums specified in the range classification and possible sensitivities and reactions | | | |
| 53 the effects of massage on the individual systems of the body | | | |
| 54 the physical and psychological effects of body massage | | | |
| 55 why it is important to maintain correct personal posture during massage and complete your own stretching exercises to prevent repetitive strain injury | | | |
| 56 the correct use and application of varied massage techniques to meet the client's objectives | | | |
| 57 the areas of the body needing particular care when undertaking electrical treatments | | | |
| 58 the importance of evaluating the effectiveness of body massage | | | |
| 59 post treatment advice in relation to fluid intake | | | |
| 60 the benefits of future and continuous treatments | | | |
| 61 applying and adjusting the equipment to suit all parts of the body | | | |
| 62 how current dietary habits can affect the effectiveness of treatment | | | |

Notes/Comments

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal Verifier's signature:

Date:

Unit BT17 Provide head and body massage treatments

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for providing head and body massage treatments.
 - ◆ Your assessor will observe your performance on **at least four separate occasions**. Your assessor will want to see you carrying out head and body treatments on **four different clients** (with two full bodies, including face).
 - ◆ From the range, you must practically demonstrate that you have:
 - used all consultation techniques
 - dealt with both types of client
 - met both objectives of treatment
 - dealt with at least one of the necessary actions*
 - covered all lifestyle patterns
 - used all types of equipment
 - dealt with all environmental conditions
 - used all of the massage mediums
 - covered four categories under the preparation of client*
 - used all the resources
 - used all massage techniques
 - dealt with all the client's physical characteristics
 - covered all parts of the body
 - given all types of treatment advice
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT18 Improve body condition using electro-therapy

| | | |
|-----------------------------------|---------------|---|
| Outcomes in this Unit are: | BT18.1 | Prepare for the body treatment |
| | BT18.2 | Consult and plan the treatment with the client |
| | BT18.3 | Perform electro-therapy treatments |
| | BT18.4 | Complete the treatment |

UNIT OVERVIEW:

This Unit is about improving body condition using electro-therapy. It covers the skills involved in providing a thorough consultation with the client to formulate a specific treatment plan. You will prepare and perform a range of electro-therapy body treatments, as well as provide the relevant treatment advice.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

Unit BT18 Improve body condition using electro-therapy

Element BT18.1 Prepare for the body treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) preparing the work environment to meet legal, hygiene and treatment requirements | | | |
| (b) ensuring your personal appearance meets accepted industry and organisational requirements | | | |
| (c) making sure that environmental conditions are suitable for the body treatment and the client | | | |

Element BT18.2 Consult and plan the treatment with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) sanitising your hands prior to treatment | | | |
| (b) maintaining hygiene and safety throughout the treatment | | | |
| (c) using consultation techniques in a polite and friendly manner to determine the client's treatment plan | | | |
| (d) establishing and recording the client's current lifestyle, body type and condition | | | |
| (e) discussing and agreeing the body treatments, products and objectives that are acceptable to your client and meet their needs | | | |
| (f) maintaining the client's modesty and privacy at all times | | | |
| (g) recognising contra-indications and taking the necessary action | | | |
| (h) recording and confirming the treatment plan with the client | | | |
| (i) selecting suitable equipment and related products for the body treatment | | | |
| (j) positioning equipment and related products for ease and safety of use | | | |

* Use the key on page 22 to identify the types of evidence

Element BT18.2 Consult and plan the treatment with the client (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (k) helping the client into a comfortable and relaxed position for the treatment | | | |
| (l) making sure the preparation of the client meets the agreed treatment plan | | | |

Element BT18.3 Perform electro-therapy treatments

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) sanitising your hands prior to treatment | | | |
| (b) maintaining hygiene and safety throughout the treatment | | | |
| (c) disposing of waste in accordance with legal and salon requirements | | | |
| (d) ensuring your own posture and position minimises fatigue and risk of injury whilst working | | | |
| (e) carrying out skin sensitivity tests which determine the suitability of the treatment for the client | | | |
| (f) preparing the skin using methods which are suited to the equipment being used | | | |
| (g) explaining the sensation created by the equipment being used | | | |
| (h) explaining the treatment procedure to the client at each stage in the process | | | |
| (i) using the applicator and accessories on the body throughout the treatment in accordance with manufacturers' instructions | | | |
| (j) adjusting the intensity and duration of the treatment to suit the client's body type and condition and the areas of the body being treated | | | |
| (k) taking prompt remedial action when the client experiences discomfort or contra-actions | | | |

* Use the key on page 22 to identify the types of evidence

Element BT18.3 Perform electro-therapy treatments (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (l) checking the client's wellbeing throughout the body treatment and providing reassurance if needed | | | |
| (m) concluding the treatment to suit the client's body type and condition | | | |

Element BT18.4 Complete the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) giving treatment advice and recommendations accurately and constructively | | | |
| (b) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan | | | |
| (c) ensuring the treatment is cost effective and is carried out within a commercially viable time | | | |
| (d) ensuring client records are up-to-date, accurate, easy to read and complete | | | |
| (e) leaving the equipment in a suitable condition for further use | | | |

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| 1 Environmental conditions include: | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 2 Consultation techniques are: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) manual | | | |
| (d) reference to client records | | | |
| 3 Clients are: | | | |
| (a) female | | | |
| (b) male | | | |
| 4 Body types and conditions are: | | | |
| (a) endomorph | | | |
| (b) mesomorph | | | |
| (c) ectomorph | | | |
| (d) cellulite | | | |
| (e) poor muscle tone | | | |
| (f) sluggish circulation | | | |
| (g) blemished/congested skin | | | |
| 5 Objectives for treatments are: | | | |
| (a) improved skin and body condition | | | |
| (b) improved contour and muscle condition | | | |
| (c) lymphatic drainage | | | |
| (d) relaxation | | | |
| 6 Necessary action should be: | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) explaining why the treatment cannot be carried out | | | |
| (c) modification of treatment | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 7 Equipment is: | | | |
| (a) direct high frequency Unit | | | |
| (b) galvanic Unit | | | |
| (c) faradic Unit | | | |
| (d) microcurrent Unit | | | |
| (e) gyrator massager | | | |
| (f) vacuum suction | | | |
| 8 Skin sensitivity tests are: | | | |
| (a) thermal | | | |
| (b) tactile | | | |
| 9 Preparing the skin by: | | | |
| (a) exfoliation | | | |
| (b) pre-heat treatments | | | |
| (c) cleansing | | | |
| 10 Areas of the body are: | | | |
| (a) trunk | | | |
| (b) limbs | | | |
| (c) full body | | | |
| 11 Treatment advice includes: | | | |
| (a) avoidance of activities which may cause contra-actions | | | |
| (b) future treatment needs | | | |
| (c) home care | | | |
| (d) modifications to lifestyle patterns | | | |
| (e) dietary advice | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant health and safety legislation | | | |
| 2 the importance and reasons for sanitising your hands | | | |
| 3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection | | | |
| 4 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of the client | | | |
| 5 the importance and reasons for keeping records of treatments | | | |
| 6 methods of recording client details | | | |
| 7 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 8 how to minimise and dispose of waste from treatments | | | |
| 9 why it is important to complete services in the given time | | | |
| Client consultation | | | |
| 10 how to use effective communication and the consultation techniques in the range | | | |
| 11 the relationship between height, weight and body type | | | |
| 12 how to assess muscle strength by manual examination | | | |
| 13 how to assess body fat and fluid retention | | | |
| 14 how to assess posture | | | |
| 15 how to assess skin type | | | |
| 16 the reasons why it is important to encourage clients with contra-indications to seek medical advice | | | |
| 17 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice | | | |
| 18 why it is important to maintain client's modesty and privacy | | | |
| 19 how the lifestyle factors, listed in the range, affect your recommendations for treatment and aftercare | | | |
| 20 how to identify and describe in detail the different body types and conditions | | | |

| | | | |
|----------------------------------|--|--|--|
| Preparation for treatment | | | |
| 21 | the necessary environmental conditions for the treatment (i.e. lighting, heating, ventilation and general comfort) | | |
| 22 | the required content of treatment plans and how to prepare them | | |
| 23 | how to prepare yourself for carrying out the treatment | | |
| 24 | how to prepare the client for the body treatment | | |
| 25 | how to prepare the skin for the treatment (eg cleansing, exfoliation, pre-heat) | | |
| Anatomy and physiology | | | |
| 26 | structure and function of the skeleton | | |
| 27 | the structure and function of muscles, including the types of muscles (i.e. voluntary and involuntary) | | |
| 28 | muscle tone and how it can vary | | |
| 29 | the positions and actions of the main muscle groups in the part of the body specified in the range (i.e. Deltoid, Biceps, Triceps, Brachialis, Radialis Trapezius, Latissimus Dorsi, Erector Spinae, Pectorals, Intercostals, Diaphragm, Rectus Abdominis, Obliques, Gluteals, Hamstrings, Quadriceps Extensor, Abductors, Adductors of upper leg. Gastrocnemius, Soleus, Tibialis Anterior) | | |
| 30 | the definition of 'origin' and 'insertion' of a muscle | | |
| 31 | the causes of muscle fatigue and how to recognise it | | |
| 32 | the basic structure and function of skin (i.e. the layers of the epidermis, subcutaneous layer, the dermis, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs) | | |
| 33 | the structure and location of the adipose tissue | | |
| 34 | how ageing affects the body and skin | | |
| 35 | how age limits the effectiveness of the treatment | | |
| 36 | the function of blood and the principles of circulation, blood pressure and pulse | | |
| 37 | the structure and function of the heart and arteries, veins and capillaries | | |
| 38 | how to identify erythema and its causes | | |
| 39 | the structure and function of the lymphatic system, including lymphatic vessels, nodes and lymph of the body | | |
| 40 | the principles of lymph circulation and the interaction of lymph and blood within the circulatory system | | |

| | | | | |
|-------------------------------------|---|--|--|--|
| 41 | the basic principles of the central nervous system, motor points and autonomic system | | | |
| 42 | the effect of electrical treatment on the muscles, skin, circulatory, skeletal, lymphatic and nervous systems | | | |
| Contra-indications | | | | |
| 43 | how to recognise those contra-indications which prevent treatment (eg epilepsy, contagious skin diseases, dysfunction of the nervous system, heart disease/disorder, undergoing medical treatment, pacemaker, malignant melanoma, HIV, recent scar tissue, undiagnosed lumps and swellings) | | | |
| 44 | how to recognise conditions restricting treatment (eg diabetes, high/low blood pressure, history of thrombosis or embolism, metal pins or plates, medication, pregnancy, piercings, anxiety, menstruation, varicose veins, cuts, abrasions, bruises) | | | |
| Equipment and products | | | | |
| 45 | how to prepare and use the equipment and products for the work | | | |
| 46 | use and limitations of products used in body treatments | | | |
| 47 | methods of sanitising and sterilising equipment | | | |
| 48 | how to maintain equipment and products in a clean and hygienic condition | | | |
| Treatment specific knowledge | | | | |
| 49 | why the skin has to be prepared in a manner suitable for the equipment to be used | | | |
| 50 | possible contra-actions which may occur during the treatment and how to deal with them (eg galvanic burn, bruising, irritation, allergic reaction, excessive erythema, muscle fatigue, fainting) | | | |
| 51 | how to carry out and interpret skin sensitivity tests | | | |
| 52 | the benefits and use of materials and equipment available for electrical treatments | | | |
| 53 | the type of currents produced by direct high frequency Units, galvanic Units, faradic Units and microcurrent Units | | | |
| 54 | the physical and physiological effects on the body of each of the equipment in the range | | | |
| 55 | why body treatment should be conducted in a certain direction | | | |
| 56 | the areas of the body needing particular care when undertaking electrical treatments | | | |

| | | | | |
|-------------------------|--|--|--|--|
| 57 | applying and adjusting the equipment to suit all parts of the body | | | |
| 58 | how to evaluate the effectiveness of body treatments | | | |
| Treatment advice | | | | |
| 59 | the lifestyle factors and changes that may be required to improve the effectiveness of the treatment | | | |
| 60 | why it is important to give aftercare advice | | | |
| 61 | post treatment restrictions and future treatment needs | | | |
| 62 | availability, use and benefits of products for the client's own use | | | |
| 63 | how current dietary habits can affect the effectiveness of treatment | | | |
| 64 | how changes in diet can improve the effectiveness of the treatment | | | |

Notes/Comments

Candidate's signature: _____ **Date:** _____

Assessor's signature: _____ **Date:** _____

Internal Verifier's signature: _____ **Date:** _____

Unit BT18 Improve body condition using electro-therapy

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for improving body conditions using electro-therapy.
 - ◆ Your assessor will observe your performance on **at least five separate occasions**. Your assessor will want to see you carrying out electro-therapy treatments on **five different clients**.
 - ◆ From the range, you must practically demonstrate that you have:
 - dealt with all environmental conditions
 - used all consultation techniques
 - dealt with both types of clients
 - dealt with all body types and conditions
 - met all objectives for treatments
 - dealt with at least one of the necessary actions*
 - used five of the six types of equipment*
 - carried out both types of skin sensitivity tests
 - covered all preparation techniques for the skin
 - dealt with all areas of the body
 - given all forms of treatment advice
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT19 Improve face and skin condition using electro-therapy

| | | |
|-----------------------------------|---------------|---|
| Outcomes in this Unit are: | BT19.1 | Prepare for the facial treatment |
| | BT19.2 | Consult and plan the treatment with the client |
| | BT19.3 | Perform electro-therapy treatments |
| | BT19.4 | Complete the treatment |

UNIT OVERVIEW:

This Unit is about improving face and skin condition using electro-therapy. It covers the skills involved in providing a thorough consultation with the client to formulate a specific treatment plan. You will prepare and perform a range of electro-therapy facial treatments, as well as providing the relevant aftercare advice.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

Element BT19.1 Prepare for the facial treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) preparing the work environment to meet legal, hygiene and treatment requirements | | | |
| (b) ensuring your personal appearance meets accepted industry and organisational requirements | | | |
| (c) making sure that environmental conditions are suitable for the facial treatment and the client | | | |

Element BT19.2 Consult and plan the treatment with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) sanitising your hands prior to treatment | | | |
| (b) maintaining hygiene and safety throughout the treatment | | | |
| (c) using consultation techniques in a professional and friendly manner to determine the client's treatment plan | | | |
| (d) establishing and recording the client's current skin care routine, skin type and condition | | | |
| (e) discussing and agreeing the facial treatments, products and objectives that are acceptable to your client and meet their needs | | | |
| (f) maintaining the client's modesty and privacy at all times | | | |
| (g) recognising contra-indications and taking the necessary action | | | |
| (h) recording and confirming the treatment plan with the client | | | |
| (i) selecting suitable equipment and related products for the facial treatment | | | |

* Use the key on page 22 to identify the types of evidence

Element BT19.2 Consult and plan the treatment with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (j) positioning equipment and related products for ease and safety of use | | | |
| (k) helping the client into a comfortable and relaxed position for the treatment | | | |
| (l) making sure the preparation of the client meets the agreed treatment plan | | | |

Element BT19.3 Perform electro-therapy treatments

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) sanitising your hands prior to treatment | | | |
| (b) maintaining hygiene and safety throughout the treatment | | | |
| (c) disposing of waste in accordance with legal and salon requirements | | | |
| (d) ensuring your own posture and position minimises fatigue and risk of injury whilst working | | | |
| (e) carrying out skin sensitivity tests which determine the suitability of the treatment for the client | | | |
| (f) preparing the skin using methods which are suited to the equipment being used | | | |
| (g) explaining the sensation created by the equipment being used | | | |
| (h) explaining the treatment procedure to the client at each stage in the process | | | |
| (i) using the applicator and accessories on the skin throughout the treatment in accordance with manufacturers' instructions | | | |

* Use the key on page 22 to identify the types of evidence

Element BT19.3 Perform electro–therapy treatments (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (j) adjusting the intensity and duration of the treatment to suit the client’s skin type and condition | | | |
| (k) taking prompt remedial action when the client experiences discomfort or contra–actions | | | |
| (l) checking the client’s wellbeing throughout the treatment and providing reassurance if needed | | | |
| (m) concluding the treatment to suit the client’s skin type and condition | | | |

Element BT19.4 Complete the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (a) giving treatment advice and recommendations accurately and constructively | | | |
| (b) checking that the finished result is to the client’s satisfaction and meets the agreed treatment plan | | | |
| (c) ensuring the treatment is cost effective and is carried out within a commercially viable time | | | |
| (d) ensuring client records are up-to-date, accurate, easy to read and complete | | | |
| (e) leaving the equipment in a suitable condition for further use | | | |

* Use the key on page 22 to identify the types of evidence

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 1 Environmental conditions include: | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |
| 2 Consultation techniques are: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) manual | | | |
| (d) reference to client records | | | |
| 3 Clients are: | | | |
| (a) female | | | |
| (b) male | | | |
| 4 Skin types and conditions include: | | | |
| (a) oily | | | |
| (b) dry | | | |
| (c) combination | | | |
| (d) sensitive | | | |
| (e) mature | | | |
| (f) dehydrated | | | |
| (g) blemished/congested | | | |
| 5 Objectives for treatments are: | | | |
| (a) improved skin condition | | | |
| (b) improved contour and muscle condition | | | |
| (c) lymphatic drainage | | | |
| (d) relaxation | | | |
| 6 Necessary action should be: | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) explaining why the treatment cannot be carried out | | | |
| (c) modification of treatment | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 7 Equipment is: | | | |
| (a) high frequency Unit (direct/indirect) | | | |
| (b) galvanic Unit (desincrustation/Iontophoresis) | | | |
| (c) faradic Unit | | | |
| (d) microcurrent Unit | | | |
| (e) vacuum suction | | | |
| 8 Skin sensitivity tests are: | | | |
| (a) thermal | | | |
| (b) tactile | | | |
| 9 Preparing the skin includes: | | | |
| (a) cleansing | | | |
| (b) exfoliation | | | |
| (c) pre-heat treatment | | | |
| 10 Treatment advice includes: | | | |
| (a) avoidance of activities which cause contra-actions | | | |
| (b) future treatment needs | | | |
| (c) home care | | | |
| (d) modifications to lifestyle patterns | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant health and safety legislation | | | |
| 2 the importance and reasons for sanitising your hands | | | |
| 3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection | | | |
| 4 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of the client | | | |
| 5 the importance and reasons for keeping records of treatments | | | |
| 6 methods of recording client details | | | |
| 7 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 8 how to minimise and dispose of waste from treatments | | | |
| 9 why it is important to complete services in the given time | | | |
| Client consultation | | | |
| 10 how to use effective communication and the consultation techniques in the range | | | |
| 11 how to identify and describe in detail the different skin types and conditions | | | |
| 12 how to assess muscle condition | | | |
| 13 the reasons why it is important to encourage clients with contra-indications to seek medical advice | | | |
| 14 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice | | | |
| 15 why it is important to maintain client's modesty and privacy | | | |
| Preparation for treatment | | | |
| 16 the necessary environmental conditions for the treatment (ie lighting, heating, ventilation and general comfort) | | | |
| 17 the required content of treatment plans and how to prepare them | | | |
| 18 how to prepare yourself for carrying out the treatment | | | |

| | | | | |
|-------------------------------|--|--|--|--|
| 19 | how to prepare the client for the treatment | | | |
| 20 | how to prepare the client's skin for treatment (eg.cleansing, exfoliation, pre-heat) | | | |
| Anatomy and physiology | | | | |
| 21 | the position of the primary bones of the skull and shoulder girdle and the functions of the skull | | | |
| 22 | the positions and actions of the facial muscles (eg. Frontalis, Sterno Mastoid, Platysma, Orbicularis Oris, Masseter, Orbicularis Occuli, Buccinator, Zygomatic, Digastric, Corrugator, Risorius) | | | |
| 23 | the basic structure and function of skin (i.e. the layers of the epidermis, subcutaneous layer, the dermis, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs) | | | |
| 24 | how ageing affects the skin and limits the effectiveness of treatment | | | |
| 25 | how the endocrine system affects the skin | | | |
| 26 | the function of blood and the principles of circulation, blood pressure and pulse | | | |
| 27 | the structure and function of the arteries, veins and capillaries in the face | | | |
| 28 | the structure and function of the lymphatic system, including lymphatic vessels, nodes and lymph in the face and neck | | | |
| 29 | how to identify erythema and its causes | | | |
| 30 | the principles of lymph circulation and the interaction of lymph and blood within the circulatory system | | | |
| 31 | the basic principles of the central nervous system, motor points and autonomic system | | | |
| 32 | the effect of electrical treatment on the muscles, skin, circulatory, skeletal, lymphatic and nervous systems | | | |
| Contra-indications | | | | |
| 33 | how to recognise those contra-indications which prevent treatment (eg. epilepsy, contagious skin diseases, dysfunction of the nervous system, heart disease/disorder, undergoing medical treatment, pacemaker, malignant melanoma, botox, HIV, recent scar tissue, hepatitis, undiagnosed lumps and swellings) | | | |
| 34 | how to recognise conditions restricting treatment (eg. diabetes, high/low blood pressure, history of thrombosis or embolism, metal pins or plates, medication, pregnancy, piercings, anxiety, cuts, abrasions, bruises) | | | |

| | | | |
|--|--|--|--|
| Equipment and products | | | |
| 35 how to prepare and use the equipment and products for the work | | | |
| 36 use and limitations of products used in treatments | | | |
| 37 methods of sanitising and sterilising equipment | | | |
| 38 how to maintain equipment and products in a clean and hygienic condition | | | |
| Treatment specific knowledge | | | |
| 39 why the skin has to be prepared in a manner suitable for the equipment to be used | | | |
| 40 possible contra-actions which may occur during the treatment and how to deal with them (eg. galvanic burn, bruising, irritation, allergic reaction, excessive erythema, muscle fatigue, fainting) | | | |
| 41 how to carry out and interpret skin sensitivity tests | | | |
| 42 the benefits and use of materials and equipment available for electrical treatments | | | |
| 43 the type of currents produced by high frequency Units, galvanic Units, faradic Units and microcurrent Units | | | |
| 44 the physical and physiological effects on the face of each of the equipment in the range | | | |
| 45 why facial treatment should be conducted in a certain direction | | | |
| 46 how to apply and adjust the equipment to suit the client's needs | | | |
| 47 how to evaluate the effectiveness of facial treatment | | | |
| Treatment advice | | | |
| 48 the lifestyle factors and changes that may be required to improve the effectiveness of the treatment | | | |
| 49 why it is important to give aftercare advice | | | |
| 50 post treatment restrictions and future treatment needs | | | |
| 51 availability, use and benefits of products for the client's own use | | | |

Notes/Comments

Candidate's signature: _____ **Date:** _____

Assessor's signature: _____ **Date:** _____

Internal Verifier's signature: _____ **Date:** _____

Unit BT19 Improve face and skin condition using electro-therapy

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for improving face and skin conditions using electro-therapy.
 - ◆ Your assessor will observe your performance on **at least five separate occasions**. Your assessor will want to see you carrying out electro-therapy treatments on **five different clients**.
 - ◆ From the range, you must practically demonstrate that you have:
 - dealt with all environmental conditions
 - used all consultation techniques
 - dealt with both types of clients
 - dealt with all skin types and conditions
 - met all objectives for treatments
 - dealt with at least one of the necessary actions*
 - used four of the five types of equipment*
 - carried out both types of skin sensitivity tests
 - covered all preparation techniques for the skin
 - given all forms of treatment advice
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT20 Provide Indian Head Massage Treatment

| | | |
|-----------------------------------|---------------|--|
| Outcomes in this Unit are: | BT20.1 | Consult with the client to establish needs and expectations |
| | BT20.2 | Plan the treatment |
| | BT20.3 | Prepare the treatment area for Indian Head Massage |
| | BT20.4 | Carry out procedure for Indian Head Massage |
| | BT20.5 | Provide aftercare advice |

UNIT OVERVIEW:

This Unit is about the skills involved in assessing and preparing clients for delivering Indian Head Massage treatment. The ability to adapt massage techniques to suit individual client needs is required.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance, hygiene and good communication with the client.

Unit BT20 Provide Indian Head Massage Treatment

Element BT20.1 Consult with the client to establish needs and expectations

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) using consultation techniques in a polite and friendly manner to determine the client's treatment plan whilst gaining trust and maintaining confidentiality | | | |
| (b) encouraging clients to ask questions and clarify any points which may arise | | | |
| (c) discussing and agreeing the objectives of treatment and outcomes that meet your client's needs | | | |
| (d) maintaining the client's modesty and privacy at all times | | | |
| (e) establishing and recording the client's current lifestyle | | | |
| (f) recognising contra-indications and taking the necessary action | | | |

Element BT20.2 Plan the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) discussing and establishing the treatment process with the client | | | |
| (b) selecting suitable equipment and materials for the treatment | | | |
| (c) positioning equipment and materials for ease and safety of use | | | |
| (d) making sure the preparation of the client meets the agreed treatment process | | | |

* Use the key on page 22 to identify the types of evidence

Element BT20.3 Prepare the treatment area for Indian Head Massage

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| By | | | |
| (a) preparing the work environment to meet legal, hygiene and treatment requirements | | | |
| (b) ensuring your personal appearance meets accepted industry and organisational requirements | | | |
| (c) making sure that environmental conditions are suitable for the treatment and the client | | | |
| (d) helping the client into a comfortable and relaxed position for the treatment | | | |
| (e) managing resources within the limits of your own authority | | | |

Element BT20.4 Carry out an Indian Head Massage

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| By | | | |
| (a) sanitising your hands prior to treatment and maintaining hygiene at all times | | | |
| (b) helping the client to maintain an upright comfortable sitting position and ensuring safety throughout the treatment | | | |
| (c) maintaining the client's modesty and privacy at all times | | | |
| (d) adopting a positive, polite and reassuring manner towards the client throughout the massage process | | | |
| (e) ensuring that correct breathing techniques are co-ordinated with that of the client | | | |
| (f) ensuring the massage techniques meet the needs of the agreed treatment | | | |
| (g) varying the pressure and rhythm to meet the client's needs | | | |

* Use the key on page 22 to identify the types of evidence

Element BT20.4 Carry out an Indian Head Massage (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| By | | | |
| (h) ensuring the massage movements suit the parts of the body being treated | | | |
| (i) ensuring your own posture and position whilst working minimises fatigue and risk of self injury | | | |
| (j) recognising any contra-actions during the treatment and taking the appropriate and prompt remedial action | | | |
| (k) ensuring the treatment is cost effective and is carried out within a commercially acceptable time | | | |
| (l) checking that the treatment is to the client's satisfaction | | | |
| (m) ensuring client records are up-to-date, accurate, complete and easy to read | | | |

Element BT20.5 Provide advice

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| By | | | |
| (a) giving treatment advice and recommendations accurately and constructively | | | |
| (b) advising clients on recommended actions and aftercare treatment including information on homecare products, as necessary | | | |
| (c) gaining feedback from clients to establish immediate impressions and feelings | | | |

* Use the key on page 22 to identify the types of evidence

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| | | | |
| 1 Consultation techniques are: | | | |
| (a) questioning | | | |
| (b) observing | | | |
| (c) manual examination | | | |
| 2 Objectives of treatment are: | | | |
| (a) relaxation | | | |
| (b) maintaining a sense of wellbeing | | | |
| (c) improvement of the hair and scalp condition | | | |
| 3 Lifestyle includes: | | | |
| (a) occupation | | | |
| (b) family situation | | | |
| (c) dietary and fluid intake | | | |
| (d) hobbies, interests and means of relaxation | | | |
| (e) exercise habits | | | |
| (f) smoking habits | | | |
| (g) sleep patterns | | | |
| 4 Necessary action should be: | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) explaining why the treatment cannot be carried out | | | |
| (c) modifying the treatment | | | |
| 5 Equipment and materials are: | | | |
| (a) towels | | | |
| (b) comb | | | |
| (c) hair clip | | | |
| (d) carrier oils | | | |
| (e) stool | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 6 Preparation of the client includes: | | | |
| (a) removal of appropriate clothing | | | |
| (b) removal of accessories | | | |
| 7 Environmental conditions include: | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) suitable music | | | |
| 8 Resources are: | | | |
| (a) tools and equipment | | | |
| (b) products | | | |
| (c) time | | | |
| 9 Massage techniques are: | | | |
| (a) petrissage | | | |
| (b) effleurage | | | |
| (c) tapotement | | | |
| (d) hacking | | | |
| (e) vibration | | | |
| (f) friction | | | |
| (g) Marma (pressure) points | | | |
| 10 Parts of the body are: | | | |
| (a) head | | | |
| (b) neck | | | |
| (c) shoulders | | | |
| (d) upper back | | | |
| (e) arms | | | |
| (f) hands | | | |
| (g) primary Chakra areas | | | |
| 11 Treatment advice includes: | | | |
| (a) frequency of future treatments | | | |
| (b) other related treatments | | | |

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|--------------------------------------|-------------------------|-------------|------------------------------|
| 12 Aftercare advice covers: | | | |
| (a) suitable rest period | | | |
| (b) food and drink intake | | | |
| (c) stimulants, eg, alcohol, smoking | | | |
| (d) contra-actions | | | |
| (e) hair and scalp care | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant health and safety legislation | | | |
| 2 the importance and reasons for sanitising your hands | | | |
| 3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection | | | |
| 4 the possible risks to yourself and the client due to poor positioning of clients and how to avoid potential discomfort and injury to yourself | | | |
| 5 the importance and reasons for keeping records of treatments | | | |
| 6 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 7 why it is important to complete services in the given time | | | |
| Client consultation | | | |
| 8 the importance of gaining client agreement prior to treatment | | | |
| 9 how to use effective communication and consultation techniques | | | |
| 10 why it is important to encourage and allow time for clients to ask questions | | | |
| 11 the reasons why it is important to encourage clients with contra-indications to seek medical advice | | | |
| 12 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice | | | |
| 13 why it is important to maintain client's modesty and privacy | | | |
| 14 the importance of gaining and recording client feedback (pre/post-treatment) and organisational protocol whilst maintaining client confidentiality | | | |
| 15 the importance of removing accessories prior to receiving treatment (eg, jewellery, watches, wigs) | | | |

| | | | |
|----------------------------------|---|--|--|
| Preparation for treatment | | | |
| 16 | the necessary environmental conditions and ambience for the treatment (ie, heating, lighting, ventilation and suitable music) | | |
| 17 | how to prepare treatment documentation | | |
| 18 | how to practically and mentally prepare yourself for carrying out the treatment | | |
| 19 | how to prepare the client for the treatment | | |
| 20 | how to position clients for treatments | | |
| Anatomy and physiology | | | |
| 21 | the position of the primary bones in the parts of the body specified in the range, including: occipital, frontal, parietal, temporal, sphenoid, ethmoid, zygomatic, mandible, maxillae, nasal, vomer, turbinate, lacrimal, palatine, cervical vertebrae, clavicle, scapula, humerus, thoracic vertebrae, ribs, sternum, ulna, radius, carpals, metacarpals, phalanges capitata, scaphoid, lunate, hamate, pisiform triquetral, trapezoid, trapezium | | |
| 22 | the structure and function of bones | | |
| 23 | the positions of the main muscle groups in the parts of the body specified in the range (ie, deltoid, biceps, triceps, brachialis, radialis trapezius, erector spinae, sterno-cleido mastoid, platysma, occipito-frontalis, orbicularis oculi, zygomaticus minor, zygomaticus major, risorius, mentalis, orbicularis oris, buccinator, masseter, temporalis, thena, hypothena, palmer fascia, extensors and flexors of the lower arm) | | |
| 24 | the structure and function of muscles | | |
| 25 | the structure and function of skin (ie, the five layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries, lymph and hairs) | | |
| 26 | the basic principles of the central nervous system and autonomic system | | |
| 27 | muscle tone and how it can vary | | |
| 28 | how massage affects blood flow and pulse rate | | |
| 29 | the principles of lymph circulation and how massage affects the circulation of lymph | | |
| 30 | the effects of massage on the skin, muscles and bones | | |
| Contra-indications | | | |
| 31 | how to recognise those contra-indications requiring medical referral (ie, recent injury, medical conditions, skin and hair disorders, conditions, etc) | | |

| | | | | |
|---|---|--|--|--|
| 32 | how to recognise those contra-indications which restrict treatment (ie, skin disorders, high and low blood pressure, recent scar tissue, severe bruising, cuts and abrasions, recent injuries to the treatment area, undiagnosed lumps, bumps and swellings, medication, etc) | | | |
| Equipment and materials | | | | |
| 33 | how to prepare and use the equipment and materials for the work | | | |
| 34 | methods of sanitising and sterilising equipment, where necessary | | | |
| 35 | how to maintain equipment and materials in a suitable condition | | | |
| Indian Head Massage — treatment specific knowledge | | | | |
| 36 | the history, origins and traditions of Indian Head Massage | | | |
| 37 | the basics of Ayurveda and Ayurvedic Bodywork | | | |
| 38 | the classifications of massage techniques and the effects of massage on the client | | | |
| 39 | how to apply and adapt massage techniques to meet client needs | | | |
| 40 | why effective client breathing is necessary prior to starting the treatment | | | |
| 41 | what constitutes a contra-action (eg, tiredness, heightened emotional state) | | | |
| 42 | what to do in the event of a contra-action occurring during the treatment | | | |
| 43 | why it is important to record contra-actions | | | |
| 44 | what constitutes commercial and cost effective timings for carrying out treatments | | | |
| 45 | why it is important to give post treatment advice | | | |
| 46 | post treatment recommendations to client (eg, food and drink intake) | | | |
| 47 | the benefits of continuous treatments | | | |
| 48 | the principles of body, mind and spiritual wellness | | | |
| 49 | the properties and benefits of carrier oils used in Indian Head Massage treatment, eg, sweet almond, mustard, sesame, coconut, olive | | | |
| 50 | how your own breathing techniques can enhance the effectiveness of the treatment process (eg, to maintain stamina and concentration) | | | |

| | | | | |
|----|---|--|--|--|
| 51 | the importance of getting the client to remove their shoes before treatment | | | |
| 52 | the principles and practices of Marma (pressure) point application (of which 37 are in the treatment area) | | | |
| 53 | the principles and practices of the seven primary Chakra areas in relation to the Indian Head Massage treatment | | | |

Notes/Comments

Candidate's signature: _____ **Date:** _____

Assessor's signature: _____ **Date:** _____

Internal Verifier's signature: _____ **Date:** _____

Unit BT20 Provide Indian Head Massage Treatment

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for providing Indian Head Massage treatment.
 - ◆ Your assessor will observe your performance on **at least three separate occasions**. Your assessor will want to see you carrying out Indian Head Massage on **three different clients**.
 - ◆ From the range, you must practically demonstrate that you have:
 - used all consultation techniques
 - explained all the objectives of the treatment
 - established and recorded all the lifestyles
 - dealt with at least one of the necessary actions*
 - used all types of equipment and materials
 - dealt with all areas of client preparation
 - dealt with all environmental conditions
 - used all the resources
 - used all massage techniques
 - worked on all parts of the body
 - discussed and recommended all forms of treatment advice
 - discussed and recommended all forms of aftercare
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT21 Provide massage using pre-blending aromatherapy oils

| | | |
|-----------------------------------|---------------|---|
| Outcomes in this Unit are: | BT21.1 | Consult with the client |
| | BT21.2 | Plan the treatment |
| | BT21.3 | Prepare for the treatment |
| | BT21.4 | Massage client head and body using suitable massage techniques |
| | BT21.5 | Complete the treatment |

UNIT OVERVIEW:

This Unit is about the skills involved in preparing clients for, and delivering, massage using pre-blended aromatherapy oils. The ability to adapt the use of pre-blended oils and massage techniques to suit individual client needs is a crucial requirement.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

Unit BT21 Provide massage using pre-blending aromatherapy oils

Element BT21.1 Consult with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) using consultation techniques in a polite, sensitive and supportive manner to determine the client's treatment plan | | | |
| (b) establishing and recording the client's lifestyle pattern and current physical condition | | | |
| (c) actively encouraging clients to ask questions and clarify any points | | | |
| (d) discussing and agreeing the objectives of treatment and outcomes that meet your client's needs | | | |
| (e) carrying out a patch test to establish response and suitability for treatment | | | |
| (f) recognising contra-indications and restrictions to treatment and taking the necessary action | | | |
| (g) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern | | | |
| (h) maintaining the client's modesty and privacy at all times | | | |
| (i) discussing and agreeing the content of the consultation records with the client before asking for their signature | | | |
| (j) ensuring client consultation records are accurate, up-to-date and signed by the client and therapist | | | |

Element BT21.2 Plan the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) discussing and establishing the treatment plan with the client | | | |

* Use the key on page 22 to identify the types of evidence

Element BT21.2 Plan the treatment (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (b) selecting suitable equipment and materials for the treatment and ensuring they are fit for the purpose | | | |
| (c) positioning equipment and materials for ease and safety of use | | | |

Element BT21.3 Prepare for the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (a) preparing the work environment to meet legal, hygiene and treatment requirements | | | |
| (b) ensuring your personal appearance meets accepted industry and organisational requirements | | | |
| (c) making sure that environmental conditions are suitable for the treatment and the client | | | |
| (d) adopting a polite and reassuring manner towards the client throughout the preparation process | | | |
| (e) assisting the client into a comfortable and relaxed position for the treatment whilst maintaining the client's modesty and privacy at all times | | | |
| (f) correctly selecting a suitable pre-blended aromatherapy oil to meet the client's needs | | | |
| (g) ensuring that the expiry date and product condition is suitable for treatment | | | |
| (h) making sure the preparation of the client meets the agreed treatment plan | | | |

* Use the key on page 22 to identify the types of evidence

Element BT21.4 Massage body using pre-blended aromatherapy oils

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (a) sanitising your hands prior to treatment to minimise the risk of cross-infection | | | |
| (b) maintaining hygiene and safety throughout the treatment | | | |
| (c) maintaining the client's modesty, privacy and comfort at all times in line with accepted practices | | | |
| (d) maintaining the correct posture throughout the treatment to prevent possible harm or injury to yourself | | | |
| (e) ensuring the massage techniques and pre-blended oils used meet the requirements of the client's physical characteristics and emotional characteristics | | | |
| (f) using aroma massage techniques to meet the needs of the agreed treatment plan | | | |
| (g) adapting the massage movements to suit the parts of the body being treated | | | |
| (h) effectively varying the depth, rhythm and pressure of massage movements to meet treatment needs | | | |
| (i) adapting and changing the routine to suit individual clients' requirements | | | |
| (j) using correct quantity of pre-blended aromatherapy oil for the area to be treated effectively | | | |
| (k) ensuring the application and use of pre-blended aromatherapy oil minimises waste and avoids soiling the surrounding area | | | |
| (l) taking appropriate and prompt remedial action where contra-actions occur during the course of treatment | | | |

* Use the key on page 22 to identify the types of evidence

Element BT21.5 Complete the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan | | | |
| (b) ensuring your treatment advice and recommendations are accurate, constructive and based upon the current knowledge of the treatment and products available | | | |
| (c) ensuring the treatment is cost effective and is carried out within a commercially acceptable time | | | |
| (d) ensuring client records are up-to-date, accurate, easy to read and complete | | | |
| (e) leaving the work environment in a suitable condition for further use | | | |

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| | | | |
| 1 Consultation techniques are: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) manual | | | |
| (d) reference to client records | | | |
| 2 Clients are: | | | |
| (a) female | | | |
| (b) male | | | |
| 3 Lifestyle pattern covers: | | | |
| (a) occupation | | | |
| (b) family situation | | | |
| (c) dietary and fluid intake (including allergies, eg nuts) | | | |
| (d) hobbies, interests and means of relaxation | | | |

| | | | |
|--|--|--|--|
| (e) exercise habits | | | |
| (f) smoking habits | | | |
| (g) sleep patterns | | | |
| 4 Objectives of treatment are: | | | |
| (a) relaxation | | | |
| (b) sense of wellbeing | | | |
| (c) uplifting | | | |
| 5 Necessary action should be: | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) explaining why the treatment cannot be carried out | | | |
| (c) modification of treatment | | | |
| 6 Environmental conditions include: | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |
| (e) suitable music and sound | | | |
| 7 Preparation of the client includes: | | | |
| (a) removal of appropriate clothing | | | |
| (b) removal of accessories | | | |
| (c) covering of cuts and abrasions | | | |
| (d) covering the client | | | |
| (e) removal of make-up | | | |
| (f) securing and protecting hair | | | |
| 8 Massage techniques are: | | | |
| (a) effleurage | | | |
| (b) petrissage, eg kneading, rolling, wringing | | | |
| (c) pressure points | | | |
| (d) neuro-muscular | | | |
| (e) vibration | | | |
| 9 Physical characteristics are: | | | |
| (a) weight | | | |
| (b) size | | | |

| | | | |
|--|--|--|--|
| (c) muscle tone | | | |
| (d) age | | | |
| (e) health | | | |
| (f) skin condition | | | |
| 10 Parts of the body are: | | | |
| (a) neck, face and scalp | | | |
| (b) chest and shoulders | | | |
| (c) arms and hands | | | |
| (d) abdomen | | | |
| (e) back and gluteals | | | |
| (f) legs and feet | | | |
| (g) full body | | | |
| 11 Treatment advice covers: | | | |
| (a) avoidance of activities which cause contra-actions | | | |
| (b) future treatment needs | | | |
| (c) home care | | | |
| (d) recommendations for changes to lifestyle patterns | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant health and safety legislation | | | |
| 2 your responsibilities under the Health and Safety at Work Act and the Control of Substances Hazardous to Health Regulations | | | |
| 3 health and safety implication of the use of pre-blended aromatherapy oils on the client | | | |
| 4 your responsibilities under local authority licensing regulations for yourself and your premises | | | |
| 5 salon requirements and accepted industry practice for personal presentation and appearance | | | |
| 6 the importance and reasons for sanitising your hands prior, during and after treatment | | | |
| 7 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection | | | |
| 8 maintaining standards of hygiene for the treatment room and equipment | | | |
| 9 how to avoid discomfort and injury to yourself and the risks of poor positioning of the client | | | |
| 10 the importance and reasons for keeping up-to-date records of treatments | | | |
| 11 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 12 how to minimise and dispose of waste from treatments | | | |
| 13 why it is important to complete services in the given time and what constitutes commercial and cost effective timings for carrying out treatments | | | |
| 14 why it is important to store oils correctly and the effects of incorrect storage of oils including volatility | | | |
| 15 the existence and types of unsuitable oils | | | |
| Client consultation | | | |
| 16 how to use effective communication and consultation techniques | | | |
| 17 why it is important to encourage and allow time for clients to ask questions | | | |

| | | | | |
|----------------------------------|--|--|--|--|
| 18 | the reasons why it is important to encourage clients with contra-indications to seek advice from a qualified health professional | | | |
| 19 | why it is important to reassure clients during the preparation process whilst also maintaining the client's modesty and privacy | | | |
| 20 | why it is important when treating minors, to have a parent present | | | |
| 21 | the types of clients' postural and skeletal conditions that may be present and how to adapt and change the routine | | | |
| 22 | the importance of obtaining each client's signature and consent prior to receiving any treatment | | | |
| 23 | relationship between lifestyle patterns and effectiveness of treatment | | | |
| 24 | how to relate lifestyle patterns to treatment needs | | | |
| 25 | possible outcome of using an essential oil on those with a known sensitivity to perfumed products | | | |
| 26 | the possible outcome of using a product on a client with a known allergic response, eg. hazelnut oil | | | |
| 27 | how to carry out a patch test for skin sensitivity | | | |
| 28 | the beneficial effects which can result from changes to the client's lifestyle pattern (eg. dietary and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation) | | | |
| Preparation for treatment | | | | |
| 29 | the necessary environmental conditions for the treatment (i.e. lighting, heating, ventilation and general comfort) | | | |
| 30 | how to prepare and position the client for the treatment taking into account individual physical characteristics | | | |
| 31 | how to develop and record information on the treatment plan | | | |
| 32 | how to select the appropriate pre-blended aromatherapy oils suitable for skin type, condition and treatment objectives | | | |
| Anatomy and physiology | | | | |
| 33 | the structure and function of cells and tissues | | | |
| 34 | the structure and function of muscles, including the types of muscles (i.e. voluntary and involuntary) | | | |

| | | | | |
|---------------------------|--|--|--|--|
| 35 | the positions and actions of the main muscle groups in the part of the body specified in the range and the facial muscles (i.e. Sterno CleidoMastoid, Splenius Capitis, Splenius Cervicus, Rotator cuff muscles, Deltoid, Biceps, Triceps, Wrist flexors, Wrist extensors, Brachioradialis, Trapezius, Rhomboids, Latissimus Dorsi, Erector Spinae, Pectorals, Intercostals, Diaphragm, Rectus Abdominis, Obliques, Gluteals, Piriformis, Hamstrings, Quadriceps, Adductors of upper leg. Gastrocnemius, Soleus, Tibialis Anterior, Corrugator, Frontalis, Platysma, Orbicularis Oris, Mentalis, Masseter, Orbicularis Oculi, Buccinator, Zygomatic) | | | |
| 36 | the position of the primary bones of the skeleton and the functions of the skeleton | | | |
| 37 | the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse | | | |
| 38 | the interaction of lymph and blood within the circulatory system | | | |
| 39 | the structure and function of lymphatic system, including lymphatic vessels, nodes and lymph in the face and body | | | |
| 40 | the principles of lymph circulation | | | |
| 41 | the basic principles of the central nervous system and autonomic system | | | |
| 42 | the basic principles of the olfactory, endocrine, respiratory, digestive, excretory and reproductive systems | | | |
| 43 | the basic structure and function of skin (i.e. the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs) | | | |
| Contra-indications | | | | |
| 44 | how to recognise those contra-indications that prevent treatment (eg. deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin diseases, etc) | | | |
| 45 | how to recognise those contra-indications which may restrict treatment or where caution should be taken, in specific areas (eg varicose veins, epilepsy, diabetes, heart disease, high and low blood pressure, skin disorders, recent scar tissue, undiagnosed lumps and swellings, product allergies, pregnancy, certain medication, etc) | | | |

| | | | |
|--------------------------------|--|--|--|
| Equipment and materials | | | |
| 46 | how to prepare and use the equipment and materials for the treatment including understanding the benefits of an adjustable couch with a face hole | | |
| 47 | methods of sanitising equipment and treatment area | | |
| 48 | how to maintain equipment and materials in a safe, clean and hygienic condition | | |
| 49 | how to maintain and store pre-blended oils in a safe and hygienic manner eg away from light, heat, moisture | | |
| Treatment | | | |
| 50 | the limitations of using pre-blended aromatherapy oils and when to refer clients on to clinical aromatherapists | | |
| 51 | possible contra-actions which may occur during and post treatment and how to deal with them (eg. headaches, nausea) | | |
| 52 | how to recognise and understand erythema and its causes | | |
| 53 | where essential oils are derived from, eg. flowers, seeds, wood, leaves, roots, fruits, herbs and resins | | |
| 54 | the processes used for obtaining essential oils | | |
| 55 | where carrier oils are derived from (eg. vegetable oils, nut oils, seed oils) | | |
| 56 | possible sensitivities and reactions to pre-blended oils | | |
| 57 | the effects of aroma massage on the individual systems of the body | | |
| 58 | how to adapt the choice of pre-blended aromatherapy oils to meet specific clients' physical and emotional needs | | |
| 59 | the physical and psychological effects of aroma massage | | |
| 60 | why it is important to maintain correct personal posture during massage and complete your own stretching exercises to prevent repetitive strain injury | | |
| 61 | the correct use and application of varied aroma massage techniques to meet the client's objectives | | |
| 62 | the importance of evaluating the effectiveness of aroma massage | | |
| 63 | post treatment advice in relation to home use of pre-blended aromatherapy oils | | |
| 64 | the benefits of future and continuous treatments | | |

| | | | | |
|----|--|--|--|--|
| 65 | post treatment advice in relation to dietary and fluid intake | | | |
| 66 | why it is important to know the common and latin names for the essential oils used in pre-blended aromatherapy, in line with product labelling needs and current legislation | | | |
| 67 | <p>the types of pre-blended oils suitable for relaxation, sense of well-being, uplifting, e.g.</p> <p>Chamomile Roman – <i>Anthemis nobilis</i> Clary sage – <i>Salvia sclarea</i> Eucalyptus – <i>Eucalyptus globulus/radiata</i> Geranium – <i>Pelargonium graveolens</i> Grapefruit – <i>Citrus paradisi</i> Lavender – <i>Lavendula angustefolia</i> Lemon – <i>Citrus limonum</i> Lemongrass – <i>Cymbopogon citratus</i> Marjoram – <i>Origanum marjorana</i> Neroli – <i>Citrus aurantium</i> Rose bulgar – <i>Rosa damascena</i> Rosemary – <i>Rosmarinus officinalis</i> Sandalwood – <i>Santalum album</i> Tea tree – <i>Melaleuca alternifolia</i> Ylang Ylang – <i>Cananga odorata</i></p> | | | |
| 68 | why it is important to understand the use and application of carrier oils, e.g. almond oil, grapeseed oil, apricot kernel, hazelnut, macademia, jojoba oil, avocado oil. | | | |

Notes/Comments

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal Verifier's signature:

Date:

Unit BT21 Provide massage using pre-blending aromatherapy oils

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for providing massage using pre-blended aromatherapy oils.
 - ◆ Your assessor will observe your performance on **at least three separate occasions**. Your assessor will want to see you carrying out pre-blended aromatherapy oil treatments on **three different clients**.
 - ◆ From the range, you must practically demonstrate that you have:
 - used all consultation techniques
 - dealt with both types of client
 - covered all lifestyle patterns
 - met all objectives of treatment
 - dealt with at least one of the necessary actions*
 - dealt with all environmental conditions
 - covered four categories under preparation of client*
 - used all massage techniques
 - dealt with all physical characteristics
 - covered all parts of the body
 - given all forms of treatment advice.
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT22 Enhance the appearance of natural nails during artificial nail systems

| | | |
|-----------------------------------|---------------|--|
| Outcomes in this Unit are: | BT22.1 | Consult with the client |
| | BT22.2 | Plan the treatment |
| | BT22.3 | Prepare for the treatment |
| | BT22.4 | Apply artificial nail using acrylic liquid and powder systems |
| | BT22.5 | Apply artificial nail using UV gel system |
| | BT22.6 | Apply artificial nail using the wrap system |
| | BT22.7 | Complete the treatment |

UNIT OVERVIEW:

This Unit is about enhancing the appearance of nails using artificial nail systems. It covers consulting with the client to establish their requirements and identifying any contra-indications that may affect the treatment. It also covers preparing for, and applying, artificial nail enhancements using acrylic, UV gel and wrap systems.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance. Effective communication with the client is also an important feature of this Unit.

Element BT22.1 Consult with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) using consultation techniques in a polite and friendly manner to determine the client's treatment plan | | | |
| (b) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs | | | |
| (c) maintaining the client's modesty and privacy at all times | | | |
| (d) removing any existing nail polish and restoring nails to a natural state | | | |
| (e) cleansing the treatment area to identify the condition of the nails and skin | | | |
| (f) establishing and recording the condition of the client's nails and skin | | | |
| (g) recognising contra-indications and taking the necessary action | | | |
| (h) explaining your assessment of the client's nail and skin condition in a clear way to help the client's understanding | | | |

Element BT22.2 Plan the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) discussing and recommending suitable artificial nail structures and products | | | |
| (b) identifying any corrective work to suit the client's natural nail shape and condition | | | |
| (c) discussing and establishing a suitable treatment plan for the client | | | |
| (d) making sure the preparation of the client meets the agreed treatment plan | | | |
| (e) confirming the treatment plan with the client | | | |

* Use the key on page 22 to identify the types of evidence

Element BT22.3 Prepare for the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) preparing suitable equipment, products and systems for the treatment | | | |
| (b) preparing the work environment to meet legal, hygiene and treatment requirements | | | |
| (c) ensuring your personal appearance meets organisational requirements | | | |
| (d) making sure that environmental conditions are suitable for the client and the treatment | | | |
| (e) encouraging the client to find a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client | | | |
| (f) sanitising your hands prior to treatment | | | |
| (g) wearing suitable personal protective equipment for the treatment | | | |

Element BT22.4 Apply artificial nail using acrylic liquid and powder systems

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) ensuring the natural nail is cleansed and dehydrated prior to treatment | | | |
| (b) fitting the required sculpting form to the natural nail ensuring the correct shape and no seepage of the product | | | |
| (c) using the correct choice and size of tips which are correctly fitted | | | |
| (d) ensuring blending of tips causes no damage to the natural nail and is undetectable | | | |
| (e) cleansing the work area and natural nail prior to application of the acrylic system | | | |
| (f) applying primer when necessary and allowing it to dry in accordance with manufacturer's instructions | | | |

* Use the key on page 22 to identify the types of evidence

Element BT22.4 Apply artificial nail using acrylic liquid and powder systems (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (g) pressing and smoothing beads of acrylic over nail surface to create an even finish to all nails in accordance with manufacturer's instructions | | | |
| (h) using buffing and filing techniques to leave the nail balanced with a smooth even surface shine | | | |
| (i) correctly adapting your application techniques to meet client's nail shape and condition | | | |
| (j) leaving a free margin around the cuticle and side wall area of the nail | | | |
| (k) leaving the finished nails with an even and clearly defined smile line | | | |
| (l) ensuring the finished nail shape and length complements the client's nails and hands/feet and is to the client's satisfaction | | | |
| (m) taking appropriate and prompt remedial action where contra-actions occur during the course of treatment | | | |
| (n) using chemicals in a safe manner without risk of overexposure to self and clients | | | |

Element BT22.5 Apply artificial nail using UV gel system

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (a) ensuring the natural nail is cleansed and dehydrated prior to treatment | | | |
| (b) fitting the required sculpting form to the natural nail ensuring correct shape and no seepage of product | | | |
| (c) using the correct choice and size of tips which are correctly fitted | | | |
| (d) ensuring blending of tips causes no damage to the natural nail and is undetectable | | | |

* Use the key on page 22 to identify the types of evidence

Element BT22.5 Apply artificial nail using UV gel system (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (e) cleansing the work area and natural nail prior to application of the acrylic system | | | |
| (f) applying gel coats in the correct sequence, to clean, dry nail surface in accordance with manufacturer's instructions | | | |
| (g) checking that the duration and frequency of UV curing is achieved in accordance with manufacturer's instructions | | | |
| (h) removing surface residue using manufacturer's recommended materials, at the correct stage in the process | | | |
| (i) using buffing and filing techniques to leave the nail balanced with a smooth even surface before adding final gel coat | | | |
| (j) correctly adapting your application techniques to meet client's nail shape and condition | | | |
| (k) leaving a free margin around the cuticle and side wall area of the nail | | | |
| (l) leaving the finished nails with an even and clearly defined smile line | | | |
| (m) ensuring the finished nail shape and length complements the client's nails and hands/feet and is to the client's satisfaction and meets the agreed treatment plan | | | |
| (n) taking appropriate and prompt remedial action where contra-actions occur during the course of treatment | | | |
| (o) using chemicals in a safe manner without risk of overexposure to self and clients | | | |

Element BT22.6 Apply artificial nail using the wrap system

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (a) cleansing and dehydrating the natural nail prior to treatment | | | |

* Use the key on page 22 to identify the types of evidence

Element BT22.6 Apply artificial nail using the wrap system (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (b) using the correct choice and size of tips which are correctly fitted | | | |
| (c) ensuring blending of tips causes no damage to the natural nail and is undetectable | | | |
| (d) cleansing the work area and natural nail prior to application of the wrap system | | | |
| (e) preparing products for application in accordance with treatment plan | | | |
| (f) cutting, shaping and applying wrap to all nails in the correct sequence | | | |
| (g) applying subsequent layers of resin to seal wrap and achieve required shape, length and strength in accordance with manufacturer's instructions | | | |
| (h) using buffing and filing techniques to leave the nail balanced with a smooth even surface shine | | | |
| (i) correctly adapting your application techniques to meet client's nail shape and condition | | | |
| (j) leaving a free margin around the cuticle and side wall area of the nail | | | |
| (k) leaving the finished nails with an even and clearly defined smile line | | | |
| (l) checking that the finished nail shape and length complements the client's nails and hands/feet and is to the client's satisfaction and meets the agreed treatment plan | | | |
| (m) ensuring polished nails are left with a smooth, even texture, colour and with cuticle and nail wall free of polish | | | |
| (n) taking appropriate and prompt remedial action where contra-actions occur during the course of treatment | | | |
| (o) using chemicals in a safe manner without risk of overexposure to self and clients | | | |

* Use the key on page 22 to identify the types of evidence

Element BT22.7 Complete the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) confirming with the client that the finished result is to their satisfaction and meets their needs | | | |
| (b) ensuring the timing of the treatment falls within commercially viable and cost effective limits | | | |
| (c) ensuring client records are up-to-date, accurate and complete | | | |
| (d) giving aftercare advice and recommendations which are accurate, constructive and based upon up-to-date knowledge of the treatment and products available | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|------------------|------|-----------------------|
| | Type of evidence | Date | Evidence Index Number |
| | | | |
| 1 Consultation techniques are: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) manual | | | |
| (d) reference to client records | | | |
| 2 Necessary action includes: | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) explaining why the treatment cannot be carried out | | | |
| (c) modifying the treatment | | | |
| 3 Artificial nail structures are: | | | |
| (a) tip with overlays | | | |
| (b) natural nail overlays | | | |
| (c) free form sculpture | | | |

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| 4 Products include: | | | |
| (a) adhesives | | | |
| (b) tips | | | |
| (c) coloured powders | | | |
| (d) acrylic liquid | | | |
| (e) primer | | | |
| (f) oils | | | |
| (g) UV coloured gels | | | |
| (h) natural nail cleanser and dehydrator | | | |
| (i) resins | | | |
| (j) setting agents | | | |
| (k) fibreglass | | | |
| (l) silk | | | |
| (m) polish | | | |
| (n) polish remover | | | |
| 5 Nail shapes and conditions include: | | | |
| (a) bitten | | | |
| (b) hook | | | |
| (c) ski jump | | | |
| (d) crooked | | | |
| (e) flat | | | |
| (f) discoloured, eg yellowing, stained, bruising and white spots | | | |
| (g) fan | | | |
| 6 Equipment includes: | | | |
| (a) brushes | | | |
| (b) tip cutters | | | |
| (c) sculpting forms | | | |
| (d) cuticle tools | | | |
| (e) files and buffers | | | |
| (f) covered dappen dish | | | |
| (g) consumables | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| (h) UV lamp | | | |
| (i) scissors | | | |
| 7 Equipment includes: | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |
| 8 Polished nails are: | | | |
| (a) dark colour | | | |
| (b) French manicure | | | |
| 9 Aftercare advice is: | | | |
| (a) avoidance of activities which may cause contra-actions | | | |
| (b) future treatment needs | | | |
| (c) home care | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 why it is important to maintain standards of hygiene and the principles of cross-infection | | | |
| 2 your responsibilities under the Health & Safety at Work Act and the Control of Substances Hazardous to Health Regulations and any subsequent amendments | | | |
| 3 the possible risks to yourself of ineffective positioning of clients and how to avoid potential discomfort and injury to yourself | | | |
| 4 why it is important to complete services in the given time | | | |
| 5 why it is important to complete and maintain accurate client records | | | |
| 6 salon requirements for client record keeping | | | |
| 7 salon and legal procedures for waste disposal | | | |
| 8 commercially accepted timings for the treatment | | | |
| 9 the importance of achieving client satisfaction | | | |
| Anatomy and physiology | | | |
| 10 the anatomy of the lower arms/leg | | | |
| 11 the bones of the hand, forearm, foot, lower leg | | | |
| 12 the effects of massage on skin, nails and muscles | | | |
| 13 the muscles of the lower arm and hand and lower leg and foot | | | |
| 14 the blood circulation of the lower arm, hand, lower leg and foot | | | |
| Contra-indications | | | |
| 15 how to recognise contra-indications which prevent the service from taking place (eg fungal infections, bacterial infections, viral infections, severe nail separation, severe eczema and psoriasis, severe bruising) | | | |
| 16 how to recognise conditions which restrict the service (eg. minor nail separation, minor eczema and psoriasis, severely bitten or damaged nails, broken bones) | | | |
| 17 the reasons why it is important to encourage clients with contra-indications to seek medical advice | | | |
| 18 the importance of, and reasons for, not naming specific contra-indications when encouraging the client to seek medical advice | | | |

| | | | |
|--|---|--|--|
| The structure and growth of nails | | | |
| 19 | the structure of the nail Unit (i.e. the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, the lateral nail fold) | | |
| 20 | the process of nail growth (i.e. nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness) | | |
| 21 | the structure and function of the skin (i.e. dermis, epidermis, subcutaneous layer, appendages) | | |
| 22 | the different types of nail shapes you are likely to come across during manicure work | | |
| 23 | common skin and nail conditions | | |
| 24 | how to identify treatable nail and skin conditions (eg. weak, dry, brittle and ridged nails; dry, split and overgrown cuticles; dry and hard skin) | | |
| Treatments | | | |
| 25 | the chemical reactions which take place during the formation of the different artificial nail systems | | |
| 26 | the contra-actions which may occur during and after the course of treatment and how to deal with them; allergic reactions and overexposure; bacterial infections; fungal infections; onycholysis (nail separation); lifting of product; premature loss of extension; breaking or splitting of natural nail or nail extension; yellowing of natural nail or nail extension | | |
| 27 | why it is important to leave a free margin around the cuticle and side wall area | | |
| 28 | the importance of achieving maximum strength, appearance and longevity by use of correct nail balance and shaping | | |
| 29 | the importance of choosing the correct size of tip | | |
| 30 | the importance of correct blending | | |
| 31 | how the incorrect application of artificial nail structures can damage the nails and surrounding soft tissue | | |
| 32 | the critical differences in application and process for gel, wraps, powder and liquid | | |
| 33 | the importance of regular ongoing maintenance of the artificial nail structure | | |
| 34 | the importance of having a well ventilated working area | | |
| 35 | the importance of knowing when to use primer and what type of primer to use | | |

| | | | | |
|----|---|--|--|--|
| 36 | the reasons for and methods of sanitising your hands | | | |
| 37 | how to use sanitising and sterilising equipment correctly | | | |
| 38 | how to adapt application techniques to meet the nail shapes and conditions in the range | | | |
| 39 | the range and use of overlay systems available (i.e. gel, wrap, powder and liquid) | | | |
| 40 | the maintenance requirements for artificial nails | | | |
| 41 | the range and use of products available for home care | | | |
| 42 | how to protect artificial nail structures | | | |
| 43 | how to deal with accidental damage | | | |
| 44 | how to select and use personal protective equipment | | | |

Notes/Comments

Candidate's signature: _____ **Date:** _____

Assessor's signature: _____ **Date:** _____

Internal Verifier's signature: _____ **Date:** _____

Unit BT22 Enhance the appearance of natural nails during artificial nail systems

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
- ◆ You must practically demonstrate in your everyday work that you have met the standard for enhancing the appearance of natural nails using artificial nail systems.
- ◆ Your assessor will observe your performance **on at least six separate occasions**. Your assessor will want to see you perform **two each of three different treatments (liquid and powder, UV gel, wrap) with six different clients**. Within those six performances you must include:
 - one sculpting with gel
 - one sculpting with liquid and powder
 - one client to be a nail biter
- ◆ From the range, you must practically demonstrate that you have:
 - used all the consultation techniques
 - dealt with at least one of the necessary actions*
 - applied all of the artificial nail structures
 - used all of the products
 - worked on three of the nail shapes and conditions*
 - used all types of equipment
 - checked all of the environmental conditions
 - achieved both types of polished nails
 - provided all types of aftercare advice

* However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT23 Maintain, repair and enhance artificial nail structures

| | | |
|-----------------------------------|---------------|---|
| Outcomes in this Unit are: | BT23.1 | Consult with the client |
| | BT23.2 | Plan the treatment |
| | BT23.3 | Prepare for the treatment |
| | BT23.4 | Maintain and repair artificial nail structures |
| | BT23.5 | Cosmetically enhance damaged nails |
| | BT23.6 | Remove artificial nail structures |
| | BT23.7 | Complete the treatment |

UNIT OVERVIEW:

This Unit is about maintaining and repairing artificial nail structures and providing camouflage and cosmetic enhancement for damaged nails. It covers consulting with the client to establish their requirements and identify any contra-indications that may affect the treatment. It also covers preparing for treatments to maintain and repair artificial nail structures that use acrylic, UV gel and wrap systems, and camouflage and enhance damaged nails.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance. Effective communication with the client is also an important feature of this Unit.

Unit BT23 Maintain, repair and enhance artificial nail structures

Element BT23.1 Consult with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) using consultation techniques in a polite and friendly manner to determine the client's treatment plan | | | |
| (b) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs | | | |
| (c) maintaining the client's modesty and privacy at all times | | | |
| (d) removing any existing nail polish | | | |
| (e) cleansing the treatment area to identify the condition of the nails and skin | | | |
| (f) establishing and recording the condition of the client's nails and skin | | | |
| (g) recognising contra-indications and taking the necessary action | | | |
| (h) explaining your assessment of the condition of the client's nail and surrounding skin in a clear way to help the client's understanding | | | |

Element BT23.2 Plan the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) discussing and recommending suitable treatments and products for the client's natural nail shape and condition , identifying any corrective work | | | |
| (b) discussing existing treatment plan and updating as required | | | |
| (c) making sure the preparation of the client meets the agreed treatment plan | | | |
| (d) confirming the treatment plan with the client | | | |

* Use the key on page 22 to identify the types of evidence

Element BT23.3 Prepare for the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) preparing suitable tools and equipment , materials, products and systems for the treatment | | | |
| (b) preparing the work environment to meet legal, hygiene and treatment requirements | | | |
| (c) ensuring your personal appearance meets organisational requirements | | | |
| (d) making sure that environmental conditions are suitable for the client and the treatment | | | |
| (e) encouraging the client to find a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client | | | |
| (f) sanitising your hands prior to treatment | | | |
| (g) wearing suitable personal protective equipment for the treatment | | | |

Element BT23.4 Maintain and repair artificial nail structures

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) inspecting the client's nails to accurately identify the condition of the natural and artificial nail structure | | | |
| (b) identifying and correctly rectifying problems using a suitable correction method | | | |
| (c) ensuring the exposed natural nail is cleaned and dehydrated prior to treatment | | | |
| (d) using maintenance and repair techniques to restore the artificial nail structure to its original condition, following manufacturer's instructions | | | |

* Use the key on page 22 to identify the types of evidence

Element BT23.4 Maintain and repair artificial nail structures (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (e) ensuring polished nails are left with a smooth, even texture, colour and with cuticle and nail wall free of polish | | | |
| (f) using chemicals in a safe manner without risk of overexposure to self and clients | | | |

Element BT23.5 Cosmetically enhance damaged nails

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) ensuring you maintain hygienic conditions and the safety of the client | | | |
| (b) choosing a treatment which will effectively enhance the appearance of the damaged area | | | |
| (c) adapting your application technique to meet the client's nail shape and condition | | | |
| (d) using correct application techniques to leave a free margin around the cuticle and soft tissue | | | |
| (e) adapting and combining techniques to effectively disguise nail irregularities | | | |
| (f) reassuring the client on the purpose and progress of the treatment throughout | | | |
| (g) using chemicals in a safe manner without risk of overexposure to self and clients | | | |

* Use the key on page 22 to identify the types of evidence

Element BT23.6 Remove artificial nail structures

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) ensuring that the client's hand/foot condition is suitable for treatment | | | |
| (b) removing any existing nail enamel and shortening nail extensions, as required | | | |
| (c) soaking digits in the appropriate remover following manufacturer's instruction | | | |
| (d) using buffing techniques to remove all existing products | | | |
| (e) ensuring the client's hands/feet are washed and all waste is disposed of according to health and safety requirements | | | |
| (f) performing cuticle work, filing nails to desired length and applying moisturiser | | | |

Element BT23.7 Complete the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) confirming with the client that the finished result is to their satisfaction and meets their needs | | | |
| (b) ensuring the timing of the treatment falls within commercially viable and cost effective limits | | | |
| (c) ensuring client records are up-to-date, accurate and complete | | | |
| (d) giving aftercare advice and recommendations which are accurate, constructive and based upon up-to-date knowledge of the treatment and products available | | | |

* Use the key on page 22 to identify the types of evidence

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| 1 Consultation techniques are: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) manual | | | |
| (d) reference to client records | | | |
| 2 Conditions include: | | | |
| (a) misshapen | | | |
| (b) bruised or discoloured | | | |
| (c) severely bitten | | | |
| (d) severely split | | | |
| 3 Necessary action should be: | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) tactfully explaining why the treatment cannot be carried out | | | |
| (c) modifying the treatment to suit client needs | | | |
| 4 Products include: | | | |
| (a) adhesives | | | |
| (b) tips | | | |
| (c) colour powder | | | |
| (d) acrylic liquid | | | |
| (e) primer | | | |
| (f) oils | | | |
| (g) coloured gel —white, pink, clear | | | |
| (h) cleansing agent | | | |
| (i) resins | | | |
| (j) setting agents | | | |
| (k) fibreglass | | | |
| (l) silk | | | |
| (m) polish, base and top coats | | | |
| (n) polish remover | | | |
| (o) artificial nail remover | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 5 Tools and equipment includes: | | | |
| (a) brushes | | | |
| (b) tip cutters | | | |
| (c) cuticle tools | | | |
| (d) files and buffers | | | |
| (e) covered dappen dish | | | |
| (f) consumables | | | |
| (g) UV lamp | | | |
| (h) scissors | | | |
| (i) sculpting forms | | | |
| (j) bowls | | | |
| 6 Environmental conditions include: | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |
| 7 Problems with artificial nail structures may include: | | | |
| (a) lifting of product | | | |
| (b) cracking/splitting of product | | | |
| (c) loss of artificial nail structure | | | |
| (d) discolouration of product | | | |
| (e) damage of natural nails | | | |
| 8 Correction methods of artificial nail structures may include: | | | |
| (a) buffing | | | |
| (b) replacement | | | |
| (c) bevelling | | | |
| (d) removal | | | |
| (e) sculpting | | | |

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| 9 Maintenance and repair techniques for artificial nail structures are: | | | |
| (a) re-balancing existing structure | | | |
| (b) replacement of overlay | | | |
| (c) reposition white tip product | | | |
| 10 Polished nails are: | | | |
| (a) dark colour | | | |
| (b) French manicure | | | |
| 11 Aftercare advice includes: | | | |
| (a) avoidance of activities which may cause contra-actions | | | |
| (b) future treatment needs | | | |
| (c) home care | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 why it is important to maintain standards of hygiene and the principles of cross-infection | | | |
| 2 your responsibilities under the Health & Safety at Work Act and the Control of Substances Hazardous to Health Regulations and any subsequent amendments | | | |
| 3 the possible risks to yourself of ineffective positioning of clients and how to avoid potential discomfort and injury to yourself | | | |
| 4 why it is important to complete services in the given time | | | |
| 5 why it is important to complete and maintain accurate client records | | | |
| 6 the importance of achieving client satisfaction | | | |
| 7 how to select and use personal protective equipment | | | |
| 8 suitable environmental conditions for the treatment and the client, including lighting, heating and comfort | | | |
| Anatomy and physiology | | | |
| 9 the anatomy of the lower arms/leg | | | |
| 10 the bones of the hand, forearm, foot, lower leg | | | |
| 11 the effects of massage on skin, nails and muscles | | | |
| 12 the muscles of the lower arm and hand and lower leg and foot | | | |
| 13 the blood circulation of the lower arm, hand, lower leg and foot | | | |
| Contra-indications | | | |
| 14 how to recognise contra-indications which prevent the service from taking place (eg fungal infections, bacterial infections, viral infections, severe nail separation, severe eczema and psoriasis, severe bruising) | | | |
| 15 how to recognise conditions which restrict the service (eg. minor nail separation, minor eczema and psoriasis, severely bitten or damaged nails, broken bones) | | | |

| | | | | |
|--|---|--|--|--|
| 16 | the reasons why it is important to encourage clients with contra-indications to seek medical advice | | | |
| 17 | the importance of, and reasons for, not naming specific contra-indications when encouraging the client to seek medical advice | | | |
| The structure and growth of nails | | | | |
| 18 | the structure of the nail unit (i.e. the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, the lateral nail fold) | | | |
| 19 | the process of nail growth (i.e. nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness) | | | |
| 20 | the structure and function of the skin (i.e. dermis, epidermis, subcutaneous layer, appendages) | | | |
| 21 | the different types of nail shapes you are likely to come across during manicure work | | | |
| 22 | common skin and nail conditions | | | |
| 23 | how to identify treatable nail and skin conditions (eg. weak, dry, brittle and ridged nails; dry, split and overgrown cuticles; dry and hard skin) | | | |
| Treatments | | | | |
| 24 | the chemical reactions which take place during the formation of the different artificial nail systems | | | |
| 25 | the contra-actions which may occur during and after the course of treatment and how to deal with them; allergic reactions and overexposure; bacterial infections; fungal infections; onycholysis (nail separation); lifting of product; premature loss of extension; breaking or splitting of natural nail or nail extension; yellowing of natural nail or nail extension | | | |
| 26 | why it is important to leave a free margin around the cuticle and side wall area | | | |
| 27 | the importance of achieving maximum strength, appearance and longevity by use of correct nail balance and shaping | | | |
| 28 | the importance of choosing the correct size of tip | | | |
| 29 | the importance of correct blending | | | |
| 30 | how the incorrect application of artificial nail structures can damage the nails and surrounding soft tissue | | | |
| 31 | the critical differences in application and process for gel, wraps, powder and liquid | | | |
| 32 | the importance of regular ongoing maintenance of the artificial nail structure | | | |

| | | | | |
|----|---|--|--|--|
| 33 | the importance of having a well ventilated working area | | | |
| 34 | the importance of knowing when to use primer and what type of primer to use | | | |
| 35 | methods of sanitising hands | | | |
| 36 | methods of sanitising and sterilising equipment | | | |
| 37 | how to adapt application techniques to meet the nail shapes and conditions in the range | | | |
| 38 | the range and use of overlay systems available (ie gel, wraps, powder and liquid) | | | |
| 39 | maintenance requirements for artificial nails | | | |
| 40 | the range and use of products available for home care | | | |
| 41 | how to protect artificial nail structures | | | |
| 42 | how to deal with accidental damage | | | |
| 43 | the importance of selecting the right bowl for use with artificial nail remover | | | |
| 44 | how to use various types of buffers for the removal of artificial nails | | | |

Notes/Comments

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal Verifier's signature:

Date:

Unit BT23 Maintain, repair and enhance artificial nail structures

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for maintaining, repairing and enhancing nail structures.
 - ◆ Your assessor will observe your performance **on at least five separate occasions**. Your assessor will want to see you **with five different clients**.
 - **two of maintenance and repair, one of which must be repositioning white tip product**
 - **two of cosmetic enhancement**
 - **one of removal**
 - ◆ From the range, you must practically demonstrate that you have:
 - used all the consultation techniques
 - worked on two nail conditions*
 - dealt with at least one of the necessary actions*
 - used all of the products
 - used all types of tools and equipment
 - checked all of the environmental conditions
 - identified and corrected three types of problems*
 - used all types of correction methods
 - used two types of maintenance and repair techniques*
 - worked with both types of polished nails
 - given all types of aftercare advice
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT24 Plan, design and provide nail art services to clients

| | | |
|-----------------------------------|---------------|---|
| Outcomes in this Unit are: | BT24.1 | Consult with the client |
| | BT24.2 | Plan and design the service |
| | BT24.3 | Prepare for the service |
| | BT24.4 | Provide nail art services to clients |
| | BT24.5 | Complete the service |

UNIT OVERVIEW:

This Unit is about planning and providing nail art services to clients. It covers consulting with the client, recognising any contra-indications, preparing for the service and creating a nail art design. It also covers preparing the nails for applying the nail art and sealing the nail art. The nail art covered by this Unit includes: airbrushing, 3D, embedding, coloured acrylics and gels, and cut-outs.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

Unit BT24 Plan, design and provide nail art services to clients

Element BT24.1 Consult with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) using consultation techniques in a polite and friendly manner to determine the client's service plan | | | |
| (b) discussing and agreeing the design, service and outcomes that are acceptable to your client and meet their needs | | | |
| (c) removing any existing nail polish and artwork | | | |
| (d) cleansing the nail area to make sure the nails are suitable for the application of nail decoration | | | |
| (e) establishing and recording the condition of the client's nails and skin | | | |
| (f) recognising contra-indications and taking the necessary action | | | |

Element BT24.2 Plan and design the service

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) explaining your assessment of the client's nail and skin condition in a clear way to help the client's understanding of the treatment process | | | |
| (b) recommending and designing suitable nail art for the client | | | |
| (c) discussing and establishing a suitable service plan for the client | | | |
| (d) making sure the preparation of the client meets the agreed service plan | | | |

* Use the key on page 22 to identify the types of evidence

Element BT24.3 Prepare for the service

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) preparing the work environment to meet legal, hygiene and service requirements | | | |
| (b) ensuring your personal appearance meets organisational requirements | | | |
| (c) making sure that environmental conditions are suitable for the client and the service | | | |
| (d) preparing suitable equipment and materials for the service | | | |
| (e) positioning equipment and materials for ease and safety of use | | | |
| (f) sanitising your hands prior to service | | | |
| (g) wearing suitable personal protective equipment for the treatment | | | |
| (h) encouraging the client to find a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client | | | |

Element BT24.4 Provide nail art services to clients

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) confirming the client's choice of nail art before starting | | | |
| (b) using products for nail art according to manufacturers' instructions | | | |
| (c) filing the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length | | | |
| (d) ensuring the nail is left clean and free of debris and the cuticle is left neat and undamaged | | | |
| (e) using suitable tools and techniques for the agreed nail art | | | |

* Use the key on page 22 to identify the types of evidence

Element BT24.4 Provide nail art services to clients (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (f) applying the required nail art base relevant to the client's needs | | | |
| (g) applying nail art products in the correct sequence to achieve the required design | | | |
| (h) sealing the nail art , leaving the cuticle free from any product | | | |

Element BT24.5 Complete the service

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (a) checking that the finished result is to the client's satisfaction and meets the agreed service plan | | | |
| (b) ensuring that the service is cost effective and is carried out within a commercially viable time | | | |
| (c) ensuring client records are up-to-date, accurate and complete | | | |
| (d) giving aftercare advice and recommendations accurately | | | |
| (e) giving your client accurate information on additional services and homecare products | | | |
| (f) disposing of waste materials safely and correctly | | | |
| (g) leaving the work area and equipment in a condition suitable for further treatments | | | |

* Use the key on page 22 to identify the types of evidence

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| 1 Consultation techniques are: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) manual | | | |
| (d) reference to client records | | | |
| 2 Necessary action should be: | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) explaining why the service cannot be carried out | | | |
| (c) modifying the service | | | |
| 3 Nail art services are: | | | |
| (a) airbrushing | | | |
| (b) 3D | | | |
| (c) embedding | | | |
| (d) coloured acrylics and gels | | | |
| (e) cut outs | | | |
| 4 Environmental conditions are: | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |
| 5 Equipment and materials are: | | | |
| (a) nail and skin products | | | |
| (b) consumables | | | |
| (c) air brush kit | | | |
| (d) nail art tools | | | |
| 6 Aftercare advice includes: | | | |
| (a) avoidance of activities which may cause contra-actions | | | |
| (b) future treatment needs | | | |
| (c) home care | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant health & safety legislation | | | |
| 2 the possible risks to yourself of ineffective positioning of clients and how to avoid potential discomfort and injury to yourself | | | |
| 3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection | | | |
| 4 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 5 how to minimise and dispose of waste from the service | | | |
| 6 why it is important to complete services in the given time | | | |
| 7 the salon pricing structures | | | |
| Client consultation | | | |
| 8 how to communicate effectively with clients and others | | | |
| 9 how to use consultation techniques to establish clients' needs | | | |
| 10 the importance and reasons for keeping records of clients and the services they have received | | | |
| Analyse and physiology | | | |
| 11 the anatomy of the lower arms/leg | | | |
| 12 the bones of the hand, forearm, foot, lower leg | | | |
| 13 the effects of massage on skin, nails and muscles | | | |
| 14 the muscles of the lower arm and hand and lower leg and foot | | | |
| 15 the blood circulation of the lower arm, hand, lower leg and foot | | | |
| Contra-indications | | | |
| 16 how to recognise contra-indications which prevent the service from taking place (eg. fungal infections, bacterial infections, viral infections, severe nail separation, severe eczema and psoriasis, severe bruising) | | | |
| 17 how to recognise contra-indications which restrict the service (eg. minor nail separation, minor eczema and psoriasis, severely bitten or damaged nails) | | | |

| | | | | |
|--|---|--|--|--|
| 18 | the reasons why it is important to encourage clients with contra-indications to seek medical advice | | | |
| 19 | the importance of, and reasons for, not naming specific contra-indications when encouraging the client to seek medical advice | | | |
| The structure and growth of nails | | | | |
| 20 | the structure of the nail unit (i.e. the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, the lateral nail fold) | | | |
| 21 | the process of nail growth (i.e. nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness) | | | |
| 22 | the structure and function of the skin (i.e. dermis, epidermis, subcutaneous layer, appendages) | | | |
| 23 | the different types of nail shapes you are likely to come across during manicure work | | | |
| 24 | common skin and nail conditions | | | |
| 25 | how to identify treatable nail and skin conditions (eg. weak, dry, brittle and ridged nails; dry, split and overgrown cuticles; dry and hard skin) | | | |
| Treatments | | | | |
| 26 | the chemical reactions which take place during the formation of the different artificial nail systems | | | |
| 27 | the contra-actions which may occur during and after the course of treatment and how to deal with them; allergic reactions and overexposure; bacterial infections; fungal infections; onycholysis (nail separation); lifting of product; premature loss of extension; breaking or splitting of natural nail or nail extension; yellowing of natural nail or nail extension | | | |
| 28 | why it is important to leave a free margin around the cuticle and side wall area | | | |
| 29 | the importance of achieving maximum strength, appearance and longevity by use of correct nail balance and shaping | | | |
| 30 | the importance of choosing the correct size of tip | | | |
| 31 | the importance of correct blending | | | |
| 32 | how the incorrect application of artificial nail structures can damage the nails and surrounding soft tissue | | | |
| 33 | the importance of regular ongoing maintenance of the artificial nail structure | | | |

| | | | | |
|--------------------------|--|--|--|--|
| 34 | the importance of having a well ventilated working area | | | |
| 35 | the importance of knowing when to use primer and what type of primer to use | | | |
| 36 | the reasons for and methods of sanitising your hands | | | |
| 37 | how to use sanitising and sterilising equipment | | | |
| 38 | how to adapt application techniques to meet the nail shapes and conditions in the range | | | |
| 39 | the range and use of overlay systems available (i.e. gel, wrap, powder and liquid) | | | |
| 40 | the maintenance requirements for artificial nails | | | |
| 41 | the range and use of products available for home care | | | |
| 42 | how to protect artificial nail structures | | | |
| 43 | how to deal with accidental damage | | | |
| 44 | how to select and use personal protective equipment | | | |
| Nail art services | | | | |
| 45 | the different types of techniques used within nail art services and how to carry them out | | | |
| 46 | the different types of designs available to clients | | | |
| 47 | how to blend and mix colours | | | |
| 48 | the limitations on the application of nail art designs due to the condition of clients' nails | | | |
| 49 | the different types of nail art products and tools and how to use them | | | |
| 50 | suitable environmental conditions for the service and the client, including lighting, ventilation, heating and comfort | | | |

Notes/Comments

Candidate's signature:

Date: _____

Assessor's signature:

Date: _____

Internal Verifier's signature:

Date: _____

Unit BT24 Plan, design and provide nail art services to clients

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for planning, designing and providing nail art services to clients.
 - ◆ Your assessor will observe your performance **on at least four occasions, one of which must use the airbrushing technique and use a minimum of three colours.**
 - ◆ From the range, you must practically demonstrate that you have:
 - used all the consultation techniques
 - dealt with at least one of the necessary actions*
 - applied all types of nail art
 - checked all the environmental conditions
 - used all types of equipment and materials
 - given all types of service advice
- *However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT25 Design and create images incorporating nail art techniques

Outcomes in this Unit are:

| | |
|---------------|---|
| BT25.1 | Plan and design a range of images |
| BT25.2 | Create a range of images |
| BT25.3 | Evaluate your results against the design plan objectives |

UNIT OVERVIEW:

This Unit is about designing and creating nail art images for use in a variety of professional contexts, eg. for fashion and photographic work. It covers planning and designing images that are suitable for their intended purpose, and using creative techniques to plan the image.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to communicate the design concepts effectively with others involved in the project.

Unit BT25 Design and create images incorporating nail art techniques

Element BT25.1 Plan and design a range of images

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) clearly identifying the intended activity(ies) for which the images are required | | | |
| (b) using suitable sources of information to research ideas on themes for design | | | |
| (c) accurately identifying sufficient suitable information to create your design plan | | | |
| (d) creating a design plan which: <ul style="list-style-type: none"> ◆ has clearly defined objectives ◆ is suitable for your chosen range of images ◆ clearly defines the roles and responsibilities of others involved ◆ takes account of budgetary constraints ◆ defines all resources required ◆ states how risks to health & safety can be reduced ◆ takes account of foreseeable problems and ways of resolving them ◆ lists any venue requirements, if applicable | | | |
| (e) agreeing your design plan with the relevant person(s) | | | |

Element BT25.2 Create a range of images

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) preparing the work environment to meet legal and hygiene requirements | | | |
| (b) making sure that environmental conditions are suitable for the products | | | |
| (c) preparing suitable resources to meet the design plan | | | |

* Use the key on page 22 to identify the types of evidence

Element BT25.2 Create a range of images (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (d) finding a position that permits access and minimises the risk of injury to yourself and the client | | | |
| (e) preparing nails in a way which is suitable for the application of the image | | | |
| (f) managing resources within the limits of your own authority | | | |
| (g) accurately communicating the roles and responsibilities of relevant person(s) involved in the implementation of the design | | | |
| (h) checking that the image demonstrates the creative and innovative application of nail art techniques to meet the design plan | | | |
| (i) adapting the agreed design plan to meet any changed circumstances | | | |
| (j) ensuring the information given to relevant person(s) is accurate, clear and delivered at a pace suitable for the event | | | |
| (k) ensuring the use of resources conforms to the design plan | | | |
| (l) using additional media to complement the final image | | | |

Element BT25.3 Evaluate your results against the design plan objectives

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (a) actively seeking feedback from relevant person(s) on the impact of your image and its effectiveness in meeting your design plan | | | |
| (b) evaluating your own performance against your objectives to identify how and where it could be improved | | | |
| (c) evaluating how the design image may be adapted for commercial use | | | |

* Use the key on page 22 to identify the types of evidence

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 1 Activities are | | | |
| (a) photographic | | | |
| (b) fashion shows | | | |
| (c) competition work | | | |
| (d) client specifications | | | |
| 2 Images are | | | |
| (a) based on a theme | | | |
| (b) avant-garde | | | |
| (c) commercial | | | |
| 3 Relevant person(s) are | | | |
| (a) photographer | | | |
| (b) line manager | | | |
| (c) make-up artists | | | |
| (d) colleagues | | | |
| (e) show audience | | | |
| (f) competition judges | | | |
| (g) hairstylist | | | |
| 4 Nails are | | | |
| (a) natural | | | |
| (b) artificial | | | |
| (c) pre-prepared tips | | | |
| 5 Nail art techniques include | | | |
| (a) airbrushing | | | |
| (b) 3D | | | |
| (c) embedding | | | |
| (d) coloured acrylics and gels | | | |
| (e) cut-outs | | | |
| (f) free-hand application | | | |
| 6 Additional media are | | | |
| (a) accessories | | | |
| (b) clothes | | | |
| (c) make-up | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Communication | | | |
| 1 the importance of effective communication | | | |
| 2 the importance of confidentiality and what might happen if this is not maintained | | | |
| 3 how to use a varied vocabulary and expressions to suit your purpose (eg. to present an argument, express ideas or opinions, exchange information) | | | |
| 4 how to adapt your contributions to suit different situations (eg the amount you say, your manner and tone of voice) | | | |
| 5 how to show you are listening closely and sensitively (eg by body language) and responding appropriately properly (eg ask questions to show interest) | | | |
| 6 how to identify the speaker's intentions (eg by manner, tone of voice, vocabulary) | | | |
| 7 how to move the discussion forward (eg summarise, develop points, focus on the purpose) | | | |
| 8 how and when to participate in discussions | | | |
| 9 how to make openings in conversations to encourage people to speak | | | |
| 10 the importance of confirming your understanding of what has been said to you | | | |
| Health and Safety | | | |
| 11 the potential hazards you must consider when working at any venue | | | |
| 12 the steps that should be taken to minimise risks when working at any venue | | | |
| 13 how and if local bye-laws and legislation may limit your use of tools and equipment | | | |
| 14 health and safety procedures applicable to any venue you use | | | |
| 15 the potential hazards that may be present as a result of using additional media in your design image and the precautions you should take to reduce risks to health and safety | | | |

| | | | |
|---|--|--|--|
| Planning | | | |
| 16 the importance of detailed and accurate planning | | | |
| 17 the importance of communicating and agreeing design plans | | | |
| 18 the importance of setting and working to a budget | | | |
| 19 suitable sources of information and design ideas and how to access them (eg historical, cultural) | | | |
| 20 ways of presenting design plans and images | | | |
| 21 the range and availability of resources | | | |
| 22 where to obtain resources | | | |
| 23 any venue requirements likely to affect your plans | | | |
| Problem solving | | | |
| 24 the common problems associated with photographic shoots, fashion shows and competitions (eg staffing, tools and equipment breakdowns, and time over-runs, etc) and how to resolve them | | | |
| Design principles and presentation | | | |
| 25 basic principles of design, scale and proportion when creating an image | | | |
| 26 how to identify and develop a theme as a basis for a nail design image | | | |
| 27 ways of visually presenting your design image effectively to others | | | |
| 28 ways in which additional media can be used to complement the overall design image | | | |
| 29 the importance of presenting your final results in a professional way | | | |
| Creative nail art techniques and methods | | | |
| 30 the current techniques for creatively designing nail art | | | |
| 31 the types of products, tools and equipment available for the techniques in the range and the effects they can create | | | |
| 32 how accessories can be used to enhance and support a design image | | | |
| 33 the types of non-conventional items that may be used as part of design and the effects they can create | | | |
| 34 the manufacturers' instructions for the specific products, tools and equipment you intend to use | | | |
| 35 ways of adapting the design and application techniques to suit changing circumstances | | | |

| | | | |
|--|--|--|--|
| Evaluation | | | |
| 36 the purpose of evaluation activities | | | |
| 37 the areas on which you should collect feedback | | | |
| 38 methods of gaining feedback from others | | | |
| 39 the potential commercial benefits that can arise from creative nail design work | | | |

Notes/Comments

Candidate's signature: _____ **Date:** _____

Assessor's signature: _____ **Date:** _____

Internal Verifier's signature: _____ **Date:** _____

Unit BT25 Design and create images incorporating nail art techniques

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for designing and creating images incorporating nail art techniques.
 - ◆ You must produce evidence of creating **three different nail art designs**, covering **all** types of image in the range. **Your assessor must observe you on at least one occasion.**
 - ◆ From the range, you must show that you have:
 - produced images for at least one of the types of activity*
 - considered all of the images
 - involved at least two of the relevant persons*
 - covered all types of nails
 - used at least **three of the six** nail art techniques*
 - used all of additional media listed
- *NOTE: For this particular Unit, knowledge evidence need not be produced for the remaining items in the range.
- ◆ Although some evidence of your performance will be gathered from the observations made by your assessor, it is likely you will need to assemble relevant documentary evidence in your portfolio to meet the requirements of standard and qualification.

Unit BT26 Enhance appearance using cosmetic camouflage

| | | |
|-----------------------------------|---------------|---|
| Outcomes in this Unit are: | BT26.1 | Consult with the client |
| | BT26.2 | Plan the camouflage application |
| | BT26.3 | Prepare for the camouflage application |
| | BT26.4 | Apply camouflage products to restore skin colouration |
| | BT26.5 | Instruct and advise the client in camouflage application |

UNIT OVERVIEW:

This Unit is about providing simple camouflage applications that do not involve the need for medical consultation. You must show you can use a variety of specialist camouflage products to restore the skin colouration back to the surrounding skin tone. It also covers the instructing of clients in the application of their own camouflage.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

Unit BT26 Enhance appearance using cosmetic camouflage

Element BT26.1 Consult with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) using consultation techniques in a polite and friendly manner to determine the client's camouflage application plan | | | |
| (b) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs | | | |
| (c) maintaining the client's modesty and privacy at all times | | | |
| (d) establishing and recording the client's current camouflage needs | | | |
| (e) recognising contra-indications and taking the necessary action | | | |

Element BT26.2 Plan the camouflage application

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) discussing and recommending suitable products to meet the client's camouflage needs | | | |
| (b) discussing and establishing the camouflage application plan with the client | | | |
| (c) selecting suitable tools and camouflage products for the application | | | |
| (d) positioning tools and products for ease and safety of use | | | |

* Use the key on page 22 to identify the types of evidence

Element BT26.3 Prepare for the camouflage application

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) preparing the work environment to meet legal, hygiene and camouflage application requirements | | | |
| (b) ensuring your personal appearance meets organisational requirements | | | |
| (c) making sure that environmental conditions are suitable for the camouflage application and the client | | | |
| (d) helping the client into a comfortable and relaxed position for the camouflage application | | | |
| (e) sanitising your hands prior to camouflage application | | | |
| (f) maintaining hygiene and safety throughout the camouflage application | | | |
| (g) ensuring your own posture and position minimises fatigue and risk of injury whilst working | | | |
| (h) cleansing the area to be camouflaged | | | |
| (i) preparing the area according to the requirements of the camouflage products | | | |

Element BT26.4 Apply camouflage products to restore skin colouration

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) ensuring the application of camouflage is safe, hygienic and minimises the risk of cross-infection | | | |
| (b) applying camouflage to a small area to confirm colour match | | | |
| (c) confirming colour selection with the client | | | |
| (d) using setting techniques which ensure the effective fixing of the camouflage | | | |

* Use the key on page 22 to identify the types of evidence

Element BT26.4 Apply camouflage products to restore skin colouration (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (e) ensuring the camouflage is applied in a suitable sequence | | | |
| (f) applying camouflage of a suitable density to create the desired effect to meet the client needs | | | |
| (g) checking that your work area is kept in a clean and tidy condition throughout the camouflage application | | | |
| (h) minimising the wastage of products during the application of camouflage products | | | |
| (i) taking prompt remedial action where contra-actions occur during the course of camouflage application | | | |

Element BT26.5 Instruct and advise the client in camouflage application

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (a) demonstrating camouflage application to the client in a way which promotes the client's understanding of the process | | | |
| (b) guiding the client through application of the product in a way which is suited to the client's needs and the products being used | | | |
| (c) confirming that the client is able to apply the camouflage product correctly and to the client's requirements | | | |
| (d) checking that the client understands the camouflage process | | | |
| (e) giving advice and recommendations accurately and constructively | | | |
| (f) giving your client accurate information on additional services and home care products | | | |

* Use the key on page 22 to identify the types of evidence

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 1 Consultation techniques are: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) manual | | | |
| (d) reference to client records | | | |
| 2 Clients are: | | | |
| (a) female | | | |
| (b) male | | | |
| 3 Camouflage needs include: | | | |
| (a) tattoos | | | |
| (b) hyper-pigmentation | | | |
| (c) hypo-pigmentation | | | |
| (d) erythema | | | |
| 4 Necessary action should be: | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) explaining why the camouflage application cannot be carried out | | | |
| (c) modification of camouflage application | | | |
| 5 Application tools include: | | | |
| (a) brushes | | | |
| (b) fingers | | | |
| (c) sponges | | | |
| (d) velour puffs | | | |
| 6 Camouflage products are: | | | |
| (a) camouflage creams | | | |
| (b) camouflage powders | | | |
| (c) setting products | | | |
| 7 Environmental conditions include: | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| 8 Areas to be camouflaged include: | | | |
| (a) face and neck | | | |
| (b) trunk | | | |
| (c) limbs | | | |
| 9 Advice on: | | | |
| (a) others products which can be used in conjunction with camouflage | | | |
| (b) products/substances/environments which should be avoided | | | |
| (c) recommended frequency of application | | | |
| (d) durability of products in different circumstances | | | |
| (e) sources of further information | | | |
| (f) removal of camouflage products | | | |
| (g) minimising wastage of camouflage products | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant health and safety legislation | | | |
| 2 the importance and reasons for sanitising your hands | | | |
| 3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection | | | |
| 4 the possible risks to yourself of poor positioning of clients and how to avoid potential discomfort and injury to yourself | | | |
| 5 the importance and reasons for keeping records of camouflage applications | | | |
| 6 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 7 how to minimise and dispose of waste from camouflage applications | | | |
| 8 why it is important to complete services in the given time | | | |
| 9 why it is important that camouflage services are only offered in response to the client's instigation | | | |
| Client consultation | | | |
| 10 how to use effective communication and consultation techniques | | | |
| 11 the reasons why it is important to encourage clients with contra-indications to seek medical advice | | | |
| 12 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice | | | |
| 13 why it is important to maintain client's modesty and privacy | | | |
| 14 how to establish the client's current camouflage needs | | | |
| 15 the importance of gathering relevant current medical and medication information | | | |
| 16 the importance of gathering information on current and recent lifestyle | | | |
| 17 how to use effective communication (non-verbal/verbal) and consultation techniques | | | |

| | | | | |
|---|--|--|--|--|
| 18 | how to adapt your contributions to suit different situations (eg. by manner, tone of voice, vocabulary) | | | |
| 19 | how to show you are listening closely, sensitively and responding appropriately | | | |
| 20 | how to use different types of questioning techniques | | | |
| Preparation for camouflage application | | | | |
| 21 | the necessary environmental conditions for the camouflage application (i.e. lighting – specifically natural or simulated daylight conditions, heating, ventilation and general comfort) | | | |
| 22 | how to prepare camouflage application plans | | | |
| 23 | how to prepare yourself for carrying out the camouflage application | | | |
| 24 | how to prepare the client for the camouflage application | | | |
| 25 | how to position clients for camouflage applications | | | |
| Anatomy and physiology | | | | |
| 26 | the structure and function of the skin | | | |
| 27 | the healing of skin and how it differs in different racial and age groups | | | |
| 28 | how ageing affects the skin and its regenerative properties | | | |
| Camouflage | | | | |
| 29 | how to recognise those contra-indications requiring medical referral (eg. structural changes in the area to be camouflaged, suspicious moles, skin and eye infections) | | | |
| 30 | how to recognise those contra-indications which restrict camouflage application (i.e. infectious conditions adjacent to or in the camouflage area, areas which are sore, tender, open or pustular) | | | |
| Products | | | | |
| 31 | the range and availability of camouflage products | | | |
| 32 | how to select and apply the products stated in the range to meet the needs of individual conditions | | | |
| 33 | attributes and limitations of products (eg. appearance of applied products under different circumstances such as titanium dioxide and iron oxide in flash photography and on dark skins) | | | |
| 34 | how to maintain tools and products in a clean and hygienic condition | | | |

| | | | |
|---|--|--|--|
| Camouflage application | | | |
| 35 the skin characteristics and skin types of the different client groups, eg. white, black, Asian, mixed, Chinese | | | |
| 36 the causes and appearance of skin conditions likely to need camouflage (eg. Hypo-pigmentation such as vitiligo, stretch marks Hyper-pigmentation such as melasma, age spots and erythema such as rosacea and thread veins) | | | |
| 37 the importance of recognising different skin tones (eg. red or yellow undertones) | | | |
| 38 recognising different skin types and characteristics | | | |
| 39 possible contra-actions which may occur during the camouflage application and how to deal with them (eg. allergic reactions) | | | |
| 40 methods of demonstrating application to the client | | | |
| 41 how to check the client's understanding and ability to carry out the application themselves | | | |
| 42 the importance of adapting the method of camouflage application to suit the client's needs and lifestyle | | | |
| 43 how to advise client on preservation and management of camouflage (including removal of camouflage) | | | |
| 44 principles of colour theory (eg. complementary colours) | | | |
| 45 the importance of testing for a colour match on a small area | | | |
| 46 the importance of showing the client how to judge the effects of camouflage compared to an untreated area | | | |

Notes/Comments

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal Verifier's signature:

Date:

Unit BT26 Enhance appearance using cosmetic camouflage

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standards for enhancing appearance using cosmetic camouflage.
 - ◆ Your assessor will observe your performance on **at least four** each involving a **different client**.
 - ◆ From the range, you must practically demonstrate that you have:
 - used the consultation techniques
 - carried out camouflage application on all clients
 - worked on all camouflage needs
 - dealt with one of the necessary actions*
 - used all application tools
 - used all camouflage products
 - checked all environmental conditions*
 - carried out camouflage application on all areas
 - provide all types of advice
- *However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT27 Design and create images for fashion and photographic make-up

| | | |
|-----------------------------------|---------------|---|
| Outcomes in this Unit are: | BT27.1 | Plan and design a range of images |
| | BT27.2 | Produce a range of creative images |
| | BT27.3 | Evaluate your results against the design plan objectives |

UNIT OVERVIEW:

This Unit is about developing your creative make-up skills in a way that enhances your own professional profile. The ability to research, plan and create a range of images in conjunction with others is required in this Unit. Evaluation of the results and how your design image may be adapted for commercial use also forms an important part of this Unit.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to communicate the design concepts effectively with others involved in the project.

Unit BT27 Design and create images for fashion and photographic make-up

Element BT27.1 Plan and design a range of images

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) clearly identifying the intended activity(ies) for which the images are required | | | |
| (b) using suitable sources of information to research ideas on themes for design | | | |
| (c) accurately identifying suitable information to create your design plan | | | |
| (d) creating a design plan which: <ul style="list-style-type: none"> ◆ has clearly defined objectives ◆ is suitable for your chosen range of images ◆ clearly defines the roles and responsibilities of others involved ◆ takes account of budgetary constraints ◆ defines all resources required ◆ states how risks to health & safety can be reduced ◆ takes account of foreseeable problems and ways of resolving them ◆ lists any venue requirements, if applicable | | | |
| (e) agreeing your design plan with the relevant person(s) | | | |

Element BT27.2 Produce a range of creative images

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) preparing the work environment to meet legal, hygiene and application requirements | | | |
| (b) making sure that environmental conditions are suitable for the products | | | |
| (c) preparing suitable equipment, materials, products and systems for the application | | | |

* Use the key on page 22 to identify the types of evidence

Element BT27.2 Produce a range of creative images (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (d) encouraging the client to find a position that permits access and minimises the risk of injury to you and the client | | | |
| (e) applying make-up to meet the design image | | | |
| (f) managing resources within the limits of your own authority | | | |
| (g) accurately communicating the roles and responsibilities of relevant person(s) involved in the implementation of the design | | | |
| (h) checking that the design image demonstrates the correct use of products and the creative application of product to meet the design plan | | | |
| (i) adapting the agreed design plan to meet any changed circumstances | | | |
| (j) ensuring the information given to relevant person(s) is accurate, clear and delivered at a pace suitable for the event | | | |
| (k) ensuring the use of resources conforms to the design plan | | | |
| (l) using additional media to complement the final design image | | | |

Element BT27.3 Evaluate your results against the design plan objectives

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (a) actively seeking feedback from relevant person(s) on the impact of your image and its effectiveness in meeting your design plan | | | |
| (b) evaluating your own performance against your objectives to identify who and where it could be improved | | | |
| (c) evaluating how the design image may be adapted for commercial use | | | |

* Use the key on page 22 to identify the types of evidence

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|------------------------------------|-------------------------|-------------|------------------------------|
| 1 Activities are: | | | |
| (a) photographic — black and white | | | |
| (b) photographic — colour | | | |
| (c) fashion shows | | | |
| (d) client specification | | | |
| 2 Images are: | | | |
| (a) based on a theme | | | |
| (b) avant-garde | | | |
| (c) commercial | | | |
| 3 Resources include: | | | |
| (a) tools and equipment | | | |
| (b) products | | | |
| (c) time | | | |
| 4 Relevant persons are: | | | |
| (a) photographer | | | |
| (b) line manager | | | |
| (c) colleagues | | | |
| (d) show audiences | | | |
| (e) competition judges | | | |
| (f) hairstylists | | | |
| (g) clients | | | |
| 5 Additional media covers: | | | |
| (a) accessories | | | |
| (b) clothes | | | |
| (c) hair | | | |
| (d) nails | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Communication | | | |
| 1 the importance of effective communication | | | |
| 2 the importance of confidentiality and what might happen if this is not maintained | | | |
| 3 how to use a varied vocabulary and expressions to suit your purpose (eg. to present an argument, express ideas or opinions, exchange information) | | | |
| 4 how to adapt your contributions to suit different situations (eg. the amount you say, your manner and tone of voice) | | | |
| 5 how to show you are listening closely and sensitively (eg. by body language) and responding appropriately (eg. ask questions to show interest) | | | |
| 6 how to identify the speaker's intentions (eg. by manner, tone of voice, vocabulary) | | | |
| 7 how to move the discussion forward (eg. summarise, develop points, focus on the purpose) | | | |
| 8 how and when to participate in discussions | | | |
| 9 how to make openings in conversations to encourage people to speak | | | |
| 10 the importance of confirming your understanding of what has been said to you | | | |
| Health and Safety | | | |
| 11 the potential hazards you must consider when working at any venue | | | |
| 12 the steps that should be taken to minimise risks when working at any venue | | | |
| 13 how and if local bye-laws and legislation may limit your use of tools and equipment | | | |
| 14 health and safety procedures applicable to any venue you use | | | |
| 15 the potential hazards that may be present as a result of using additional media in your design image and the precautions you should take to reduce risks to health and safety | | | |
| 16 health and safety requirements associated to each make-up technique | | | |

| | | | |
|--|---|--|--|
| Planning | | | |
| 17 | the importance and implementation of detailed and accurate planning | | |
| 18 | the importance and implementation of communicating and agreeing design plans | | |
| 19 | the importance and implementation of setting and working to a budget | | |
| 20 | the importance and implementation of specifying resource needs accurately | | |
| 21 | why it is important to communicate effectively | | |
| 22 | the requirements of facial lighting and camera effects | | |
| 23 | any venue requirements likely to affect your plans | | |
| Problem solving | | | |
| 24 | the common problems associated with photographic shoots, fashion shows and client specifications (eg. staffing, tools and equipment breakdowns, and time over-runs, etc.) and how to resolve them | | |
| Designing and developing images | | | |
| 25 | basic principles of design, scale and proportion when creating an image | | |
| 26 | the principles of colour theory (eg. complementary colours) | | |
| 27 | how to identify and develop a theme as a basis for a make-up design image | | |
| 28 | how to identify the intended activity(ies) for which images are required | | |
| 29 | sources of research information and how to access and evaluate them | | |
| 30 | how to present design plans and images | | |
| 31 | the importance of presenting your final results in a professional way | | |
| 32 | how to prepare and adapt the working environment available within the venue | | |
| 33 | how to apply make-up techniques | | |
| 34 | where to obtain resources | | |
| 35 | ways in which additional media can be used to complement the overall design image | | |
| 36 | ways of adapting the product/make-up selection to suit changing circumstances | | |

| | | | | |
|-------------------|--|--|--|--|
| 37 | how to select suitable products for the design requirement | | | |
| Evaluation | | | | |
| 38 | why it is important to evaluate your performance | | | |
| 39 | the areas on which you should collect feedback | | | |
| 40 | ways of seeking and making use of constructive feedback | | | |
| 41 | ways of identifying opportunities for improvement | | | |

Notes/Comments

Candidate's signature: _____ **Date:** _____

Assessor's signature: _____ **Date:** _____

Internal Verifier's signature: _____ **Date:** _____

Unit BT27 Design and create images for fashion and photographic make-up

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for designing and creating images for fashion and photographic make-up.
 - ◆ Your assessor will observe your performance in creating images **on at least three separate occasions**.
 - ◆ From the range, you must show that you have:
 - produced images for at least 1 of the types of activity*
 - considered all of the images
 - addressed all the resource needs
 - Involved at least two of the relevant persons*
 - established the requirements for all additional media
- *NOTE: For this particular Unit, knowledge evidence need not be produced for the remaining items in the range.**
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT28 Set up, monitor and shut down water, temperature and spa facilities

| | | |
|-----------------------------------|---------------|--|
| Outcomes in this Unit are: | BT28.1 | Prepare, clean and maintain the spa environment |
| | BT28.2 | Consult with, and prepare, the client for treatment |
| | BT28.3 | Monitor water, temperature and spa treatments and environment |
| | BT28.4 | Provide aftercare advice |
| | BT28.5 | Complete shut down of treatment areas and spa environment |

UNIT OVERVIEW:

This Unit is about setting up, monitoring and shutting down water, temperature and spa facilities. The features of this Unit include; having supervisory responsibilities for others; liaison with colleagues and managers with regard to preparation of specialist equipment including sauna, steam, hydrotherapy and flotation within the spa environment; and also liaison on monitoring and shut down procedures.

To carry out this Unit you will need to maintain effective health, safety and hygiene standards throughout your work. You will need to maintain your personal appearance and good communication with clients, colleagues and managers.

Unit BT28 Set up, monitor and shut down water, temperature and spa facilities

Element BT28.1 Prepare, clean and maintain the spa environment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) ensuring your personal appearance and behaviour meets organisational standards and policy | | | |
| (b) ensuring that the condition of the spa environment and equipment meets legal and organisational requirements | | | |
| (c) following manufacturer's and organisation's instructions for the cleaning, use and maintenance of equipment | | | |
| (d) supervising and liaising with colleagues to ensure efficient operation of the spa | | | |
| (e) wearing the recommended personal protective equipment for the work | | | |
| (f) checking the use of everyday consumables and replenishing the necessary stocks | | | |
| (g) reporting to the relevant person when the re-ordering of consumables is required | | | |
| (h) identifying and promptly reporting any equipment functioning problems to the relevant person | | | |

Element BT28.2 Consult with, and prepare, the client for treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) inducting the client into the spa environment according to organisational policy | | | |
| (b) using consultation methods in a polite and friendly manner to determine the client's treatment needs | | | |
| (c) identifying the client's medical history, contra-indications, emotional and physical condition and life style | | | |

* Use the key on page 22 to identify the types of evidence

Element BT28.2 Consult with, and prepare, the client for treatment (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (d) identifying the client's needs and expectations, and ensuring they are realistic and achievable | | | |
| (e) encouraging clients with suspected contra-indications to seek medical advice without reference to specific conditions and without causing undue alarm or concern | | | |
| (f) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client | | | |
| (g) ensuring the timing of the treatment falls within commercially viable and cost effective limits | | | |
| (h) maintaining the client's modesty and privacy at all times | | | |

Element BT28.3 Monitor water, temperature and spa treatments and environment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (a) ensuring the ambience of the environment meets organisational standards | | | |
| (b) liaising and negotiating with colleagues and manager to plan the on-going monitoring of treatments | | | |
| (c) supervising and carrying out monitoring of the treatment area and equipment at the required intervals | | | |
| (d) supervising and checking the client's wellbeing, in a polite and tactful manner, at the required intervals | | | |
| (e) maintaining the client's modesty and privacy at all times | | | |
| (f) recognising contra-actions which may occur during treatment and taking the necessary action | | | |

* Use the key on page 22 to identify the types of evidence

Element BT28.3 Monitor water, temperature and spa treatments and environment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (g) providing aftercare advice ongoing to the clients and prior to clients leaving the treatment areas as required | | | |
| (h) ensuring that problems or difficulties are reported to the relevant person promptly in line with organisational procedures | | | |

Element BT28.4 Provide aftercare advice

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (a) gaining feedback from clients to establish immediate impressions and feelings | | | |
| (b) advising clients on recommended actions and aftercare to be taken post treatment | | | |
| (c) recommending a suitable treatment plan for continued benefits | | | |
| (d) explaining clearly and accurately to the client the possible contra-actions that may occur and how to deal with them | | | |
| (e) ensuring the written recommendations for suitable products are given to the client | | | |
| (f) ensuring client records are up-to-date, accurate, complete, legible and signed by the client | | | |

Element BT28.5 Complete shut down of treatment areas and spa environment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (a) ensuring the necessary equipment is shut down according to manufacturer's and organisational procedures | | | |
| (b) ensuring the treatment areas are shut down according to legal and organisational requirements | | | |

* Use the key on page 22 to identify the types of evidence

Element BT28.5 Complete shut down of treatment areas and spa environment (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (c) ensuring the safe disposal of waste in accordance with legal requirements | | | |
| (d) ensuring the treatment area is in a condition suitable for further treatments | | | |
| (e) liaising with colleagues to confirm the completion of individual duties | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 1 Spa environments include: | | | |
| (a) treatment rooms | | | |
| (b) wet area | | | |
| (c) changing rooms | | | |
| (d) relaxation area | | | |
| 2 Equipment includes: | | | |
| ◆ sauna (eg. Finnish, laconium) | | | |
| ◆ steam (eg. room; cabinet, caldarium, steam cabinet, hamman) | | | |
| ◆ hydrotherapy: (eg. bath (manual, automated), spa pool, power jet massage) | | | |
| ◆ flotation (eg. bath, tank, pool, bed) | | | |
| ◆ water testing kit | | | |
| ◆ temperature gauge | | | |
| ◆ shower (eg. standard, affusion experience, hydro) | | | |
| ◆ cleaning and maintenance equipment | | | |
| 3 Maintenance covers: | | | |
| (a) cleaning | | | |
| (b) testing of water and chemical levels | | | |
| (c) topping up of water and chemical levels | | | |
| (d) replenishing consumables | | | |

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| 4 Life style: | | | |
| (a) occupation | | | |
| (b) family responsibilities | | | |
| (c) dietary and fluid intake | | | |
| (d) hobbies, interests and means of relaxation | | | |
| (e) exercise habits | | | |
| (f) smoking habits | | | |
| (g) sleep patterns | | | |
| 5 Consultation methods include: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) reference to client records | | | |
| 6 Treatments are: | | | |
| (a) sauna (eg Finnish, laconium) | | | |
| (b) steam (eg caldarium, steam cabinet, hamman) | | | |
| (c) hydrotherapy (eg spa pool, hydro pool, hydro bath, power jet massage) | | | |
| (d) flotation (eg wet, dry) | | | |
| (e) body wrapping | | | |
| (f) relaxation room (eg tepidarium) | | | |
| 7 Monitoring covers: | | | |
| (a) heat | | | |
| (b) humidity | | | |
| (c) water levels | | | |
| (d) chemical concentration | | | |
| (e) treatment time | | | |
| (f) ventilation | | | |
| (g) consumables (eg foil, plastic and paper sheeting) | | | |
| (h) ambience of environment | | | |

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| 8 Necessary action covers: | | | |
| (a) encouraging client to seek medical advice | | | |
| (b) informing the relevant members of staff | | | |
| (c) discontinuing the treatment | | | |
| 9 Aftercare advice covers: | | | |
| (a) recommendations to changes of lifestyle patterns | | | |
| (b) advised restrictions post treatment | | | |
| (c) further treatments | | | |
| (d) fluid intake | | | |
| (e) product recommendation | | | |
| (f) rest advice | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant health & safety legislation and the electricity at work regulations | | | |
| 2 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection | | | |
| 3 your responsibilities under any local bye-laws relating to water, temperature and spa treatments | | | |
| 4 the reasons for displaying written instructions for equipment usage | | | |
| 5 the cleaning regimes which must be used in the treatment area to avoid the spread of infection and the nature of air and water borne infection | | | |
| 6 manufacturers', organisational and legal requirements for waste disposal | | | |
| 7 how to maintain accurate records of treatments and equipment use | | | |
| 8 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 9 the importance of correct use and storage of chemicals required for spa maintenance | | | |
| 10 organisational requirements and standards for personal presentation and appearance | | | |
| 11 the organisation's requirements and preferences for setting the ambience of the spa environment | | | |
| Client contact and consultation | | | |
| 12 why it is important to encourage and allow time for clients to ask questions | | | |
| 13 effective communication and questioning techniques | | | |
| 14 why it is important to check the client's wellbeing at regular intervals | | | |
| 15 the reasons for maintaining client modesty and privacy during the treatment | | | |
| 16 how to recognise contra-indications that require the client to seek medical advice (eg. high or low blood pressure, cardio-vascular conditions, respiratory conditions, diabetes, liver, kidney and pancreatic disorders, psoriasis, viral – verruca, bacterial – impetigo, fungal – tinea, contagious diseases) | | | |

| | | | | |
|--|---|--|--|--|
| 17 | the contra-indications which prevent treatment (eg. pregnancy, recent scar tissue, under the influence of alcohol and drugs, first two days of menstruation, after a heavy meal, severe exhaustion, severe bruising, hepatitis, migraine) | | | |
| 18 | the organisation's requirements for client preparation | | | |
| 19 | understanding the differing client body weight and frame impacts on spa treatment and equipment set up and use | | | |
| Equipment and materials | | | | |
| 20 | the different types and uses of equipment available for water, temperature and spa treatments | | | |
| 21 | how to prepare and use the equipment for water, temperature and spa treatments | | | |
| 22 | the recommended operating temperatures and humidity levels for equipment | | | |
| 23 | the possible dangers of chemical and equipment misuse | | | |
| 24 | the maintenance and monitoring requirements for equipment and materials | | | |
| Water, temperature and spa treatments | | | | |
| 25 | the skin characteristics, skin types and cultural awareness of the different client groups, eg. white, black, Asian, mixed, Chinese | | | |
| 26 | the types and uses of treatments in the range | | | |
| 27 | the recommended treatment times and the potential risks of exceeding them | | | |
| 28 | the physiological and psychological effects of spa treatments | | | |
| 29 | the physiological and psychological effects of different types of heat on the skin and body | | | |
| 30 | the physiological and psychological effects of different types of cold on the skin and body | | | |
| 31 | the possible contra-actions which can occur during water, temperature and spa treatment sessions (including; feeling faint, feeling nauseous, skin irritation and headaches) and how to deal with them | | | |
| 32 | the importance of ventilation | | | |
| 33 | why it is important to shower, rest and drink water | | | |
| 34 | how to test and interpret results of water and chemical concentrations | | | |

| | | | | |
|-------------------------|--|--|--|--|
| 35 | the recommended cleaning intervals for the treatment area and equipment including recommendations for the prevention of water borne infections | | | |
| Aftercare advice | | | | |
| 36 | the effects of lifestyle patterns on health and wellbeing | | | |
| 37 | why post treatment restrictions are important and the consequences of ignoring them | | | |
| 38 | the potential, costs and benefits of offering related treatments | | | |
| 39 | organisational procedures for further treatment planning/linking | | | |
| 40 | the importance of water intake during and post treatment | | | |
| 41 | the availability, costs, benefits and use of home care products | | | |
| 42 | the nature, duration and importance of rest periods during and post treatment | | | |

Notes/Comments

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal Verifier's signature:

Date:

Unit BT28 Set up, monitor and shut down water, temperature and spa facilities

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for setting up, monitoring and shutting down water, temperature and spa facilities.
 - ◆ Your assessor will observe your performance on **at least three separate occasions involving at least three different clients**.
 - ◆ From the range, you must practically demonstrate that you:
 - have set up, monitored and shut down all spa environments
 - have used all types of equipment
 - have carried out all types of maintenance
 - have identified all life style patterns
 - have used all consultation methods
 - have prepared and monitored all types of treatments
 - have carried out all types of monitoring
 - have taken at least one of the necessary actions*
 - have provided all the aftercare advice
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT29 Provide specialist Spa Treatments

| | | |
|-----------------------------------|---------------|--|
| Outcomes in this Unit are: | BT29.1 | Consult with and prepare the client for treatment |
| | BT29.2 | Provide body wrapping treatments |
| | BT29.3 | Provide dry flotation treatments |
| | BT29.4 | Provide hydrotherapy treatments |
| | BT29.5 | Monitor water, temperature and spa treatments and environment |
| | BT29.6 | Provide aftercare advice |

UNIT OVERVIEW:

This Unit is about carrying out specialist spa treatments including: body wrapping, dry flotation and hydrotherapy. Other features of this Unit include liaison with colleagues and managers with regard to preparation of the spa environment, and also liaison on monitoring and shut down procedures.

To carry out this Unit you will need to maintain effective health, safety and hygiene standards throughout your work. You will need to maintain your personal appearance and good communication with clients, colleagues and managers.

Unit BT29 Provide specialist Spa Treatments

Element BT29.1 Consult with and prepare the client for treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) inducting the client into the spa environment according to organisational policy | | | |
| (b) using consultation methods in a polite and friendly manner to determine the client's treatment needs | | | |
| (c) identifying the client's medical history, contra-indications, emotional and physical condition and life style pattern | | | |
| (d) identifying the client's needs and expectations and ensuring they are realistic and achievable | | | |
| (e) encouraging clients with suspected contra-indications to seek medical advice without reference to specific conditions and without causing undue alarm or concern | | | |
| (f) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client | | | |
| (g) maintaining the client's modesty and privacy at all times | | | |
| (h) checking the client's wellbeing at regular intervals according to organisational policy | | | |

Element BT29.2 Provide body wrapping treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) ensuring the ambience of the environment meets organisational standards | | | |
| (b) ensuring your own posture and position minimises fatigue and risk of injury whilst working | | | |
| (c) sanitising your hands prior to treatment | | | |

* Use the key on page 22 to identify the types of evidence

Element BT29.2 Provide body wrapping treatment (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (d) using the agreed wrapping materials and treatment products as identified or required during the consultation | | | |
| (e) adopting a positive, polite and reassuring manner towards the client throughout the body wrapping treatment | | | |
| (f) preparing, applying and removing the wrapping materials and treatment products efficiently in accordance with the manufacturers' instructions | | | |
| (g) ensuring the application and use of the wrapping materials and treatment products minimises waste and avoids soiling of the surrounding area | | | |
| (h) ensuring the treatment is cost effective and is carried out within a commercially viable time | | | |
| (i) recognising contra-actions which occur during the body wrapping treatment and taking the necessary action | | | |
| (j) maintaining the client's privacy and comfort at all times in line with organisational practices | | | |
| (k) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan | | | |
| (l) ensuring client records are up-to-date, accurate, easy to read and complete | | | |

Element BT29.3 Provide dry flotation treatments

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (a) ensuring the ambience of the environment meets organisational standards | | | |
| (b) ensuring your own posture and position minimises fatigue and risk of injury whilst working | | | |

* Use the key on page 22 to identify the types of evidence

Element BT29.3 Provide dry flotation treatments (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (c) ensuring the flotation bed is in working order, at the correct temperature and is in the correct starting position | | | |
| (d) checking the client's understanding of the dry flotation treatment | | | |
| (e) sanitising your hands prior to treatment | | | |
| (f) adopting a positive, polite and reassuring manner towards the client throughout the dry flotation treatment | | | |
| (g) placing and positioning of materials for client comfort follows organisational guidelines | | | |
| (h) ensuring the positioning of the client and bed is achieved with regard to the client's comfort and wellbeing and in accordance with manufacturer's instructions | | | |
| (i) ensuring the treatment is cost effective and is carried out within a commercially viable time | | | |
| (j) recognising contra-actions which occur during the dry flotation treatment and taking the necessary action | | | |
| (k) maintaining the client's privacy and comfort at all times in line with organisational practices | | | |
| (l) enabling the client to vacate the flotation bed at the end of the treatment whilst ensuring organisational and manufacturer's instructions are followed | | | |
| (m) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan | | | |
| (n) ensuring client records are up-to-date, accurate, easy to read and complete | | | |

* Use the key on page 22 to identify the types of evidence

Element BT29.4 Provide hydrotherapy treatments

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) ensuring the ambience of the environment meets organisational standards | | | |
| (b) ensuring your own posture and position minimises fatigue and risk of injury whilst working | | | |
| (c) ensuring that the hydrotherapy equipment is in working order, set at the correct temperature and the set up follows organisational and manufacturer's instructions | | | |
| (d) checking the client's understanding of the hydrotherapy process is clear and accurate | | | |
| (e) using the agreed treatment products as identified during the consultation | | | |
| (f) positioning the client with regard to the client's comfort, wellbeing and in accordance with organisational and manufacturer's instructions | | | |
| (g) selecting suitable equipment and materials for the treatment | | | |
| (h) ensuring the treatment is cost effective and is carried out within a commercially viable time | | | |
| (i) recognising contra-actions which occur during the hydrotherapy treatment and taking the necessary action | | | |
| (j) maintaining the client's privacy and comfort at all times in line with organisational practices | | | |
| (k) enabling the client to vacate the hydrotherapy equipment at the end of the treatment whilst ensuring organisational and manufacturer's instructions are followed | | | |
| (l) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan | | | |
| (m) ensuring client records are up-to-date, accurate, easy to read and complete | | | |

* Use the key on page 22 to identify the types of evidence

Element BT29.5 Monitor water, temperature and spa treatments and environment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (a) ensuring the ambience of the environment meets organisational standards | | | |
| (b) liaising and negotiating with colleagues and manager to plan the ongoing monitoring of treatments | | | |
| (c) supervising and carrying out monitoring of the treatment area and equipment at the required intervals | | | |
| (d) supervising and checking the client's wellbeing, in a polite and tactful manner, at the required intervals | | | |
| (e) maintaining the client's modesty and privacy at all times | | | |
| (f) recognising contra-actions which may occur during treatment and taking the necessary action | | | |
| (g) ensuring that problems or difficulties are reported to the line manager promptly in line with organisational procedures | | | |

Element BT29.6 Provide aftercare advice

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (a) gaining feedback from clients to establish immediate impressions and feelings | | | |
| (b) advising clients on recommended actions and aftercare to be taken post treatment | | | |
| (c) recommending a suitable treatment plan for continued benefits | | | |
| (d) explaining clearly and accurately to the client the possible contra-actions that may occur and how to deal with them | | | |
| (e) ensuring the written recommendations for suitable products are given to the client | | | |

* Use the key on page 22 to identify the types of evidence

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 1 Spa environments include: | | | |
| (a) reception | | | |
| (b) treatment rooms | | | |
| (c) wet area | | | |
| (d) changing rooms | | | |
| (e) relaxation area | | | |
| 2 Consultation methods include: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) reference to client records | | | |
| 3 Treatments are: | | | |
| (a) sauna (eg Finnish, laconium) | | | |
| (b) steam (eg caldarium, steam cabinet, hamman) | | | |
| (c) hydrotherapy (eg spa pool, hydro pool, hydro bath, swimming pool, power jet massage) | | | |
| (d) flotation (eg wet, dry) | | | |
| (e) body wrapping | | | |
| (f) relaxation room (eg tepidarium) | | | |
| 4 Life style pattern include: | | | |
| (a) occupation | | | |
| (b) family responsibilities | | | |
| (c) dietary and fluid intake | | | |
| (d) hobbies, interests and means of relaxation | | | |
| (e) exercise habits | | | |
| (f) smoking habits | | | |
| (g) sleep patterns | | | |
| 5 Wrapping materials include: | | | |
| (a) fabric | | | |
| (b) plastic | | | |
| (c) foil | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|---|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 6 Treatment products include: | | | |
| (a) algae (eg seaweed) | | | |
| (b) milk products | | | |
| (c) salt | | | |
| (d) aromatherapy oils | | | |
| 7 Necessary action covers: | | | |
| (a) encouraging client to seek medical advice | | | |
| (b) informing the relevant members of staff | | | |
| (c) discontinuing the treatment | | | |
| 8 Monitoring covers: | | | |
| (a) heat | | | |
| (b) humidity | | | |
| (c) water levels | | | |
| (d) chemical concentration | | | |
| (e) treatment time | | | |
| (f) ventilation | | | |
| (g) consumables | | | |
| (h) ambience of environment | | | |
| 9 Equipment includes: | | | |
| (a) sauna (eg Finnish, laconium) | | | |
| (b) steam (eg room; cabinet, cadarium; steam cabinet; hamman) | | | |
| (c) hydrotherapy (eg bath (manual, automated); spa pool, pool; shower, power jet massage) | | | |
| (d) flotation (eg bath; tank; pool; bed) | | | |
| (e) water testing kit | | | |
| (f) temperature gauge | | | |
| (g) shower (eg standard, affusion experience, hydro) | | | |

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| 10 Aftercare advice covers: | | | |
| (a) recommendations to changes of lifestyle patterns | | | |
| (b) advised restrictions post treatment | | | |
| (c) further treatments | | | |
| (d) fluid intake | | | |
| (e) product recommendation | | | |
| (f) rest advice | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant health & safety legislation and the Electricity at Work Regulations 1992 | | | |
| 2 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection | | | |
| 3 your responsibilities under any local bye-laws relating to water, temperature and spa treatments | | | |
| 4 the reasons for displaying written instructions for equipment usage | | | |
| 5 the cleaning regimes which must be used in the treatment area to avoid the spread of infection and the nature of air and water borne infection | | | |
| 6 manufacturers', organisational and legal requirements for waste disposal | | | |
| 7 how to maintain accurate records of treatments and equipment use | | | |
| 8 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 9 the importance of correct use and storage of chemicals required for spa maintenance | | | |
| 10 organisational requirements and standards for personal presentation and appearance | | | |
| 11 the organisation's requirements and preferences for setting the ambience of the spa environment | | | |
| Client contact and consultation | | | |
| 12 why it is important to encourage and allow time for clients to ask questions | | | |
| 13 effective communication and questioning techniques | | | |
| 14 why it is important to check the client's wellbeing at regular intervals | | | |
| 15 reasons for maintaining client modesty and privacy during the treatment | | | |

| | | | | |
|--|--|--|--|--|
| 16 | how to recognise contra-indications that require the client to seek medical advice (eg. high or low blood pressure, cardio-vascular conditions, respiratory conditions, diabetes, liver, kidney and pancreatic disorders, psoriasis, viral – verruca, bacterial – impetigo, fungal – tinea, contagious diseases) | | | |
| 17 | the contra-indications which prevent treatment (eg. pregnancy, recent scar tissue, under the influence of alcohol and drugs, first two days of menstruation, after a heavy meal, severe exhaustion, severe bruising, hepatitis, migraine) | | | |
| 18 | the organisation's requirements for client preparation | | | |
| 19 | understanding the differing client body weight and frame impacts on spa treatment and equipment set up and use | | | |
| Equipment and materials | | | | |
| 20 | the different types and uses of equipment available for water, temperature and spa treatments | | | |
| 21 | how to prepare and use the equipment for water, temperature and spa treatments | | | |
| 22 | the recommended operating temperatures and humidity levels for equipment | | | |
| 23 | the possible dangers of chemical and equipment misuse | | | |
| 24 | the maintenance and monitoring requirements for equipment | | | |
| Water, temperature and spa treatments | | | | |
| 25 | the skin characteristics, skin types and cultural awareness of the different client groups, eg. white, black, Asian, mixed, Chinese | | | |
| 26 | the types and uses of treatments in the range | | | |
| 27 | the recommended treatment times and the potential risks of exceeding them | | | |
| 28 | the physiological and psychological effects of spa treatments | | | |
| 29 | the physiological and psychological effects of different types of heat on the skin and body | | | |
| 30 | the physiological and psychological effects of different types of cold on the skin and body | | | |
| 31 | the possible contra-actions which can occur during water, temperature and spa treatment sessions (including: feeling faint, feeling nauseous, skin irritation and headaches) and how to deal with them | | | |

| | | | | |
|-------------------------|--|--|--|--|
| 32 | the importance of ventilation | | | |
| 33 | why it is important to shower, rest and drink water | | | |
| 34 | how to test and interpret results of water and chemical concentrations | | | |
| 35 | the recommended cleaning intervals for the treatment area and equipment including recommendations for the prevention of water borne infections | | | |
| Aftercare advice | | | | |
| 36 | the effects of lifestyle patterns on health and wellbeing | | | |
| 37 | why post treatment restrictions are important and the consequences of ignoring them | | | |
| 38 | the potential, costs and benefits of offering related treatments | | | |
| 39 | organisational procedures for further treatment planning/linking | | | |
| 40 | the importance of water intake during and post treatment | | | |
| 41 | the availability, costs, benefits and use of home care products | | | |
| 42 | the nature, duration and importance of rest periods during and post treatment | | | |
| Treatments | | | | |
| 43 | the purpose, processes and benefits of the treatments available through the organization | | | |
| 44 | the different types of wrapping mediums available (eg. algae, mud, peat, clay, milk products, sand, wine, hay and herbs) | | | |
| 45 | how to use the different types of materials and equipment available for body wrapping treatments | | | |
| 46 | the range and use of materials and equipment available for flotation treatments | | | |
| 47 | the range and use of materials and equipment available for hydrotherapy treatments. | | | |

Notes/Comments

Candidate's signature:

Date: _____

Assessor's signature:

Date: _____

Internal Verifier's signature:

Date: _____

Unit BT29 Provide specialist Spa Treatments

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standards for providing specialist spa treatments.
 - ◆ Your assessor will observe your performance on **at least three separate occasions** (2 of which must be on wraps). These will involve at least **three different clients**.
 - ◆ From the range, you must practically demonstrate that you have:
 - used all spa environments
 - used all consultation methods
 - provided all types of treatments
 - consulted clients on all life style patterns
 - used at least two of the wrapping materials*
 - used at least two of the treatment products*
 - taken at least one of the necessary actions*
 - carried out all types of monitoring
 - used all types of equipment
 - given all the aftercare advice
- *However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT30 Provide UV Tanning Treatments

| | | |
|-----------------------------------|---------------|--------------------------------------|
| Outcomes in this Unit are: | BT30.1 | Consult with the client |
| | BT30.2 | Plan the treatment |
| | BT30.3 | Prepare for the treatment |
| | BT30.4 | Monitor UV tanning treatments |
| | BT30.5 | Complete the treatment |

UNIT OVERVIEW:

This Unit is about providing UV tanning treatments. It covers the use of UV tanning equipment.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

Unit BT30 Provide UV Tanning Treatments

Element BT30.1 Consult with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) using consultation techniques in a polite and friendly manner to determine the client's treatment plan | | | |
| (b) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs | | | |
| (c) maintaining the client's modesty and privacy at all times | | | |
| (d) establishing, agreeing and recording the client's skin type and colouring | | | |
| (e) recognising contra-indications and taking the necessary action | | | |
| (f) advising the client on other suitable tanning treatments where there are indications of skin sensitivity | | | |
| (g) checking the clients understanding according to guidelines on safe tanning | | | |

Element BT30.2 Plan the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) discussing and recommending suitable treatments and products for the client | | | |
| (b) discussing and establishing the treatment plan with the client | | | |
| (c) selecting suitable equipment and materials for the treatment | | | |
| (d) positioning equipment and materials for ease and safety of use | | | |
| (e) making sure the preparation of the client meets the agreed treatment plan and manufacturer's instructions | | | |

* Use the key on page 22 to identify the types of evidence

Element BT30.3 Prepare for the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) preparing the work environment to meet legal, hygiene and treatment requirements | | | |
| (b) ensuring your personal appearance meets organisational requirements | | | |
| (c) sanitising your hands prior to treatment | | | |
| (d) making sure that environmental conditions are suitable for the treatment and the client | | | |
| (e) making sure the client is provided with the correct personal protective equipment | | | |
| (f) explaining to the client how to use the equipment correctly | | | |

Element BT30.4 Monitor UV tanning treatments

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) ensuring the safe and effective functioning of equipment | | | |
| (b) identifying any problems with equipment and reporting them to the relevant person | | | |
| (c) maintaining hygiene and safety throughout the treatment | | | |
| (d) ensuring that the timing of the session is suitable for the client's skin type and colouring | | | |
| (e) discontinuing the treatment where contra-actions occur and taking the appropriate remedial action | | | |
| (f) keeping an accurate and complete record of emissions | | | |

* Use the key on page 22 to identify the types of evidence

Element BT30.5 Complete the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (a) giving treatment advice and recommendations accurately and constructively | | | |
| (b) ensuring the treatment is cost effective and is carried out within a commercially viable time | | | |
| (c) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan | | | |
| (d) ensuring client records are up-to-date, accurate, easy to read and complete | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 1 Consultation techniques are | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) reference to client records | | | |
| 2 Necessary action should be | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) explaining why the treatment cannot be carried out | | | |
| (c) modification of treatment | | | |
| 3 Environmental conditions include | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |
| 4 Treatment advice covers | | | |
| (a) avoidance of activities which may cause contra-actions | | | |
| (b) future treatment needs | | | |
| (c) home care | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant health and safety legislation | | | |
| 2 the importance and reasons for sanitising your hands | | | |
| 3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection | | | |
| 4 how to avoid potential discomfort and injury to yourself during this work | | | |
| 5 the importance and reasons for keeping records of treatments | | | |
| 6 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 7 how to minimise and dispose of waste from treatments | | | |
| 8 why it is important to complete services in the given time | | | |
| Client consultation | | | |
| 9 how to use effective communication and consultation techniques | | | |
| 10 the reasons why it is important to encourage clients with contra-indications to seek medical advice | | | |
| 11 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice | | | |
| 12 why it is important to maintain client's modesty and privacy | | | |
| Preparation for treatment | | | |
| 13 the necessary environmental conditions for the treatment (i.e. lighting, heating, ventilation and general comfort) | | | |
| 14 how to prepare treatment plans | | | |
| 15 how to prepare the area prior to the treatment | | | |
| 16 how to prepare the client for the treatment | | | |
| Contra-indications | | | |
| 17 how to recognise those contra-indications requiring medical referral | | | |
| 18 how to recognise those conditions which restrict treatment | | | |

| | | | | |
|--------------------------------|--|--|--|--|
| Equipment and materials | | | | |
| 19 | how to prepare and use the equipment and materials for the work | | | |
| 20 | methods of sanitising and sterilising equipment | | | |
| 21 | how to maintain equipment and materials in a clean and hygienic condition | | | |
| 22 | the importance of regularly cleaning equipment between each session and why specific cleansers should be used | | | |
| 23 | types of UV tanning equipment and products available | | | |
| 24 | how to maintain equipment in a good working order | | | |
| Tanning treatments | | | | |
| 25 | the effect of UVA, UVB and UVC rays on the skin and body | | | |
| 26 | the structure of the skin | | | |
| 27 | how melanin production affects tanning capability | | | |
| 28 | why it is important to protect the hair and eyes during these treatments | | | |
| 29 | the potential dangers and risks of overexposure to UV rays on the skin and body including damage to the eyes, premature ageing of the skin, an immunosuppressive response and increased risk of developing non melanoma skin cancers | | | |
| 30 | the importance of removing perfumed products and cosmetics prior to treatments (pre-sensitisation) | | | |
| 31 | possible contra-actions which may occur during the treatment and how to deal with them | | | |
| 32 | the importance of showering before and after the UV session | | | |
| 33 | how to recognise the effect of overexposure and the four degrees of erythema | | | |
| 34 | how the UV rays create a tanned appearance | | | |
| 35 | the principles of the electromagnetic spectrum | | | |
| 36 | the beneficial effects of UV exposure | | | |
| 37 | why some pressure point areas do not tan | | | |
| 38 | how to calculate session times and safe dosage | | | |
| 39 | the importance of following the guidelines of safe usage (Health and Safety Executive) | | | |
| 40 | the importance of pre and post treatment advice | | | |

Notes/Comments

Candidate's signature:

Date: _____

Assessor's signature:

Date: _____

Internal Verifier's signature:

Date: _____

Unit BT30 Provide UV Tanning Treatments

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for providing UV tanning treatments.
 - ◆ Your assessor will observe your performance **on at least three separate occasions**. Your assessor will want to see you perform **three different treatments with three different clients**.
 - ◆ From the range, you must practically demonstrate that you have:
 - used all the consultation techniques
 - dealt with at least one of the necessary actions*
 - checked all of the environmental conditions
 - provided all types of treatment advice
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT31 Provide Self Tanning Treatments

| | | |
|-----------------------------------|---------------|----------------------------------|
| Outcomes in this Unit are: | BT31.1 | Consult with the client |
| | BT31.2 | Plan the treatment |
| | BT31.3 | Prepare for the treatment |
| | BT31.4 | Apply self tan products |
| | BT31.5 | Complete the treatment |

UNIT OVERVIEW:

This Unit is about providing self tanning treatments. It covers the application of self tanning products.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

Unit BT31 Provide Self Tanning Treatments

Element BT31.1 Consult with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) using consultation techniques in a polite and friendly manner to determine the client's treatment plan | | | |
| (b) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs | | | |
| (c) maintaining the client's modesty and privacy at all times | | | |
| (d) establishing, agreeing and recording the client's skin type and colouring | | | |
| (e) recognising contra-indications and taking the necessary action | | | |
| (f) advising the client on other suitable tanning treatments where there are indications of skin sensitivity | | | |
| (g) checking the client's understanding according to guidelines on safe tanning | | | |

Element BT31.2 Plan the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) discussing and recommending suitable treatments and products for the client | | | |
| (b) discussing and establishing the treatment plan with the client | | | |
| (c) selecting suitable equipment and materials for the treatment | | | |
| (d) positioning equipment and materials for ease and safety of use | | | |
| (e) making sure the preparation of the client meets the agreed treatment plan and manufacturer's instructions | | | |

* Use the key on page 22 to identify the types of evidence

Element BT31.3 Prepare for the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) preparing the work environment to meet legal, hygiene and treatment requirements | | | |
| (b) ensuring your personal appearance meets organisational requirements | | | |
| (c) making sure that environmental conditions are suitable for the treatment and the client | | | |
| (d) sanitising your hands prior to treatment | | | |
| (e) wearing the correct personal protective equipment | | | |

Element BT31.4 Apply self tan products

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) ensuring that exfoliation is carried out prior to the treatment according to manufacturer's instructions | | | |
| (b) applying the moisturiser for the treatment according to the manufacturer's instructions | | | |
| (c) applying the self tan evenly, in the correct sequence according to manufacturer's instructions and the agreed treatment plan | | | |

Element BT31.5 Complete the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) giving treatment advice and recommendations accurately and constructively | | | |
| (b) ensuring the treatment is cost effective and is carried out within a commercially viable time | | | |

* Use the key on page 22 to identify the types of evidence

Element BT31.5 Complete the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (c) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan | | | |
| (d) ensuring client records are up-to-date, accurate, easy to read and complete | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 1 Consultation techniques are | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) reference to client records | | | |
| 2 Necessary action should be | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) explaining why the treatment cannot be carried out | | | |
| (c) modification of treatment | | | |
| 3 Environmental conditions include | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |
| 4 Treatment advice covers | | | |
| (a) future treatment needs | | | |
| (b) home care | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant health and safety legislation | | | |
| 2 the importance and reasons for sanitising your hands | | | |
| 3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection | | | |
| 4 how to avoid potential discomfort and injury to yourself during this work | | | |
| 5 the importance and reasons for keeping records of treatments | | | |
| 6 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 7 how to minimise and dispose of waste from treatments | | | |
| 8 why it is important to complete services in the given time | | | |
| Client consultation | | | |
| 9 how to use effective communication and consultation techniques | | | |
| 10 the reasons why it is important to encourage clients with contra-indications to seek medical advice | | | |
| 11 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice | | | |
| 12 why it is important to maintain client's modesty and privacy | | | |
| Preparation for treatment | | | |
| 13 the necessary environmental conditions for the treatment (i.e. lighting, heating, ventilation and general comfort) | | | |
| 14 how to prepare treatment plans | | | |
| 15 how to prepare yourself for carrying out the treatment | | | |
| 16 how to prepare the client for the treatment | | | |
| Contra-indications | | | |
| 17 how to recognise those contra-indications requiring medical referral | | | |
| 18 how to recognise those contra-indications which restrict treatment | | | |

| | | | | |
|---------------------------|---|--|--|--|
| 19 | how to prepare and use the equipment and materials for the work | | | |
| 20 | methods of sanitising and sterilising equipment | | | |
| 21 | how to maintain equipment and materials in a clean and hygienic condition | | | |
| 22 | the importance of regularly cleaning equipment between each session and why specific cleansers should be used | | | |
| 23 | types of self tanning equipment and products available | | | |
| 24 | how to maintain equipment in a good working order | | | |
| Tanning treatments | | | | |
| 25 | the structure of the skin | | | |
| 26 | why it is important to protect the hair and eyes during these treatments | | | |
| 27 | the importance of regularly cleaning equipment between each session | | | |
| 28 | the importance of removing perfumed products and cosmetics prior to treatments | | | |
| 29 | possible contra-actions which may occur during the treatment and how to deal with them | | | |
| 30 | the importance of pre and post treatment advice | | | |
| 31 | the ingredients of cosmetic tanning ingredients, exfoliators and moisturisers | | | |
| 32 | the importance of carrying out a skin patch test prior to cosmetic tanning | | | |
| 33 | the effects of cosmetic tanning products on the skin | | | |
| 34 | pigmentation disorders and how they may affect the cosmetic tan (hypo and hyper pigmentation) | | | |
| 35 | the use and effects of tanning enhancers | | | |
| 36 | the importance of wearing personal protective equipment during the application process | | | |

Notes/Comments

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal Verifier's signature:

Date:

Unit BT31 Provide Self Tanning Treatments

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for providing self tanning treatments.
 - ◆ Your assessor will observe your performance **on at least three separate occasions**. Your assessor will want to see you perform **three different treatments with three different clients**.
 - ◆ From the range, you must practically demonstrate that you have:
 - used all the consultation techniques
 - dealt with at least one of the necessary actions*
 - checked all of the environmental conditions
 - provided all types of treatment advice
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT32 Prepare to change the performer's appearance

Outcomes in this Unit are: BT32.1 Prepare to change the performer's appearance

UNIT OVERVIEW:

This Unit outlines the preparation methods undertaken to alter the performer's appearance safely, hygienically and in accordance with the requirements of the production.

It is about your ability to organise and arrange workstations, materials and equipment for easy access by all users. It also involves ensuring that workstations are hygienic and tidy and that you use materials and equipment safely.

It also advising performers of any possible discomfort that the change of appearance may cause. You should invite and encourage such questions from performers.

This Unit was developed by Skillset, the Sector Skills Council for the Audio Visual Industries.

Unit BT32 Prepare to change the performer's appearance

Element BT32.1 Prepare to change the performer's appearance

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) preparing and organising work stations, materials and equipment to ensure easy access and use throughout the make up and/or hair process | | | |
| (b) maintaining a satisfactory level of personal dress and hygiene to avoid transmitting infection to performers | | | |
| (c) keeping workstation materials, equipment and on-set kit fully stocked, tidy and hygienic throughout the production and in all working environments | | | |
| (d) cleaning make up and/or hair materials using approved cleaning materials and methods | | | |
| (e) labelling material containers clearly with complete information necessary for safe use | | | |
| (f) handling, storing and disposing of the following in a safe and hygienic manner: <ul style="list-style-type: none"> ◆ make up and/or hair materials ◆ tools ◆ equipment ◆ hazardous substances | | | |
| (g) recognising infectious or contagious skin and/or hair conditions that could contaminate make up and/or hair materials and equipment | | | |
| (h) dealing with contamination of make up and/or hair materials and equipment effectively and taking the necessary steps to avoid passing contamination on to other performers | | | |
| (i) advising performers about: <ul style="list-style-type: none"> ◆ potential adverse reactions or discomfort that could be caused by make up and/or hair processes ◆ steps that will be taken to minimise the possibility of adverse reactions or discomfort | | | |

* Use the key on page 22 to identify the types of evidence

Element BT32.1 Prepare to change the performer's appearance (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| by | | | |
| (j) being ready to answer questions about the make up and/or hair processes which performers will undergo | | | |

* Use the key on page 20 to identify the types of evidence

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Preparation to change performers' appearance | | | |
| 1 the basic make up and/or hair work materials and equipment required for the workstation and on set kit | | | |
| 2 how to prepare and organise workstations, materials and equipment for easy access for all users throughout the make up and/or hair work | | | |
| 3 where and how to obtain make up and/or hair materials and equipment | | | |
| 4 hygiene and cleaning requirements for make up and/or hair materials and equipment | | | |
| 5 personal hygiene requirements | | | |
| 6 how to identify and avoid: <ul style="list-style-type: none"> ◆ potential infection ◆ adverse hair and/or skin reaction ◆ personal discomfort for performers | | | |
| 7 what is the appropriate action to take in the event of: <ul style="list-style-type: none"> ◆ potential infection ◆ adverse hair and/or skin reaction ◆ personal discomfort for performers | | | |
| 8 safe and hygienic methods to store, handle and dispose of: <ul style="list-style-type: none"> ◆ make up and/or hair equipment ◆ tools ◆ equipment ◆ hazardous substances | | | |
| 9 how to explain hair and make up procedures to performers and invite their questions | | | |
| 10 health and safety legislation applicable to make up and/or hair equipment and hazardous substances | | | |

Notes/Comments

Candidate's signature:

Date: _____

Assessor's signature:

Date: _____

Internal Verifier's signature:

Date: _____

Unit BT32 Prepare to change the performer's appearance

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
- ◆ You must practically demonstrate in your everyday work that you have met the standard for preparing to change the performer's appearance.
- ◆ Your assessor will observe your performance **on at least three separate occasions.**
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT33 Assist with the continuity of the performer's appearance

Outcomes in this Unit are: **BT33.1** **Assist with the continuity of the performer's appearance**

UNIT OVERVIEW:

This Unit measures your ability to assist in the maintenance of continuity of the performer's appearance.

It involves ensuring that performers' make up and/or hair match the design specification at the start of shooting and where appropriate, at the end of the previous sequential take. It is about deciphering the developing effects presented in the script.

It also involves keeping complete and accurate continuity records and making sure that your presence on the set is not intrusive or disruptive.

This Unit was developed by Skillset, the Sector Skills Council for the Audio Visual Industries.

Unit BT33 Assist with the continuity of the performer's appearance

Element BT33.1 Assist with the continuity of the performer's appearance

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) confirming the design specification requirements with the relevant person(s) | | | |
| (b) making sure that sufficient materials and equipment for recording information are available and in good working order, prior to the start of the shoot | | | |
| (c) maintaining continuity of the performer's appearance throughout the production as requested by the relevant person(s) | | | |
| (d) check and agree with the relevant person that performers' make up and/or hair meets the design specification for the production | | | |
| (e) checking the hair and make up implications of developing effects suggested within the script with the relevant person | | | |
| (f) minimising disruption of the production when making continuity make up and/or hair changes | | | |
| (g) agreeing changes with the relevant person(s) | | | |
| (h) compiling the sources of continuity detail that are available | | | |
| (i) ensuring that you keep records of hair and skin continuity detail and ensure that such records are: <ul style="list-style-type: none"> ◆ accurate ◆ easily accessible to the relevant person(s) who require them | | | |

* Use the key on page 22 to identify the types of evidence

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Maintaining continuity of performers' appearance | | | |
| 1 the design requirements as communicated to you by the relevant person(s) | | | |
| 2 materials and equipment for recording information that will be required for the production | | | |
| 3 how to maintain continuity of performers' appearance throughout the production | | | |
| 4 who is the relevant person to agree that performers' make up and/or hair meets the design specification for the production | | | |
| 5 how to check the implications of developing effects suggested within the script with the relevant person | | | |
| 6 how to minimise disruption of the production when making continuity make up and/or hair changes | | | |
| 7 what to avoid when choosing one's own location or position on set | | | |
| 8 the sources of continuity detail that are available | | | |
| 9 how to maintain accurate records of hair and skin continuity detail | | | |

Notes/Comments

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal Verifier's signature:

Date:

Unit BT33 Assist with the continuity of the performer's appearance

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
- ◆ You must practically demonstrate in your everyday work that you have met the standard for assisting with the continuity of the performer's appearance.
- ◆ Your assessor will observe your performance **on at least three separate occasions.**
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT34 Apply make-up to change the performer's appearance

Outcomes in this Unit are: BT34.1 Apply make-up to change the performer's appearance

UNIT OVERVIEW:

This Unit measures your ability to alter the performer's appearance using make up.

It involves making sure that the performer is comfortable and fully informed about the particular make up process. It is about checking that make up is compatible with the performer's skin, taking action if there is an adverse skin reaction and applying the selected make up to achieve the desired effect 'on camera'.

This Unit was developed by Skillset, the Sector Skills Council for the Audio Visual Industries

Unit BT34 Apply make-up to change the performer's appearance

Element BT34.1 Apply make-up to change the performer's appearance

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) clarifying and agreeing the design requirements with the relevant person(s) | | | |
| (b) positioning performers in the most appropriate position to minimise personal discomfort | | | |
| (c) evaluating the types of make up best suited to different shooting conditions and make your selection accordingly | | | |
| (d) checking that the selected make up is compatible with performers skin type and test for potential adverse reactions | | | |
| (e) applying selected make up using the appropriate sequence and techniques as stipulated by the design requirements and the relevant person(s) | | | |
| (f) taking appropriate action where make up: <ul style="list-style-type: none"> ◆ causes adverse skin reactions ◆ deteriorates | | | |
| (g) ensuring that the finished make up achieves the design criteria on camera | | | |
| (h) completing make up in accordance with the production schedule | | | |
| (i) ensuring that performers' make up is removed as required | | | |

* Use the key on page 22 to identify the types of evidence

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Applying make-up to change performers' appearance | | | |
| 1 the design requirements as communicated to you by the relevant person(s) | | | |
| 2 the time constraints of the production schedule | | | |
| 3 health and safety requirements for make up application | | | |
| 4 how to minimise personal discomfort to performers | | | |
| 5 how to explain the make up process to performers | | | |
| 6 the types of make up available for your use and their suitability | | | |
| 7 how to test for adverse skin reactions | | | |
| 8 what actions to take where make up: <ul style="list-style-type: none"> ◆ deteriorates ◆ causes adverse skin reaction | | | |
| 9 the correct sequence and techniques for make up application | | | |
| 10 how to remove make up as required | | | |

Notes/Comments

Candidate's signature:

Date: _____

Assessor's signature:

Date: _____

Internal Verifier's signature:

Date: _____

Unit BT34 Apply make-up to change the performer's appearance

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
- ◆ You must practically demonstrate in your everyday work that you have met the standard for applying make-up to change the performer's appearance.
- ◆ Your assessor will observe your performance **on at least three separate occasions.**
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT35 Apply special effects

Outcomes in this Unit are: **BT35.1 Apply special effects**

UNIT OVERVIEW:

This Unit measures your ability to apply special effects make up and bald caps to alter performers' appearance.

It involves carrying out the necessary tests to check for harmful skin and scalp reactions and ensuring that performers are comfortable during the application process. It is about assessing whether different skin and scalp types are well suited to the special effects make up materials and bald caps intended for use.

It involves taking the appropriate action when special effects make up or bald caps disintegrate under shooting conditions and considering the appropriate health and safety regulations.

This Unit was developed by Skillset, the Sector Skills Council for the Audio Visual Industries.

Unit BT35 Apply special effects

Element BT35.1 Apply special effects

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) positioning performers appropriately for special effects application to minimise personal discomfort | | | |
| (b) informing performers fully of the special effects application stages and invite their questions | | | |
| (c) testing special effects to be applied to performers' skin and scalp for adverse reactions | | | |
| (d) preparing the skin and scalp appropriately for the type of contact material used | | | |
| (e) ensuring that the special effects make up and bald caps are sustained under different shooting conditions | | | |
| (f) taking appropriate action in the eventuality that special effects: <ul style="list-style-type: none"> ◆ cause adverse skin or scalp reactions ◆ disintegrate under different shooting conditions | | | |
| (g) preparing hair and scalp for the fitting of bald caps | | | |
| (h) applying bald caps ensuring that the fit, tension and texture is correct as advised by the relevant person | | | |
| (i) airbrushing skin caps to the required colour and skin tone | | | |
| (j) airbrushing other skin areas to the required colour and skin tone | | | |
| (k) applying selected special effects make up in the appropriate sequence, using appropriate techniques as advised by the relevant person(s) | | | |
| (l) ensuring that finished special effects attain the design criteria on camera | | | |
| (m) removing the special effects make up and bald caps carefully to reduce performers discomfort | | | |

* Use the key on page 22 to identify the types of evidence

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Applying special effects make-up to change performers' appearance | | | |
| 1 the design requirements as communicated to you by the relevant person(s) | | | |
| 2 the time constraints of the production schedule | | | |
| 3 how to test for adverse skin and scalp reactions | | | |
| 4 what actions to take where special effects make up or bald caps: <ul style="list-style-type: none"> ◆ deteriorate ◆ cause adverse skin reactions | | | |
| 5 appropriate methods of skin and scalp preparation | | | |
| 6 different shooting conditions and how this can affect special effects make up and bald caps | | | |
| 7 how to apply bald caps to the correct fit, texture and tension | | | |
| 8 the techniques of airbrushing and how to apply it to skin and manmade fabrics | | | |
| 9 make-up application techniques | | | |
| 10 the 'on camera' requirements of the design specification | | | |
| 11 how to remove the special effects make up and bald caps carefully to reduce performers discomfort | | | |
| 12 health and safety requirements applicable to the application of special effects make up and bald caps | | | |

Notes/Comments

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal Verifier's signature:

Date:

Unit BT35 Apply special effects

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
- ◆ You must practically demonstrate in your everyday work that you have met the standard for applying special effects.
- ◆ Your assessor will observe your performance **on at least three separate occasions.**
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT36 Improve the appearance of the skin using micro-dermabrasion

| | | |
|-----------------------------------|---------------|---|
| Outcomes in this Unit are: | BT36.1 | Consult with the client and prepare a treatment plan |
| | BT36.2 | Prepare for the treatment |
| | BT36.3 | Carry out micro-dermabrasion treatments |
| | BT36.4 | Complete the treatment |

UNIT OVERVIEW:

This Unit is about improving skin condition using micro-dermabrasion. It covers the skills involved in providing a thorough consultation with the client to formulate a specific treatment plan. You will prepare and perform a range of micro-dermabrasion techniques, as well as providing the relevant aftercare advice.

To carry out this Unit you will need to maintain effective health, safety and hygiene throughout your work, and use equipment at variable settings in line with manufacturers' instructions. You will also need to maintain your personal appearance and good communication with the client.

Unit BT36 Improve the appearance of the skin using micro-dermabrasion

Element BT36.1 Consult with the client and prepare a treatment plan

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) ensuring your personal appearance meets accepted industry and organisation requirements | | | |
| (b) sanitising your hands prior to carrying out client consultation and assessment | | | |
| (c) ensuring that the consultation procedure is conducted in a sensitive and supportive manner | | | |
| (d) using assessment techniques which accurately identify the client's medical history, contra-indications, skin condition and sensitivity, emotional condition and expectations | | | |
| (e) actively encouraging the client to ask questions and clarify any points of which they are unsure | | | |
| (f) tactfully advising achievable outcomes of the treatment where clients have unrealistic expectations or are unsuitable for treatment | | | |
| (g) encouraging clients with suspected contra-indications to seek medical advice | | | |
| (h) clearly and tactfully explaining to the client the contra-indications which prevent treatment | | | |
| (i) recommending alternative treatments which are suitable for the client's condition and needs if contra-indicated for micro-dermabrasion | | | |
| (j) clearly explaining and agreeing with the client the projected cost, likely duration and frequency of treatment | | | |
| (k) ensuring that the treatment plan and treatment objectives are discussed and agreed, an informed consent form is signed by the client , yourself and a medical expert, where necessary | | | |
| (l) ensuring client consultation records are up-to-date, accurate and complete | | | |

* Use the key on page 22 to identify the types of evidence

Element BT36.2 Prepare for the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) making sure that environmental conditions are suitable for the treatment, the client and yourself | | | |
| (b) selecting appropriate equipment in line with treatment requirements | | | |
| (c) confirming the equipment is safe and working correctly, faults are accurately identified and the necessary action is taken | | | |
| (d) preparing the equipment and treatment area to meet legal and safety requirements | | | |
| (e) wearing personal protective equipment to avoid cross-infection or exposure to clinical waste | | | |
| (f) ensuring the positioning of the client and equipment permits effective access and minimises risk to yourself and discomfort to the client | | | |
| (g) managing resources within the limits of your authority | | | |
| (h) preparing the client to meet the agreed treatment plan and safety requirements | | | |

Element BT36.3 Carry out micro-dermabrasion treatments

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) sanitising hands and wearing suitable gloves prior to treatment | | | |
| (b) maintaining hygiene and safety throughout the treatment | | | |
| (c) cleansing and preparing the area to be treated to ensure it is clean, oil-free and shaven according to treatment objectives | | | |
| (d) setting the microdermabrasion systems and variables according to manufacturer's instructions | | | |

* Use the key on page 22 to identify the types of evidence

Element BT36.3 Carry out micro–dermabrasion treatments (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (e) explaining the physical sensation created by the equipment being used | | | |
| (f) ensuring the hand piece is used at the correct angle and pressure according to treatment techniques | | | |
| (g) carrying out the patch test ensuring safety procedures are in place | | | |
| (h) assessing the skin and client patch test response, to determine suitable reactions and avoiding adverse reactions | | | |
| (i) adjusting machine systems and variables according to area being treated | | | |
| (j) commencing the treatment in response to patch test findings | | | |
| (k) stretching and manipulating the skin where necessary, according to treatment techniques and objectives | | | |
| (l) adapting your techniques according to treatment objectives | | | |
| (m) adjusting systems and variables as necessary, whilst monitoring the skin's reaction and client response and discontinuing treatment where adverse reactions occur | | | |
| (n) checking the client's wellbeing and giving ongoing reassurance where necessary | | | |
| (o) ensuring your position and posture minimises fatigue and risk of injury | | | |

Element BT36.4 Complete the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) applying high factor sun creams to hydrate and protect the area, according to organisational treatment advice | | | |

* Use the key on page 22 to identify the types of evidence

Element BT36.4 Complete the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (b) ensuring treatment advice and recommendations are accurate, constructive and based upon up-to-date knowledge | | | |
| (c) giving the client accurate information on complementary services and home care products | | | |
| (d) ensuring client and equipment records are accurate, legible and complete | | | |
| (e) cleaning and maintaining machinery and attachments in line with manufacturer's instructions | | | |
| (f) ensuring the treatment is carried out within a commercially viable time | | | |
| (g) concluding the treatment and disposing of waste to meet legal and organisational requirements | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|------------------|------|-----------------------|
| | Type of evidence | Date | Evidence Index Number |
| 1 Assessment techniques are | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) manual | | | |
| (d) reference to client records | | | |
| 2 Clients are | | | |
| (a) male | | | |
| (b) female | | | |

| | | | | |
|---|---|--|--|--|
| 3 | Treatment objectives are | | | |
| | (a) general improvement of the skin texture | | | |
| | (b) improving the appearance of fine lines | | | |
| | (c) improving the appearance of hyper pigmentation | | | |
| | (d) improving the appearance of scar tissues (eg acne scarring, post accidental and post operative scarring) | | | |
| | (e) improving oily congested skin | | | |
| | (f) improving the appearance of cellulite | | | |
| | (g) improving the appearance of stretch marks | | | |
| 4 | Consultation records (including treatment plan and record cards) cover | | | |
| | (a) informed consent form, eg previous treatment history, medical history, previous peels and products, emotional and physical condition, etc | | | |
| | (b) treatment records, eg what, how, who, when, settings, outcome, post treatment questionnaire | | | |
| 5 | Environmental conditions are | | | |
| | (a) lighting | | | |
| | (b) room temperature | | | |
| | (c) ventilation | | | |
| | (d) general comfort | | | |
| 6 | Legal and safety requirements include: | | | |
| | (a) lighting | | | |
| | (b) ventilation | | | |
| | (c) clinical waste management | | | |
| | (d) personal protective equipment (PPE) | | | |
| | (e) room temperature | | | |
| 7 | Resources are | | | |
| | (a) consumable attachments | | | |
| | (b) semi consumable attachments | | | |
| | (c) products, eg crystals | | | |
| | (d) time | | | |

| | | | | |
|----|--|--|--|--|
| 8 | Systems and variables are | | | |
| | (a) manual (vacuum and crystal flow) | | | |
| | (b) pre-set (vacuum and crystal flow) | | | |
| 9 | Areas to be treated are | | | |
| | (a) face | | | |
| | (b) limbs | | | |
| | (c) trunk | | | |
| 10 | Techniques are | | | |
| | (a) gliding | | | |
| | (b) horizontal/vertical | | | |
| | (c) circular | | | |
| 11 | Treatment advice includes | | | |
| | (a) avoidance of certain activities (eg exercise, UV exposure, wearing of restrictive clothing, heat treatments) | | | |
| | (b) avoidance of certain products (eg perfumed and chemical based products, make-up, exfoliating agents) | | | |
| | (c) not to touch the treated area | | | |
| | (d) possible side effects (eg erythema, slight tingling, slight swelling and dryness) | | | |
| | (e) recommended use of home care products, eg high factor sun cream | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under current relevant health & safety legislation, standards and guidance, eg. the Health and Safety at Work Act (and any other relevant legislation) | | | |
| 2 the importance and reasons for sanitising your hands and wearing personal protective equipment (PPE) | | | |
| 3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection | | | |
| 4 the importance of correct positioning to minimise potential discomfort and injury, eg. repetitive strain injury (RSI), back injury, to the client and yourself | | | |
| 5 the importance and reasons for keeping records of treatments | | | |
| 6 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 7 how to dispose of clinical waste from treatments | | | |
| 8 why it is important to complete services within recommended treatment times | | | |
| 9 principles of quality assurance | | | |
| 10 the importance of adhering to manufacturers' instructions, eg. maintenance and storage of equipment and consumables | | | |
| 11 the importance and reasons for adhering to organisational policies including treatment procedures, organisation management, client consultation, record keeping, waste management, micro-dermabrasion, aftercare procedures, etc | | | |
| Client consultation | | | |
| 12 how to use effective communication and consultation techniques | | | |
| 13 the conditions and contra-indications that require medical approval including; pregnancy, inflamed and infected skin conditions and disorders, active herpes simplex, contagious skin disease, malignant melanoma, medication causing a thinning or inflammation of the skin (eg. steroids, acutane, retin-A), keloid scars, diagnosed sclerodema, haemophilia, insulin controlled diabetes, epilepsy, circulatory disorders, dysfunction of the nervous system, HIV, undergoing medical treatment | | | |

| | | | | |
|----------------------------------|--|--|--|--|
| 14 | the conditions that will restrict treatment include: tattoos in the treatment area, pigmented naevi, recent dermabrasion or chemical peels, recent scar tissue, varicose veins, cuts, abrasions, bruises, Collagen, Restylane and Botox | | | |
| 15 | the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner | | | |
| 16 | why it is important to maintain client's modesty and privacy | | | |
| 17 | the importance of considering the client's physical and emotional conditions, previous treatment and medical history | | | |
| 18 | the importance of gaining informed consent | | | |
| 19 | the importance of using patch tests and skin sensitivity tests and how to carry them out to determine client suitability for treatment | | | |
| 20 | how to recognise an adverse reaction following a patch test, i.e. excess erythema, blistering, excessive discomfort, swelling, reactions leading to bruising | | | |
| 21 | the treatments that could be given in conjunction with/after micro-dermabrasion treatment | | | |
| Preparation for treatment | | | | |
| 22 | how to prepare consultation records covering: a) informed consent form (i.e. medical history, emotional and physical condition, signatures, client expectations); b) treatment record (i.e. area treated, names, treatment method, time and duration, equipment settings, treatment outcome) | | | |
| 23 | how to prepare yourself for carrying out the treatment | | | |
| 24 | how to prepare the client for the treatment | | | |
| 25 | how to position clients for treatment | | | |
| 26 | why it may be important to produce photographic images pre and post treatment | | | |
| 27 | the preparation of equipment, eg. sterile attachments and crystals | | | |
| Anatomy and physiology | | | | |
| 28 | the structure and function of skin (ie the layers of the epidermis, subcutaneous layer, the dermis, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs) | | | |
| 29 | how ageing affects the skin and limits the effectiveness of treatment | | | |

| | | | | |
|-------------------------------------|---|--|--|--|
| 30 | the function of blood and the principles of circulation, blood pressure and pulse | | | |
| 31 | the structure and function of the arteries, veins and capillaries in the face | | | |
| 32 | the structure and function of the lymphatic system, including lymphatic vessels, nodes and lymph in the face, neck, limbs and trunk | | | |
| 33 | the principles of lymph circulation | | | |
| 34 | the interaction of lymph and blood within the circulatory system | | | |
| 35 | the basic principles of the central nervous system | | | |
| 36 | the structure and location and the adipose tissue | | | |
| 37 | the effect of micro-dermabrasion treatment on the skin, circulatory, lymphatic and nervous systems | | | |
| Treatment specific knowledge | | | | |
| 38 | how to recognise different skin types and characteristics | | | |
| 39 | how to adapt machine systems and variables to suit different skin types | | | |
| 40 | how to identify common skin lesions and disorders which may contra-indicate treatment using micro-dermabrasion | | | |
| 41 | how to identify erythema and its causes | | | |
| 42 | the effects of UV light on skin | | | |
| 43 | why it is important to understand the variables and terminology of micro-dermabrasion in relation to treatment practice | | | |
| 44 | the importance of performing the first treatment at the lowest setting to evaluate how the client's skin responds | | | |
| 45 | the causes and hazards of accidental exposure to clinical waste and the importance of wearing PPE, eg. masks and gloves | | | |
| 46 | the importance of questioning and assessing the client to gain information on the client's skin healing ability and rate | | | |
| 47 | the post treatment effects and the importance of clients avoiding heat treatments and the wearing of restrictive clothing | | | |
| 48 | the importance of using the correct ph levels of the products used on the skin after treatment | | | |

| | | | | |
|--------------------------------|--|--|--|--|
| 49 | the importance of giving correct homecare advice | | | |
| 50 | the importance of post treatment assessment through client feedback, eg. questionnaire, telephone call, next visit follow-up | | | |
| 51 | the importance of a dry and well ventilated working environment during treatment and when storing equipment and consumables | | | |
| 52 | the awareness of alternative and complementary peel/exfoliation treatments | | | |
| 53 | the importance of using high factor sun cream (factor 15 to 30) post treatment | | | |
| 54 | how to select, use and apply different micro-dermabrasion techniques, in line with treatment objectives, including an explanation of the effects on the skin in relation to speed, pressure, vacuum and crystal flow | | | |
| 55 | how to recognise and treat various conditions for the treatment objectives listed in the range, and associated conditions within the range | | | |
| 56 | how to prepare the skin for treatment, eg. oil free, dry and hair free | | | |
| 57 | the awareness of normal and adverse reactions that may occur during micro-dermabrasion treatments, eg. erythema, swelling, pin-point bruising | | | |
| Equipment and materials | | | | |
| 58 | differing types of micro-dermabrasion equipment and the recommended use and application | | | |
| 59 | how to prepare and use the equipment and materials for the treatment | | | |
| 60 | how to maintain equipment and materials in a clean and hygienic condition | | | |
| 61 | how to store equipment and materials in line with manufacturers recommendations | | | |

Notes/Comments

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal Verifier's signature:

Date:

Unit BT36 Improve the appearance of the skin using micro-dermabrasion

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for improving the appearance of the skin using micro-dermabrasion.
 - ◆ Your assessor will observe your performance on **at least five occasions, involving at least three different clients.**
 - ◆ From the range, you must practically demonstrate that you have:
 - used all assessment techniques
 - dealt with both types of client
 - met four of the treatment objectives*
 - completed all consultation records (including treatment plan and record cards)
 - dealt with all environmental conditions
 - covered all legal and safety requirements
 - used all of the resources
 - dealt with one of the systems and variables
 - covered all areas to be treated
 - covered all techniques
 - provided all types of treatment advice
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit G1 Ensure your own actions reduce risks to health and safety

- Outcomes in this Unit are:**
- G1.1 Identify the hazards and evaluate the risks in your workplace**
 - G1.2 Reduce the risks to health and safety in your workplace**

UNIT OVERVIEW:

Fundamental to this Unit is an understanding of the terms “hazard” and “risk”. They have been defined overleaf and it is VERY IMPORTANT that they are understood before undertaking the Unit.

This Unit is for everyone at work (whether paid, unpaid, full or part-time). The scope of the Health & Safety at Work Act 1974 covers “all persons” whether employers, employees, self-employed, contractors, etc. Amongst other things the Act seeks to secure the health, safety and welfare of people whilst they work and protect other people against risks to health or safety arising from the activity of people at work. This Unit does not require the candidate to undertake a full risk assessment, it is about having an appreciation of significant risks in the workplace and knowing how to identify them and deal with them.

This Unit covers the health & safety duties for everyone in the workplace, irrespective of their work role. It describes the competencies required to ensure that:

- ◆ **your own actions do not create any health & safety risks**
- ◆ **you do not ignore significant risks in your workplace, and**
- ◆ **you take sensible action to put things right, including: reporting situations which pose a danger to people in the workplace and seeking advice**

This is what you need to show. In Element 1 you need to show that you understand the health & safety requirements and policies in the workplace, and that you check your own working practices and work area for any risk of you or others being harmed. You should be able to identify the risk arising from any hazards you have identified and know which you can deal with safely yourself, and those which you must report to the “responsible person” for attention.

Element 2 requires you to show you have taken steps to reduce those health & safety risks with which you might come into contact during the course of your work. It covers carrying out tasks safely and in accordance with instructions and workplace requirements.

The Health & Safety Executive (HSE) is the body appointed to support and enforce health & safety law. They have defined two important concepts as follows:

Hazard “a hazard is something with potential to cause harm”

Risk “a risk is the likelihood of the hazard’s potential being realised”

Almost anything may be a hazard, but may or may not become a risk. For example:

- 1 A trailing electric cable from a piece of equipment is a hazard. If it is trailing across a passageway there is a high risk of someone tripping over it, but if it lies along a wall out of the way, the risk is much less.
- 2 Toxic or flammable chemicals stored in a building are a hazard and by their nature may present a high risk. However, if they are kept in a properly designed secure store and handled by properly trained and equipped people, the risk is much less than if they are left about in a busy workshop for anyone to use – or misuse.

- 3 A failed light bulb is a hazard. If it is just one bulb out of many in a room it presents very little risk, but if it is the only light on a stairwell, it is a very high risk. Changing the bulb may be a high risk, if it is high up, or if the power has been left on, or low risk if it is in a table lamp which has been unplugged.
- 4 A box of heavy material is a hazard. It presents a higher risk to someone who lifts it manually than if a mechanical handling device is properly used.

Key points regarding Health & Safety legislation and regulations

“Health & Safety at Work Act 1974”

The Health & Safety at Work Act 1974 is the main piece of legislation under which nearly all the other regulations are made. It is for this reason that only this piece of legislation is specifically referred to in this Unit.

Employers have a legal duty under this Act to ensure, so far as is reasonably practicable, the health, safety and welfare at work of the people for whom they are responsible and the people who may be affected by the work they do.

Under this Act it is also important to be aware that all people at work, not just employers, have a duty to take reasonable care to avoid harming themselves or others through the work they do.

Risks should be reduced “so far as is reasonably practicable”. This term means the duty holder (in most instances the employer) can balance the cost against the degree of risk although obviously any Health & Safety Inspectors would expect that relevant good practice is followed.

According to the Act:

Employers must safeguard so far as is reasonably practicable, the health, safety and welfare at work of all the people who work for them and “other persons”. This applies in particular to the provision and maintenance of safe plant and systems of work and covers all machinery, equipment and substances used.

People at work also have a duty under the Act to take reasonable care to avoid harm to themselves or to others by their working practices and to co-operate with employers and others in meeting statutory requirements. The Act also requires employees not to interfere with or misuse anything provided to protect their health, safety or welfare in compliance with the Act.

Other Legislation

There is an array of health & safety regulations and codes of practice which affect people at work. There are regulations for those who, for example, work with electricity, or work on construction projects, as well as regulations covering noise at work, manual handling, working with VDUs, or dealing with substances hazardous to health, etc. The specific requirements for all or any of these can be obtained from HSE local offices.

As many of the regulations are only relevant to certain workplaces or working practices no specific reference has been made in the Knowledge Requirements to any of these regulations. The phrase “your responsibilities for health & safety as required by any specific legislation covering your job role” is intended to relate to those specific pieces of legislation important to your workplace and/or working practices which you should be able to find out about.

Unit G1 Ensure your own actions reduce risks to health and safety

Element G1.1 Identify the hazards and evaluate the risk in your workplace

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) correctly naming and locating the persons responsible for health & safety in the workplace | | | |
| (b) identifying which workplace policies are relevant to your working practices | | | |
| (c) identifying those working practices in any part of your job role which could harm yourself or other persons | | | |
| (d) identifying those aspects of the workplace which could harm yourself or other persons | | | |
| (e) evaluating which of the potentially harmful working practices and the potentially harmful aspects of the workplace are those with the highest risk to you or to others | | | |
| (f) reporting those hazards which present a high risk to the persons responsible for health & safety in the workplace | | | |
| (g) dealing with the hazards with low risks in accordance with workplace policies and legal requirements | | | |

Element G1.2 Reduce the risks to health and safety in your workplace

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) carrying out your working practices in accordance with legal requirements | | | |
| (b) following the most recent workplace policies for your job role | | | |
| (c) rectifying those health & safety risks within your capability and the scope of your job responsibilities | | | |
| (d) passing on any suggestions for reducing risks to health & safety within your job role to the responsible persons | | | |

* Use the key on page 22 to identify the types of evidence

Element G1.2 Reduce the risks to health and safety in your workplace (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (e) ensuring your personal conduct in the workplace does not endanger the health & safety of yourself or other persons | | | |
| (f) following the workplace policies and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products | | | |
| (g) reporting any differences between workplace policies and suppliers' or manufacturers' instructions as appropriate | | | |
| (h) ensuring your personal presentation at work <ul style="list-style-type: none"> — ensures the health & safety of yourself and others — meets any legal duties, and — is in accordance with workplace policies | | | |

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| 1 Risks resulting from: | | | |
| (a) the use and maintenance of machinery or equipment | | | |
| (b) the use of materials or substances | | | |
| (c) working practices which do not conform to laid down policies | | | |
| (d) unsafe behaviour | | | |
| (e) accidental breakages and spillages | | | |
| (f) environmental factors | | | |
| 2 Workplace policies covering: | | | |
| (a) the use of safe working methods and equipment | | | |
| (b) the safe use of hazardous substances | | | |
| (c) smoking, eating, drinking and drugs | | | |
| (d) what to do in the event of an emergency | | | |
| (e) personal presentation | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Health and Safety Legislation and Workplace Policies | | | |
| 1 your legal duties for health & safety in the workplace as required by the Health and Safety at Work Act 1974 | | | |
| 2 your duties for health & safety as defined by any specific legislation covering your job role | | | |
| 3 agreed workplace policies relating to controlling risks to health and safety | | | |
| 4 responsibilities for health and safety in your job description | | | |
| 5 the responsible persons to whom you report health and safety matters | | | |
| Risks to health and safety | | | |
| 6 what hazards may exist in your workplace | | | |
| 7 the particular health & safety risks which may be present in your own job role and the precautions you must take | | | |
| 8 the importance of remaining alert to the presence of hazards in the whole workplace | | | |
| 9 the importance of dealing with or promptly reporting risks | | | |
| 10 the requirements and guidance on the precautions | | | |
| 11 the specific workplace policies covering your job role | | | |
| 12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products | | | |
| 13 safe working practices for your own job role | | | |
| 14 the importance of personal presentation in maintaining health & safety in the workplace | | | |
| 15 the importance of personal conduct in maintaining the health & safety of yourself and others | | | |
| 16 your scope and responsibility for rectifying risks | | | |
| 17 workplace procedures for handling risks which you are unable to deal with | | | |

Notes/Comments

Candidate's signature: _____ **Date:** _____

Assessor's signature: _____ **Date:** _____

Internal Verifier's signature: _____ **Date:** _____

Unit G1 Ensure your own actions reduce risks to health and safety

Guidance for Candidates

Evidence requirements

- ◆ You should satisfy the Assessor that you can consistently meet the standards.
- ◆ Evidence should be drawn from real working practices, and evidence must be provided across all the performance criteria. Your Assessor must see performance evidence for the number of range items, as specified, appropriate to your own workplace context.
- ◆ Answers to questions and other forms of evidence may additionally be used to demonstrate an understanding of the essential knowledge required for the Unit, and for the specific knowledge required for each element.
- ◆ Evidence must be provided to demonstrate competence in identifying hazards with reference to working activities or aspects of the workplace and acting upon your decisions as to whether the hazard presents a high or low risk.
- ◆ Evidence must be provided to demonstrate competence in reducing the risk to health & safety.
- ◆ Performance evidence must be provided against each of the performance criteria. The Assessor will also need to be satisfied that you have the necessary knowledge and understanding to perform competently in respect of all the range items listed in this Unit.
- ◆ You must show from the range that you have identified **a minimum of two types of risks** resulting from those listed.
- ◆ You must show evidence that you have followed **a minimum of four types of workplace policy**.
- ◆ Performance evidence must be provided from real working practices.

Unit BT42 Finish and Maintain Artificial Nail Overlays using Electric Files

Outcomes in this Unit are:

- BT42.1 Prepare for the service**
- BT42.2 Consult with the client**
- BT42.3 Finish and maintain nail overlays**
- BT42.4 Complete the service**

UNIT OVERVIEW:

This Unit is about the safe and appropriate use of electric files during the processes of finishing and maintaining overlay materials only.

This Unit also covers the safe and professional preparation and maintenance of the electric file hand piece and attachments.

Unit BT42 Finish and Maintain Artificial Nail Overlays using Electric Files

Element BT42.1 Prepare for the service

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) preparing your work area to meet legal, hygiene and service requirements | | | |
| (b) ensuring your personal appearance meets accepted industry and organisation requirements | | | |
| (c) making sure that environmental conditions are suitable for the client and the service | | | |
| (d) ensuring all equipment is clean, free of dust and fit for purpose | | | |
| (e) positioning the electric file and file heads for ease and safety of use | | | |
| (f) sanitising your hands prior to the service | | | |
| (g) ensuring the preparation of the client meets organisation requirements | | | |
| (h) encouraging the client to find a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client | | | |

Element BT42.2 Consult with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) cleansing the client's hands prior to identifying the condition of their nails and skin | | | |
| (b) using consultation techniques in a polite and friendly manner to determine the client's service plan | | | |
| (c) discussing and agreeing the service and outcomes that are acceptable to your client | | | |
| (d) explaining your assessment of the client's nail and skin condition in a clear way to help the client's understanding | | | |

Element BT42.1 Prepare for the service (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| (e) accurately establishing and recording the condition of the client's skin and nails | | | |
| (f) recognising any contra-indications and taking the necessary action | | | |

Element BT42.3 Finish and maintain nail overlays

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) wearing a dust mask and safety glasses when using electric files | | | |
| (b) positioning yourself square to your client and maintaining three points of contact throughout the service | | | |
| (c) keeping the finger you are working on stable by firmly supporting your client's hand and finger | | | |
| (d) ensuring you only use the electric file on overlays that have set | | | |
| (e) using the most suitable file head for the stage of the service you are carrying out | | | |
| (f) operating the electric file at a speed suitable for the type of work and in a way that meets manufacturer's instructions | | | |
| (g) moving the electric file in one direction ensuring the rotation of the file attachment is in the opposite direction to working | | | |
| (h) ensuring continuous movement of the file to avoid a burning sensation to the client | | | |
| (i) working on an overlay so you never touch the natural nail plate or surrounding skin | | | |
| (j) manipulating and positioning your client's finger so the rotating attachment is kept flat against the nail | | | |
| (k) achieving a smooth, even finish of the overlay when finishing | | | |

Element BT42.3 Finish and maintain nail overlays (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (l) ensuring electric filing leaves the free edges tapered, thin and with a clean edge | | | |
| (m) ensuring electric filing achieves a balanced nail with a natural apex | | | |
| (n) ensuring buffing achieves an even, high shine finish | | | |
| (o) using suitable maintenance techniques to restore the balance of the artificial nail | | | |
| (p) removing the bulk of the overlay to leave a thin, even layer of artificial overlay prior to soaking in suitable remover | | | |
| (q) taking appropriate and prompt remedial action where contra-actions occur during the course of treatment | | | |

Element BT42.4 Complete the service

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) confirming with your client that the finished result is to their satisfaction and meets their needs | | | |
| (b) correctly removing and storing the file heads and leaving the electric file hand piece safe and secure | | | |
| (c) ensuring client records are up-to-date, accurate and complete | | | |
| (d) leaving the work area and equipment in a condition suitable for further services | | | |

Unit BT42 Finish and Maintain Artificial Nail Overlays using Electric Files

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 1 Consultation techniques include: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) physical examination | | | |
| (d) reference to client records | | | |
| 2 Necessary action includes: | | | |
| (a) encouraging your client to seek medical advice | | | |
| (b) explaining why an electric filing service cannot be carried out | | | |
| (c) modifying the service | | | |
| 3 Environmental conditions include: | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |
| 4 Type of work is: | | | |
| (a) reducing length | | | |
| (b) smoothing surfaces | | | |
| (c) thinning out the free edge of the overlay | | | |
| (d) finishing full sets | | | |
| (e) buffing | | | |
| (f) reducing overlay bulk | | | |
| 5 Maintenance techniques are: | | | |
| (a) backfilling by trenching | | | |
| (b) backfilling by free edge bulk reduction | | | |
| (c) rebalancing | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and Legal Requirements | | | |
| 1 why it is important to maintain standards of hygiene and the principles of cross infection | | | |
| 2 your responsibilities under current, relevant legal requirements and regulations when working with electric files | | | |
| 3 the provisions of the current Code of Practice for working with electric files | | | |
| 4 the health and safety issues specific to the use of electric files, how you should work and personal presentation requirements | | | |
| 5 the possible risks to yourself and your client of ineffective positioning when using electric files and how to avoid potential discomfort and injury | | | |
| 6 why it is important to complete and maintain accurate client records | | | |
| 7 salon requirements for client record keeping | | | |
| 8 the importance of achieving client satisfaction | | | |
| Contra-indications and contra-actions | | | |
| 9 the types of contra-actions that can occur when using electric files (eg blistering, burning, thinning of the nail plate) | | | |
| 10 how to recognise conditions which restrict an electric filing service and why it is important to encourage clients with contra-indications to seek medical advice (eg thin and or damaged nail plate, cuts and abrasions to surrounding skin, onycholysis — nail separation) | | | |
| 11 why it is important to encourage clients with contra-indications to seek advice and the reasons for not naming specific contra-indications when doing so | | | |
| Equipment | | | |
| 12 care and maintenance of electric filing equipment | | | |
| 13 types of electric filing equipment, how and when to use them, including adaptation for left and right handed use | | | |
| 14 types of electric file attachments, when and how to use them | | | |
| 15 the manufacturer's instructions for the care and maintenance of the electric file(s) you use in your workplace and the importance of following them | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| Electric filing of overlays | | | |
| 16 electric filing techniques, including thinning out overlays, buffing and use of differing speeds of rotation | | | |
| 17 why it is important to maintain three points of contact when working with a client | | | |
| 18 how to position and support your client's hand and finger whilst working with an electric file | | | |
| 19 how the inappropriate use of electric files can damage the natural nail and surrounding skin | | | |
| 20 how to identify types of nail damage caused by the misuse of electric files | | | |
| 21 why it is important to work in one direction across the overlay | | | |
| 22 how to avoid excessive accumulation of heat when using an electric file | | | |
| 23 why the spin of the electric file needs to be in the opposite direction of working | | | |
| 24 why the natural nail should always be hand filed prior to the application of the overlay | | | |
| 25 when to use a hand file and when to use and electric file — the limitations of use of electric files | | | |
| 26 why electric files should never be used for tip blending | | | |
| 27 the importance of maintaining balance, shape and position of apex when electric filing | | | |
| 28 the importance of having a well ventilated working area | | | |
| 29 the reasons for and methods of sanitising your hands | | | |
| 30 the different types of chemicals used for disinfecting and sterilising equipment relevant to electric files and how to use these chemicals correctly | | | |
| 31 how to select and use personal protective equipment | | | |
| 32 the difference between dust created by hand filing and electric filing and its health and safety implications | | | |
| Communication | | | |
| 33 how to use effective communication and consultation techniques | | | |

Unit BT42 Finish and Maintain Artificial Nail Overlays using Electric Files

Notes/Comments

Candidate's signature: _____ **Date:** _____
Assessor's signature: _____ **Date:** _____
Internal Verifier's signature: _____ **Date:** _____

Unit BT43 Provide Female Intimate Waxing Services

Outcomes in this Unit are:

- BT43.1 Consult with the client**
- BT43.2 Prepare for the waxing service**
- BT43.3 Plan the treatment**
- BT43.4 Remove unwanted hair**
- BT43.5 Complete the waxing service**

UNIT OVERVIEW:

This Unit is about removing hair from intimate areas using various waxing techniques.

You will need to be able to consult with the client, prepare for the waxing service and produce a treatment plan. You will also need to provide treatment advice to the client, particularly around the avoidance of certain activities and home care advice.

To carry out this Unit, you must maintain effective health, safety and hygiene procedures and show a professional and ethical approach throughout this service.

Unit BT43 Provide Female Intimate Waxing Services

Element BT43.1 Consult with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) using suitable consultation techniques in a polite and professional manner to determine the client's treatment plan | | | |
| (b) discussing and agreeing the waxing service and outcomes that are acceptable to the client and meets their needs | | | |
| (c) obtaining written informed consent from the client prior to carrying out the treatment | | | |
| (d) maintaining the client's modesty and privacy at all times | | | |
| (e) recognising any contra-indications and the client's suitability for the waxing service and taking the necessary action | | | |
| (f) clearly explaining the possible contra-actions to the client prior to agreeing to the waxing service | | | |
| (g) conducting a patch test correctly on a suitable area of skin in the groin following the current industry Code of Practice for Waxing | | | |
| (h) informing the client in a tactful way if there is an adverse reaction to the patch test and treatment cannot be carried out | | | |

Element BT43.2 Prepare for the waxing service

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) preparing the work environment to meet legal, hygiene and industry Code of Practice for Waxing requirements | | | |
| (b) ensuring your personal appearance meets accepted industry Code of Practice for Waxing and organisational requirements | | | |
| (c) ensuring that all tools and equipment are cleaned using the correct methods | | | |

Element BT43.2 Prepare for the waxing service (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| (d) making sure that environmental conditions are suitable for the client and waxing techniques | | | |
| (e) helping the client into a suitable and comfortable position for the area to be treated during the waxing service | | | |
| (f) sanitising your hands prior to the waxing service | | | |
| (g) wearing suitable personal protective equipment for the work that conforms to the industry Code of Practice for Waxing | | | |
| (h) providing suitable personal protective equipment for your client that conforms to the industry Code of Practice for Waxing | | | |

Element BT43.3 Plan the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) discussing, reviewing and confirming the treatment plan with the client in a way they understand | | | |
| (b) making sure the preparation of the client meets the agreed treatment plan and the industry Code of Practice for Waxing | | | |
| (c) selecting and correctly positioning suitable equipment, materials, applicators and products for the waxing service | | | |

Element BT43.4 Remove unwanted hair

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) using the correct pre-wax application products prior to waxing following manufacturer's instructions | | | |
| (b) conducting a thermal sensitivity test immediately prior to the intended waxing service | | | |

Element BT43.4 Remove unwanted hair (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| (c) establishing the hair growth pattern prior to the application of the product | | | |
| (d) using methods of application correctly and following manufacturer's instructions | | | |
| (e) applying and removing the product in the treatment area according to the requirements of the hair removal method and hair growth pattern | | | |
| (f) conducting yourself in a professional manner throughout the waxing service in line with the industry Code of Practice for Waxing | | | |
| (g) maintaining the client's modesty and privacy at all times | | | |
| (h) correctly removing hazardous waste from your work area throughout the waxing service | | | |
| (i) minimising wastage of product during application | | | |
| (j) providing clear instructions to the client on how and when to support their skin during the waxing service | | | |
| (k) ensuring your working techniques minimise discomfort to the client | | | |
| (l) checking the client's wellbeing throughout the waxing service and giving the necessary reassurance | | | |
| (m) discontinuing the waxing service and providing advice and recommendations for any other relevant treatment where contra-actions occur | | | |
| (n) ensuring the client's treatment area is left free of product and hair and treated with a suitable soothing product | | | |
| (o) ensuring your own posture and position minimises fatigue and risk of injury whilst working | | | |

Element BT43.5 Complete the waxing service

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (a) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan | | | |
| (b) ensuring waxing services are cost effective and are carried out within a commercially viable time | | | |
| (c) ensuring client records are up-to-date, accurate, easy to read and complete | | | |
| (d) giving aftercare advice and recommendations accurately and constructively | | | |
| (e) disposing of hazardous waste correctly to meet local authority requirements | | | |
| (f) leaving the work area and equipment in a condition suitable for further waxing services | | | |

Unit BT43 Provide Female Intimate Waxing Services

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 1 Consultation techniques are: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) manual | | | |
| (d) reference to client records | | | |
| 2 Waxing services are: | | | |
| (a) Hollywood | | | |
| (b) Brazilian | | | |
| (c) Shaping | | | |
| (d) Playboy | | | |
| 3 Necessary action should be: | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) explaining why the waxing service cannot be carried out | | | |
| (c) modification of the waxing service | | | |
| (d) refusing an unsuitable client | | | |
| 4 Environmental conditions include: | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |
| 5 Preparation of the client covers: | | | |
| (a) removal of accessories and clothing necessary for the treatment | | | |
| (b) protection of clothing | | | |
| (c) client's own cleansing of the area to be treated | | | |
| (d) trimming of overlong hair for the treatment | | | |

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 6 Products are: | | | |
| (a) hot wax | | | |
| (b) warm wax | | | |
| (c) sugar paste | | | |
| 7 Pre-waxing application products are: | | | |
| (a) oils | | | |
| (b) powders | | | |
| 8 Work techniques cover: | | | |
| (a) stretching and manipulating the skin during application and removal | | | |
| (b) speed of product removal | | | |
| (c) direction and angle of removal | | | |
| (d) on-going product temperature checks | | | |
| 9 Aftercare advice covers: | | | |
| (a) avoidance of activities which may cause contra-actions | | | |
| (b) future treatment needs | | | |
| (c) home care | | | |
| (d) personal hygiene | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant local and national health and safety legislation | | | |
| 2 the content of the current Code of Practice for Waxing Services and the importance of following its provisions | | | |
| 3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection | | | |
| 4 how to position yourself and the client to avoid potential discomfort and injury | | | |
| 5 the importance and reasons for keeping records of treatments and gaining informed consent | | | |
| 6 why minors, under the age of 16, should not be given intimate waxing treatments | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| 7 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 8 how to minimise and dispose of general and hazardous waste from treatments | | | |
| 9 why it is important to complete services in the given time | | | |
| 10 the salon pricing structures | | | |
| Client consultation | | | |
| 11 how to use effective communication and consultation techniques whilst maintaining a professional manner | | | |
| 12 the reasons why it is important to refer clients with contra-indications to seek medical advice | | | |
| 13 the importance of, and reasons for, not naming specific contra-indications when referring clients to a General Practitioner | | | |
| 14 why it is important to explain possible contra-actions to the client | | | |
| 15 why it is important to explain to the client possible skin sensitivity during menstruation | | | |
| 16 why it is important to maintain clients' modesty and privacy | | | |
| 17 how to conduct a patch test for waxing | | | |
| Preparation for treatment | | | |
| 18 the necessary lighting, heating, ventilation and general comfort requirements for the treatment | | | |
| 19 how to prepare treatment plans | | | |
| 20 how to prepare yourself for carrying out the treatment | | | |
| 21 why it is important for the client to personally clean the area to be treated immediately prior to the waxing service | | | |
| 22 how to prepare the client for the treatment | | | |
| 23 how to conduct visual examinations of the skin and hair growth in the area to be treated | | | |
| 24 why it is necessary to conduct yourself in a professional manner in order to avoid any possible misinterpretation of behaviour | | | |
| 25 how to prepare the area for treatment including the use of pre-wax application products and hair trimming | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| Anatomy and physiology | | | |
| 26 the structure of the skin (ie the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, blood and lymph vessels, and sensory nerve ending) and differences in the structure of the skin for the different client groups | | | |
| 27 the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production) | | | |
| 28 the structure of the hair | | | |
| 29 the basic principles of hair growth (ie anagen, catagen, telogen) | | | |
| 30 the types of hair growth (including terminal and vellus) | | | |
| 31 the correct medical terminology for female genitalia | | | |
| 32 the structure of the female genitalia | | | |
| Contra-indications | | | |
| 33 how to recognise those contra-indications requiring medical referral (eg urinary infections, sexually transmitted infections, pubic lice, contagious skin disease, diabetes, oedema) | | | |
| 34 how to recognise other contra-indications that will prevent treatment but will not require medical referral (eg thin and/or fragile skin, scar tissue under six months old, heat rash, sunburn, known allergies to products and ingredients such as rosin found in sticking plasters and wax) | | | |
| 35 how to recognise those conditions which restrict treatment (eg moles infected in-growing hairs, skin tags, external haemorrhoids, medication) | | | |
| Contra-actions | | | |
| 36 how to recognise and deal with the contra-actions that can occur as a result of intimate waxing treatments (eg bruising, blood spots, abrasions, broken hair, histamine (allergic) reaction, excessive erythema, excessive and diminished re-growth) | | | |
| Equipment and products for intimate waxing | | | |
| 37 the types of equipment and products used for intimate waxing | | | |
| 38 how to match the pre-application product to the type of wax being used | | | |
| 39 the ingredients and composition of waxing products including warm wax, sugar paste and hot wax | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| 40 how to prepare and use the necessary equipment for the work | | | |
| 41 methods of disinfecting and sterilising equipment | | | |
| 42 how to maintain equipment and materials in a clean and hygienic condition | | | |
| 43 the importance of using suitable personal protective equipment | | | |
| 44 the importance of providing suitable personal protective equipment for the client | | | |
| 45 how to prepare waxing products for use | | | |
| 46 the types of product suitable for soothing skin irritation | | | |
| 47 the reasons why talc-free powders should be used in intimate areas | | | |
| Intimate waxing services | | | |
| 48 how to carry out the intimate waxing services in the range | | | |
| 49 the terminology and procedures associated with other intimate waxing services, eg Bollywood, Las Vegas, Californian and adornments | | | |
| 50 the types of shaping templates that are available for intimate waxing and how to use and apply them | | | |
| 51 the various techniques associated with, and working temperatures for, the different types of hot wax, warm wax and sugar paste | | | |
| 52 the suitability of specific products for certain hair types | | | |
| 53 how to apply and remove waxing products | | | |
| 54 product application requirements in relation to the direction of hair growth | | | |
| 55 the precautions which need to be taken when removing hair around conditions which restrict the treatment | | | |
| 56 the expected skin reaction to waxing | | | |
| 57 other methods of temporary hair removal (eg tweezing, shaving, depilatory creams, electrical depilatory, threading, abrasive mitts) and the effect of these methods on the waxing process | | | |
| 58 how you and the client should support the skin during the intimate waxing service avoiding inappropriate contact | | | |
| 59 why it is important to restrict your conversation to instructions during the intimate waxing service | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| 60 how to manipulate the client's personal protective equipment during the service to prevent product contact with mucus membranes | | | |
| 61 how to deal with circumstances in which the client's behaviour breaches the professional status of the treatment | | | |
| Aftercare | | | |
| 62 why it is important to give aftercare treatment advice both verbally and in writing and what may happen if treatment advice was not given or is not followed | | | |
| 63 aftercare and maintenance requirements for intimate waxing treatments and why these are important (including avoidance of heat and friction, use of perfumed and chemical based products, wearing of restrictive clothing, avoidance of touching the treated area and for how long this should be avoided, the avoidance of swimming and other exercise and for how long this should be avoided, personal toilet hygiene) | | | |
| 64 why it is necessary to give clients clear and specific guidance on the importance of personal toilet hygiene and the avoidance of heat and friction | | | |
| 65 recommended intervals between treatments | | | |
| 66 suitable home care products and how to apply them eg post wax lotions | | | |

Unit BT43 Provide Female Intimate Waxing Services

Notes/Comments

Candidate's signature: _____ **Date:** _____

Assessor's signature: _____ **Date:** _____

Internal Verifier's signature: _____ **Date:** _____

Unit BT45 Provide Male Intimate Waxing Services

Outcomes in this Unit are:

- BT45.1 Consult with the client**
- BT45.2 Prepare for the waxing service**
- BT45.3 Plan the treatment**
- BT45.4 Remove unwanted hair**
- BT45.5 Complete the waxing service**

UNIT OVERVIEW:

This Unit is about removing hair from intimate areas using various waxing techniques.

You will need to be able to consult with the client, prepare for the waxing service and produce a treatment plan. You will also need to provide treatment advice to the client, particularly around the avoidance of certain activities and home care advice.

To carry out this Unit, you must maintain effective health, safety and hygiene procedures and show a professional and ethical approach throughout this service.

Unit BT45 Provide Male Intimate Waxing Services

Element BT45.1 Consult with the client

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) using suitable consultation techniques in a polite and professional manner to determine the client's treatment plan | | | |
| (b) discussing and agreeing the waxing service and outcomes that are acceptable to the client and meets their needs | | | |
| (c) obtaining written informed consent from the client prior to carrying out the treatment | | | |
| (d) maintaining the client's modesty and privacy at all times | | | |
| (e) recognising any contra-indications and the client's suitability for the waxing service and taking the necessary action | | | |
| (f) clearly explaining the possible contra-actions to the client prior to agreeing to the waxing service | | | |
| (g) conduct a patch test correctly on a suitable area of skin in the groin following the current industry Code of Practice for Waxing | | | |
| (h) informing the client in a tactful way if there is an adverse reaction to the patch test and treatment cannot be carried out | | | |

Element BT45.2 Prepare for the waxing service

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) preparing the work environment to meet legal, hygiene and industry Code of Practice for Waxing requirements | | | |
| (b) ensuring your personal appearance meets accepted industry Code of Practice for Waxing and organisational requirements | | | |
| (c) ensuring that all tools and equipment are cleaned using the correct methods | | | |

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| (d) making sure that environmental conditions are suitable for the client and waxing techniques | | | |
| (e) helping the client into a suitable and comfortable position for the area to be treated during the waxing service | | | |
| (f) sanitising your hands prior to the waxing service | | | |
| (g) wearing suitable personal protective equipment for the work that conforms to the industry Code of Practice for Waxing | | | |
| (h) providing suitable personal protective equipment for your client that conforms to the industry Code of Practice for Waxing | | | |

Element BT45.3 Plan the treatment

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) discussing, reviewing and confirming the treatment plan with the client in a way they understand | | | |
| (b) making sure the preparation of the client meets the agreed treatment plan and the industry Code of Practice for Waxing | | | |
| (c) selecting and correctly positioning suitable equipment, materials, applicators and products for the waxing service | | | |

Element BT45.4 Remove unwanted hair

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) using the correct pre-wax application products prior to waxing following manufacturer's instructions | | | |
| (b) conducting a thermal sensitivity test immediately prior to the intended waxing service | | | |

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| (c) establishing the hair growth pattern prior to the application of the product | | | |
| (d) using methods of application correctly and following manufacturer's instructions | | | |
| (e) applying and removing the product in the treatment area according to the requirements of the hair removal method and hair growth pattern | | | |
| (f) conducting yourself in a professional manner throughout the waxing service in line with the industry Code of Practice for Waxing | | | |
| (g) maintaining the client's modesty and privacy at all times | | | |
| (h) correctly removing hazardous waste from your work area throughout the waxing service | | | |
| (i) minimising wastage of product during application | | | |
| (j) providing clear instructions to the client on how and when to support their skin during the waxing service | | | |
| (k) ensuring your working techniques minimise discomfort to the client | | | |
| (l) checking the client's wellbeing throughout the waxing service and giving the necessary reassurance | | | |
| (m) discontinuing the waxing service and providing advice and recommendations for any other relevant treatment where contractions occur | | | |
| (n) ensuring the client's treatment area is left free of product and hair and treated with a suitable soothing product | | | |
| (o) ensuring your own posture and position minimises fatigue and risk of injury whilst working | | | |

Element BT43.5 Complete the waxing service

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (a) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan | | | |
| (b) ensuring waxing services are cost effective and are carried out within a commercially viable time | | | |
| (c) ensuring client records are up-to-date, accurate, easy to read and complete | | | |
| (d) giving aftercare advice and recommendations accurately and constructively | | | |
| (e) disposing of hazardous waste correctly to meet local authority requirements | | | |
| (f) leaving the work area and equipment in a condition suitable for further waxing services | | | |

Unit BT45 Provide Male Intimate Waxing Services

| Range Statements (Your performance at work must include the range of items below) | | | |
|--|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 1 Consultation techniques are: | | | |
| (a) questioning | | | |
| (b) visual | | | |
| (c) manual | | | |
| (d) reference to client records | | | |
| 2 Waxing services are: | | | |
| (a) lower back | | | |
| (b) buttocks | | | |
| (c) anal area | | | |
| (d) scrotum | | | |
| (e) penis | | | |
| 3 Necessary action should be: | | | |
| (a) encouraging the client to seek medical advice | | | |
| (b) explaining why the waxing service cannot be carried out | | | |
| (c) modification of the waxing service | | | |
| (d) refusing an unsuitable client | | | |
| 4 Environmental conditions include: | | | |
| (a) lighting | | | |
| (b) heating | | | |
| (c) ventilation | | | |
| (d) general comfort | | | |
| 5 Preparation of the client covers: | | | |
| (a) removal of accessories and clothing necessary for the treatment | | | |
| (b) protection of clothing | | | |
| (c) client's own cleansing of the area to be treated | | | |
| (d) trimming of overlong hair for the treatment | | | |

| Range Statements (cont) | | | |
|---|-------------------------|-------------|------------------------------|
| | Type of evidence | Date | Evidence Index Number |
| 5 Products are: | | | |
| (a) hot wax | | | |
| (b) warm wax | | | |
| (c) sugar paste | | | |
| 7 Pre-wax application products are: | | | |
| (a) oils | | | |
| (b) powders | | | |
| 8 Work techniques cover: | | | |
| (a) stretching and manipulating the skin during application and removal | | | |
| (b) speed of product removal | | | |
| (c) direction and angle of removal | | | |
| (d) on-going product temperature checks | | | |
| 9 Aftercare advice covers: | | | |
| (a) avoidance of activities which may cause contra-actions | | | |
| (b) future treatment needs | | | |
| (c) home care | | | |
| (d) personal hygiene | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Organisational and legal requirements | | | |
| 1 your responsibilities under relevant local and national health and safety legislation | | | |
| 2 the content of the current Code of Practice for Waxing Services and the importance of following its provisions | | | |
| 3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection | | | |
| 4 how to position yourself and the client to avoid potential discomfort and injury | | | |
| 5 the importance and reasons for keeping records of treatments and gaining informed consent | | | |
| 6 why minors, under the age of 16, should not be given intimate waxing treatments | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| 7 the importance of the correct storage of client records in relation to the Data Protection Act | | | |
| 8 how to minimise and dispose of general and hazardous waste from treatments | | | |
| 9 why it is important to complete services in the given time | | | |
| 10 the salon pricing structures | | | |
| Client consultation | | | |
| 11 how to use effective communication and consultation techniques whilst maintaining a professional manner | | | |
| 12 the reasons why it is important to refer clients with contra-indications to seek medical advice | | | |
| 13 the importance of, and reasons for, not naming specific contra-indications when referring clients to a General Practitioner | | | |
| 14 why it is important to explain possible contra-actions to the client | | | |
| 15 why it is important to maintain the clients' modesty and privacy | | | |
| 16 how to conduct a patch test for waxing | | | |
| Preparation for treatment | | | |
| 17 the necessary lighting, heating, ventilation and general comfort requirements for the treatment | | | |
| 18 how to prepare treatment plans | | | |
| 19 how to prepare yourself for carrying out the treatment | | | |
| 20 why it is important for the client to personally clean the area to be treated immediately prior to the waxing service | | | |
| 21 how to prepare the client for the treatment | | | |
| 22 how to conduct visual examinations of the skin and hair growth in the area to be treated | | | |
| 23 why it is necessary to conduct yourself in a professional manner in order to avoid any possible misinterpretation of behaviour | | | |
| 24 how to prepare the area for treatment including the use of pre-wax application products and hair trimming | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| Anatomy and physiology | | | |
| 25 the structure of the skin (ie the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, blood and lymph vessels, and sensory nerve ending) and differences in the structure of the skin for the different client groups | | | |
| 26 the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production) | | | |
| 27 the structure of the hair | | | |
| 28 the basic principles of hair growth (ie anagen, catagen, telogen) | | | |
| 29 the types of hair growth (including terminal and vellus) | | | |
| 30 the correct medical terminology for male genitalia | | | |
| 31 the structure of the male genitalia | | | |
| Contra-indications | | | |
| 32 how to recognise those contra-indications requiring medical referral (eg urinary infections, sexually transmitted infections, pubic lice, contagious skin disease, diabetes, oedema) | | | |
| 33 how to recognise other contra-indications that will prevent treatment but will not require medical referral (eg thin and fragile skin, scar tissue under six months old, heat rash, sunburn, known allergies to products and ingredients such as rosin found in sticking plasters and wax) | | | |
| 34 how to recognise those conditions which restrict treatment (eg moles infected in-growing hairs, skin tags, external haemorrhoids and medication) | | | |
| Contra-actions | | | |
| 35 how to recognise and deal with the contra-actions that can occur as a result of intimate waxing treatments (eg bruising, blood spots, abrasions, broken hair, histamine (allergic) reaction, excessive erythema, excessive and diminished re-growth) | | | |
| Equipment and products for intimate waxing | | | |
| 36 the types of equipment and products used for intimate waxing | | | |
| 37 how to match the pre-application product to the type of wax being used | | | |
| 38 the ingredients and composition of waxing products including warm wax, sugar paste and hot wax | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| 39 how to prepare and use the necessary equipment for the work | | | |
| 40 methods of disinfecting and sterilising equipment | | | |
| 41 how to maintain equipment and materials in a clean and hygienic condition | | | |
| 42 the importance of using suitable personal protective equipment | | | |
| 43 the importance of providing suitable personal protective equipment for the client | | | |
| 44 how to prepare waxing products for use | | | |
| 45 the types of product suitable for soothing skin irritation | | | |
| 46 the reasons why talc-free powders should be used in intimate areas | | | |
| Intimate waxing services | | | |
| 47 how to carry out the intimate waxing services in the range | | | |
| 48 the various techniques associated with, and working temperatures for, the different types of hot wax, warm wax and sugar paste | | | |
| 49 the suitability of specific products for certain hair types | | | |
| 50 how to apply and remove waxing products | | | |
| 51 product application requirements in relation to the direction of hair growth | | | |
| 52 the precautions which need to be taken when removing hair around conditions which restrict the treatment | | | |
| 53 the expected skin reaction to waxing | | | |
| 54 other methods of temporary hair removal (eg tweezing, shaving, depilatory creams, electrical depilatory, threading, abrasive mitts) and the effect of these methods on the waxing process | | | |
| 55 how you and the client should support the skin during the intimate waxing service avoiding inappropriate contact | | | |
| 56 why it is important to restrict your conversation to instructions during the intimate waxing service | | | |
| 57 how to deal with circumstances in which the client's behaviour breaches the professional status of the treatment | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| Aftercare | | | |
| 58 why it is important to give aftercare treatment advice both verbally and in writing and what may happen if treatment advice was not given or is not followed | | | |
| 59 aftercare and maintenance requirements for intimate waxing treatments and why these are important (including avoidance of heat and friction, use of perfumed and chemical based products, wearing of restrictive clothing, avoidance of touching the treated area and for how long this should be avoided, the avoidance of swimming and other exercise and for how long this should be avoided, personal toilet hygiene) | | | |
| 60 why it is necessary to give clients clear and specific guidance on the importance of personal toilet hygiene and the avoidance of heat and friction | | | |
| 61 recommended intervals between treatments | | | |
| 62 suitable home care products and how to apply them eg post wax lotions | | | |

Unit BT45 Provide Male Intimate Waxing Services

Notes/Comments

Candidate's signature: _____ **Date:** _____

Assessor's signature: _____ **Date:** _____

Internal Verifier's signature: _____ **Date:** _____

Unit G6 Promote additional products or services to clients

| | | |
|-----------------------------------|-------------|--|
| Outcomes in this Unit are: | G6.1 | Identify additional products or services that are available |
| | G6.2 | Inform clients about additional products or services |
| | G6.3 | Gain client commitment to using additional products or services |

UNIT OVERVIEW:

If you have chosen this Unit your job must involve opportunities to encourage clients to use more of your salon's products and services.

Products or services are continually changing in salons to keep up with clients' needs and expectations and your salon must promote these to be able to survive in a competitive marketplace.

Also your clients will expect more and more products and services to be offered to meet their own growing expectations. They need to be made aware of what is available from your salon to give them a greater choice.

Because of this, everybody delivering products and services needs to play a part in making clients aware of what is available as well as encouraging them to return to the salon.

This Unit deals with the way you promote products and services to your clients to extend their use of your salon.

Unit G6 Promote additional products or services to clients

Element G6.1 Identify additional products or services that are available

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) working with others to keep your information regarding your salon's products or services up-to-date | | | |
| (b) checking with others when you are unsure of new product or service details | | | |
| (c) identifying appropriate products or services which may match individual clients' needs | | | |
| (d) spotting opportunities for offering clients additional products or services which might improve their client experience | | | |

Element G6.2 Inform clients about additional products or services

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) choosing the most appropriate time to inform your clients about additional products or services | | | |
| (b) choosing the most appropriate method of communication to introduce your clients to additional products or services | | | |
| (c) giving your clients accurate and sufficient information to enable them to make a decision about the additional products or services | | | |
| (d) giving your clients the time to ask questions about the additional products or services and respond with appropriate and accurate information | | | |

* Use the key on page 22 to identify the types of evidence

Element G6.3 Gain client commitment to using additional products or services

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (a) closing the discussion appropriately if your clients show no interest | | | |
| (b) giving relevant information to move the situation forward when your clients show interest | | | |
| (c) securing client agreement and check client understanding regarding the delivery of the product or service | | | |
| (d) taking action to ensure prompt delivery of the additional products or services to your clients by your salon | | | |
| (e) referring your clients to others or to alternative sources of information if the additional products or services are not ones you are responsible to deal with | | | |

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| 1 Additional products and services | | | |
| (a) use of products or services which are new to your client | | | |
| (b) more use of the same products or services your client has used before | | | |
| 2 Products or services outside of your salon | | | |
| (a) offered by other sections of your salon | | | |
| or | | | |
| (b) products or services that you have not supplied before | | | |
| 3 Offer additional products and services through | | | |
| (a) agreed salon procedures | | | |
| (b) creating your own opportunity | | | |
| (c) seeking and collecting information from client comments | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Salon and Legal Requirements | | | |
| 1 the specific aspects of <ul style="list-style-type: none"> ◆ health & safety ◆ data protection ◆ equal opportunities ◆ disability discrimination ◆ legislation and regulations which affect the way the products or services you deal with can be delivered to your clients | | | |
| 2 industry, salon and professional codes of practice and ethical standards that affect the way in which the products or services you deal with can be delivered to your clients | | | |
| 3 the guidelines laid down by your salon which limits what you can do within your job | | | |
| 4 the limits of your own authority and when you need to seek agreement with or permission from others | | | |
| 5 any salon targets relevant to your job, your role in meeting them and the implications for your salon if those targets are not met | | | |
| 6 salon procedures and systems for encouraging the use of additional products or services | | | |
| Client Rights | | | |
| 7 what your clients' rights are and how these rights limit what you are able to do for your client | | | |
| 8 any contractual agreements that your clients have with your salon | | | |
| Products and Services | | | |
| 9 the products or services of your salon relevant to your client service role | | | |
| 10 how the use of additional products or services will benefit your clients | | | |
| 11 how the clients' use of additional products or services will benefit your salon | | | |
| 12 the main factors that influence clients to use your products or services | | | |

Unit G6 Promote additional products or services to clients

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit. You must supply all the evidence from work you have carried out with clients in your workplace.
- ◆ You must prove that you have worked to offer additional products or services to clients over a period of time with different clients on different occasions.
- ◆ The additional products or services offered must include:
 - use of products or services which are new to your customer
 - more use of the same products or services your customer has used before
- ◆ You must prove that you:
 - regularly follow agreed salon procedures for offering additional products or services to your clients
 - create your own opportunities for encouraging your clients to use additional products or services
 - identify what your customer wants by seeking information directly and by collecting information from spontaneous customer comments
- ◆ The products or services outside of your own area of responsibility may include:
 - those offered by other sections of your salon
 - or
 - products or services which you have not supplied before
- ◆ The information which you provide to your clients may be given verbally or in written form.
- ◆ Your evidence must show that you have applied the knowledge and understanding requirements when you are dealing with your clients.

Unit G11 Contribute to the financial effectiveness of the business

Outcomes in this Unit are:

- G11.1 Contribute to the effective use and monitoring of resources**
- G11.2 Meet productivity and development targets**

UNIT OVERVIEW:

This Unit about the monitoring and effective use of salon resources and meeting productivity and development targets to make a positive contribution to the effectiveness of the business. You are also required to ensure that individuals who may assist you to deliver services to clients work effectively too.

Unit G11 Contribute to the financial effectiveness of the business

Element G11.1 Contribute to the effective use and monitoring of resources

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) correctly following your salon procedures for monitoring the use of resources | | | |
| (b) ensuring information relating to stock levels is obtained from colleagues in time to coincide with your salon ordering system | | | |
| (c) using resources in a way which complies with legal and salon requirements | | | |
| (d) checking all deliveries are accurate and complete against order documentation and promptly reporting any inaccuracies and/or damages | | | |
| (e) identifying and resolving any problems with resources within the limits of your authority | | | |
| (f) promptly reporting any resource problems you cannot resolve to the relevant person | | | |
| (g) making constructive recommendations to improve the use of resources to the relevant person | | | |
| (h) making recommendations which clearly show the benefits of implementing your suggestions | | | |
| (i) ensuring records for which you are responsible are accurate, legible and up-to-date | | | |

Element G11.2 Meet productivity and development targets

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) setting, agreeing and recording your productivity and development targets with the relevant person to meet the needs of the business | | | |
| (b) actively seeking opportunities that will help you to meet your productivity and development targets | | | |

* Use the key on page 22 to identify the types of evidence

Element G11.2 Meet productivity and development targets (cont)

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|-------------------------|-------------|------------------------------|
| by | | | |
| (c) ensuring those who assist you with services to clients work effectively to enable you to meet your productivity and development targets | | | |
| (d) regularly reviewing and recording your progress towards the achievement of your productivity and development targets | | | |
| (e) adjusting your activities in a way that will help you to meet your productivity and development targets | | | |
| (f) meeting your set productivity and development targets consistently and within the agreed time scale | | | |

Range Statements (Your performance at work must include the range of items below)

| | Type of evidence | Date | Evidence Index Number |
|---|-------------------------|-------------|------------------------------|
| 1 Resources are | | | |
| (a) human | | | |
| (b) stock | | | |
| (c) tools and equipment | | | |
| (d) time | | | |
| 2 Productivity and development targets are for | | | |
| (a) retail sales | | | |
| (b) technical services | | | |
| (c) personal learning | | | |

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|---|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Salon procedures and legal requirements | | | |
| 1 your salon's requirements relating to the use of the resources in the range | | | |
| 2 the critical aspects of current legal requirements relevant to hairdressing salons relating to the use of resources in the range (eg, use of personal protective equipment, use of products, tools and equipment, disposal of waste and sharps, staff working times and break entitlements etc. linked to current Health & Safety At Work legislation, COSHH Regulations, Manual Handling Operations Regulations, Electricity at Work Regulations, RIDDOR, Workplace Regulations, Data Protection Act, Working Time Directives and Cosmetic Products Regulations) | | | |
| 3 current legal requirements relating to the sale of retail goods (eg, Sale of Goods Act, Distance Selling Act, Trades Description Act, Consumer Protection legislation) | | | |
| 4 your own limits of authority in relation to the use of resources | | | |
| 5 to whom to report recommendations | | | |
| 6 your salon's procedures for monitoring the use of resources | | | |
| Resource use, monitoring and recording | | | |
| 7 how the effective use of resources contributes to the profitability of the business | | | |
| 8 principles of stock control | | | |
| 9 the stocking levels for your salon | | | |
| 10 how salon ordering systems work and how to interpret them | | | |
| 11 the importance of keeping accurate records for the use and monitoring of resources | | | |
| 12 the resource records for which you are responsible | | | |
| 13 the common problems associated with salon resources (eg, staffing, stock control, tools and equipment breakdowns, time over-runs, etc.) and how to resolve them | | | |

| | | | |
|--|--|--|--|
| Communication | | | |
| 14 why it is important to communicate effectively | | | |
| 15 how to present the benefits of recommendations in a positive manner | | | |
| 16 how to negotiate and agree productivity and development targets | | | |
| 17 how to give clear, accurate and timely instructions to those who may be assisting you | | | |
| 18 how to encourage others to work effectively on your behalf | | | |
| 19 how to respond positively to negative feedback | | | |
| Work and time management | | | |
| 20 general principles of time management applicable to the delivery of salon services | | | |
| 21 how to plan and reschedule your own work and that of those who may assist you in order to maximise any opportunities to meet your targets | | | |
| Productivity and development targets | | | |
| 22 your agreed productivity and development targets and the associated timescales for their achievement | | | |
| 23 why it is important to meet your productivity and development targets | | | |
| 24 the consequences of failure to meet your productivity and development targets | | | |
| 25 the types of opportunities that can be used to achieve your productivity and development targets (eg, add-on services and sales, promotion of new products and services, seasonal promotions, special offers, awareness of trends for new services, learning how to deliver new services) | | | |
| 26 why you should regularly review your targets | | | |
| 27 the importance of gaining feedback of your performance and development needs from others | | | |

Notes/Comments

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal Verifier's signature:

Date:

Unit G11 Contribute to the financial effectiveness of the business

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
- ◆ You must practically demonstrate in your everyday work that you have met the standard for contributing to the financial effectiveness of the business.
- ◆ Your Assessor will make **one observation** of your contribution to the monitoring and effective use of resources. In addition, you will need to collect documentary evidence to show you have met all the requirements of the standard. It is unlikely that you have will be able to collect sufficient documentary evidence in less than three months.
- ◆ From the range, you must show that you have:
 - monitored and effectively used all the resources listed
 - set and achieved your productivity targets for technical services and retail sales
- ◆ For this particular Unit, it is most likely the evidence of your performance will be gathered from relevant documentary evidence you have assembled in your portfolio.

Unit G12 Check how successful your business idea will be

| | | |
|-----------------------------------|--------------|--|
| Outcomes in this Unit are: | G12.1 | Explain your business idea |
| | G12.2 | Make sure there is a market for your business |
| | G12.3 | Decide if your business will be a success |

UNIT OVERVIEW:

This Unit is about checking your new business idea to see if it will work, and also to see if enough people want it. You must look at your business idea as a whole in an open-minded way. In particular, you must consider:

- ◆ your business idea
- ◆ money
- ◆ the law
- ◆ the performance you expect
- ◆ market research
- ◆ your clients' needs and
- ◆ your competitors

to decide whether you think it's worth going any further. There are two reasons for this.

1. You need to make sure, in general terms, that your business is likely to succeed.
2. You should decide what you will need to research in more detail so that you can develop your business plan.

The first thing you should do if you are thinking of setting up your own business is to research if it will work.

This Unit has been developed by the Small Firms Enterprise Development Initiative (SFEDI) as part of the standards to start your own business.

Unit G12 Check how successful your business idea will be

Element G12.1 Explain your business idea

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) clearly describing what your business will be | | | |
| (b) explaining why you think your business is going to be successful | | | |
| (c) showing what skills you need to run your business successfully | | | |
| (d) finding out how much it is likely to cost you to set up your business , how you will pay for it and how you will pay your early running costs | | | |
| (e) working out how much money you need to make from your business and whether your business can make enough money | | | |
| (f) working out how much you can charge your clients to cover your costs and meet your profit targets | | | |
| (g) looking at how anything beyond your control might affect your proposed business | | | |

* Use the key on page 22 to identify the types of evidence

What proof you need

You must provide that you explain your proposed business to the national standard. To do this, you must show that you have done all the things in performance criteria 1(a) to 1(g) above. You must have explained a real business idea. Your business can be:

- ◆ a new business you are setting up from scratch
- ◆ an existing single business that you might buy; or
- ◆ a franchise operation which you are looking into

You must show that you have thought about:

- ◆ the kind of business you want
- ◆ the way you will run your business
- ◆ where your business will be based
- ◆ any law which will affect both you and your business
- ◆ your business's intended market and clients
- ◆ how much money you will need to set up
- ◆ the skills you and your staff (if you have any) will need for the business; and
- ◆ the financial success you expect

Also you can describe your business, its main aspects of operation and why you think it is likely to succeed.

Element G12.2 Make sure there is a market for your business

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) clearly understanding the kind of market that your business will be in | | | |
| (b) carrying out research to make sure there is room for your business in the market | | | |
| (c) finding out who your competitors are in the market, and what their strengths and weaknesses are | | | |
| (d) looking at all the available and relevant market research, and deciding whether you need to do any more research yourself | | | |
| (e) checking any market and business trends, and other trends beyond your control, which might affect your proposed business | | | |

* Use the key on page 22 to identify the types of evidence

What proof you need

You must prove that you have looked carefully at the market for the business to the national standard. To do this, you must show that you have done all the things in performance criteria 2(a) to 2(e) above. You must have made a real market review and shown that you have used existing published market research.

To judge the likely success of your business in the market you must also show how much, if any, further research you will need to do.

You must prove that you have:

- ◆ a clear understanding of your clients' likely needs
- ◆ decided which market position is best for your business and its products or services; and
- ◆ checked what trends and other things might affect your business and its clients

Element G12.3 Decide if your business idea will be a success

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|---|------------------|------|-----------------------|
| by | | | |
| (a) judging your business idea and deciding whether you should develop a business plan for it | | | |
| (b) weighing up your likely profits from the business | | | |
| (c) deciding if you need to do more research and planning to develop your business plan | | | |
| (d) working out your own budget for personal survival | | | |
| (e) deciding if you need any funding from outside sources | | | |
| (f) deciding on your business's aims | | | |

* Use the key on page 22 to identify the types of evidence

What proof you need

You must prove that you have decided if your business idea will be a success to the national standard. To do this, you must show that you have done all the things in performance criteria 3(a) to 3(f) above. You must have made a real decisions about a real business idea. This could be for:

- ◆ a new business you are setting up from scratch
- ◆ an existing single business that you might buy
- ◆ a franchise operation which you are looking into; or
- ◆ an existing business in its early years

You must prove that you have:

- ◆ clearly studied your proposed business
- ◆ researched your market and understood your clients' needs
- ◆ weighed up your business's likely financial success; and
- ◆ decided what you expect your business to achieve

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Business attractiveness | | | |
| 1 your business's unique selling point and why it is competitive | | | |
| 2 how you can balance your own needs with your business needs | | | |
| 3 how you check your business's profitability | | | |
| Financial aspects | | | |
| 4 how important it is for you to have a personal survival budget and how you can work it out | | | |
| 5 your planned profits, and how you can work them out | | | |
| 6 how you understand and use cash-flow forecasts, and what information you would need to produce them | | | |
| 7 how you understand and use profit and loss accounts, and what information you would need to produce them | | | |
| 8 how you understand and use marketing and sales forecasts | | | |
| 9 what laws will affect your business and how | | | |
| Skills and abilities you will need | | | |
| 10 how you can judge your own skills and abilities | | | |
| 11 how you decide what skills and abilities your business needs | | | |
| Market research | | | |
| 12 how you can get hold of published market research | | | |
| 13 how you can check whether you need particular research and how you can do it | | | |
| 14 how your clients' actions and choices might affect your business | | | |
| 15 how you can tell if your competitors will affect your business | | | |
| Market and business trends | | | |
| 16 what political and commercial changes could affect your business | | | |
| 17 what local, national and international events could limit or improve your business opportunities | | | |

| | | | |
|--|--|--|--|
| Business aims | | | |
| 18 how you can choose and explain your business size, profit, market share, position and your own achievements | | | |
| 19 how important it is for you to research and decide on your business needs when you set it up, during its first year and during its first five years | | | |
| More research and planning | | | |
| 20 what you need to find out from published sources or your own research | | | |
| 21 if you need to do any detailed research into particular areas | | | |
| Your survival budget | | | |
| 22 how to work out how much money you need to live on and match this amount with your estimated cash flow and profit and loss | | | |

Notes/Comments

Candidate's signature: _____ **Date:** _____

Assessor's signature: _____ **Date:** _____

Internal Verifier's signature: _____ **Date:** _____

Unit G12 Check how successful your business idea will be

Guidance for Candidates

Evidence requirements

- ◆ You must prove that you explain your proposed business to the national standard. To do this, you must show that you have done all the things in performance criteria 1(a) to 1(g). You must have explained a real business idea. Your business can be:
 - a new business you are setting up from scratch
 - an existing single business that you might buy; or
 - a franchise operation which you are looking into

- ◆ You must show that you have thought about:
 - the kind of business you want
 - the way you will run your business
 - where your business will be based
 - any law which will affect both you and your business
 - your business's intended market and clients
 - how much money you will need to set up
 - the skills you and your staff (if you have any) will need for the business; and
 - the financial success you expect

- ◆ Also you can describe your business, its main aspects of operation and why you think it is likely to succeed.

Unit G13 Check what law and other regulations will affect your business

| | | |
|-----------------------------------|--------------|---|
| Outcomes in this Unit are: | G13.1 | Make sure your business will be set up legally |
| | G13.2 | Make sure your business will trade legally |
| | G13.3 | Meet the current regulations for health and safety |

UNIT OVERVIEW:

This Unit is about checking what law and other regulations will affect your business. To do this you need to look at your business as a whole and make sure that you cover:

- ◆ how you can trade legally in the way that is best for your business
- ◆ how regulations and laws affect what you provide to clients and how you provide it and
- ◆ the importance of getting up-to-date advice on the law and other regulations which affect your business

Once you have done this, you will have a clear idea of what you have to do to make sure your business works within the law.

This Unit has been developed by the Small Firms Enterprise Development Initiative (SFEDI) as part of the standards to start your own business.

Unit G13 Check what law and other regulations will affect your business

Element G13.1 Make sure your business will be set up legally

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) finding out about the different ways you can set up your business legally | | | |
| (b) deciding how the way you set up your business will affect your future clients and suppliers | | | |
| (c) taking note of the views of your backers when you decide how to set up your business | | | |
| (d) using up-to-date written information from reliable organisations and publications to help you decide what you have to do | | | |
| (e) using advice from professionals and business advisers to help you decide what you have to do | | | |
| (f) making sure that the way you set up your business meets all the legal requirements that it needs to | | | |

* Use the key on page 22 to identify the types of evidence

What proof you need

You must prove that you have made sure your business will be set up legally to the national standard. To do this, you must show that you have done all the things in performance criteria 1(a) to 1(f) above. You must have done this for a real business idea. The business can be:

- ◆ a new business you are setting up from scratch
- ◆ an existing single business that you might buy; or
- ◆ a franchise operation which you are looking into

You must show that you have thought about:

- ◆ which business type is right for you and why;
- ◆ what effect, if any, there will be on your business if you change to a different business type in the future – for example, changing from a sole trader to a limited company;
- ◆ the management skills you need to run the business;
- ◆ how the business will run on a day-to-day basis, and how you will cope with things like quality, and record keeping;
- ◆ what professional help you will need – for example, in preparing accounts for Income Tax
- ◆ where to get the information and advice you need;
- ◆ how to decide that the information and advice are right for your business and useful to you;
- ◆ what professional advice you have taken; and
- ◆ how the information and advice affected the decisions you made

Element G13.2 Make sure your business will trade legally

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) finding out which regulations and laws will affect your business and decide how you will meet them | | | |
| (b) deciding what terms and conditions you will offer your clients and suppliers and how you will deal with late payments from clients and poor performance by suppliers | | | |
| (c) deciding if you need to protect any part of your business by using copyright or patenting | | | |
| (d) explaining how current law protects your clients and consider if you need to give them any extra guarantees | | | |

* Use the key on page 22 to identify the types of evidence

What proof you need

You must prove that you have made sure your business will trade legally to the national standard. To do this, you must show that you have done all the things in performance criteria 2(a) to 2(d) above. You must do this for your planned business.

You must prove that you clearly understand:

- ◆ how you will trade, and the terms by which you will supply goods or services to clients and be paid by them
- ◆ how you will agree terms with suppliers and pay them
- ◆ how your business is affected by laws and regulations and the specific laws and regulations which apply to your business; and
- ◆ how to prevent things like overtrading (overtrading is spending more than you have coming in and it is illegal to do this)

Element G13.3 Meet the current regulations for health and safety

| Performance criteria | Type of evidence | Date | Evidence Index Number |
|--|------------------|------|-----------------------|
| by | | | |
| (a) finding out about the health & safety laws and regulations which apply to your business and what you have to do to meet them | | | |
| (b) looking at how your business will affect the environment and thinking about any changes you need to make to lessen the effect | | | |
| (c) deciding how you will meet health and safety regulations and laws in your business and what your policy will be | | | |
| (d) deciding how you can use good health & safety practice to benefit your business | | | |

* Use the key on page 22 to identify the types of evidence

What proof you need

You must prove that you have met the current regulations for health and safety to the national standard. To do this, you must show that you have done all the things in performance criteria 3(a) to 3(d) above. You must have looked at the law and regulations for the business you are going to start up.

You must prove that you have thought about:

- ◆ your duties and responsibilities under health and safety law
- ◆ the effect your business might have on the environment and what you can do about it
- ◆ how you will build good practice into your business to make sure that it meets legal requirements for health and safety; and
- ◆ what expert help you could use

| Essential knowledge and understanding requirements | Type of evidence | Date | Evidence index number |
|--|-------------------------|-------------|------------------------------|
| You need to understand | | | |
| Ways for businesses to be set up | | | |
| 1 the main business types - this includes sole trader, partnership, limited company and not for profit | | | |
| 2 how the type of business affects how your business runs and what its legal liabilities are | | | |
| Legal requirements | | | |
| 3 which parts of national and local law and regulations apply to the sort of business you are starting | | | |
| 4 which parts of national and local regulations apply to all businesses, including your own | | | |
| How to decide on the right way to set your business up | | | |
| 5 what the effect on your own tax position is | | | |
| 6 what liabilities you and the business will have | | | |
| 7 what financial risks are involved | | | |
| 8 which type of trading best meets the commercial needs of your business | | | |
| 9 what other things you need to think about. (This will include VAT, insurances, planning permission, local regulations and byelaws, health & safety regulations, fire regulations, trading standards rules, copyright and patent rules) | | | |
| Finding and using advice and information | | | |
| 10 what information on law and regulations is available, and from which organisations | | | |
| 11 why it is important to use proper technical and professional advice to find out about law and regulations | | | |
| 12 what role the professional adviser has | | | |
| 13 how to use free and paid for sources of advice | | | |
| Regulations and laws affecting the business | | | |
| 14 what requirements you have to meet for your business to trade legally. (This will include things like licences, planning permission, health & safety, trading standards, consumer protection, contracts, and record-keeping.) | | | |
| 15 how the law can protect you and your business | | | |

| | | | | |
|-----------------------------------|---|--|--|--|
| 16 | what thresholds there are for some laws and regulations — (such as the amount of turnover before you must register for VAT) | | | |
| 17 | who has the power to inspect your business activities to enforce the law and regulations | | | |
| Arrangements and contracts | | | | |
| 18 | why it is important to agree terms and conditions with your clients, suppliers and backers | | | |
| 19 | why it is important to take professional advice about contracts and agreements | | | |
| Laws and regulations | | | | |
| 20 | what health & safety regulations apply to your business | | | |
| 21 | what environmental laws apply to your business | | | |

Notes/Comments

Candidate's signature: _____ **Date:** _____

Assessor's signature: _____ **Date:** _____

Internal Verifier's signature: _____ **Date:** _____

Unit G13 Check what law and other regulations will affect your business

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
- ◆ **You must practically demonstrate in your everyday work that you have met the standard for improving the financial effectiveness of the business.**
- ◆ Your Assessor will make **one observation** of you implementing improvements in the use of resources. In addition, you will need to collect documentary evidence to show you have met all the requirements of the standard. It is unlikely that you will be able to collect sufficient documentary evidence in less than 3 months.
- ◆ From the range, you must practically demonstrate that you have:
 - dealt with four of the resources*
 - met all of the productivity and development targets

However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all items in this range.

- ◆ For this particular Unit, it is most likely the evidence of your performance will be gathered from relevant documentary evidence you have assembled in your portfolio.

Glossary of terms

| | |
|---------------------------------|---|
| Advisor | a person who carries out, either singly or in combination, the functions of advising a candidate, collecting evidence of his or her competence on behalf of the assessor and authenticating the work candidates have undertaken. A mentor might also provide witness testimony. |
| Assessment | the process of generating and collecting evidence of a candidate's performance and judging that evidence against defined criteria. |
| Assessor | the person designated in a Centre to be responsible for collecting evidence of candidates' competence, judging it and recording achievement. |
| Authentication | the process by which an advisor or assessor confirms that an assessment has been undertaken by a candidate and that all regulations governing the assessment have been observed. |
| Candidate | the person enrolling for an SQA qualification. |
| Centre | the college, training organisation or workplace where SQA qualifications are delivered and assessed. |
| Element of competence | statements which define the products of learning. The statements describe the activities that the candidate needs to perform in order to achieve the Unit. They contain performance criteria and sometimes statements on range and evidence. (see outcome) |
| Evidence | materials the candidate has to provide as proof of his or her competence against specified performance criteria. |
| Evidence requirements | specify the evidence that must be gathered to show that the candidate has met the standards laid down in the performance criteria. |
| External verifier | the person appointed by the SQA who is responsible for the quality assurance of a Centre's provision. An external verifier is often appointed on a subject area basis or for cognate groups of Units. |
| Instrument of assessment | a means of generating evidence of the candidate's performance. |
| Internal verifier | the person appointed from within the Centre who ensures that assessors apply the standards uniformly and consistently. |
| Observation | a means of assessment in which the candidate is observed carrying out tasks that reflect the performance criteria given in outcomes. |
| Outcome | statement which defines the products of learning. They describe the activities the candidate has to perform to achieve the Unit, and contain performance criteria, and, sometimes, statements on range and evidence (see elements of competence). |
| Performance criteria | statements which describe the standard to which candidates must perform the activities which are stated in the outcome. |

| | |
|---------------------------|---|
| Portfolio | a compilation of evidence which can form the basis for assessment. The portfolio is commonly used in SVQ awards and in alternative routes to assessment such as APL and credit transfer. |
| Product evaluation | a means of assessment which enables the quality of a product produced by the candidate, rather than the process of producing it, to be evaluated. |
| Range/Scope | a statement in the Unit which specifies the different contexts in which the activities described in the outcome have to be demonstrated. Where they appear, range/scope statements are mandatory. |

Level 3 Glossary Of Terms - Beauty Therapy

This document contains explanations of how commonly used words and phrases have been used in the HABIA Level 3 Beauty Therapy Standards.

| | |
|------------------------------------|---|
| Aseptic | The opposite of sepsis, a situation trying to eliminate bacteria. All treatment procedures must be aseptic i.e. wearing PPE, hand washing, disposal of waste etc (from British Standards glossary of terms relating to Disinfectants). |
| Contra actions | Refers to negative reactions from the treatment or products e.g. excessive erythema, allergic reactions. |
| Contra indications | Conditions or restrictions which, indicate a service should not be carried out. |
| Hygiene requirements | The standard expected, as laid down in law, industry specified by the organisation. |
| Legislation | Laws affecting the conduct of business, treatments, the premises or working environment, people employed and systems of work. |
| Organisational requirements | Any beauty therapy procedures or work rules issued by the salon management. |
| Personal appearance | Hair is secured away from the face or of an appropriate length and style so as not to interfere with the treatment. Nails are clean, free of varnish and of suitable length so as not to interfere with the treatment. The only permitted jewellery is wedding bands and small, unobtrusive earrings. Shoes should be clean, low heeled and fit securely around the foot. Uniforms should be freshly laundered. |
| Relevant person | An individual deemed responsible for supervising you during a given task or service, or the person to whom you normally report. |
| Sanitisation | This refers to cleansing or washing to an antiseptic level so as to inhibit bacteria. |
| Sterilisation | The total destruction of micro-organisms. |
| Treatment plan | The stages or plan you intend in carrying out a particular treatment. The basic contents of the treatment plan include: areas to be treated, type of treatment, known contra indications, contra actions, treatment advice, client signature, client feedback. |

| | |
|--------------------------------------|---|
| Electrotherapy | The use of mechanical or electrical equipment to improve face and body condition. |
| Resources | The equipment, products and time required to perform a treatment. |
| Objectives | Desired outcomes or results. |
| Exfoliation | The removal of surface skin cells. |
| Endomorph | A round body shape. |
| Ectomorph | A lean and angular body shape. |
| Mesomorph | A strong athletic body type. |
| Tactile skin sensitivity test | The use of a soft and hard object to test skin sensitivity. |
| Thermal skin sensitivity test | The use of hot and cold to test skin sensitivity. |
| Desincrustation | A deep cleansing treatment using the effects of a galvanic current. |
| Iontophoresis | The introduction of ionised products with an electrical charge into the skin using a galvanic current to improve all skin conditions. |
| Diathermy | Oscillating alternating current which destroys hair growth cells by heat. |
| Galvanic | Continuous direct current which destroys hair growth cells by chemical destruction (sodium hydroxide). |
| Blend | The application of direct current and high frequency to the hair follicle simultaneously. |
| Pilo-sebaceous unit | Hair follicles together with the sebaceous gland which forms the pilo-sebaceous unit. |
| Gender dysforiac | A person who believes that he/she is trapped in the wrong gender. |
| One-piece needle | A needle constructed from a single piece of metal. |
| Two-piece needle | A needle constructed from two separate pieces of metal crimped together. |
| Insulated needle | A needle coated with insulating material leaving only the tip exposed. |
| Gold needle | A needle plated with gold. |

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| Needle stick injuries | Accidental self injury with a used needle. |
| Epilation | Total follicle destruction. |
| Electrolysis | Total follicle destruction using a direct current. |
| Spider Neavi (Telangiectasia Angioma) | Central dilated blood vessel with smaller capillaries radiating from it, like the legs of a spider. |
| Skin Tags | Fibrous skin condition, a group of loose fibrous tissue vary in size and colour. Commonly found on neck, axilla and groin area, also known as pendunculated papilloma, raised fibroma simplex raised, epithelial tissue. |
| Fibroma | Benign tumour of connective tissue. |
| Papilloma | Growth of epithelial tissue with a 'stalk' of fibrous tissue. |
| Objectives | Desired outcomes or results. |
| Test Patch | A trial treatment of a small area of dilated capillaries representative of the ones to be treated used to determine the clients response and suitability to treatment. |
| Telangiectasia | A group of dilated capillary blood vessels visible on all skins surface, usually red but may become darker in colour. |
| Upper Body Telangiectasia | Group of dilated capillary blood vessels visible on the face, neck, chest or upper back. |
| Blood Spots | Non linear concentrations of blood present on the skin's surface, overlaid with a translucent layer of the skin. |
| Milia | Commonly called a whitehead. This forms when sebum is trapped in a follicle but there is no surface opening due to an overgrowth of epidermal skin tissue at the mouth of the follicle. |
| Cataphoresis | This is usually applied after an epilation treatment by galvanic electrolysis to soothe and reduce redness on the skin. |
| Pre heat treatments | Heat packs, sauna, steam, infra red, paraffin wax baths and power showers are all examples of pre heat treatments. |
| Dermatosis papulosa nigra | Lesions that develop through defects in the pilosebaceous follicles. They are benign, non- |

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| | infectious but gradually increase in number. |
| Avant-garde | Images that are radical, daring and in advance of their time. |
| Atrophic scar tissue | Scar tissue that is lower than the surrounding skin-indented scar. |
| Hypertrophic scar tissue | Scar tissue that is higher than the surrounding skin-protruding scar. |
| Keloid scar | Growth of hard, raised, irregular scar tissue which spreads beyond the original injury – tending to occur more frequently in dark skinned races. |
| Minors | Clients under the age of 16 require parental consent for treatments to proceed. |
| Lip stains | Cosmetics that will stain-dye the lips with a colour which lasts far longer than traditional lipsticks. |
| Faux tan | Alternative word for fake tan. |
| Monthly Index of Medical Specialities (MIMS) | Items that can be on NHS prescription or via Hospital Formulary. |
| Erythema | Redness to the skin caused by irritation or injury to the tissue. |
| Electrotherapy | The use of mechanical or electrical equipment to improve face and body condition. |
| Ayurveda | An ancient Indian Ayurvedic healing system which combines natural therapies and encompasses the mind, body and spirit. |
| Marma (pressure point) | An ancient Indian term for pressure point application. |
| Chakras | The ancient sanskrit word Chakra means 'energy wheel'. Chakras act as a link between the emotional and physical body. |
| Mental preparation | Requires the therapist to relax and clear the mind to allow them to fully focus on the treatment. |
| Gyratory massager | Revolving mechanical equipment used to reproduce massage movements. |
| Audio sonic | A hand held massage machine which produces a gentle massage action but penetrates deep into the tissues. |

Pre heat treatments

Heat packs, sauna, steam, infra red, paraffin wax baths and power showers are all examples of pre heat.

Level 3 Glossary Of Terms – Nail Services

This document contains explanations of how commonly used words and phrases have been used in the HABIA Level 2 Beauty Therapy Standards.

| | |
|------------------------------------|--|
| Contra actions | Refers to negative reactions from the service or products e.g. excessive erythema, allergic reactions. |
| Contra indications | Conditions or restrictions which indicate a service should not be carried out. |
| Hygiene requirements | The standard expected, as laid down in law and industry codes of practice or with procedures specified by the organisation. |
| Legislation | Laws affecting the conduct of business, treatments, the premises or working environment, people employed and systems of work. |
| Organisational requirements | Nail procedures or work rules issued by the salon management. |
| Relevant person | An individual deemed responsible for supervising you during a given task or service, or the person to whom you normally report. |
| Treatment/Service plan | The stages or plan you intend in carrying out a particular service/treatment. The basic contents of the service/treatment plan include: areas to be treated, type of service/treatment, known contra indications, contra actions, service/treatment advice, client signature, client feedback. |
| Resources | The equipment, products and time required to perform a service. |
| Objectives | Desired outcomes or results. |

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| Smile line | A cure on the nail that is created naturally by the hyponychium or a coloured artificial overlay or nail varnish. |
| Painting techniques | A range of nail art techniques, which could include the use of: free hand, brushes, textured sponges, colour shapers and marbelling techniques. |
| Blending | A nail art technique which could include the use of: opalescent blending or the blending of several colours. |
| Rebalance | Maintenance of the entire nail structure including the stress area, free edge and cuticle. |
| Replace | Replace the entire extension due to loss or removal. |
| Overlay | A thin coating applied to the natural nail or application. |
| Liquid | In nails it is generally referring to monomer. |
| Powder | A finely ground polymer powder. |
| Sterilisation | The total destruction of all micro-organisms. |
| Sanitisation | This refers to cleansing or washing to an antiseptic level so as to inhibit bacteria. |

Level 3 Glossary of Terms – Spa Therapy

This document contains explanations of how commonly used words and phrases have been used in the HABIA Level 3 Beauty Therapy Standards.

| | |
|------------------------------------|---|
| Contra actions | Refers to negative reactions from the treatment or products e.g. excessive erythema, allergic reactions. |
| Contra indications | Conditions or restrictions which, indicate a service should not be carried out. |
| Hygiene requirements | The standard expected, as laid down in law, industry codes of practice or with procedures specified by the organisation. |
| Legislation | Laws affecting the conduct of business, treatments, the premises or working environment, people employed and systems of work. |
| Organisational requirements | Any spa therapy procedures or work rules issued by the salon management. |
| Personal appearance | Hair is secured away from the face or of an appropriate length and style so as not to interfere with the treatment. Nails are clean, free of varnish and of suitable length so as not to interfere with the treatment. The only permitted jewellery is wedding bands and small, unobtrusive earrings. Shoes should be clean, low heeled and fit securely around the foot. Uniforms should be freshly laundered. |
| Relevant person | An individual deemed responsible for supervising you during a given task or service, or the person to whom you normally report. |
| Sterilisation | The total destruction of all micro-organisms. |
| Sanitisation | This refers to cleansing or washing to an antiseptic level so as to inhibit bacteria. |
| Treatment plan | The stages or plan you intend in carrying out a particular treatment. The basic contents of the treatment plan include: areas to be treated, type of treatment, known contra indications, contra actions, treatment advice, client signature, client feedback. |
| Spa | Spas are the sacred spaces for understanding and nurturing the contemporary human spirit. Water is an essential element of Spa. |

| | |
|-----------------------|--|
| Finnish Sauna | Finnish dry heat treatment in a wood-lined room. The heat induces sweating to cleanse the body of impurities. The temperature operates at 80°C. |
| Laconium Sauna | <p>A relaxing dry aromatic environment creating a Roman sauna atmosphere, with light and sound effects to stimulate the five senses. The temperature operates between 65°C, with 15-20% humidity, which is cooler than the traditional Finnish sauna. Fully tiled heated walls, floor and contoured lounge benches seats 6-8 persons. Kniepp Hose to refresh and cool the body enabling the client to spend longer periods in the Laconium.</p> <p>Automatic aromatic essence injector unit. Fountain of water – to prevent static air build-up.</p> |
| Saunarium | <p>The Sauna can operate as Saunarium with humidity automatically released into the air. The temperature operates at 80°C – Saunarium temperature operates at 60°C ambient air temperature with steam.</p> <p>Fully tiled heated walls, floor and lounge benches seats 10 persons. Fibre optic lighting.</p> |
| Steam Room | An area (room or cabinet) of wet hot steam, that softens and cleanses the skin and relaxes the body. |
| Caldarium | <p>Based upon a Roman style steam room with an aromatic moist atmosphere to either relax or stimulate the client with light and sound effects to stimulate the five senses. The temperature operates between 42-45°C – ambient air temperature with steam.</p> <p>Fully tiled heated walls, floor and lounge benches seats 10 persons. Kniepp Hose to refresh and cool the body enabling the client to spend longer periods in the Caldarium.</p> <p>Selection of electronically injected aromatic essences with steam – Lavender, Rose, Jasmine and Summer-meadow. Fibre optic lighting or painted ceiling.</p> |
| Hamman | Turkish or Middle Eastern communal bath house. Hot steam room with a cold plunge pool. |
| Hydrotherapy | From the Greek – <i>Hydor</i> – water and <i>Therapia</i> |

– therapy – ‘Any therapeutic use of water’.

Hydro Bath

An underwater massage in a hydro bath equipped with high pressure jets and hand manipulated hose to stimulate the blood and lymphatic circulations.

Hydro Pool

A pool equipped with various high pressure jets and water experiences – air beds, neck fountains etc.

Thalasso – pool

3% salt content in warm water (approximately 33°C temperature) to simulate seawater, combined with hydro jets.

Thalassotherapy

Therapeutic use of seawater and marine by-products that are rich in minerals and vitamins to restore the balance of the body.

Power Jet Massage

Also known as Jet/Scottish Douch or Blitz, or revitalises and energises the body working on the circulatory systems.

Standing at the end of a room the therapist works muscles with warm pressurised water, relieving tension and stress. These drainage techniques, when performed with care, have excellent results on the lymphatic and circulatory systems.

Affusion Shower

Relaxing multi-jet shower of warm droplets of water (seawater or mineral), which are often infused with aromatics. The shower is suspended over a wet table and the water massages the body with varying temperatures and pressures. A lymph drainage massage can also be given.

Shower Hydro

Automatic Water Massage. Computer controlled for accuracy of temperature and method of application. Variable applications; specific areas of the body treated by high-pressure jets precisely timed sequences and programmes including wave and back and head massage specific reflex regions being subjected to rapid changes in temperature and pressure.

Shower Experience

The Experience shower has several options from a cold fog mist combined with a mint essence to enhance a feeling of coolness after a heat treatment, to a cold mint rain. Alternatively, a tropical rain-like massage shower using passion fruit essence, invigorates you prior to a heat treatment.

Dry Flotation

A complete and virtually instant relaxation treatment, where the body is cocooned in a

(‘Soft Pack System’)

waterproof sheet and literally dry floating, with no pressure points on the body, suspended in warm water.

The following is a selection of typical treatments carried out with the Soft Pack system or Dry Float:

Mudpack

- Fango pack
- Alpine Hay
- Wine therapy
- Algae
(thalassotheraph)
- Rügen Chalk
- Salt (detoxifying)
- Evening Primrose Cream
(for neurodermatitis disorders)
- Cleopatra
(asses milk, honey, essential oils)

Wet Flotation

The combination of a darkened room and a shallow pool of salt or Epsom salts to enable the body to float which induces deep relaxation.

Body Wrapping

The body is cocooned in a blanket, electric blanket, linen wraps, sand, sheets, towels, etc or in a Soft Pack / Dry Float treatment bed or steam cabinet machine. Products are applied to the body and the client relaxes for 20 minutes whilst the products absorb into the body’s system.

Tepidarium (Relaxation room)

Tepid room. Relaxation room or area with comfortable reclining couches, dimmed lighting and calm music. The temperature operates between 42-45°C – ambient air temperature. A water feature or crystal can be used as a focal point.

Relaxation Room/area

Room or area in the spa, which allows the client time to relax, rest and cool down between treatments in a safe cocooned environment. This area allows clients to consume water/liquids to re-hydrate the body and read quietly.

Wet area

The wet area of the spa incorporates all water based equipment and materials i.e. sauna, steam, pool, showers, hydro baths.

Section 4 — Blank recording forms

This section consists of the blank forms referred to in Section 2 for you to photocopy. You may find these useful when compiling your portfolio.

Portfolio title page

Your name: _____

Job title: _____

Name of Employer/
Training Provider/
College: _____

Their address: _____

Tel no: _____

SVQ: _____

Level: _____

Units submitted for assessment:

Mentor: _____

(Please provide details
of Mentor's experience) _____

Assessor: _____

Date: _____

Personal profile

Name

Address

Postcode

Tel no

Home:

Work:

Job title

Relevant experience

Description of your current job

Previous work experience

Qualifications and training

Continued overleaf

**Qualifications and Training
(continued)**



Voluntary work/interests



**Name of Employer/Training
Provider/College**



Address



Postcode



Tel no



Type of Business



Number of Staff



**Structure of organisation
(include chart or diagram if
available)**



Contents checklist

You might also find it useful to complete the following checklist as you work your way through your portfolio. This will help you to see if you have included all the relevant items. Once you have completed your portfolio, you will be able to use this checklist again as a contents page, by inserting the relevant page or section numbers in the right hand column.

| | Completed? | Page/Section number |
|--|--------------------------|---------------------|
| Title page for the portfolio | <input type="checkbox"/> | |
| Personal profile | | |
| ◆ your own personal details | <input type="checkbox"/> | |
| ◆ a brief CV or career profile | <input type="checkbox"/> | |
| ◆ description of your job | <input type="checkbox"/> | |
| ◆ information about your employer/training provider/college | <input type="checkbox"/> | |
| Unit Assessment Plans | <input type="checkbox"/> | |
| Unit progress record | <input type="checkbox"/> | |
| Completed Element Achievement Records for each Unit | | |
| ◆ signed by yourself, your assessor and the internal verifier (where relevant) | <input type="checkbox"/> | |
| ◆ Evidence reference numbers included | <input type="checkbox"/> | |
| Index of evidence (with cross-referencing information completed) | <input type="checkbox"/> | |
| Evidence (with reference numbers) | | |
| ◆ observation records | <input type="checkbox"/> | |
| ◆ details of witnesses (witness testimony sheets) | <input type="checkbox"/> | |
| ◆ personal statements | <input type="checkbox"/> | |
| ◆ products of performance | <input type="checkbox"/> | |

Personal statement

| Date | Evidence index number | Details of statement | Links to other evidence (enter numbers) | Units, elements, pcs, and range covered |
|------|-----------------------|----------------------|---|---|
| | | | | |

Candidate signature: _____

Date: _____

Observation record

Unit/Element(s): _____

Candidate: _____ Date of observation: _____

Evidence index number: _____

| Skills/activities observed: | PCs and range covered: |
|-----------------------------|------------------------|
| | |

Knowledge and understanding apparent from this observation:

Other Units/elements to which this evidence may contribute:

Assessor comments and feedback to candidate:

I can confirm the candidate's performance was satisfactory.

Assessor's signature: _____ Date: _____

Candidate's signature: _____ Date: _____

Record of questions and candidate's answers

| | |
|--|--------------------|
| Unit: | Element(s): |
| Evidence index number: | |
| Circumstances of assessment: | |
| List of questions and candidate's responses: Q: A: Q: A: Q: A: Q: A: Q: A: | |
| Assessor's signature: | Date: |
| Candidate's signature | Date: |

Scottish Qualifications Authority

Portfolio:

We hope this portfolio was appropriate to your needs. We welcome feedback on our products and services. If you have any comments on this document, please use this form to let us know about them. Thank you.

Comments

Please return this form to:

Development Co-ordination Unit
Scottish Qualifications Authority
The Optima Building
58 Robertson Street
Glasgow G2 8DQ

Optional information:

Name:

Organisation: