

Provide make-up services

Overview

This standard is about providing make-up services for a variety of make-up styles, including natural, evening and special occasions. You will need to show you can work with a variety of skin types and conditions. The standard covers the application of a wide range of make-up products to different skin tones and age groups.

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 providing make-up services
2. consult, plan and prepare for make-up services
3. apply make-up products

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Performance criteria

You must be able to:

Maintain safe and effective methods of working when providing make-up services

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

Consult, plan and prepare for make-up services

13. use **consultation techniques** to determine the client's service plan
14. ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
15. ensure that a parent or guardian is present throughout the service for minors under the age of 16
16. recognise any contra-indications and take the **necessary action**
17. identify and agree with the client the service plan that meets their needs
18. obtain signed, informed consent from the client prior to carrying out the service
19. ensure the skin is clean, toned and moisturised prior to the application of make-up
20. identify and record the client's **skin type, skin condition**, and underlying skin tone
21. select **make-up products** to suit the client's age group, **skin type, skin condition**, the **make-up style** and the client's preferences

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Apply make-up products

22. blend foundation to create an even skin tone
23. apply corrective products to disguise skin blemishes
24. use a powder to achieve the desired finish, when required
25. use eyebrow products to define and shape the eyebrows
26. blend eye products to suit the texture, tone and colour required for the client
27. apply eyeliner to enhance the eye shape
28. evenly coat lashes with mascara
29. apply cheek products to suit the texture, tone and colour required for the client
30. use lip products to enhance the client's lips
31. ensure all elements of the make-up combine to complement each other and meet the required **make-up style**
32. ensure the finished result is to the client's satisfaction
33. give your client **advice and recommendations** on the service provided
34. ensure the client's records are completed and signed by you and the client

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Knowledge and understanding

You need to know and understand:

Maintain safe and effective methods of working when providing make-up services

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 preparation
3. the legal and organisational requirements for your own personal hygiene, protection and appearance
4. safe positioning techniques for yourself and your 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 and which minimise 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 **tools**, materials and products which you must follow
12. the legal requirements for waste disposal
13. the reasons for completing the service in a commercially viable time

Consult, plan and prepare for make-up services

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
21. how to recognise **contra-actions** and **contra-indications that would**

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prevent or restrict the service

22. the **contra-indications requiring medical referral** and why
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. how to recognise different skin types, characteristics and conditions
26. the different types of cleansing, toning and moisturising products
27. the methods used for cleansing, toning and moisturising the skin
28. the criteria for selecting **make-up products** to suit different client age groups and make-up styles
29. how to match **make-up products** to different skin types, skin tones and **skin conditions**

Apply make-up products

30. the different types of **make-up products** available for the eyes, lips and the face; application techniques and the guidelines for using them
31. how to adapt the make-up for clients who wear contact lenses or glasses
32. how to use corrective colours and concealers to balance skin tone
33. how to select and use **make-up products** to enhance face shapes
34. why certain **make-up products** should be applied in a particular sequence
35. the results of incorrect make-up selection and application
36. the **structure and functions of the skin**
37. how environmental and lifestyle factors affect the condition of the skin
38. how lighting affects the perception of colour and its influence on the effect of make-up
39. the reasons for matching lighting with the occasion for which the make-up will be worn
40. possible **contra-actions** which may occur, how to deal with them and what advice to give to clients
41. the advice and recommendations on products and services

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Scope/range related to performance criteria **Consultation techniques**

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

Necessary action

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

Skin type

1. oily
2. dry
3. combination

Skin condition

1. mature
2. dehydrated
3. sensitive

Make-up products

1. primers
2. tinted moisturisers
3. foundations
4. powders
5. facial bronzing products
6. concealers
7. corrective products
8. eyebrow products
9. eye products
10. eyeliners

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11. mascara
12. cheek products
13. lip products
14. pencils

Make-up style

1. natural
2. evening
3. special occasion

Advice and recommendations

1. suitable aftercare products and their uses
2. avoidance of activities which may cause contra-actions
3. present and future products and services
4. suitable make-up removal techniques

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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 organic and allergy free products
9. using environmentally friendly product packaging
10. choosing responsible domestic products (Fairtrade tea and coffee)
11. encouraging carbon reducing journeys to work

Tools

1. make-up brushes
2. containers
3. disposables
4. eyelash curlers
5. tweezers

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Diverse needs

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

Contra-actions

1. excessive perspiration
2. adverse skin reactions
3. watery eyes
4. excessive erythema

Contra-indications that would prevent or restrict

1. viral – herpes simplex
2. conjunctivitis
3. open cuts and abrasions
4. swelling
5. skin irritation
6. recent scar tissue
7. eczema
8. hyperkeratosis
9. skin allergies
10. bruising
11. watery eyes
12. healed eczema and psoriasis
13. redness
14. bruising

Contra-indications requiring medical referral

1. bacterial – impetigo
2. fungal – tinea
3. conjunctivitis
4. severe skin conditions and eye infections

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5. acne
6. boils
7. herpes zoster and warts
8. parasitic infections such as pediculosis and scabies

Skin conditions

1. sensitive
2. dehydrated
3. broken capillaries
4. pustules
5. papules
6. open pores
7. dark circles
8. hyperpigmentation
9. hypopigmentation
10. sun damage
11. scarring
12. erythema
13. mature

Make-up products

1. primers
2. tinted moisturisers
3. foundations
4. powders
5. facial bronzing products
6. concealers
7. corrective products
8. eyebrow products
9. eye products
10. eyeliners
11. mascara
12. cheek products
13. lip products
14. pencils
15. setting sprays

Structure and functions of the skin

Structure:

1. layers of epidermis
2. dermis
3. subcutaneous layer
4. hair follicle
5. hair shaft
6. sebaceous gland
7. arrector pili gland
8. sweat gland
9. blood and lymph vessels
10. sensory nerve endings

Functions:

1. sensitivity
2. heat regulation
3. absorption
4. protection
5. excretion
6. secretion
7. vitamin D production

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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**Natural make-up**

A natural style make-up would be classed as a light application of make-up.

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Primers

Can be used as a make-up base to give longevity of the make-up.

Special occasion

This could include make-up for parties, proms, weddings.

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