

## SKABT09B9 (SQA Unit Code - F9L2 04)

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



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#### Overview

This unit is about providing skin care and make-up instruction and giving product advice to individual clients from a variety of age groups and for a range of different purposes.

You will need to be able to advise and instruct on the correct use of tools, equipment and the application of skin care and make-up products to suit a variety of client's needs.

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

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#### Performance criteria

*You must be able to:*

- P1 **maintaining safe and effective methods of working when providing skin care and make-up instruction** by
- P1.1 setting up the work area to meet legal, hygiene and service requirements
  - P1.2 making sure that environmental conditions are suitable for the client and the service
  - 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 skin care and make-up services
  - P1.6 maintaining effective industry hygiene and safety practices throughout the service to minimise the risk of cross-infection
  - 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 respecting a client's modesty and privacy and any sensitivities to their own appearance
  - P1.10 disposing of waste materials safely and correctly
  - P1.11 ensuring that the **instruction** is cost effective and is carried out within a commercially viable time
  - P1.12 leaving the work area in a condition suitable for further services
  - P1.13 ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and practitioner
- P2 **prepare and plan for skin care and make-up instruction** by
- P2.1 using **consultation techniques** in a polite and friendly manner to determine your client's needs
  - P2.2 ensuring that informed and signed parental or guardian consent is obtained for minors prior to any treatment
  - P2.3 ensuring that parent or guardian is present throughout the treatment for minors under the age of 16
  - P2.4 obtaining signed, written informed consent from the client prior to carrying out the service
  - P2.5 asking your client appropriate questions to establish their current skin care and make-up regime and ability level
  - P2.6 asking your client appropriate questions to identify if they have any contra-indications to skin care and make-up products
  - P2.7 accurately recording your client's responses to questioning

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- P2.8 ensuring the client is comfortable and correctly seated, with a good view of the mirror
- P2.9 ensuring the client's clothing is effectively protected
- P2.10 accurately recognising and recording the client's **skin type, age group** and condition
- P2.11 encouraging clients to ask questions to clarify any points
- P2.12 taking the **necessary action** in response to any identified contra-indications
- P2.13 ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- P2.14 ensuring the objectives of the skin care and make-up instruction are clear, realistic and agreed with the client
- P2.15 ensuring the lighting conditions are appropriate to the type of make-up **instruction**
- P2.16 providing a suitable range of skin care and make-up products for the client's skin type, tone and condition and the type of **instruction** to be given
- P2.17 ensuring that face charts and all necessary tools and equipment are available
- P3 **deliver skin care and make-up instruction by**
  - P3.1 using **instructional techniques** which are clear, logical and delivered at a pace suitable for the client
  - P3.2 demonstrating skin care and make-up application in a way which promotes understanding
  - P3.3 guiding the client through application of the product(s) in a way which meets the needs of the client and the product(s) being used
  - P3.4 clearly explaining the use and purpose of make-up tools
  - P3.5 effectively using **resources** throughout the **instruction** activity
  - P3.6 adapting your **instructional techniques** to suit the client's needs
  - P3.7 using methods of communication that are suitable for the client
  - P3.8 allowing the client sufficient time to practise skin care and make-up application techniques on themselves
  - P3.9 encouraging your client to ask questions throughout the period of **instruction**
  - P3.10 responding clearly and positively to any questions and queries
  - P3.11 confirming that the client has a basic understanding of the basic techniques necessary to achieve their desired look
  - P3.12 providing your client with accurate information on the products, tools and equipment used and where to source them
  - P3.13 actively encouraging clients to take advantage of the products and services

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- P3.14 providing written instructions on how to apply skin care routine and make-up application to achieve their agreed look
- P4 **evaluate the success of instruction by**
  - P4.1 asking your client to make an evaluation of their own learning and then providing additional support to meet their needs
  - P4.2 asking your client suitable questions on the effectiveness of the instruction process and recording their feedback
  - P4.3 using client feedback to make improvements to your own skin care and make-up **instructional techniques**, if necessary

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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 and consumer legislation
- K2 the age at which an individual is classed as a minor and how this differs nationally
- K3 the current legal and professional guidance relating to any age restrictions for make-up services
- K4 why minors should not be given services without informed and signed parental or guardian consent
- K5 why it is important when treating minors under 16 years of age to have a parent or guardian present
- K6 the issues surrounding the delivery of make-up services to minors
- K7 the legal significance of gaining signed, informed client consent to treatment
- K8 your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements
- K9 how to complete the client records used in your salon and the importance and reasons for keeping records of services and gaining client signatures
- K10 the importance of the correct storage of client records in relation to the Data Protection Act
- K11 your salon's services times for completing skin care and make-up services and the importance of completing the application in a commercially viable time
- K12 the salon pricing structures
- K13 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients

*You need to know and understand:*

#### **How to work safely and effectively when providing skin care and make-up instruction**

- K14 how to effectively set up the work area and safely position equipment and materials for skin care and make-up instruction
- K15 the necessary environmental conditions for skin care and make-up application (including lighting, heating, ventilation and general comfort) and why these are important
- K16 the different types of sterilising and disinfecting equipment and chemicals available
- K17 how to disinfect tools and equipment for skin care and make-up

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- application
- K18 the differences between sterilising and disinfecting
- K19 how to prepare yourself for carrying out skin care and make-up application
- K20 the importance of and reasons for disinfecting hands and how to do this effectively
- K21 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
- K22 how to prepare and correctly position the client for optimum skin care and make-up application and the importance of using seating at the correct height
- K23 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients
- K24 how to minimise and dispose of waste from services
- K25 the condition in which the work area should be left and why this is important

*You need to know and understand:*

#### **Client consultation, instruction planning and preparation**

- K26 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
- K27 the questioning and listening skills you need in order to find out information
- K28 how to give effective advice and recommendations to clients
- K29 how to interpret negative and positive body language
- K30 why it is important to encourage and allow time for clients to ask questions
- K31 the importance of questioning the client about known contra-indications
- K32 why it is important to record client responses to questions about contra-indications
- K33 the importance of checking if the client wears contact lenses or glasses
- K34 the legal significance of client questioning concerning contra-indications and the recording of client responses to questioning
- K35 the reasons why it is important to encourage clients with contra-indications to seek medical advice
- K36 the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
- K37 the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner
- K38 why it is important to respect clients' modesty and privacy and any sensitivities regarding their personal appearance
- K39 the necessary environmental conditions for the treatment, including lighting, heating and general comfort

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*You need to know and understand:*

#### **Instructional skills**

- K40 how to plan a skin care and make-up instruction session (eg timing, pace, use of voice, use of graphic)
- K41 methods of presenting information and instructions (eg pictorially, graphically, verbally, logical sequencing, presenting small amounts of information at a time etc)
- K42 how to speak clearly in a way that suits the situation
- K43 how to show you are listening closely and responding appropriately
- K44 how to use different types of questioning techniques
- K45 how and when to make openings to encourage clients to ask questions
- K46 how to answer questions and queries
- K47 methods of demonstrating skin care and make-up application techniques and use of tools and equipment
- K48 ways of checking the clients' understanding and their ability to carry out skin care and make-up application on themselves
- K49 how to tailor your skin care and make-up instruction to meet individual needs
- K50 how to adapt the skin care and make-up instruction for clients who wear contact lenses or glasses

*You need to know and understand:*

#### **Planning and preparing for skin care and make-up instruction**

- K51 the purpose and value of planning skin care and make-up instruction
- K52 the type of resource requirements for skin care and make-up instruction
- K53 where and how to obtain skin care and make-up resources

*You need to know and understand:*

#### **Evaluation**

- K54 the importance of evaluating the success of skin care and make-up instructional activities
- K55 the most suitable methods of gaining feedback from skin care and make-up instructional activities
- K56 the importance of recording feedback and other relevant information from the activity clearly and accurately

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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
  - 1.4. reference to client records
  
2. **Skin types** are
  - 2.1. oily
  - 2.2. dry
  - 2.3. combination
  
3. **Age groups** are
  - 3.1. 16-30 years
  - 3.2. 31-50 years
  - 3.3. over 50 years
  
4. **Necessary actions** include
  - 4.1. encouraging the client to seek medical advice
  - 4.2. explaining why the service cannot be carried out
  - 4.3. modification of the service
  
5. **Instruction** covers
  - 5.1. skin care choice and application
  - 5.2. day make-up
  - 5.3. evening make-up
  - 5.4. special occasion make-up
  
6. **Instructional techniques** are
  - 6.1. skills demonstration
  - 6.2. use of diagrams
  - 6.3. verbal explanation
  - 6.4. use of written instructions
  
7. **Resources** are
  - 7.1. skin care products
  - 7.2. make-up products
  - 7.3. make-up tools and equipment
  - 7.4. suitable mirror
  - 7.5. face chart



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**Relevant occupations** Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations

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