

Enhance the appearance of the eyelashes

Overview

This standard is about enhancing the appearance of eyelashes using a variety of techniques. You will need to be able to carry out eyelash tinting for clients with different colouring characteristics. You will also be required to attach, maintain and remove temporary and semi-permanent eyelash systems and provide the relevant aftercare advice to clients.

To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.

The main outcomes of this standard are:

1. maintain safe and effective methods of working when enhancing the appearance of eyelashes
2. consult, plan and prepare for the treatment
3. colour eyelashes
4. attach semi-permanent eyelashes
5. maintain semi-permanent eyelashes
6. apply temporary eyelashes
7. remove eyelash systems

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Performance criteria

You must be able to:

Maintain safe and effective methods of working when enhancing the appearance of eyelashes

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

Consult, plan and prepare for treatment

13. use **consultation techniques** to determine the client's treatment plan
14. ensure that informed and signed parent or guardian consent is obtained for minors prior to any treatment
15. ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
16. recognise any contra-indications and take the **necessary action**
17. agree the treatment and outcomes that meet the client's needs
18. carry out skin sensitivity tests on the client, prior to the treatment and record the results
19. select and prepare equipment and materials for the treatment required
20. cleanse, prepare and protect the eyelash area
21. make recommendations based on an evaluation of the client's eyelashes, the different **factors** and the potential to achieve the required look
22. give your client **advice and recommendations** on the treatment provided
23. ensure the client's records are completed and signed by you and the client

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Colour eyelashes

24. select a colour to suit the client's **lash colour characteristics**
25. apply an even application of colour to the eyelashes and allow it to develop for the required time
26. prevent the spread of colour to the client's skin, clothes and surrounding areas during application
27. ensure all colour is removed from the lashes with minimum discomfort to the client
28. ensure finished result is to the client's satisfaction

Attach semi-permanent eyelashes

29. isolate single lash and secure lash extension in the required direction
30. leave a gap between the eyelash extension and the eyelid
31. add and attach single lash systems in a way that takes into account the **factors** influencing the treatment
32. remove excess adhesive throughout the attachment process
33. ensure client's wellbeing throughout the service
34. seal the eyelashes and achieve a well-balanced look that meets the client's requirements

Maintain semi-permanent eyelashes

35. replace eyelashes required, minimising damage to the client's natural eyelashes
36. achieve a well-balanced look that meets the client's requirements

Apply temporary eyelashes

37. position and secure temporary lash extensions onto your client's lashes
38. remove any excess adhesive from the lashes
39. achieve a well-balanced look that meets the client's requirements

Remove eyelash systems

40. use tools and products to remove **eyelash enhancement systems** avoiding damage to the client's natural eyelashes
41. leave the client's natural eyelashes clean and product free

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Knowledge and understanding

You need to know and understand:

Maintain safe and effective methods of working when enhancing the appearance of eyelashes

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

Consult, plan and prepare for the treatment

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

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21. the contra-indications requiring medical referral and why
22. how to recognise **contra-indications** that would prevent or restrict the service
23. the necessary action to take in relation to specific contra-indications when referring clients
24. the reasons for not naming specific contra-indications when referring clients
25. the procedure for carrying out skin sensitivity tests prior to eyelash enhancement treatments
26. the reasons for carrying out skin sensitivity tests and recording the results
27. how to conduct an examination of natural eyelashes and the eye area to identify factors that will affect the treatment
28. the preparation requirements for different eyelash enhancement systems
29. the **advice and recommendations** on the products and services

Colour eyelashes

30. how to select and apply eyelash tint to suit the client's hair colour characteristics and their requirements
31. how the client's hair colour characteristics can affect the development time
32. how to select, mix and remove tints and minimise wastage
33. how oxidation affects the shelf life of tint and at what point in the tinting process the tint should be mixed
34. the possible contra-actions that may occur, how to deal with them and what advice to give to the client

Attach, maintain and remove semi-permanent and temporary eyelash systems

35. the preparation requirements for temporary and semi-permanent lash systems
36. how to judge the type and quantity of eyelashes to be added to achieve a balanced look
37. the different application techniques for temporary and semi-permanent lash systems
38. the advantages and disadvantages of different eyelash extension systems
39. the possible contra-actions that can occur, how to deal with them and what advice to give to clients
40. the structure and cycle of hair growth
41. the basic structure and function of the eye
42. the physical effect of eyelash extensions on the eye
43. the reasons for removing excess adhesive throughout the lash application

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process

44. how to maintain and remove the temporary and semi-permanent lash systems

45. the recommendation of professional removal of single and flare lash systems and why this is important

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Scope/range related to performance criteria

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

Necessary action

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

Factors

1. thickness of natural lash
2. length of natural lash
3. direction of growth
4. colour of the natural lash
5. curvature of the natural lash
6. eye shape
7. density of eyelashes
8. evident eyelash damage
9. lifestyle

Advice and recommendations

1. suitable aftercare products and their uses
2. avoidance of activities which may cause contra-actions
3. time intervals between treatments
4. present and future products and treatments

Lash colour characteristics

1. fair
2. red
3. dark

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4. white

Eyelash attachment systems

1. strip
2. flare
3. single

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Scope/range related to knowledge and understanding

- Health and safety**
1. Health and Safety at Work Act
 2. The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 3. The Health and Safety (First Aid) Regulations
 4. The Regulatory Reform (Fire Safety) Order
 5. The Manual Handling Operations Regulations
 6. The Control of Substances Hazardous to Health Regulations (COSHH)
 7. The Electricity at Work Regulations
 8. The Environmental Protection Act
 9. The Management of Health and Safety at Work Regulations
 10. The Health and Safety (Information for Employees) Regulations

Environmental and sustainable working practices

1. reducing waste and managing waste (recycle, reuse, safe disposal)
2. reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
3. reducing water usage and other resources
4. preventing pollution
5. using disposable items
6. using recycled, eco-friendly furniture
7. using low chemical paint
8. using environmentally friendly product packaging
9. choosing responsible domestic products (Fairtrade tea and coffee)
10. encouraging carbon reducing journeys to work

Diverse needs

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

Contra-indications

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Prevent

1. conjunctivitis
2. chemotherapy
3. trichotillomania
4. recent eye surgery
5. blepharitis
6. eye infections

Restrict

1. psoriasis
2. styes
3. dry eye syndrome
4. glaucoma
5. contact lenses
6. thyroid disturbance

Advice and recommendations

1. additional services
2. additional products
3. the contra-actions that may occur and the action that clients should take
4. the expected longevity of single lash treatments
5. products for home use that will benefit the client and those to avoid and why
6. how to cleanse and comb lashes
7. time intervals between treatments

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Values

The following key values underpin the delivery of services in the beauty, nails and spa sectors

1. a willingness to learn
2. a flexible working attitude
3. a team worker
4. a positive attitude
5. personal and professional ethics

Behaviours

The following behaviours underpin the delivery of services in the beauty, nails and spa sectors. These behaviours ensure that clients receive a positive impression of both the organisation and the individual

1. meeting the organisation's standards of behaviour
2. greeting the client respectfully and in a friendly manner
3. communicating with the client in a way that makes them feel valued and respected
4. treating the client courteously and helpfully at all times
5. adapting behaviour to respond effectively to different client behaviour
6. checking with the client that you have fully understood their expectations
7. responding promptly and positively to the client's questions and comments
8. recognising information that the client might find complicated and checking whether they fully understood
9. meeting both organisational and industry standards of appearance.

Skills

The following key skills underpin the delivery of services in the beauty, nails and spa sectors

1. the ability to self-manage
2. excellent verbal and non-verbal communication
3. using the most appropriate ways of communicating with a client
4. responding promptly to a client seeking assistance
5. quickly locating information that will help the client
6. providing the client with information they need about services and products offered by the organisation

Glossary

Eyelash Extensions:

Full set

This covers from the outer corner to the inner corner of the upper eyelid.

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Partial set

This covers from the outer corner to the midpoint of the upper eyelid.

Strip lashes

These are a length of lashes pre-attached to a non-adhesive strip.

Flare lashes

These are a collection of individual lashes attached to a non-adhesive bulb.

Single or individual lashes

These are a single lash, which are attached to a single natural eyelash by the use of adhesives.

Skin sensitivity tests

A test to determine if the client is allergic to a particular product.

Oxidisation

This is a chemical process called oxidizing. It is the addition of oxygen to a compound resulting in a chemical reaction where one or more substances are changed into others.

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