

Provide female intimate waxing services

Overview

This standard is about removing hair from intimate areas using various waxing techniques. You will need to be able to consult with the client, prepare and plan for the waxing service. You will also need to provide aftercare advice to the client, particularly around the avoidance of certain activities and home care products.

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 female intimate waxing services
2. consult, plan and prepare for female intimate waxing services
3. remove unwanted hair

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Performance criteria

You must be able to:

Maintain safe and effective methods of working when removing hair by providing female intimate waxing

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

Consult, plan and prepare for female intimate waxing services

15. use **consultation techniques** to determine the client's service plan
16. ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
17. ensure that a parent or guardian is present throughout the service for minors under the age of 16
18. recognise any contra-indications and take the **necessary action**
19. agree the service and outcomes that meet the client's needs
20. explain the possible contra-actions to the client prior to carrying out the **waxing service**
21. obtain signed, informed consent from the client prior to carrying out the **waxing service**
22. explain the intimate waxing procedure and possible contra-actions to the client, prior to the **waxing service**
23. select equipment, materials, applicators and **wax** products for the **waxing service**

24. make sure the **preparation of the client** meets the agreed service plan

Remove unwanted hair

25. use **pre-wax application products**

26. conduct a thermal test patch immediately prior to the **waxing service** on a suitable area of skin in the groin

27. establish the hair growth pattern and skin condition the treatment area

28. apply and remove **wax** according to the requirements of the hair removal method and hair growth patterns

29. ensure the **waxing service** minimises the risk of cross-infection, contamination and follows safeguarding procedures

30. ensure your **work techniques** minimise discomfort to the client

31. check the client's wellbeing throughout the **waxing service**

32. ensure the treatment area is left free of **wax** and hair and treated with an after-wax product

33. ensure that the finished result is to the client's satisfaction

34. give your client **advice and recommendations** on the service provided

35. 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 female intimate waxing 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 ensuring safeguarding procedures are in place
3. the legal and organisational requirements for client protection and preparation
4. the legal and organisational requirements for your own personal hygiene, protection and appearance
5. the reasons for maintaining the client's modesty and privacy at all times
6. safe positioning techniques for yourself and the client to prevent discomfort
7. the necessary environmental conditions for services such, as heating and ventilation, and why these are important
8. why it is important to keep your work area clean and tidy
9. methods of cleaning, disinfection and sterilisation
10. methods of working safely and hygienically to avoid the risk of cross-infection
11. the different types of working methods that promote **environmental and sustainable working practices**
12. the hazards and risks which exist in your workplace and the safe working practices which you must follow
13. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
14. the legal requirements for waste disposal
15. the reasons for completing the service in a commercially viable time

Consult, plan and prepare for female intimate waxing services

16. why it is important to communicate with clients in a professional manner
17. how to complete a consultation taking into account the client's **diverse needs**
18. the legal requirements for providing services to minors under 16 years of age
19. the age at which an individual is classed as a minor and how this differs nationally
20. the importance of agreeing the service that meets the client's needs

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21. the legal significance of gaining signed, informed client consent to carry out the service
22. the legislative requirements for storing and protecting client data
23. the **contra-indications requiring medical referral** and why
24. how to recognise **contra-indications that would prevent or restrict** the service
25. the necessary action to take in relation to specific contra-indications when referring clients
26. the reasons for not naming specific contra-indications when referring clients
27. the reasons why it is advisable to conduct a skin sensitivity test prior to waxing services
28. why it is important to explain the procedure and possible contra-actions to the client, before an intimate waxing service
29. why it is important for the client to personally cleanse the area to be treated, immediately prior to the waxing service

Remove unwanted hair

30. the reasons for conducting a thermal test patch procedure and for trimming over long hair prior to the waxing service
31. how to assess the skin condition and hair growth in the treatment area
32. the types of equipment and waxing products used for **intimate waxing services**, including shaping templates
33. the function and purpose of pre-wax and after-wax products
34. the ingredients and composition of different waxing products
35. the suitability of specific waxing products for certain hair types
36. product application and removal requirements in relation to the direction of hair growth
37. the advantages, disadvantages and limitations of waxing treatments
38. how to support the client's skin during the intimate waxing process to avoid inappropriate contact
39. why it is necessary to conduct yourself in a professional manner in order to avoid any possible misinterpretation of behaviour
40. how to deal with circumstances in which the client's behaviour breaches the professional status of the treatment
41. other **methods of hair removal** and the effect of these methods on the waxing process
42. the **contra-actions** that may occur, how to deal with them and what advice to give to clients
43. the expected skin reaction to waxing
44. the **structure of the female genitalia**

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- 45. the **structure and functions of the skin** and hair
- 46. the **hair growth cycle**, the **different types of hair growth** and the **causes of hair growth**
- 47. the **activities to avoid after waxing** and why these are important
- 48. aftercare and maintenance requirements for intimate waxing treatments and why these are important
- 49. 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. modification of the waxing service
2. explaining why the waxing service cannot be carried out
3. encouraging the client to seek medical advice

Waxing service

1. Hollywood
2. Brazilian
3. shaping

Wax

1. hot wax
2. warm wax

Preparation of the client

1. removal of the accessories and clothing necessary for the treatment
2. protection of clothing
3. client's own cleansing of the area to be treated
4. trimming of over long hair for the treatment

Pre-wax application products

1. oils
2. powders

Work techniques

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1. stretching and manipulating the skin during application and removal
2. speed of product removal
3. direction and angle of removal
4. on-going product temperature checks

Advice and recommendations

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

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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

Contra-indications requiring medical referral

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1. urinary infections
2. sexually transmitted infections
3. pubic lice
4. contagious skin disease
5. oedema

Contra-indications that would restrict

1. medication affecting skin, blood or immune system
2. heat rash
3. sunburn
4. diabetes
5. moles
6. infected ingrowing hairs
7. skin tags
8. recent scar tissue
9. external haemorrhoids
10. menstruation

Contra-indications that would prevent

1. thin and fragile skin
2. known allergies to products and ingredients such as rosin found in sticking plasters and wax
3. severe and infectious skin conditions
4. severe varicose veins

Intimate waxing services

1. Hollywood
2. Brazilian
3. bollywood
4. Las Vegas
5. California
6. shaping
7. adornments

Methods of hair removal

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1. tweezing
2. shaving
3. depilatory creams
4. electrical depilatory
5. abrasive mitts
6. light based hair reduction
7. threading
8. electrical epilation

Contra-actions

1. bruising
2. blood spots
3. abrasions
4. broken hair
5. histamine reaction
6. excessive erythema
7. excessive and diminished regrowth
8. burns
9. inflammation

Structure of the female genitalia

1. mons pubis
2. the labia consisting of the labia majora and the labia minora
3. the external portion of the clitoris, consisting of the clitoral glans and the clitoral hood
4. the urinary meatus
5. the vaginal orifice
6. the hymen

Structure and function of the skin

Structure:

1. layers of the epidermis
2. dermis
3. subcutaneous layer

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4. hair follicle
5. hair shaft
6. sebaceous gland
7. arrector pili muscle
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

Hair growth cycle

1. anagen
2. catagen
3. telogen

Different types of hair growth

1. terminal
2. vellus
3. ingrown hairs

Causes of hair growth

1. topical
2. congenital
3. systemic

Activities to avoid after waxing

1. heat such as sauna, sun and hot baths

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2. use of perfumed and chemical based products
3. wearing of restrictive clothing
4. touching the treated area
5. swimming and other exercise

Advice and recommendations

1. additional services
2. additional products
3. aftercare requirements for waxing and why these are important
4. the recommendations for the client to return for waxing services every 6-8 weeks
5. personal toilet hygiene

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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**Safeguarding**

This is the action we take to promote the welfare of children and vulnerable adults to protect them from harm.

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Test Patch

Tests to determine the degree of skin reaction and sensitivity. Test patches can be used to test the degree of heat sensitivity and pain response plus skin reaction. Test patch can incorporate patch test, thermal test or tactile test.

Warm wax

Includes, but not restricted to, crème, honey wax and sugar based products with or without additives such as tea tree and lavender, applied by spatula or by other mechanical means and removed by strips.

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