
Overview

This unit is about assisting with facial treatments. You will need to be able to prepare for treatments by setting up the work area, using consultation techniques, performing a skin analysis and preparing the client. You will also need to be able to assist with facial treatments, including cleansing, removing eye make-up, toning, mask application and moisturising. The treatment will also involve checking the finished effect is to the satisfaction of the senior therapist and the client, advising the client on aftercare.

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.

The main outcomes of the unit are:

1. maintain safe and effective methods of working when assisting with facial treatments
2. consult, plan and prepare for treatments with clients
3. carry out facial treatments
4. provide aftercare advice

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Performance criteria

You must be able to:

- P1 **maintain safe and effective methods of working when assisting with facial treatments** by
 - P1.1 setting up the work area to meet salon procedures and any given instructions
 - P1.2 making sure that environmental conditions are suitable for the client and the treatment
 - P1.3 ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P1.4 ensuring all tools and equipment are cleaned using the correct methods
 - P1.5 effectively disinfecting your hands prior to facial treatments
 - P1.6 maintaining accepted industry hygiene and safety practices throughout the treatment
 - P1.7 positioning equipment and materials for ease and safety of use
 - P1.8 ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - P1.9 disposing of waste materials safely and correctly
 - P1.10 ensuring that the treatment is cost effective and is carried out within a commercially viable time
 - P1.11 leaving the work area in a condition suitable for further treatments
 - P1.12 ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner
- P2 **consult, plan and prepare for treatments with clients** by
 - P2.1 using **consultation techniques** in a polite and friendly manner to determine the client's treatment needs within the limits of your responsibility
 - P2.2 ensuring signed, written, informed consent has been obtained from the client prior to any treatment
 - P2.3 ensuring that informed and signed parent or guardian consent has been obtained for minors prior to any treatment
 - P2.4 ensuring that a parent or guardian is present throughout the treatment for minors under the age of 16
 - P2.5 encouraging clients to ask questions to clarify any points
 - P2.6 asking your client appropriate questions to identify if they have any **contra-indications** to facial treatments
 - P2.7 accurately recording your client's responses to questioning
 - P2.8 ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
 - P2.9 **preparing the client** to meet the needs of the agreed

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- treatment and following any given instructions
- P2.10 ensuring the client is in a comfortable and relaxed position
- P2.11 effectively removing the client's make-up to meet the needs of the treatment
- P2.12 correctly performing a skin analysis on the client and accurately recording the **skin type**
- P2.13 referring clients with conditions that may affect the treatment to the relevant member of staff
- P2.14 selecting suitable products for the client's **skin type** based on the results of the skin analysis and instructions from the senior therapist
- P3 **carry out facial treatments** by
 - P3.1 using **facial products** correctly and following manufacturers' and senior therapists' instructions
 - P3.2 using suitable techniques to deep cleanse the client's skin
 - P3.3 applying pre-prepared non-setting mask treatments evenly and neatly, ensuring that the area to be treated is covered
 - P3.4 removing masks after the recommended time and without discomfort to the client
 - P3.5 leaving the skin clean, toned and suitably moisturised
 - P3.6 ensuring that the finished result is to the client's and senior therapist's satisfaction
- P4 **provide aftercare advice** by
 - P4.1 giving **advice** and recommendations accurately and constructively
 - P4.2 giving your clients suitable **advice** on basic facial skin care

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Knowledge and understanding

You need to know and understand:

Organisational and legal requirements

- K1 your responsibilities under relevant health and safety legislation
- K2 why minors should not be given treatments without informed and signed parental or guardian consent
- K3 why it is important, when treating minors under 16 years of age, to have a parent or guardian present
- K4 the age at which an individual is classed as a minor and how this differs nationally
- K5 your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements
- K6 how to complete the client records used in your salon and the importance of, and reasons for, keeping records of treatments and gaining client signatures
- K7 the importance of the correct storage of client records in relation to the Data Protection Act
- K8 the importance of following a senior therapist's instructions and the consequences of not doing so
- K9 the condition in which the work area should be left and why this is important
- K10 your salon's service times for completing facial treatments and the importance of completing treatments in a commercially viable time

You need to know and understand:

How to work safely and effectively when assisting with facial treatments

- K11 the different types of sterilising and disinfecting equipment and chemicals available
- K12 how to disinfect tools and equipment for facial treatments
- K13 the differences between sterilising and disinfecting
- K14 how to prepare yourself for carrying out facial treatments
- K15 the importance of and reasons for disinfecting hands and how to do this effectively
- K16 how to set up the work area for facial treatments
- K17 the necessary environmental conditions for facial treatments (including lighting, heating, ventilation and general comfort) and why these are important
- K18 how to check equipment used for facial treatments
- K19 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
- K20 how to effectively and safely position equipment and materials for facial treatments
- K21 how to prepare and position the client for facials

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- K22 the possible risks to yourself of ineffective positioning of clients
- K23 how to minimise and dispose of waste from treatments
- K24 the condition in which the work area should be left and why this is important

You need to know and understand:

Client consultation and treatment planning

- K25 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
- K26 the questioning and listening skills you need in order to find out information
- K27 how to give effective advice and recommendations to clients
- K28 the importance of questioning clients to establish any contra-indications to facial treatments
- K29 why it is important to record client responses to questioning
- K30 the legal significance of client questioning and of recording the client's responses
- K31 how to interpret negative and positive body language and why this is important
- K32 how to use the consultation techniques in the range to establish clients' needs
- K33 the materials and equipment required for the treatment and how, when and why to use them
- K34 the types of facial products in the range and how to use them
- K35 how to carry out a skin analysis
- K36 the types of conditions and disorders that may restrict the treatment, why and how to recognise them (eg cold sores, conjunctivitis, eczema, psoriasis, cuts, abrasions, redness, swelling, skin irritation)

You need to know and understand:

Structure of the skin

- K37 the basic structure of the skin (epidermis, dermis)
- K38 the basic function of the skin (protection, temperature control and sensitivity)
- K39 the skin characteristics and skin types of different ethnic client groups
- K40 how to recognise the different skin types within the range
- K41 how to recognise the following basic skin conditions: sensitive, comedone, milia, dehydrated, broken capillaries, pustules, papules, open pores

You need to know and understand:

Facial treatments

- K42 the different cleansing techniques used within facial treatments and how to carry them out
- K43 the reasons for cleansing, toning, mask application and moisturising
- K44 the benefits of cleansing, toning, mask application and moisturising
- K45 the contra-actions that could occur during facial treatments and what

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action to take

You need to know and understand:

Aftercare advice for clients

- K46 why it is important to provide a basic home care routine
- K47 products for home use that will benefit the client and those to avoid and why
- K48 the contra-actions that could occur after facial treatments and what advice to give to clients
- K49 the recommended time intervals for facial treatments

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Additional Information

Scope/range related to performance criteria

1. **Consultation techniques** are
 - 1.1. questioning
 - 1.2. visual
 - 1.3. manual
2. **Skin types** are
 - 2.1. oily
 - 2.2. dry
 - 2.3. combination
3. **Preparing the client** covers
 - 3.1. covering of the client
 - 3.2. removal of accessories
 - 3.3. protection of hair
 - 3.4. removal of appropriate clothing
4. **Facial products** are
 - 4.1. cleanser
 - 4.2. toner
 - 4.3. eye make-up remover
 - 4.4. moisturiser
 - 4.5. mask
5. **Advice** covers
 - 5.1. suitable aftercare products and their use
 - 5.2. avoidance of activities which may cause contra-actions
 - 5.3. recommended time intervals in-between facial treatments
 - 5.4. home care routines

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