



## Higher National Unit Specification

### General information

**Unit title:** Beauty Therapy: Professional Salon Skills (SCQF level 7)

**Unit code:** HW0Y 34

**Superclass:** HL

**Publication date:** November 2017

**Source:** Scottish Qualifications Authority

**Version:** 02

### Unit purpose

This unit will provide learners with the opportunity to improve their own effectiveness within the work environment.

Learners will review the key essential skills valued by the beauty industry to promote self-improvement. They will consult with clients to devise treatment plans which incorporate previously developed treatment skills, giving the opportunity to consolidate and hone both their key essential and treatment skills. Learners will then evaluate their skills as a means of promoting personal improvement.

Learners will undertake a skills test reflecting beauty industry standards and receive feedback on their performance from their assessor. Throughout learners will demonstrate knowledge of and adherence to relevant health and safety procedures, appearance which reflects organisational and industry standards and effective communication and consultation techniques.

This unit will be beneficial for those who wish to pursue a career within beauty therapy, enhancing their employability skills.

### Outcomes

On successful completion of the unit the learner will be able to:

- 1 Review your key essential skills.
- 2 Perform and evaluate your key essential treatment skills.
- 3 Plan, prepare and perform a beauty therapy practical skills test.
- 4 Evaluate the beauty therapy practical skills test.

## Higher National Unit Specification: General information (cont)

**Unit title:** Beauty Therapy: Professional Salon Skills (SCQF level 7)

### Credit points and level

1 Higher National Unit credit at SCQF level 7: (8 SCQF credit points at SCQF level 7)

### Recommended entry to the unit

Entry is at the discretion of the centre.

### Core Skills

Achievement of this Unit gives automatic certification of the following:

Complete Core Skill                      Problem Solving at SCQF level 5

Core Skill component                      None

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes for this Unit specification

### Context for delivery

If this unit is delivered as part of a group award, it is recommended that it should be taught and assessed within the subject area of the group award to which it contributes.

### Equality and inclusion

This unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements).

## Higher National Unit Specification: Statement of standards

**Unit title:** Beauty Therapy: Professional Salon Skills (SCQF level 7)

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

Where evidence for outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Learners should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

### Outcome 1

Review your key essential skills.

#### Knowledge and/or skills

- ◆ Self-identification of strengths and weaknesses
- ◆ Improving personal performance
- ◆ Key essential skills:
  - personal presentation
  - effective communication — verbal and non-verbal
  - time management
  - client management
  - organisational skills
  - general housekeeping duties
  - working within commercial treatment timings
  - awareness of economic value
- ◆ Taking constructive feedback

### Outcome 2

Perform and evaluate your key essential treatment skills.

#### Knowledge and/or skills

- ◆ Personal presentation
- ◆ Communication skills
- ◆ Consultation techniques
- ◆ Treatment planning
- ◆ Treatment skills — face, eyes, body, nails
- ◆ Contra-indications to specific treatments
- ◆ Commercial treatment times
- ◆ Organisational skills
- ◆ Client management
- ◆ Awareness of economic value
- ◆ Provision of relevant specific homecare and aftercare advice
- ◆ Provision of relevant specific product recommendations
- ◆ General housekeeping and hygiene practices

## Higher National Unit Specification: Statement of standards (cont)

**Unit title:** Beauty Therapy: Professional Salon Skills (SCQF level 7)

- ◆ Reflect on professional key and treatment skills
- ◆ Evaluate your personal performance to promote improvement
- ◆ Relevant health and safety legislation

### Outcome 3

Plan, prepare and perform a beauty therapy practical skills test.

#### Knowledge and/or skills

- ◆ Effective communication skills
- ◆ Effective consultation techniques
- ◆ Effective practical skills application:
  - eyelash tinting
  - file and polish
  - waxing
  - back, neck and shoulder massage
- ◆ Key essential skills
- ◆ Sequencing of treatments
- ◆ Time management
- ◆ How to take constructive feedback from others

### Outcome 4

Evaluate the beauty therapy practical skills test.

#### Knowledge and/or skills

- ◆ Consultation
- ◆ Organisation
- ◆ Application
- ◆ Sequencing
- ◆ Time management
- ◆ Assessor feedback

## Higher National Unit Specification: Statement of standards (cont)

**Unit title:** Beauty Therapy: Professional Salon Skills (SCQF level 7)

### Evidence requirements for this unit

Assessment of this unit must be carried out in either Semester 2 or Block 3 when learners have had sufficient time to practice and develop key essential skills and become competent in a range of treatments.

Learners will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can:

#### Outcome 1 — Review

Complete a self-assessment review of their strengths and weaknesses of each identified key essential skill:

- ◆ Personal presentation
- ◆ Effective communication — verbal and non-verbal
- ◆ Time management
- ◆ Client management
- ◆ Organisational skills
- ◆ General housekeeping duties
- ◆ Working within commercial treatment timings
- ◆ Awareness of economic value

Learners should then discuss their self-assessment with their assessor to identify areas to develop further to improve their personal performance.

#### Outcome 2 — Practical activity

Demonstrate by observed practical performance on a minimum of two clients that they are able to:

- ◆ prepare self appropriately.
- ◆ prepare treatment environment appropriately following current industry and organisational requirements.
- ◆ demonstrate an effective consultation technique.
- ◆ devise an appropriate treatment plan.
- ◆ check for contra-indications.
- ◆ select and use appropriate products.
- ◆ carry out the planned combined treatment in a logical sequence.
- ◆ adapt the planned treatment as/if required.
- ◆ ensure client comfort and safety throughout.
- ◆ provide relevant specific aftercare and homecare advice.
- ◆ give suitable product recommendations.
- ◆ meet the time constraints imposed by industry.
- ◆ comply with relevant health and safety legislation throughout.
- ◆ record the treatment accurately.
- ◆ evaluate personal performance to promote improvement of the identified key essential key skills.
- ◆ evaluate personal performance to promote improvement of treatment skills.

## **Higher National Unit Specification: Statement of standards (cont)**

**Unit title:** Beauty Therapy: Professional Salon Skills (SCQF level 7)

The treatment combination can incorporate any treatment in which the learner has shown competence. Each client must receive a minimum of three treatments.

An assessor observation checklist and accurately completed client consultation record and treatment plan should be used to support practical performance.

The consultation record should include a section which enables the learner to self-evaluate on the improvement of their performance in respect of the identified key essential and treatment skills.

### **Outcome 3 — Practical activity**

Demonstrate by observed practical performance on one occasion, on one client a skills test which reflects industry standards on which they will receive feedback from their assessor.

Learners must complete an eyelash tint, half leg wax, file and polish and back neck and shoulder massage in a 75 minute session. Additional time should be given for consultation and preparation.

### **Outcome 4 — Evaluation**

Feedback on consultation, organisation, application and sequencing and time management of the specified treatments must be included in the assessor feedback. An assessor feedback checklist should be used to support performance and feedback.



## Higher National Unit Support Notes

**Unit title:** Beauty Therapy: Professional Salon Skills (SCQF level 7)

Unit support notes are offered as guidance and are not mandatory.

While the exact time allocated to this unit is at the discretion of the centre, the notional design length is 40 hours.

### Guidance on the content and context for this unit

This unit will provide the learner with skills and knowledge required to provide a positive contribution to the successful running of a salon, improving their own effectiveness within the work environment and will contribute effectively to the overall success of the salon.

Learners will review the key essential skills valued by the beauty industry to promote self-improvement. They then consult with clients to devise treatment plans which incorporate previously developed treatment skills, giving the opportunity to consolidate and hone both their key essential and treatment skills. Learners will then evaluate their skills as a means of promoting personal improvement.

Ultimately learners will undertake a skills test reflecting beauty industry standards and receive feedback on their performance from their assessor.

Throughout learners will demonstrate knowledge of and adherence to relevant health and safety procedures, appearance which reflects organisational and industry standards and effective communication and consultation techniques.

This unit will be beneficial for those who wish to pursue a career within beauty therapy, enhancing their employability skills.

Key areas of knowledge will be:

- ◆ Self-identification of strengths and weaknesses
- ◆ Improving personal performance
- ◆ Key essential skills:
  - personal presentation
  - effective communication — verbal and non-verbal
  - time management
  - client management
  - organisational skills
  - general housekeeping duties
  - working within commercial treatment timings
  - awareness of economic value
- ◆ Taking constructive feedback

## Higher National Unit Support Notes (cont)

**Unit title:** Beauty Therapy: Professional Salon Skills (SCQF level 7)

- ◆ Consultation techniques
- ◆ Treatment planning
- ◆ Treatment skills — face, eyes, body, nails
- ◆ Contra-indications to specific treatments
- ◆ Commercial treatment times
- ◆ Sustainability and economical use of products
- ◆ Provision of relevant specific homecare and aftercare advice
- ◆ Provision of relevant specific product recommendations
- ◆ Reflection on professional key and treatment skills
- ◆ Evaluation of personal performance to promote improvement
- ◆ Relevant health and safety legislation
- ◆ Effective communication skills
- ◆ Effective consultation techniques
- ◆ Effective practical skills application:
  - eyelash tinting
  - file and polish
  - waxing
  - back, neck and shoulder massage
- ◆ Sequencing of treatments
- ◆ How to take constructive feedback from others

### Guidance on approaches to delivery of this unit

This unit should be delivered in Semester 2 or Block 3 when learners have had sufficient time to practice and develop key essential skills and become competent in a range of treatments.

It is recommended that an induction to the unit be given enabling the learner to understand fully what is required.

It is important that learners get feedback on their progress throughout as a mechanism to improve their personal performance. The importance of being realistic when rating themselves on their strengths and weaknesses should be highlighted as only by doing this will the learner be able to put in place steps for self-improvement.

Learners should be encouraged to select a range of the skills in which they are competent when devising treatments for clients; using this opportunity to consolidate and enhance the skills they have previously developed and honing their skills in preparation for the skills test.

Emphasis should be placed on the importance of effectively communicating with clients in a professional manner throughout.

The learner should be encouraged to develop good working practise which meet both organisational and current national health and safety policies and procedures.

The skills test is a recognised method used by the beauty industry as part of the selection process for potential employees and should encompass both key essential skills and practical treatment skills thereby enhancing the learners' employability skills profile.



## Higher National Unit Support Notes (cont)

**Unit title:** Beauty Therapy: Professional Salon Skills (SCQF level 7)

Centres are encouraged to establish links with industry representatives, who may be willing to offer support in the form of visits from a member of staff to discuss skills testing which will enhance the learning experience.

### Guidance on approaches to assessment of this unit

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to learners.

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where learners experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

The evidence requirements are fully expressed in the mandatory section of this unit specification.

Assessment of this unit must be carried out in either Semester 2 or Block 3 when learners have had sufficient time to practice and develop key essential skills and become competent in a range of treatments.

### Opportunities for e-assessment

E-assessment may be appropriate for some assessments in this unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the evidence requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at [www.sqa.org.uk/e-assessment](http://www.sqa.org.uk/e-assessment).

### Opportunities for developing Core and other essential skills

This Unit has the Core Skill of Problem Solving embedded in it. This means that when learners achieve the Unit, their Core Skills profile will also be updated to show they have achieved Problem Solving at SCQF level 5.

The aspects of the Core Skill of *Problem Solving* will be naturally developed as the key essential skills are reviewed and the treatments are planned and safely undertaken. In planning the treatment learners will identify and analyse a range of factors including suitable products, equipment and techniques to ensure the treatment meets the needs of each individual client. The treatment application must ensure client comfort and safety. Taking account of timing sequence and duration will require good planning and organising skills. *Communication* skills are not formally assessed however learners will be expected to present oral and written communication to an acceptable professional standard. Skills in accessing and analysing information on treatments should be developed to provide underpinning knowledge on professional issues and resources. Evaluation of information accessed should be encouraged in order to assure that information is accurate and current.

## Higher National Unit Support Notes (cont)

**Unit title:** Beauty Therapy: Professional Salon Skills (SCQF level 7)

Oral communication skills will be developed in practical work with clients when interaction must be professional, sensitive and empathic. Communicating appropriate information to clients, explaining and reassuring during treatment sessions and giving aftercare advice and specific relevant homecare advice and product recommendations will be an essential aspect of competence. Learners should be fully aware of a range of active listening techniques in order to relate and respond to others in the most appropriate and effective way, adapting language, register and style to suit their purpose and clientele.

In addition to the specific vocational skills developed and assessed learners will have the opportunity to develop generic skills which will enhance their employability skills profile, eg customer care skills, communication skills, time management.

## History of changes to unit

Version	Description of change	Date
02	Core Skill of Problem Solving at SCQF level 5 embedded.	24/11/2017

© Scottish Qualifications Authority 2017

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Additional copies of this unit specification can be purchased from the Scottish Qualifications Authority. Please contact the Business Development and Customer Support team, telephone 0303 333 0330.

## General information for learners

### Unit title: Beauty Therapy: Professional Salon Skills (SCQF level 7)

This section will help you decide whether this is the unit for you by explaining what the unit is about, what you should know or be able to do before you start, what you will need to do during the unit and opportunities for further learning and employment.

This unit will give you the opportunity to improve your own effectiveness within the work environment.

You will review your performance of the key essential skills valued by the beauty industry to promote improvement. You will consult with clients to devise treatment plans which incorporate previously developed treatment skills, giving the opportunity to consolidate and hone both your key essential and treatment skills; then evaluate your skills as a means of promoting personal improvement.

Ultimately you will undertake a skills test reflecting beauty industry standards and receive feedback on your performance from your assessor.

Throughout you will demonstrate knowledge of and adherence to relevant health and safety procedures, appearance which reflects organisational and industry standards and effective communication and consultation techniques.

Key areas of knowledge will be:

- ◆ Self-identification of strengths and weaknesses relating to key essential skills
- ◆ Improving personal performance
- ◆ Key essential skills:
  - personal presentation
  - effective communication — verbal and non-verbal
  - time management
  - client management
  - organisational skills
  - general housekeeping duties
  - working within commercial treatment timings
  - awareness of economic value
- ◆ Taking constructive feedback
- ◆ Consultation techniques
- ◆ Treatment planning
- ◆ Treatment skills — face, eyes, body, nails
- ◆ Contra-indications to specific treatments
- ◆ Commercial treatment times
- ◆ Sustainability and economical use of products
- ◆ Provision of relevant specific homecare and aftercare advice
- ◆ Provision of relevant specific product recommendations
- ◆ Reflection on professional key and treatment skills
- ◆ Evaluation of personal performance to promote improvement
- ◆ Relevant health and safety legislation
- ◆ Effective communication skills
- ◆ Effective consultation techniques

## General information for learners (cont)

**Unit title:** Beauty Therapy: Professional Salon Skills (SCQF level 7)

- ◆ Effective practical skills application:
  - eyelash tinting
  - file and polish
  - waxing
  - back, neck and shoulder massage
- ◆ Sequencing of treatments
- ◆ How to take constructive feedback from others

You will need to provide evidence to demonstrate your knowledge and/or skills by showing that you can:

Complete a self-assessment review of your strengths and weaknesses in relation to each identified key essential skill then discuss your self-assessment with your assessor to identify areas to develop further to improve your personal performance.

Demonstrate by observed practical performance on a minimum of two clients that you are able to devise a combined treatment, provide relevant specific aftercare and homecare advice and give product recommendations. The treatment combination can incorporate any treatment in which you have shown competence. Each client must receive a minimum of three treatments. Treatment application should be carried out in a logical sequence and meet the time constraints imposed by industry. You will then self-evaluate on the improvement of your personal performance in respect of the identified key essential skills.

Demonstrate by observed practical performance on one occasion, on one client a skills test which reflects industry standards on which you will receive feedback from your assessor.

This Unit has the Core Skill of Problem Solving embedded in it, so when you achieve this Unit your Core Skills profile will be updated to show that you have achieved Problem Solving at SCQF level 5.

The aspects of the Core Skill of *Problem Solving* will be naturally developed as the key essential skills are reviewed and the treatments are planned and safely undertaken. In planning the treatment you will identify and analyse a range of factors including suitable products, equipment and techniques to ensure the treatment meets the needs of each individual client. The treatment application must ensure client comfort and safety. Taking account of timing sequence and duration will require good planning and organising skills.

*Communication* skills are not formally assessed however you will be expected to present oral and written communication to an acceptable professional standard. Evaluation of information accessed should be encouraged in order to assure that information is accurate and current.

Oral communication skills will be developed in practical work with clients when interaction must be professional, sensitive and empathic. Communicating appropriate information to clients, explaining and reassuring during treatment sessions and giving aftercare advice and specific relevant homecare advice and product recommendations will be an essential aspect of competence. You should be fully aware of a range of active listening techniques in order to relate and respond to others in the most appropriate and effective way, adapting language, register and style to suit their purpose and clientele.

## **General information for learners (cont)**

**Unit title:** Beauty Therapy: Professional Salon Skills (SCQF level 7)

In addition to the specific vocational skills developed and assessed you will have the opportunity to develop generic skills which will enhance your employability skills profile, eg customer care skills, communication skills, time management.