

SVQ in Beauty Therapy level 2 in the context of:

**Beauty Therapy General (G7H2 22)
Beauty Therapy Make-Up (G7H4 22)
Nail Services level 2 (G7H7 22)**

Candidate Guidance and Portfolio

Candidate name:

Publication code: Z0192

The National occupational standards which form the basis of this award were developed by HABIA. This document is for candidate use only and should not be used as substitute for the National Occupational Standards.

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Section 1 — General information about SVQs

Introducing SVQs

The qualification you are undertaking is a Scottish Vocational Qualification (SVQ).

SVQs are work-based qualifications which assess the skills and knowledge people have and need to perform their job role effectively. The qualifications are designed using national occupational standards.

For each industry sector there is a Standards Setting Body (SSB) which is made up of representatives from the industry or profession and it is the SSB's responsibility to develop the national occupational standards.

These standards define what employees, or potential employees, must be able to do, how well and in what circumstances to show they are competent in their work.

The Standards Setting Body for Beauty Therapy level 2 is HABIA.

Access to SVQs is open to all and you can be assessed either against a particular Unit(s) or against the full SVQ. There are no entry requirements, no prescribed method of delivery, no time constraints for completion or age limits.

SVQs are available at five levels of achievement which reflect the various technical and supervisory skills, knowledge, and experience which employees should have as they progress in their industry.

Who offers SVQs?

An organisation which offers SVQs is called a Centre. This may be a school, college, university, employer, training provider or a combination of these. The Centre has responsibility for the quality of the qualification and is required to work within an awarding body's policies and guidelines.

The Scottish Qualifications Authority (SQA) is your awarding body for this SVQ. This means that we are an organisation approved by government to design qualifications and awards. An awarding body endorses candidates' certificates so that an employer can be sure the qualification has gone through a rigorous and effective assessment process. SQA provides qualifications throughout the world and was formed by the merger of the Scottish Examinations Board (SEB) and the Scottish Vocational Education Council (SCOTVEC).

What is the structure of an SVQ?

All SVQs have a common structure and consist of standards which can be broken down into various parts:

Units & Elements	Units define the broad functions carried out in your particular job and are made up of a number of elements . Each element describes a specific work activity which you have to perform and may relate to skills or to the demonstration of knowledge and understanding.
Performance criteria	The level and quality of how you should carry out these activities is determined by a number of statements called performance criteria . Performance criteria are used to judge your competence.
Range/Scope statements	A range statement tells you in what circumstances you must be able to prove your competence and allows you to demonstrate that you can carry out tasks in different circumstances. Items included in the range statements must not be treated as optional. Range statements are also called scope in some National Occupational Standards.
Evidence requirements	The Evidence requirements specify the amount and type of evidence which you will need to provide to your assessor to show that you have met the standards specified in the performance criteria and in all the circumstances defined in the range statements.
Knowledge and understanding	The section on knowledge and understanding states what you must know and understand and how this knowledge applies to your job.

If you are not yet clear about how we define standards — just remember that the standards have been developed by experts within your industry or profession and that all candidates aiming for this particular SVQ are being assessed against the same standards.

How are SVQs achieved?

When you consistently meet the standards described in the elements and show that you have the required skills and knowledge across the range, you can then claim that you are *competent* in each Unit. You can claim certification for single Units or whole awards. Your Centre will register your claim to competence through the Awarding Body. The Awarding Body you are registered with for this SVQ is the Scottish Qualifications Authority (SQA).

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The process of gaining an SVQ is flexible and depends on your needs. At the beginning of the process your assessor will review your existing competence in relation to the standards and identify the most suitable SVQ. The level you start at will depend on the type and breadth of your current job role together with your past experience, skills and any relevant prior learning.

To achieve an SVQ, or a Unit of an SVQ, you must:

- ◆ demonstrate you meet the requirements of the performance criteria by collecting appropriate evidence as specified by the evidence requirements. This evidence is assessed against the national standards by a qualified assessor, who will be allocated to you by your Centre. This will usually be someone who knows you, such as a manager or supervisor.

Evidence may come from:

- ◆ the **accreditation of prior learning** — where evidence relates to past experience or achievements
- ◆ **current practice** — where evidence is generated from a current job role
- ◆ a **programme of development** — where evidence comes from assessment opportunities built into a learning/training programme whether at or away from the workplace
- ◆ a combination of these

How are SVQs assessed?

Assessment is based on what you can do and involves you, your assessor, an internal verifier and an external verifier — see "Who does what in SVQs" on the following page.

You will be asked to prove you are competent by providing evidence which shows:

- ◆ you can perform all the specified tasks consistently to the required standard (**performance criteria**)
- ◆ you understand why you are doing things (**knowledge and understanding**)
- ◆ you can apply the required skills in different ways (**range**)

Assessment is flexible and you can be certificated for each Unit you successfully achieve, even if you do not complete the full SVQ. There is no set period of time in which you need to complete a Unit. However, you and your assessor should still set target dates for completing each Unit, otherwise your qualification could go on forever. Be realistic though, as there are many factors such as your previous experience, demands within your workplace and an availability of resources which will affect how quickly you are able to achieve the qualification.

Who does what in SVQs?

A number of individuals and organisations have parts to play in SVQ assessment. Their roles have been designed to guarantee fair, accurate and consistent assessment.

	<i>Who are they?</i>	<i>What is their role?</i>
Candidates	The person who wants to achieve the SVQ - in this case, you.	Need to show they can perform to national occupational standards in order to be awarded an SVQ or Unit(s).
Assessors*	An experienced person in the same area of work as the candidate eg supervisor.	Judge the evidence of a candidate's performance, knowledge and understanding against the national occupational standards. Decide whether the candidate has demonstrated competence. Provide guidance and support to the candidate. Assist with planning assessments, giving feedback and recording candidate progress.
Internal Verifiers*	Individuals appointed by an approved Centre to ensure the quality of assessment within the Centre.	Advise assessors and maintain the quality of assessment in a Centre. Systematically sample assessments to confirm the quality and consistency of assessment decisions.
Approved Centres	Organisations approved by awarding bodies to coordinate assessment arrangements for SVQs.	Manage assessment on a day to day basis. Must have effective assessment practices and internal verification procedures. Must meet criteria laid down by awarding bodies and be able to provide sufficiently-competent assessors and internal verifiers.
External Verifiers*	Individuals appointed by the Awarding Body to ensure that standards are being applied uniformly and consistently across all Centres offering the SVQ.	Check the quality and consistency of assessments, both within and between Centres, by systematic sampling. Make regular visits to Centres to ensure they still meet the criteria to deliver SVQs.

* Assessors and internal and external verifiers are required to have occupational expertise in the SVQs which they are assessing/verifying. They must also have, or be working towards, an appropriate qualification in assessment and verification.

What is evidence?

To claim competence for an SVQ Unit you need to gather evidence which shows you have met the standards. It is important that your evidence is easily understood so that it can be checked against the standards, by both your assessor, your Centre and the Awarding Body.

Evidence can take many forms including:

- ◆ direct observation of your performance by your assessor
- ◆ products of your work
- ◆ authenticated statement — witness testimony
- ◆ personal statement
- ◆ outcomes from questioning
- ◆ outcomes from simulation
- ◆ case studies
- ◆ assignments or projects
- ◆ Accreditation of Prior Learning (APL) — evidence from the past

It is important that your evidence is:

- ◆ **valid** — it relates to the SVQ standard you are trying to prove
- ◆ **authentic** — the evidence, or an identified part of it (eg a report) was produced by *you*
- ◆ **consistent** — achieved on more than one occasion
- ◆ **current** — usually not more than two years old
- ◆ **sufficient** — covers all the performance and knowledge requirements laid down in the standards

Your evidence may be collected through a range of sources, such as employment, voluntary work, training programmes and interests/activities which you perform outside your work. It can also be produced in various formats, eg your own reports; testimonies from colleagues, supervisors or members of the public; projects; models; audio tapes, photographs; videos.

When you first begin your SVQ, you and your assessor should identify all the Units and elements where you can use **integration of assessment**. Further details about integration of assessment can be found on page 10.

Demonstrating knowledge, understanding and skills

In order to meet the standards, you may also be required to prove knowledge and understanding. Each Unit contains a list summarising the knowledge, understanding and skills a candidate must possess. Evidence of how these have been achieved and applied could be included in the performance evidence as one or all of the following:

- ◆ descriptions of why a particular approach was used
- ◆ personal reports about the learning process
- ◆ reflective reports which include how a theory or principle was applied
- ◆ assessment interviews
- ◆ assessment tests
- ◆ responses to questioning

These should be included in your portfolio.

How will my assessor check I have the knowledge and understanding listed in the standards?

For some Units, it will be clear to your assessor that you have the required knowledge and understanding from how you carry out your work. This is often referred to as *knowledge and understanding apparent from performance*. There will be other occasions though, when your assessor will be unsure if you know why, for example, it is important to give information to clients in certain situations. This could be because your assessor has not had the opportunity to observe all the performance criteria and range during assessment. In these situations, your assessor may wish to assess your knowledge and understanding by asking you some questions. These questions can be given orally or in writing, but will be recorded in your portfolio as evidence.

Your assessor could also check you have the required level of knowledge and understanding by asking you to produce personal statements or to complete a project or assignment.

What if I have previous experience and knowledge and understanding from work and other qualifications?

If you have previous work experience, skills, and knowledge and understanding which you feel is relevant to your SVQ, you should tell your assessor about it. Your assessor may ask you for more proof in the form of letters from previous employers/training providers or details about any courses you have completed.

For example, you may have achieved an HNC in a relevant subject in which case your assessor may feel that you already have some of the knowledge and understanding required for the SVQ.

The process of matching your previous experience and learning is often referred to as the Accreditation of Prior Learning (APL). The purpose of this process is to try and give you some credit towards your SVQ for things you can already do to the national standard. Your assessor judges the evidence available and matches it against the requirements of the SVQ. This means that your assessor should not have to assess you for these things all over again.

However, the success of this process depends on *you* telling *your assessor* what previous work experience or knowledge and understanding you have and how you think it is relevant to your SVQ. The more information you can supply to support your claims, the easier it should be to convince your assessor that you are competent.

When can simulation be used?

Throughout your SVQ, the emphasis is on you being able to carry out real work activities so assessment will normally be carried out in the workplace itself.

There may be times, however, when it might not be appropriate for you to be assessed while you are working. For example your SVQ might require you to carry out emergency or contingency procedures (for safety or confidentiality reasons) or your job role may not cover all aspects of the qualification. In such instances, when you have no other means of generating evidence, **simulation** might be appropriate.

Simulation is any structured exercise involving a specific task which reproduces real-life situations. Care must be taken though to ensure that the conditions in which you are assessed *exactly* mirror the work environment ie it is a **realistic working environment**.

You and your assessor should check the assessment strategy for your SVQ carefully to find out the Standards Setting Body's (SSB's) view of what constitutes a realistic working environment. Some SSBs stipulate the specific elements which are suitable for this approach.

Integration of assessment

It is not necessary for you to have each element assessed separately — doing so could result in assessment which takes too long and places too great a burden on you and your assessor.

There will be instances when you will be able to use one piece of evidence to prove your competence across different elements or performance criteria. You may even find that evidence is relevant for different Units — this is called **integration of assessment**.

When you first begin your SVQ, you and your assessor will spend time looking at the standards, planning how much time you are both able to devote to the qualification and drawing up an action plan.

At this stage, you should identify any activities which relate to more than one Unit or outcome and arrange for the best way to collect a single piece of evidence which satisfactorily covers all the performance criteria.

If you are going to integrate assessments, make sure that the evidence is cross-referenced to the relevant Units. Details of how to cross reference your evidence can be found in Section 2 "How to compile your portfolio".

Section 2 — How to compile your portfolio (including worked examples)

General information

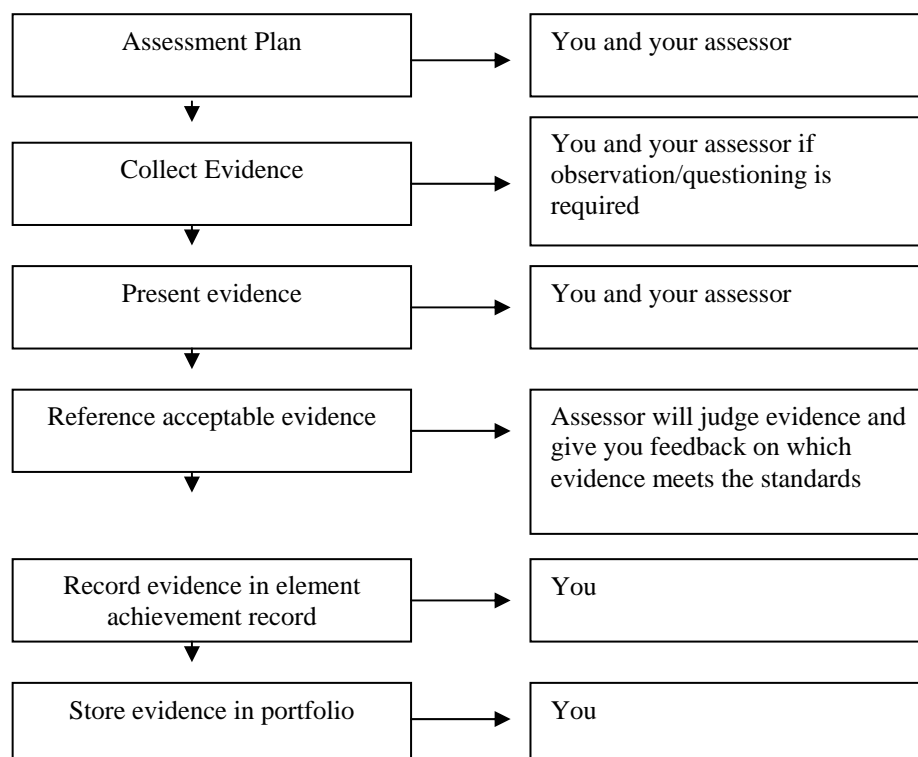
A portfolio, like a log book, is a way of recording evidence of your achievements. It is a collection of different items of evidence which indicates that you have the required skills, knowledge and understanding to support your claim to a qualification.

The production of a well-organised, clearly labelled portfolio which relates each piece of evidence to the relevant outcomes and performance criteria requires a careful methodical approach. When your assessor looks through your portfolio, they will find the task of making judgements about your competence much easier if the information in it is presented in a logical sequence.

You will need to present your evidence in a format that is easy to read and in which materials can be added or taken away. This section gives suggestions on how to lay out and present your evidence and includes worked examples. There are also forms and matrices which will assist you to chart your progress through the award.

You do not have to lay out your evidence in the way suggested but you may find it helpful to do so. Each portfolio will be different in content but all should include information about you (the candidate), the organisation where you are undertaking your qualification, the assessor and so on.

Evidence Collection Process



Planning your portfolio

Start by carefully reading through the standards and, together with your assessor, decide which Units you might like to work on first. You do not have to do the Units in order. There may be some Units that relate to tasks which you carry out on a regular basis, therefore making it easier to collect evidence right away. Alternatively, there may be activities in other Units which you only undertake now and again, these can be left until the opportunity arises for you to collect evidence.

Before you start looking for different kinds of evidence and deciding if they should be included in your portfolio, you will find it helpful to plan how you will carry out the tasks and how long they are going to take.

The plan is usually referred to as an **“assessment plan”**. It should be produced in discussion with your assessor and will set out the different stages in developing your portfolio. You will probably want to produce a plan for each Unit.

It is unlikely that you will be able to complete all of the Units straight away and you should therefore think about starting with those Units where you have a lot of experience and in which you work well. You should also remember to identify any opportunities for **integration of assessment**.

We have provided you with a **“Unit progress record”** — see Example 2. Each time you complete a Unit, your assessor should sign and date the relevant section on the form. At this stage, it might be a good idea to check that all your evidence and recording documents have been completed correctly and can easily be located. You can then circle the reference number of that Unit in the checkboxes at the top of the form so that you can see at a glance what stage you are at in your SVQ.

Starting your portfolio

Make sure that you clearly label your portfolio (or disk if you are recording your evidence electronically) with your name together with the title and level of the award.

Your portfolio will need a *title page* and a *contents page*. You should also complete a *Personal Profile* which records details about yourself and your job as well as providing information about your employer, training provider or college. Blank samples of these forms are provided in Section 4.

We recommend that you compile your portfolio in the following order:

Title Page
Contents Checklist
Personal Profile
Unit Progress Record
Completed Element Achievement Records
Index of Evidence
Pieces of evidence
Glossary of terms
Standards

Contents checklist

You might also find it useful to complete the following checklist as you work your way through your portfolio. This will help you to see if you have included all the relevant items. Once you have completed your portfolio, you will be able to use this checklist again as a contents page, by inserting the relevant page or section numbers in the right hand column.

	Completed?	Page/Section number
Title page for the portfolio	<input type="checkbox"/>	
Personal profile		
◆ your own personal details	<input type="checkbox"/>	
◆ a brief CV or career profile	<input type="checkbox"/>	
◆ description of your job	<input type="checkbox"/>	
◆ information about your employer/training provider/college	<input type="checkbox"/>	
Unit Assessment Plans	<input type="checkbox"/>	
Unit progress record	<input type="checkbox"/>	
Completed Element Achievement Records for each Unit		
◆ signed by yourself, your assessor and the internal verifier (where relevant)	<input type="checkbox"/>	
◆ evidence reference numbers included	<input type="checkbox"/>	
Index of evidence (with cross-referencing information completed)	<input type="checkbox"/>	
Evidence (with reference numbers)		
◆ observation records	<input type="checkbox"/>	
◆ details of witnesses (witness testimony sheets)	<input type="checkbox"/>	
◆ personal statements	<input type="checkbox"/>	
◆ products of performance	<input type="checkbox"/>	

Collecting your evidence

All of the evidence which you collect and present for assessment must be relevant to your SVQ. Your assessor will help you choose which pieces of evidence you should include.

We have provided blank forms in Section 4 of this document, which you can photocopy to help you record and present your evidence. Although we have provided you with sample forms, your Centre may have their own recording documents which they would prefer you to use.

Some of these forms eg **observation records** and the **record of questions and answers**, will be completed by your assessor. Other forms (**witness testimonies**) will be used by people other than your assessor to testify that they have observed you doing your job, and there is one for you to complete called a **personal statement**.

Explanations are given below about how and when these forms should be used.

Observation record

The observation record is used by your assessor to record what tasks you have performed and to what standard. There is also a section for your assessor to note which other Units or outcomes are covered by this evidence ('integration of assessment').

The assessor will discuss with you which performance criteria and range you have successfully achieved and give you feedback. This form should then be given a reference number and included in your portfolio as part of your evidence.

Witness testimony

There may be occasions when your assessor is not available to observe you carrying out certain aspects of your job. In such instances, it may be appropriate for another person to comment about your performance by completing a statement called a 'witness testimony'.

Witness testimony should only be used as supporting evidence and should:

- ◆ be provided by a person, not related to you, who is in a position to make a valid comment about your performance eg supervisor, line manager or possibly a client/customer
- ◆ contain comments which specifically relate your performance to the standards
- ◆ be authenticated by the inclusion of the witness's signature, role, address, telephone number and the date

It is unlikely that your assessor would make an assessment decision based on witness testimony alone. They would normally supplement this type of evidence with questioning.

Record of questions and candidate's answers

This form is used to record any questions which your assessor may ask, to establish whether you have the required level of knowledge and understanding associated with each Unit. There is also space on the form for your answers to be noted.

Personal statement

There will be times when you need to put a piece of your evidence in context for your assessor so that they can decide if it is relevant to your SVQ. You can complete personal statements to help you do this - these can relate either to the pieces of evidence or to each outcome or Unit.

For example, you may refer to paperwork which is often used in your organisation to help you pass on information to a colleague. It may not be clear to an assessor why you are communicating to your colleague in this way and a **brief** explanation of the paperwork and why it is relevant to a particular part of your SVQ may be required.

A personal statement might also be used to record your experience of something, such as, how you handled a specific situation. This can be documented in your personal statement and should be a description of what you did, how you did it and why you did it. It will also allow you to include the people who were present and either assisted you or witnessed your actions. This, in turn, might identify who you should approach for 'witness testimony'. In your personal statement you could also refer to product evidence that you have produced (eg reports, notes, completed forms), these can also be included as evidence in your portfolio.

The personal statement can be a piece of evidence in itself and should therefore be included in your portfolio.

Presenting your evidence

It is important to present all of your evidence in a clear, consistent and legible manner. Your assessor will then find it much easier to make appropriate judgements about the quality, sufficiency and currency of the materials you are putting forward for consideration.

It is not necessary to produce all of your evidence in typewritten format - some hand-written pieces of evidence, such as notes, will be perfectly acceptable.

There may also be items of evidence which you cannot physically include in your portfolio. This might be for confidentiality reasons or it could be that something which you have produced as part of your day-to-day work is normally kept in a filing cabinet or stored electronically in a PC.

In compiling your portfolio, we suggest that anything you produce as part of your day-to-day work is kept in its normal location, but those pieces of evidence which have been produced specifically for your SVQ, eg witness testimony statements or personal statements, are filed in your portfolio. However, assessors and verifiers should be able to locate and access your evidence at all times. It is, therefore, very important that you clearly reference every item of evidence.

Referencing your evidence

Your assessor, as well as the internal and external verifiers, will need to find their way around your portfolio, so you should give each piece of evidence a number.

Remember, that where you have used "integration of assessment", you need to give details of all the Units and elements which are linked to a specific piece of evidence. The links should be noted on the pieces of evidence themselves as well as on the index of evidence (cross-referencing).

How to complete the Index of evidence

You should complete an *index of evidence* sheet and file it immediately before the actual pieces of evidence in your portfolio.

The index of evidence should be completed by:

- ◆ entering the evidence number in the first column
- ◆ giving a brief description of each piece of evidence in the second column
- ◆ explaining where the evidence can be found in the third column

You must make sure that the information contained in the evidence index is accurate when you give your portfolio to your assessor, particularly in relation to where the evidence can be located.

Level 2 Glossary of Terms — Beauty Therapy

This document contains explanations of how commonly used words and phrases have been used in the HABIA Level 2 Beauty Therapy Standards.

Client groups	This term is used in a number of the Units and it refers to client diversity. The CRE (Commission for Racial Equality) ethnic group classification is used in the range for these Units. These cover: white, mixed, Asian, black and Chinese.
Contra Actions	Refers to negative reactions from the treatment or products eg excessive erythema, allergic reactions.
Contra Indications	Conditions or restrictions which indicate a particular service should not be carried out.
Hygiene requirements	The standard expected, as laid down in law, industry codes of practice, or written procedures specified by the organisation.
Legislation	Laws affecting the conduct of business, treatments, the premises or working environment, people employed and systems of work.
Organisational requirements	Beauty therapy procedures or work rules issued by the salon management.
Personal appearance	Hair is secured away from the face or of an appropriate length and style so as not to interfere with the treatment. Nails are clean, free of varnish and of a suitable length so as not to interfere with the treatment. The only permitted jewellery is wedding bands and small, unobtrusive earrings. Shoes should be clean, low heeled and fit securely around the foot. Uniforms should be freshly laundered.
Relevant person	An individual deemed responsible for supervising you during a given task or service, or the person to whom you normally report.
Sanitisation	This refers to cleansing or washing to an antiseptic level so as to inhibit bacteria.
Treatment plan	The stages or plan you intend to follow in carrying out a particular treatment. The basic content of the treatment plan include: areas to be treated, type of treatment, known contra indications, contra actions, treatment advice, client signature, client feedback.
Skin sensitivity tests	Tests to determine the degree of skin reaction and sensitivity.

Sterilisation	The total destruction of all micro-organisms.
Systemic medical condition	A medical condition caused by a defect in one of the body organs eg the heart & lungs.
Cross infection	Transmitting infection from one person or surface to another.
Erythema	Redness to the skin caused by irritation, or injury to the tissue.
Histamine reaction	A chemical compound in the body tissues causing an allergic reaction.
Dermatosis papulosa nigra	Lesions that develop through defects in the pilosebaceous follicles. They are benign, non-infectious but gradually increase in number.

Section 3 — The Units and recording documents for your SVQ

Unit Progress Record

Qualification and level: **Beauty Therapy (General) level 2 (G7H2 22)**
Beauty Therapy (Make-up) level 2 (G7H4 22)
Beauty Therapy (Nail Service) level 2 (G7H7 22)

Candidate: _____

To achieve the whole qualification, you must prove competence in all **three core mandatory** Units plus the mandatory Units from one of the two routes and one optional Unit.

Where units are achieved as mandatory units in either of the two routes, these do not count as optional units as well.

Please note the table below shows the SSB identification codes listed alongside the corresponding SQA Unit numbers. It is important that the SQA Unit numbers are used in all your recording documentation and when your results are communicated to SQA. SSB identification codes are **not valid** in these instances.

Unit Checklist - circle the reference number of each Unit as you complete it.

Core Mandatory	G1	G6	G8							
Mandatory	BT4	BT5	BT6	BT7	BT8	BT9	BT10	BT11		
Optional	G4	BT4	BT5	BT6	BT7	BT8	BT9	BT10	BT44	BT13
	BT14	BT15								

Core Mandatory Units (*all Units should be completed*)

SQA Unit Number	SSB Unit Number	Title	Assessor	Internal Verifier	Date
DD56 04	G1	Ensure your own actions reduce risks to health and safety			
DD5J 04	G6	Promote additional products or services to clients			
DD54 04	G8	Develop and maintain your effectiveness at work			

Beauty Therapy General					
Mandatory Units (<i>all must be completed</i>)					
DH96 04	BT4	Improve and maintain facial skin condition			
DH9G 04	BT5	Provide eyelash and eyebrow treatments			
DH9W 04	BT6	Remove hair using waxing techniques			
DH9L 04	BT7	Provide manicure treatment			
DH9P 04	BT8	Provide pedicure treatment			
Beauty Therapy Make-up					
Mandatory Units (<i>all must be completed</i>)					
DH96 04	BT4	Improve and maintain facial skin condition			
DH9K 04	BT9	Provide make-up treatment			
DH9D 04	BT10	Plan and promote make-up activities			
DH92 04	BT11	Enhance the appearance of eyebrows and lashes			
Optional Units (<i>one optional Unit should be completed</i>)					
DD57 04	G4	Fulfil salon reception duties			
DH96 04	BT4	Improve and maintain facial skin condition			
DH9G 04	BT5	Provide eyelash and eyebrow treatments			
DH9W 04	BT6	Remove hair using waxing techniques			
DH9L 04	BT7	Provide manicure treatment			
DH9P 04	BT8	Provide pedicure treatment			
DH9K 04	BT9	Provide make-up treatment			
DH9D 04	BT10	Plan and promote make-up activities			
F42S 04	BT44	Extend, maintain and repair nails			
DH9N 04	BT13	Provide nail art service			
DH9C 04	BT14	Pierce ears			
DH8W 04	BT15	Assist with spa treatments			

Unit Progress Record

Qualification and level: Nail Services level 2

Candidate: _____

To achieve the whole qualification, you must prove competence in all **three mandatory** Units plus the mandatory Units from one of the two routes and one optional Unit.

Where units are achieved as mandatory units in either of the two routes, these do not count as optional units as well.

Please note the table below shows the SSB identification codes listed alongside the corresponding SQA Unit numbers. It is important that the SQA Unit numbers are used in all your recording documentation and when your results are communicated to SQA. SSB identification codes are **not valid** in these instances.

Unit Checklist - circle the reference number of each Unit as you complete it.

Mandatory	G1	G6	G8	BT7	BT8	BT44	BT13	
Optional	G4	BT4	BT5	BT6	BT9	BT10	BT14	BT15

Mandatory Units (*all Units should be completed*)

SQA Unit Number	SSB Unit Number	Title	Assessor	Internal Verifier	Date
DD56 04	G1	Ensure your own actions reduce risks to health and safety			
DD5J 04	G6	Promote additional products or services to clients			
DD54 04	G8	Develop and maintain your effectiveness at work			
DH9L 04	BT7	Provide manicure treatment			
DH9P 04	BT8	Provide pedicure treatment			
F42S 04	BT44	Extend, maintain and repair nails			
DH9N 04	BT13	Provide nail art service			

Optional Units (<i>one optional Unit should be completed</i>)					
DD57 04	G4	Fulfil salon reception duties			
DH96 04	BT4	Improve and maintain facial skin condition			
DH9G 04	BT5	Provide eyelash and eyebrow treatments			
DH9W 04	BT6	Remove hair using waxing techniques			
DH9L 04	BT7	Provide manicure treatment			
DH9P 04	BT8	Provide pedicure treatment			
DH9K 04	BT9	Provide make-up treatment			
DH9D 04	BT10	Plan and promote make-up activities			
DH9C 04	BT14	Pierce ears			
DH8W 04	BT15	Assist with spa treatments			

Evidence key

A Observation of workplace activity

This means that you observe the candidate carrying out the tasks defined in the performance criteria.

B Product evidence

This is evidence produced by candidate. This allows you to assess the quality of the product, rather than the process of using it, eg consultation/analysis sheets, record cards, checklists, appointment schedules, stock sheets etc.

C Witness Testimony

A statement made by another person to support the candidate's claim to competence. All statements must be authenticated by stating the contact name and address for the witness.

D Personal statement

A statement made by the candidate on how, why, when and where a specific task was undertaken.

E Simulated activities

A situation created in order to provide evidence for a specific task which seeks to reproduce real life situation. (only to be used where indicated in the NOS)

F Accreditation of prior learning

A process that enables the candidate to receive formal certification of prior learning, training and experience.

G Projects/case studies/assignments/practical exercises

Other ways of assessing the candidate which may cover more than one unit.

H Oral questions

Oral questions are useful in assessment when a candidate has been observed carrying out a task completely but not all knowledge and understanding associated with the task has been apparent from the candidate's performance. Oral questions ensure that the candidate knows and understands why the activity carried out or the product produced for a specific purpose.

The scope of these questions when used should be noted in the assessors comments box at the end of each element.

I Written mandatory questions

Questions that require a written answer from the candidate. (undertaken in a closed book scenario)

J Video recording

May be used to record a practical or simulated performance eg role play. It can also be used to record a demonstration of show.

K Photographs

May be used to support product evidence.

Unit BT4 Improve and maintain facial skin condition

Outcomes in this Unit are:

- BT4.1 Consult with the client**
- BT4.2 Prepare for the treatment**
- BT4.3 Plan the treatment**
- BT4.4 Improve and maintain skin condition**
- BT4.5 Complete the treatment**

UNIT OVERVIEW:

This Unit is about improving and maintaining facial skin condition using a variety of treatments. These treatments include: skin exfoliation, skin warming, extraction, facial massage, mask treatments and the use of facial products. Such treatments must be successfully provided to a range of clients with a variety of skin types and conditions.

The 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.

Unit BT4 Improve and maintain facial skin condition

Element BT4.1 Consult with the client

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) using consultation techniques in a polite and friendly manner to determine the client's treatment plan			
(b) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs			
(c) maintain the client's modesty and privacy at all times			
(d) establishing and recording the client's current skin care routine			
(e) recognising contra-indications and taking the necessary action			

Element BT4.2 Prepare for the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) preparing the work environment to meet legal, hygiene and treatment requirements			
(b) ensuring your personal appearance meets accepted industry and organisational requirements			
(c) making sure that environmental conditions are suitable for the treatment and the client			
(d) helping the client into a comfortable and relaxed position for the treatment			
(e) sanitising your hands prior to treatments			
(f) cleansing the client's skin superficially			
(g) removing the client's make-up according to the needs of the treatment			
(h) performing a skin analysis on the client to identify skin type , condition and any contra-indications specific to the treatment			

* Use the key on page 22 to identify the types of evidence

Element BT4.3 Plan the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) discussing and recommending suitable treatments and products for the client's skin type and condition			
(b) discussing and establishing the treatment plan with the client			
(c) selecting suitable equipment and materials for the treatment			
(d) making sure the preparation of the client meets the agreed treatment plan			

Element BT4.4 Improve and maintain skin condition

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) maintain hygiene and safety throughout the treatment			
(b) using facial products and equipment correctly and following manufacturers' instructions			
(c) using suitable techniques to deep cleanse the client's skin			
(d) checking that the skin is left clean and free of all traces of make-up prior to further treatment			
(e) selecting and using a suitable skin exfoliation technique relevant to the client's needs			
(f) selecting and using a suitable skin warming technique relevant to the client's needs			
(g) carrying out any necessary extraction without discomfort to the client and with minimal damage to the skin			
(h) checking that the massage medium used is suitable for the client's skin, type and condition			

* Use the key on page 22 to identify the types of evidence

Element BT4.4 Improve and maintain skin condition (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(i) providing and adapting massage techniques to meet the needs of the client			
(j) applying mask treatments evenly and neatly, ensuring that the area to be treated is covered			
(k) removing masks after a recommended time and without discomfort to the client			
(l) ensuring that the skin is left clean, toned and suitably moisturised			
(m) ensuring your own posture and position minimises fatigue and the risk of injury whilst working			

Element BT4.5 Complete the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan			
(b) ensuring treatments are cost effective and are carried out within a commercially viable time			
(c) ensuring client records are up-to-date, accurate, easy to read and complete			
(d) giving treatment advice and recommendations accurately and constructively			
(e) disposing of waste materials safely and correctly			
(f) leaving the work area and equipment in a condition suitable for further treatments			

* Use the key on page 22 to identify the types of evidence

Range Statements (Your performance at work must include the range of items below)

	Type of evidence	Date	Evidence Index Number
1 Consultation techniques are:			
(a) questioning			
(b) visual			
(c) manual			
(d) reference to client records			
2 Clients are:			
(a) female			
(b) male			
3 Necessary conditions should be:			
(a) encouraging the client to seek medical advice			
(b) explaining why the treatment cannot be carried out			
(c) modification of treatment			
4 Environmental conditions include:			
(a) lighting			
(b) heating			
(c) ventilation			
(d) general comfort			
5 Skin types are:			
(a) oily			
(b) dry			
(c) combination			
(d) mature skin			
(e) young skin			
6 Equipment includes:			
(a) magnifying light			
(b) skin warming devices			
(c) consumables			
7 Preparation of the client includes:			
(a) covering of the client			
(b) removal of accessories			
(c) protection of hair			

Range Statements (Your performance at work must include the range of items below) (cont)			
	Type of evidence	Date	Evidence Index Number
(d) removal of appropriate clothing			
8 Massage mediums are:			
(a) oily			
(b) cream			
9 Massage techniques are:			
(a) effleurage			
(b) petrissage			
(c) tapotement			
(d) vibrations			
10 Mask treatments are:			
(a) setting			
(b) non-setting			
11 Treatment advice includes:			
(a) avoidance of activities which may cause contra-actions			
(b) future treatment needs			
(c) home care			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Organisational and legal requirements			
1 your responsibilities under relevant health and safety legislation			
2 the importance and reasons for sanitising your hands			
3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection			
4 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients			
5 the importance and reasons for keeping records of treatments			
6 the importance of the correct storage of client records in relation to the Data Protection Act			
7 how to minimise and dispose of waste from treatments			
8 why it is important to complete services in the given time			
9 the salon pricing structures			
Client consultation			
10 how to use effective communication and consultation techniques			
11 the reasons why it is important to encourage clients with contra-indications to seek medical advice			
12 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner			
13 why it is important to maintain client's modesty and privacy			
Preparation for treatment			
14 the necessary environmental conditions for the treatment (ie lighting, heating and ventilation)			
15 how to prepare treatment plans			
16 how to prepare yourself for carrying out the treatment			
17 how to prepare the client for the treatment			
18 how to position clients for facial treatments			
19 how to conduct a skin analysis			
20 the relationship between the client's skin care routine, its current condition and implications for treatment			

21	how to prepare and use the equipment and materials for the work			
22	methods of sanitising and sterilising equipment			
23	how to maintain equipment and materials in a clean and hygienic condition			
Anatomy and physiology				
24	the structure of the skin (ie the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, blood and lymph vessels and sensory nerve ending) and differences in the structure of the skin of the clients listed in the range			
25	the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production)			
26	the actions of the facial, neck and shoulder muscles (ie frontalis, corrugator, temporalis, orbicularis oculi, labialis of the upper lip, orbicularis oris, buccinator, risorius, mentalis, zygomaticus, masseter, depressors of the lower lip, sternocleidomastoid, platysma, trapezius, pectoralis and deltoid)			
27	bones of the head, neck and shoulder girdle, including: <ul style="list-style-type: none"> ◆ for the skull: occipital, frontal, parietal, temporal, sphenoid, ethmoid ◆ for the face: zygomatic, mandible, maxillae, nasal, vomer, turbinate, lacrimal, palatine ◆ for the neck: cervical vertebrae ◆ for the shoulder girdle: clavicle, scapula, humerus ◆ for the chest: sternum 			
28	the position of the head, face, neck, chest and shoulder girdle bones			
29	the position of the face, neck and shoulder muscles			
30	how the natural ageing process affects facial skin and muscle tone			
31	the composition and function of blood and lymph and its role in improving skin and muscle condition			
Contra-indications				
32	how to recognise those contra-indications requiring medical referral (eg bacterial — impetigo; viral — herpes simplex; fungal — tinea; systemic medical conditions; conjunctivitis, severe skin conditions and eye infections; acne, herpes zoster and warts, parasitic infection such as pediculosis and scabies)			

33	how to recognise those contra-indications which restrict treatment (eg recent scar tissue, eczema, hyper-keratosis, skin allergies, cuts, abrasions, bruising, styes, watery eyes)			
Facial treatments				
34	the skin characteristics and skin types of different client groups, eg white, black, Asian, mixed, Chinese			
35	how to recognise the skin types listed in the range			
36	how to recognise the following skin conditions: sensitive, comedone, milia, dehydrated, broken capillaries, pustules, papules, open pores, hyper pigmentation, hypo pigmentation, dermatosis papulosa nigra, pseudo folliculitis, keloids, in-growing hair			
37	how environmental and lifestyle factors affect the condition of the skin			
38	how to treat the skin types and conditions listed in the range			
39	suitable courses of treatment for various skin types and conditions			
40	the recommended frequency of treatments			
41	the range and uses of products available for facial treatments			
42	the different types of specialist skin products and how to apply them (eg eye creams, gels, lip balms, neck creams, acne products)			
43	the reasons for and benefits of: cleaning the skin, exfoliating the skin, toning the skin, warming the skin, applying massage, applying masks and skin care products			
44	the effects of steam on skin			
45	the different types and effects of skin warming devices			
46	how to adapt massage techniques to suit the skin conditions and types in the range			
47	the types of massage techniques listed in the range and the differences between them			
48	the effects of massage techniques on the skin, muscle and underlying structures			
49	the effects of masks on the skin			
50	the links between mask treatment timing and skin condition			
51	how to identify erythema and its causes			

52	possible contra-actions which may occur during the facial treatment and how to deal with them (eg excessive erythema, irritations)			
53	the products that should or should not be used immediately after facials			
54	the importance of giving correct home care and future treatment advice			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

Internal Verifier's signature: _____

Date: _____

Unit BT4 Improve and maintain facial skin condition

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
- ◆ You must practically demonstrate in your everyday work that you have met the standard for improving and maintaining facial skin condition.
- ◆ Your assessor will observe your performance **on at least three occasions, each involving a different client.**
- ◆ From the range statement, you must practically demonstrate that you:
 - have used all consultation techniques
 - have carried out treatments on male and female clients
 - have carried out at least one of the necessary actions*
 - have checked all the environmental conditions
 - have identified all skin types
 - have used all types of equipment
 - have carried out all types of preparation of the client
 - have used all the massage mediums
 - have used all the massage techniques
 - have used all the mask treatments
 - have provided all types of treatment advice

* However, you must provide to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.

- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT5 Provide eyelash and eyebrow treatments

Outcomes in this Unit are:	BT5.1	Consult with the client
	BT5.2	Prepare for the treatment
	BT5.3	Plan the treatment
	BT5.4	Shape the eyebrows to meet client requirements
	BT5.5	Tint eyebrows and lashes to meet client requirements
	BT5.6	Perm eyelashes to meet client requirements
	BT5.7	Complete the treatment

UNIT OVERVIEW:

This Unit is about providing eyelash and eyebrow treatments. It covers the use of a variety of consultation techniques to establish the service and outcomes required by the client. You will need to be able to provide eyebrow shaping treatments using a variety of work techniques. You will also need to be able to tint eyebrows and lashes for clients with different colouring characteristics (ie fair, red, dark and white). You will also need to be able to perm eyelashes to meet client requirements.

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.

Element BT5.1 Consult with client

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) using consultation techniques in a polite and friendly manner to determine the client's treatment plan			
(b) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs			
(c) maintaining the client's modesty and privacy at all times			
(d) recognising contra-indications and taking the necessary action			

Element BT5.2 Prepare for the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) preparing the work environment to meet legal, hygiene and treatment requirements			
(b) ensuring your personal appearance meets organisational requirements			
(c) making sure that environmental conditions are suitable for the client and the treatment			
(d) helping the client into a safe, comfortable and relaxed position for the treatment			
(e) sanitising your hands prior to treatment			
(f) conducting a sensitivity test correctly on a suitable area of the client's skin according to manufacturers' instructions and organisational requirements			
(g) informing the client in a tactful way if there is an adverse reaction to the sensitivity test and they cannot be treated			
(h) record the outcome of the sensitivity test accurately on the client's records			

* Use the key on page 22 to identify the types of evidence

Element BT5.3 Plan the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) discussing and recommending suitable treatments and products for the client			
(b) discussing and establishing the treatment plan with the client			
(c) selecting suitable equipment and materials for the treatment plan			
(d) positioning equipment and materials for ease and safety of use			
(e) making sure the preparation of the client meets the agreed treatment plan			

Element BT5.4 Shape the eyebrows to meet client requirements

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking the client's understanding of the treatment prior to commencement and discussing any areas that require clarification			
(b) keeping the skin taut to minimise discomfort to the client			
(c) ensuring that the hair is removed in the direction of the hair growth			
(d) using suitable soothing products according to the needs of the client and manufacturer's instructions			
(e) ensuring your own posture and position minimises fatigue and the risk of injury whilst working			

* Use the key on page 22 to identify the types of evidence

Element BT5.5 Tint eyebrows and lashes to meet client requirements

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking your client's understanding of the treatment prior to commencement and discussing any areas that require clarification			
(b) effectively protecting the skin surrounding the area to be treated			
(c) mixing tints in line with the manufacturer's instructions and the treatment plan			
(d) minimising the spread of colour to the client's skin, clothes and surrounding areas during application			
(e) carrying out application techniques according to the treatment plan and manufacturer's instructions			
(f) applying the product evenly and ensuring the product fully covers the hair to be tinted			
(g) removing the tint in the event of any contra-actions and apply a cold water compress to soothe the eye			
(h) removing the product according to the colouring characteristics of the client and the manufacturer's instructions			
(i) making sure that the treated hair is left free of tint			
(j) ensuring your own posture and position minimises fatigue and the risk of injury whilst working			

Element BT5.6 Perm eyelashes to meet client requirements

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking the client's understanding of the treatment prior to commencement and discussing any areas that require clarification			

* Use the key on page 22 to identify the types of evidence

Element BT5.6 Perm eyelashes to meet client requirements (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(b) sanitising your hands prior to treatment			
(c) cleaning the area using oil free eye make-up remover			
(d) ensuring the lashes are completely dry prior to treatment			
(e) carrying out application techniques according to the treatment plan and manufacturer's instructions			
(f) applying the product evenly and ensuring the product fully covers the hair to be permed			
(g) developing the perming process according to the manufacturer's instructions			
(h) removing the perm and fixing solutions according to manufacturer's instructions			
(i) ensuring the treated hair is left free of products			
(j) ensuring your own posture and position minimises fatigue and the risk of injury whilst working			

Element BT5.7 Complete the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan			
(b) ensuring treatments are cost effective and are carried out within a commercially viable time			
(c) ensuring client records are up-to-date, accurate, easy to read and complete			

* Use the key on page 22 to identify the types of evidence

Element BT5.7 Complete the treatment (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(d) giving treatment advice and recommendations accurately and constructively			
(e) disposing of waste materials safely and correctly			
(f) leaving the work area and equipment in a condition suitable for further treatments			

Range Statements (Your performance at work must include the range of items below)			
	Type of evidence	Date	Evidence Index Number
1 Consultation techniques are:			
(a) questioning			
(b) visual			
(c) manual			
(d) reference to client records			
2 Necessary action should be:			
(a) encouraging the client to seek medical advice			
(b) explaining why the treatment cannot be carried out			
(c) modification of treatment			
3 Environmental conditions include:			
(a) lighting			
(b) heating			
(c) ventilation			
(d) general comfort			
4 Preparation of the client includes:			
(a) covering of the client			
(b) removal of accessories			
(c) protection of hair			
(d) removal of appropriate clothing			

Range Statements (Your performance at work must include the range of items below)

	Type of evidence	Date	Evidence Index Number
5 Colouring characteristics of the client are:			
(a) fair			
(b) red			
(c) dark			
(d) white/grey			
6 Treatment advice covers:			
(a) avoidance of activities which may cause contra-actions			
(b) future treatment needs			
(c) home care			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Organisational and legal requirements			
1 your responsibilities under relevant health and safety legislation			
2 the importance and reasons for sanitising hands			
3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection			
4 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients			
5 the importance and reasons for keeping records of treatments			
6 the importance of the correct storage of client records in relation to the Data Protection Act			
7 how to minimise and dispose of waste from treatments			
8 why it is important to complete services in the given time			
9 the salon pricing structures			
Client consultation			
10 how to use effective communication and consultation techniques			
11 the reasons why it is important to encourage clients with contra-indications to seek medical advice			
12 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner			
13 why it is important to maintain client's modesty and privacy			
Preparation for treatment			
14 the necessary environmental conditions for the treatment including: lighting, heating and ventilation			
15 how to prepare treatment plans			
16 how to carry out a sensitivity test and why it should be conducted			
17 how to interpret the results of a sensitivity test			
18 how to cleanse the area to be treated			

19	the importance of questioning the client about known allergies			
20	why it is important to record client responses to questions about allergies			
21	the legal significance of client questioning concerning allergies and the recording of client responses to questioning and the outcome of the sensitivity test			
Shaping the eyebrows				
22	how to measure the eyebrow and eye for eyebrow shaping treatments			
23	the shape and proportions of the eyebrow in relation to facial features and shape			
24	how to remove eyebrow hairs carefully and effectively			
25	the recommended time intervals between eyebrow shaping treatments			
26	the reasons why soothing the eyebrow area may be necessary during treatment and how this is achieved			
27	the effects of soothing agents on the eye and the precautions necessary to avoid harm			
28	how to maintain and care for tweezed eyebrows			
Tinting the eyebrows and lashes				
29	how to apply tint to eyebrows and eyelashes (eg orange wood stick, sterilised brush)			
30	how the colour characteristics of the client affect the timing for tint development and removal			
31	how to select, mix and remove tints, and minimise wastage			
32	manufacturer's instructions for mixing and using tint			
33	how oxidation affects the shelf life of tint and at what point in the tinting process the tint should be mixed			
34	the effects of grease on the success of the tinting process			
35	how to prevent the spread of tint beyond the area being treated			
36	the limitations of the tinting process			
37	the maintenance and care requirements for tinting treatments			
Eyelash perming				
38	how to carry out the eyelash perming process			
39	the possible contra-indications and the precautions to be taken during the perming process			

40	the effect of perm lotion on the eyelashes			
41	the purpose and use of clear wrap in the development process			
42	the purpose and use of the fixing solution			
43	the effects of grease on the success of the perming process			
44	the limitations of the perming process			
45	the maintenance and aftercare requirements for permed eyelashes			
46	how to carry out skin sensitivity tests and the importance of such tests			
47	the benefits of perming eyelashes			
48	the importance of gel formulation in a chemical product			
49	the reasons for poor eyelash perming results			
50	the complementary treatments that may be performed during and after an eyelash perm			
51	how to remove the eyelash treatment in an emergency (eg allergic reaction)			
52	the importance of giving retail advice prior to treatment			
Contra-indications				
53	how to recognise the contra-indications requiring medical referral, including; severe skin conditions and eye infections			
54	the contra-indications which prevent treatment (eg conjunctivitis, bacterial infections, inflammation of the skin, eye diseases and disorders, bruising, allergy to tint) and how to recognise them			
55	the action to take if the tint enters the client's eye			
56	how to identify erythema and its causes			
57	the possible contra-actions resulting from lash and brow treatments and how to deal with them (eg eye irritations)			
Equipment, materials and products				
58	the types of materials, equipment and products available for enhancing the appearance of the eyebrows and lashes			
59	how to prepare and use the equipment and materials for the work			
60	methods of sanitising and sterilising equipment			
61	how to maintain equipment and materials in a clean and hygienic condition			
62	the types of product suitable for soothing eye irritation			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

**Internal Verifier's
signature:** _____

Date: _____

Unit BT5 Provide eyelash and eyebrow treatments

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for providing eyelash and eyebrow treatments.
 - ◆ Your assessor will observe your performance **on at least six occasions involving at least four different clients. Your assessor will want to see you perform two eyebrow shapes, two eyelash tints, two eyebrow tints and two eyelash perms.**
 - ◆ From the range statement, you must practically demonstrate that you:
 - have used all consultation techniques
 - have dealt with at least one of the necessary actions*
 - have maintained all the environmental conditions
 - have carried out three of the four types of preparation of the client*
 - have worked with two of the four colouring characteristics*
 - have provided all types of treatment advice
- * However, you must provide to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT6 Remove hair using waxing techniques

Outcomes in this Unit are:	BT6.1	Consult with the client
	BT6.2	Prepare for the treatment
	BT6.3	Plan the treatment
	BT6.4	Remove unwanted hair
	BT6.5	Complete the treatment

UNIT OVERVIEW:

This Unit is about removing hair using waxing techniques. The areas to be treated include the eyebrows, face, legs, underarm and the bikini line. You will need to be able to consult with the client, prepare for the treatment and produce a treatment plan. You will also need to provide treatment advice to the client, particularly around the avoidance of certain activities and the use of home care products.

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.

Unit BT6 Remove hair using waxing techniques

Element BT6.1 Consult with the client

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) using consultation techniques in a polite and friendly manner to determine the client's treatment plan			
(b) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs			
(c) maintaining the client's modesty at all times			
(d) recognising contra-indications and taking the necessary action			

Element BT6.2 Prepare for the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) preparing the work environment to meet legal, hygiene and treatment requirements			
(b) ensuring your personal appearance meets accepted industry and organisational requirements			
(c) ensuring that all tools and equipment are sterilised using the correct methods			
(d) making sure that environmental conditions are suitable for the client and waxing techniques			
(e) helping the client into a comfortable and relaxed position for the treatment			
(f) sanitising your hands prior to treatment			
(g) wearing suitable personal protective equipment for the work			

* Use the key on page 22 to identify the types of evidence

Element BT6.2 Prepare for the treatment (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(h) conducting a sensitivity test correctly on a suitable area of skin according to manufacturer's instructions and organisational requirements			
(i) informing the client in a tactful way if there is an adverse reaction to the sensitivity test and they cannot be treated			

Element BT6.3 Plan the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) discussing and establishing the treatment plan with the client			
(b) making sure the preparation of the client meets the agreed treatment plan			
(c) selecting and correctly positioning suitable equipment, materials and products for the treatment			

Element BT6.4 Remove unwanted hair

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) using methods of application correctly and according to manufacturer's instructions			
(b) establishing the hair growth pattern prior to the application of the product			
(c) applying the product to the treatment area according to the requirements of the hair removal method and hair growth pattern			
(d) minimising wastage of product during application			
(e) minimising discomfort to the client through your work techniques			

* Use the key on page 22 to identify the types of evidence

Element BT6.4 Remove unwanted hair (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(f) checking the client's wellbeing throughout the treatment and giving the necessary reassurance			
(g) discontinuing the treatment where contra-actions occur, providing advice and recommending any other relevant treatments			
(h) removing unwanted hair in sections suitable for the product			
(i) ensuring the client's treatment area is left free of product and hair, and treated with a suitable soothing product			
(j) ensuring your own posture and position minimises fatigue and risk of injury whilst working			

Element BT6.5 Complete the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan			
(b) ensuring treatments are cost effective and are carried out within a commercially viable time			
(c) ensuring client records are up-to-date, accurate, easy to read and complete			
(d) giving treatment advice and recommendations accurately and constructively			
(e) disposing of waste materials safely and correctly			
(f) leaving the work area and equipment in a condition suitable for further treatments			

* Use the key on page 22 to identify the types of evidence

Range Statements (Your performance at work must include the range of items below)			
	Type of evidence	Date	Evidence Index Number
1 Consultation techniques are:			
(a) questioning			
(b) visual			
(c) manual			
(d) reference to client records			
2 Necessary action should be:			
(a) encouraging the client to seek medical advice			
(b) explaining why the treatment cannot be carried out			
(c) modification of treatment			
3 Environmental conditions include:			
(a) lighting			
(b) heating			
(c) ventilation			
(d) general comfort			
4 Preparation of the client covers:			
(a) removal of accessories and appropriate clothing			
(b) protection of clothing			
(c) cleansing of area to be treated			
5 Treatment areas are:			
(a) eyebrows			
(b) lip/chin			
(c) legs			
(d) underarm			
(e) bikini line			
6 Work techniques cover:			
(a) keeping the skin taut during application and removal			
(b) speed of product removal			
(c) direction and angle of removal			
(d) on-going product temperature checks			

Range Statements (Your performance at work must include the range of items below) (cont)

	Type of evidence	Date	Evidence Index Number
7 Treatment advice are			
(a) avoidance of activities which may cause contra-actions			
(b) future treatment needs			
(c) home care			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Organisational and legal requirements			
1 your responsibilities under relevant health and safety legislation			
2 the importance and reasons for sanitising hands			
3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection			
4 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of the client			
5 the importance and reasons for keeping records of treatments			
6 the importance of the correct storage of client records in relation to the Data Protection Act			
7 how to minimise and dispose of waste from treatments			
8 why it is important to complete services in the given time			
9 the salon pricing structures			
Client consultation			
10 how to use effective communication and consultation techniques			
11 the reasons why it is important to refer clients with contra-indications to seek medical advice			
12 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner			
13 why it is important to maintain client's modesty and privacy			
14 how to identify the direction of hair growth and why this is necessary			
Preparation for treatment			
15 the necessary lighting, heating, ventilation and general comfort for the treatment			
16 how to prepare treatment plans			
17 how to prepare yourself for carrying out the treatment			
18 how to prepare the client for the treatment			
19 how to conduct a sensitivity test			
20 how to conduct manual examinations of skin and hair growth			

21	how to prepare and cleanse the area for treatment			
Anatomy and physiology				
22	the structure of the skin (ie the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, blood and lymph vessels, and sensory nerve ending) and differences in the structure of the skin for the different client groups			
23	the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production)			
24	the structure of the hair			
25	the basic principles of hair growth (eg anagen, catagen, telogen)			
26	the types of hair growth (eg terminal, velus)			
Contra-indications				
27	how to recognise those contra-indications requiring medical referral (eg severe skin conditions, diabetes, severe varicose veins)			
28	how to recognise those conditions which restrict treatment (eg cuts, abrasions, self tan, heat rash, bruises, sunburn, warts, hairy moles, abnormal hair growth)			
29	how to identify histamine (allergic) reaction in the skin			
30	how to identify erythema and its causes			
Equipment and products for hair removal				
31	the types of equipment and products used for removing hair			
32	the ingredients and composition of waxing products including warm wax, sugar paste and hot wax			
33	how to prepare and use the necessary equipment for the work			
34	methods of sanitising and sterilising equipment			
35	how to maintain equipment and materials in a clean and hygienic condition			
36	the importance of using suitable personal protective equipment			
37	how to prepare waxing products for use			
38	the types of product suitable for soothing skin irritation			
Hair removal treatments				
39	the correct working temperatures for hair removal products			

40	the suitability of specific products for certain hair types			
41	how to apply and remove waxing products			
42	product application requirements in relation to the direction of hair growth			
43	the precautions which need to be taken when removing hair around contra-indications which restrict the treatment			
44	the normal skin reaction to waxing			
45	the possible contra-actions resulting from the hair removal treatments			
46	other methods of temporary hair removal (eg tweezing, shaving, depilatory creams, electrical depilatory, threading, abrasive mitts) and the effect of these methods on the waxing process			
47	why it is important to give treatment advice and what may happen if treatment advice was not given			
48	care and maintenance requirements for hair removal treatments (eg exposure to heat treatments and UV lights, use of perfumed and chemical based products, wearing of restrictive clothing, avoidance of touching the treated area, and for how long this should be avoided and avoidance of swimming and other exercise, and for how long this should be avoided.)			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

**Internal Verifier's
signature:** _____

Date: _____

Unit BT6 Remove hair using waxing techniques

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for removing hair using waxing techniques.
 - ◆ Your assessor will observe your performance **on at least three occasions, each involving a different client.**
 - ◆ From the range statement, you must practically demonstrate that you:
 - have used all consultation techniques
 - have dealt with at least one of the necessary actions*
 - have checked all the environmental conditions
 - have carried out all types of preparation of the client
 - have treated all the treatment areas
 - have used all the work techniques
 - have provided all types of treatment advice
- * However, you must provide to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT7 Provide manicure treatment

Outcomes in this Unit are:	BT7.1 Consult with the client
	BT7.2 Prepare for the treatment
	BT7.3 Plan the treatment
	BT7.4 Improve the appearance of natural nails and cuticles
	BT7.5 Massage the hand and forearm
	BT7.6 Provide nail polishing treatments
	BT7.7 Complete the treatment

UNIT OVERVIEW:

This Unit is about providing manicure treatments to clients. It covers consulting with the client, removing any existing nail polish and nail extensions, cleansing the treatment area and recommending suitable treatments. It also covers filing, buffing, applying skin and cuticle treatments, using massage techniques and polishing nails.

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.

Unit BT7 Provide manicure treatment

Element BT7.1 Consult with the client

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) using consultation techniques in a polite and friendly manner to determine the client's treatment plan			
(b) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs			
(c) remove any existing nail polish and extensions, and restoring the nails to a natural condition			
(d) cleansing the treatment area to identify the condition of the nails and skin			
(e) establishing and recording the condition of the client's nails and skin			
(f) recognising contra-indications and taking the necessary action			

Element BT7.2 Prepare for the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) preparing the work environment to meet legal, hygiene and treatment requirements			
(b) ensuring your personal appearance meets accepted industry and organisational requirements			
(c) making sure that environmental conditions are suitable for the client and the treatment			
(d) preparing suitable equipment and materials for the treatment			
(e) ensuring that all tools and equipment are sterilised using the correct methods			
(f) positioning equipment and materials for ease and safety of use			
(g) sanitising your hands prior to treatment			

* Use the key on page 22 to identify the types of evidence

Element BT7.2 Prepare for the treatment (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(h) encouraging the client to find a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client			

Element BT7.3 Plan the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) explaining your assessment of the client's nail and skin condition in a clear way to help their understanding			
(b) discussing and recommending suitable treatments and products for the client's nail and skin condition			
(c) discussing and establishing a suitable treatment plan for the client			
(d) making sure the preparation of the client meets the agreed treatment plan			

Element BT7.4 Improve the appearance of the natural nail and cuticle

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) filing the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length			
(b) confirming the desired length and shape with the client during the treatment and making any necessary alterations			
(c) buffing using the correct technique for the treatment plan and the client's needs			
(d) selecting the most suitable skin and cuticle treatment for the client's skin type and condition			

* Use the key on page 22 to identify the types of evidence

Element BT7.4 Improve the appearance of the natural nail and cuticle (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(e) using suitable equipment and materials according to accepted methods			
(f) soaking the client's fingers for the correct length of time using a suitable medium			
(g) drying the hands, ensuring that the underside of the nail is left clean and free of debris			
(h) carrying out cuticle work correctly to ensure that the cuticle is left neat and undamaged			
(i) applying hand and nail treatments effectively and according to the client's needs			

Element BT7.5 Massage the hand and forearm

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) ensuring that the quantity and type of massage medium used is sufficient for the area to be treated			
(b) using massage techniques which are smooth, even and at a pressure to meet the client's needs			
(c) removing excess massage medium from the natural nail ready for the next treatment			

Element BT7.6 Provide nail polishing treatments

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) confirming the client's choice of nail finish before starting			
(b) applying a suitable base coat relevant to the client's needs			

* Use the key on page 22 to identify the types of evidence

Element BT7.6 Provide nail polishing treatments (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(c) applying sufficient polish coats and finishing coat for the desired finish			
(d) ensuring that the polished nails are left with a smooth even texture, colour and with the cuticle and nail wall free of polish			

Element BT7.7 Complete the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan			
(b) ensuring treatments are cost effective and are carried out within a commercially viable time			
(c) ensuring client records are up-to-date, accurate, easy to read and complete			
(d) giving treatment advice and recommendations accurately and constructively			
(e) disposing of waste materials safely and correctly			
(f) leaving the work area and equipment in a condition suitable for further treatments			

Range Statements (Your performance at work must include the range of items below)

	Type of evidence	Date	Evidence Index Number
1 Consultation techniques are			
(a) questioning			
(b) visual			
(c) manual			
(d) reference to client records			

Range Statements (Your performance at work must include the range of items below)			
	Type of evidence	Date	Evidence Index Number
2 Clients are:			
(a) female			
(b) male			
3 Necessary action should be:			
(a) encouraging the client to seek medical advice			
(b) explaining why the treatment cannot be carried out			
(c) modifying the treatment			
4 Environmental conditions include:			
(a) lighting			
(b) heating			
(c) ventilation			
(d) general comfort			
5 Equipment and materials are:			
(a) nail and skin treatment tools			
(b) nail and skin products			
(c) consumables			
6 Hand and nail treatments include:			
(a) paraffin			
(b) hand masks			
(c) warm oil			
(d) thermal mitts			
(e) exfoliators			
7 Nail finish includes:			
(a) light colour			
(b) dark colour			
(c) French manicure			
(d) buffing			
8 Treatment advice includes:			
(a) avoidance of activities which may cause contra-actions			
(b) future treatment needs			
(c) home care			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Organisational and legal requirements			
1 your responsibilities under relevant health and safety legislation			
2 the possible risks to yourself of ineffective positioning of clients and how to avoid potential discomfort and injury to yourself			
3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection			
4 how to minimise and dispose of waste from treatments			
5 the importance of the correct storage of client records in relation to the Data Protection Act			
6 why it is important to complete services in the given time			
7 the salon pricing structures			
Client consultation			
8 how to communicate effectively with clients and others			
9 how to use consultation techniques to establish clients' needs			
10 the importance and reasons for keeping records of clients and their treatments			
Preparation for treatment			
11 the necessary lighting, heating, ventilation and general comfort for the treatment			
12 how to prepare treatment plans			
13 how to prepare yourself for carrying out the treatment			
14 how to prepare the client for the treatment			
15 how to prepare and cleanse the area for treatment			
16 the different types of sterilising equipment and products available			
17 how to sterilise tools and equipment			
18 the differences between sterilising and disinfecting			
19 the different types of chemicals used for disinfecting tools and equipment			

Contra-indications			
20 how to recognise contra-indications requiring medical referral			
21 how to recognise contra-indications which prevent the treatment of nails and skin (eg fungal infections, bacterial infections, viral infections, parasitic infections, severe nail separation, severe eczema and psoriasis, severe bruising)			
22 how to recognise contra-indications which restrict the treatment of nails and skin (eg minor nail separation, minor eczema and psoriasis, severely bitten or damaged nails, broken bones)			
23 the reasons why it is important to encourage clients with contra-indications to seek medical advice			
24 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner			
25 how to identify treatable non-medical nail and skin conditions (eg weak, dry, brittle and ridged nails; dry, split and overgrown cuticles)			
Anatomy and physiology			
26 the anatomy of the lower arm			
27 the bones of the hand and forearm			
28 the effects of massage on skin, nails and muscles			
29 the muscles of the lower arm and hand			
30 the blood circulation to the lower arm and hand			
The structure and growth of nails			
31 the structure of the nail Unit (ie the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, the lateral nail fold)			
32 the process of nail growth (ie nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)			
33 the structure and function of the skin (ie dermis, epidermis, subcutaneous layer, appendages)			
34 the different types of nail shapes you are likely to come across during manicure work			
35 the action of treatment products on nails, cuticle and skin			

Manicure treatments			
36 the different types of techniques used within manicure and how to carry them out			
37 the different types of manicure tools and how to use them			
38 the effects on the nail and skin of incorrect use of manicure tools			
39 suitable environmental conditions for the treatment and the client, including lighting, ventilation, heating and comfort			
40 possible contra-actions which may occur during or after the manicure treatment			
41 how to identify erythema and its causes			
42 the different types of nail, skin and cuticle products and corrective treatments available			
43 the reasons why several treatments are necessary to improve skin and nail conditions			
44 the different types of massage used as part of a manicure treatment			
45 the reasons for softening cuticles prior to treatment			
46 the effects of heat during a treatment for skin and cuticles			
47 the importance of providing treatment advice (eg hand and nail protection)			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

**Internal Verifier's
signature:** _____

Date: _____

Unit BT7 Provide manicure treatment

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for providing manicure treatment.
 - ◆ Your assessor will observe your performance **on at least three occasions (each occasion must involve a different hand and nail treatment from the range)**.
 - ◆ From the range statement, you must practically demonstrate that you:
 - have used all consultation techniques
 - have carried out treatments on male and female clients
 - have dealt with at least one of the necessary actions*
 - have checked all the environmental conditions
 - have used all types of equipment and materials
 - have used four of the five types of hand and nail treatments*
 - have applied all types of nail finish
 - have provided all types of treatment advice
- * However, you must provide to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT8 Provide pedicure treatment

Outcomes in this Unit are:	BT8.1	Consult with the client
	BT8.2	Prepare for the treatment
	BT8.3	Plan the treatment
	BT8.4	Improve the appearance of natural nails and cuticles
	BT8.5	Massage the foot and lower leg
	BT8.6	Provide nail polishing treatments
	BT8.7	Complete the treatment

UNIT OVERVIEW:

This Unit is about providing pedicure treatments to clients. It covers consulting with the client, recognising any contra-indications, preparing for the treatment and producing a treatment plan. It also covers filing the nails, applying skin and cuticle treatments, soaking and drying the feet, removing excessive hard skin, massaging the foot and lower leg and providing nail polishing treatments.

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.

Unit BT8 Provide pedicure treatment

Element BT8.1 Consult with the client

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) asking the client to remove footwear in preparation for the consultation			
(b) using consultation techniques in a polite and friendly manner to determine the client's treatment plan			
(c) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs			
(d) removing any existing nail polish and restoring nails to a natural condition			
(e) cleansing the treatment area to identify the condition of the nails and skin			
(f) establishing and recording the condition of the client's nails and skin			
(g) recognising contra-indications and taking the necessary action			

Element BT8.2 Prepare for the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) preparing the work environment to meet legal, hygiene and treatment requirements			
(b) ensuring your personal appearance meets accepted industry and organisational requirements			
(c) making sure that environmental conditions are suitable for the client and the treatment			
(d) preparing suitable equipment and materials for the treatment			
(e) ensuring that all tools and equipment are sterilised using the correct methods			
(f) positioning equipment and materials for ease and safety of use			

* Use the key on page 22 to identify the types of evidence

Element BT8.2 Prepare for the treatment (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(g) sanitising your hands prior to treatment			
(h) encouraging the client to find a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client			

Element BT8.3 Plan the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) explaining your assessment of the client's nail and skin condition in a clear way to help their understanding			
(b) discussing and recommending suitable treatments and products for the client's nail and skin condition			
(c) discussing and establishing a suitable treatment plan for the client			
(d) making sure the preparation of the client meets the agreed treatment plan			

Element BT8.4 Improve the appearance of natural nails and cuticles

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) confirming the desired length and shape with the client during the treatment and making any necessary alterations			
(b) filing the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length			
(c) buffing using the correct technique for the treatment plan and the client's needs			

* Use the key on page 22 to identify the types of evidence

Element BT8.4 Improve the appearance of natural nails and cuticles (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(d) selecting the most suitable skin and cuticle treatment for the client's skin type and condition			
(e) using suitable equipment and materials according to accepted methods			
(f) soaking the client's feet for the correct length of time using a suitable medium			
(g) drying the feet, ensuring that the underside of the nail is left clean and free of debris			
(h) removing any excessive hard skin according to the treatment plan and without discomfort to the client			
(i) ensuring that the treated skin areas are left soft, smooth and undamaged			
(j) carrying out cuticle work correctly to ensure that the cuticle is left neat and undamaged			
(k) applying feet and nail treatments effectively and according to the client's needs			

Element BT8.5 Massage the foot and lower

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) ensuring that the quantity and type of massage medium used is sufficient for the area to be treated			
(b) using massage techniques which are smooth, even and at a pressure to meet the client's needs			
(c) removing excess massage medium from the natural nail ready for the next treatment			

* Use the key on page 22 to identify the types of evidence

Element BT8.6 Provide nail polishing treatments

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) confirming the client's choice of nail finish before starting			
(b) applying a suitable base coat relevant to the client's needs			
(c) applying sufficient polish coats and finishing coat for the desired finish			
(d) ensuring that the varnished nails are left with a smooth even texture, colour and with the cuticle and nail wall free of varnish			

Element BT8.7 Complete the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan			
(b) ensuring treatments are cost effective and are carried out within a commercially viable time			
(c) ensuring clients records are up-to-date, accurate, easy to read and complete			
(d) giving treatment advice and recommendations accurately and constructively			
(e) disposing of waste materials safely and correctly			
(f) leaving the work area and equipment in a condition suitable for further treatments			

* Use the key on page 22 to identify the types of evidence

Range Statements (Your performance at work must include the range of items below)			
	Type of evidence	Date	Evidence Index Number
1 Consultation techniques are:			
(a) questioning			
(b) visual			
(c) manual			
(d) reference to client records			
2 Necessary action should be:			
(a) encouraging the client to seek medical advice			
(b) explaining why the treatment cannot be carried out			
(c) modifying the treatment			
3 Environmental conditions include:			
(a) lighting			
(b) heating			
(c) ventilation			
(d) general comfort			
4 Equipment and materials are:			
(a) nail and skin treatment tools			
(b) nail and skin products			
(c) consumables			
5 Feet and nail treatments include:			
(a) paraffin			
(b) foot masks			
(c) thermal boots			
(d) exfoliators			
6 Massage mediums are:			
(a) creams			
(b) oils			
7 Nail finish includes:			
(a) light colour			
(b) dark colour			
(c) French manicure			

Range Statements (Your performance at work must include the range of items below) (cont)

	Type of evidence	Date	Evidence Index Number
8 Treatment advice includes:			
(a) avoidance of activities which may cause contra-actions			
(b) future treatment needs			
(c) home care			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Organisational and legal requirements			
1 your responsibilities under relevant health and safety legislation			
2 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of the client			
3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection			
4 the importance of the correct storage of client records in relation to the Data Protection Act			
5 how to minimise and dispose of waste from treatments			
6 why it is important to complete services in the given time			
7 the salon pricing structures			
Client consultation			
8 how to communicate effectively with clients and others			
9 how to use consultation techniques to establish clients' needs			
10 the importance and reasons for keeping records of clients and their treatments			
Preparation for treatment			
11 the necessary lighting, heating, ventilation and general comfort for the treatment			
12 how to prepare treatment plans			
13 how to prepare yourself for carrying out the treatment			
14 how to prepare the client for the treatment			
15 how to prepare and cleanse the area for treatment			
16 the different types of sterilising equipment and products available			
17 how to sterilise tools and equipment			
18 the differences between sterilising and disinfecting			
19 the different types of chemicals used for disinfecting tools and equipment			

Contra-indications			
20 how to recognise contra-indications requiring medical referral			
21 how to recognise contra-indications which prevent the treatment of nails and skin (eg fungal infections, bacterial infections, viral infections, parasitic infections, severe nail separation, severe eczema and psoriasis, severe bruising)			
22 how to recognise contra-indications which restrict the treatment of nails and skin (eg minor nail separation, minor eczema and psoriasis, damaged nails, broken bones, bunions)			
23 the reasons why it is important to encourage clients with contra-indications to seek medical advice			
24 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner			
25 how to identify treatable non-medical nail and skin conditions			
Anatomy and physiology			
26 the anatomy of the lower arm			
27 the bones of the foot and lower leg			
28 the effects of massage on skin, nails and muscles			
29 the muscles of the foot and lower leg			
30 the blood circulation to the foot and lower leg			
The structure and growth of nails			
31 the structure of the nail Unit (ie the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, the lateral nail fold)			
32 the process of nail growth (ie nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)			
33 the structure and function of the skin (ie dermis, epidermis, subcutaneous layer, appendages)			
34 the different types of nail shapes you are likely to come across during pedicure work			
35 the action of treatment products on nails, cuticle and skin			
Pedicure treatments			
36 the different types of techniques used within pedicure and how to carry them out			

37	the effects and benefits of the different feet and nail treatments			
38	the different types of pedicure tools and how to use them			
39	the effects on the nail and skin of incorrect use of pedicure tools			
40	suitable environmental conditions for the treatment and the client, including lighting, ventilation, heating and comfort			
41	possible contra-actions which may occur during or after the pedicure treatment			
42	how to identify erythema and its causes			
43	the different types of nail, skin and cuticle products and corrective treatments available			
44	the reasons why several treatments are necessary to improve skin and nail conditions			
45	the different types of massage used as part of a pedicure treatment			
46	the reasons for softening cuticles prior to treatment			
47	the effects of heating during a treatment for skin and cuticles			
48	the importance of providing treatment advice (eg feet and nail protection)			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

**Internal Verifier's
signature:** _____

Date: _____

Unit BT8 Provide pedicure treatment

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for providing pedicure treatment.
 - ◆ Your assessor will observe your performance **on at least three occasions (each occasion must involve a different foot and nail treatment from the range)**
 - ◆ From a range statement, you must practically demonstrate that you:
 - have used all the consultation techniques
 - have dealt with at least one of the necessary actions*
 - have checked all the environmental conditions
 - have used all types of equipment and materials
 - have applied all types of feet and nail treatments
 - have used all the massage mediums
 - have produced all types of nail finish
 - have provided all types of treatment advice
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT9 Provide make-up treatment

Outcomes in this Unit are:	BT9.1	Consult with the client
	BT9.2	Prepare for the treatment
	BT9.3	Plan the treatment
	BT9.4	Apply make-up products
	BT9.5	Complete the treatment

UNIT OVERVIEW:

This Unit is about providing make-up treatment for a variety of occasions, including: day, evening and special occasions.

You will need to show you can work with a variety of skin types and conditions. The Unit covers the application of a wide range of make-up products to different skin tones and age groups.

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.

Unit BT9 Provide make-up treatment

Element BT9.1 Consult with the client

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) using consultation techniques in a polite and friendly manner to determine the client's treatment plan			
(b) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs			
(c) maintaining the client's modesty and privacy at all times			
(d) establishing and recording the client's skin type and suitable make-up for the occasion			
(e) recognising contra-indications and taking the necessary action			

Element BT9.2 Prepare for the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) preparing the work environment to meet legal, hygiene and treatment requirements			
(b) ensuring your personal appearance meets accepted industry and organisational requirements			
(c) ensuring that all tools and equipment are sanitised using the correct methods			
(d) making sure that environmental conditions are suitable for providing make-up treatments			
(e) positioning equipment and materials for ease and safety of use			
(f) sanitising your hands prior to the treatment			
(g) helping the client into a comfortable and relaxed position for the treatment			
(h) selecting and applying suitable cleanser, toner and moisturiser for the treatment and the client's needs			

* Use the key on page 22 to identify the types of evidence

Element BT9.2 Prepare for the treatment (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(i) identifying skin conditions that will affect make-up techniques and discussing the need for any change with the client			

Element BT9.3 Plan the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) discussing and recommending suitable treatments and products for the client's skin type , skin condition and make-up application			
(b) discussing and establishing the treatment plan with the client			
(c) selecting suitable equipment and materials for the treatment			
(d) making sure the preparation of the client meets the agreed treatment plan			

Element BT9.4 Apply make-up products

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) sanitising your hands prior to make-up application			
(b) applying any necessary foundations and concealers to create an even skin tone			
(c) applying a suitable powder to achieve the desired finish			
(d) applying eye products to enhance the eye area, eyebrows and lashes			
(e) adapting and positioning false eyelashes to achieve the desired effect according to the treatment plan			

* Use the key on page 22 to identify the types of evidence

Element BT9.4 Apply make-up products (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(f) applying cheek products to enhance the client's cheek area			
(g) applying lip products to enhance the client's lips			
(h) using products and equipment correctly and following manufacturers' instructions			
(i) ensuring your own posture and position minimises fatigue and the risk of injury whilst working			

Element BT9.5 Complete the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan			
(b) ensuring treatments are cost effective and are carried out within a commercially viable time			
(c) ensuring client records are up-to-date, accurate, easy to read and complete			
(d) giving treatment advice and recommendations accurately and constructively			
(e) disposing of waste materials safely and correctly			
(f) leaving the work area and equipment in a condition suitable for further treatments			

* Use the key on page 22 to identify the types of evidence

Range Statements (Your performance at work must include the range of items below)

	Type of evidence	Date	Evidence Index Number
1 Consultation techniques are			
(a) questioning			
(b) visual			
(c) manual			
(d) reference to client records			
2 Client age groups:			
(a) post 16			
(b) post 35			
(c) post 55			
3 Skin types are:			
(a) oily			
(b) dry			
(c) combination			
4 Occasions are:			
(a) day			
(b) evening			
(c) special			
5 Necessary actions include:			
(a) encouraging the client to seek medical advice			
(b) explaining why the treatment cannot be carried out			
(c) modification of treatment			
6 Environmental conditions include:			
(a) lighting			
(b) heating			
(c) ventilation			
(d) general comfort			
7 Preparation of the client includes:			
(a) covering of the client			
(b) removal of accessories			
(c) protection of hair			
(d) removal of appropriate clothing			

Range Statements (Your performance at work must include the range of items below)			
	Type of evidence	Date	Evidence Index Number
8 Foundations include:			
(a) liquid			
(b) cream			
(c) compact			
(d) mousse			
9 Eye products for the eye area include:			
(a) cream eyeshadow			
(b) powder eyeshadow			
(c) liquid eyeliner			
(d) pencil eyeliner			
(e) mascara			
10 Cheek products include:			
(a) highlighter			
(b) shader			
(c) blusher			
11 Lip products include:			
(a) pencil lip liner			
(b) lipstick			
(c) lipgloss			
12 Treatment advice includes:			
(a) avoidance of activities which may cause contra-actions			
(b) future treatment needs			
(c) home care			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Organisational and legal requirements			
1 your responsibilities under relevant health and safety legislation			
2 the importance and reasons for sanitising hands			
3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection			
4 the importance and reasons for keeping records of treatments			
5 the importance of the correct storage of client records in relation to the Data Protection Act			
6 how to minimise and dispose of waste from materials			
7 why it is important to complete services in the given time			
8 the salon pricing structures			
9 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients			
Client consultation			
10 how to use effective communication and consultation techniques			
11 the reasons why it is important to encourage clients with contra-indications to seek medical advice			
12 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner			
Preparation for treatment			
13 the necessary environmental conditions for the treatment (including lighting, heating, ventilation and comfort)			
14 how to prepare treatment plans			
15 how to prepare yourself for carrying out the treatment			
16 how to prepare and position the client for the make-up treatment			
17 the different types of sterilising and sanitising equipment and products available			
18 how to sanitise tools and equipment for make-up treatments			
19 the differences between sterilising and disinfecting			

20	the different types of chemicals used for disinfecting tools and equipment			
Anatomy and physiology				
21	the structure of the skin (ie the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, blood and lymph vessels, and sensory nerve ending) and differences in the structure of the skin of the clients listed in the range			
22	the function of the skin (ie sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production)			
23	how to recognise the skin types listed in the range			
24	how to recognise the following skin conditions; sensitive, comedone, milia, dehydrated, broken capillaries, pustules, papules, open pores, dark circles, hyper pigmentation, hypo pigmentation, dermatosis papulosa nigra, keloids			
25	how the natural ageing process affects skin			
26	how environmental and lifestyle factors affect the condition of the skin			
Contra-indications				
27	how to recognise those contra-indications requiring medical referral (eg bacterial — impetigo; viral — herpes simplex; fungal — tinea; systemic medical conditions; conjunctivitis, severe skin conditions and eye infections; acne, boils, herpes zoster and warts, parasitic infection such as pediculosis and scabies)			
28	how to recognise those contra-indications which restrict treatment (eg recent scar tissue, eczema, hyperkeratosis, skin allergies, cuts, abrasions, bruising, styes, watery eyes)			
Make-up application				
29	the different types of cleansing, toning and moisturising products suitable for the skin types listed in the range			
30	how to cleanse, tone and moisturise the skin			
31	the different types of powers, foundations, eye products, cheek products and lip products available and how to use and apply them			
32	the different types of concealers that can be used and how to use them, ie stick, liquid, powder and compact			
33	how to match and apply make-up products to different skin types and conditions			

34	the use and effects of skin colour correction products using complementary colour theory in relation to skin tone			
35	how to select products to suit different face shapes			
36	how to achieve changes in face shape by shading and highlighting			
37	principles of contouring the face by use of shading and lighting			
38	the reasons why make-up should be applied in a suitable sequence			
39	the possible consequences of applying unsuitable make-up products to certain skin types and conditions			
40	the skin characteristics and skin types of the different client groups, eg white, black, Asian, mixed, Chinese			
41	the reasons for matching lighting with the occasions for which the make-up will be worn			
42	how lighting affects the perception of colour and its influence on the effect of make-up			
43	make-up removal techniques suitable for home use			
44	how to disguise minor skin imperfections using make-up			
45	possible contra-actions which may occur during the make-up treatment and how to deal with them (eg excessive perspiration, adverse skin reactions, watery eyes, excessive erythema)			
46	how to identify erythema and its causes			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

**Internal Verifier's
signature:** _____

Date: _____

Unit BT9 Provide make-up treatment

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for providing make-up treatment.
 - ◆ Your assessor will observe your performance **on at least three occasions, each involving a different client.**
 - ◆ From a range statement, you must practically demonstrate that you:
 - have used all the consultation techniques
 - have applied make-up to all client age groups
 - have identified all skin types
 - have applied make-up for all the occasions
 - have dealt with at least one of the necessary actions*
 - have checked all the environmental conditions
 - have carried out all forms of preparation of the client
 - have used all types of foundations
 - have used all the eye products
 - have used all cheek products
 - have used all lip products
 - have provided all types of treatment advice
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT10 Plan and promote make-up activities

Outcomes in this Unit are:	BT10.1	Prepare and plan for the make-up activity
	BT10.2	Carry out the make-up activity
	BT10.3	Complete the make-up activity

UNIT OVERVIEW:

This Unit is about providing make-up and product advice to a variety of clients through various activities, ie group demonstration or to an individual client.

You will need to be able to advise and instruct on the correct use and application of make-up and products to suit a variety of clients' needs. You will also need to be able to promote make-up products and services through make-up demonstrations, displays and the distribution of materials and products.

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.

Unit BT10 Plan and promote make-up activities

Element BT10.1 Prepare and plan for the make-up activity

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) ensuring the objectives of the make-up activities are determined and agreed with the relevant people			
(b) making sure opportunities for promoting services and products are actively sought and agreed with the relevant people			
(c) preparing the make-up activities to meet the planned objectives			
(d) ensuring all resource requirements are accurately identified			
(e) confirming and checking the availability of resources			
(f) checking that the make-up activities meet all legal and hygiene requirements			

Element BT10.2 Carry out the make-up activity

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) ensuring the make-up activities meet the agreed plan			
(b) adapting the make-up activities when necessary to meet changing circumstances			
(c) effectively using resources throughout the make-up activity			
(d) demonstrating make-up application in a way which promotes understanding			
(e) guiding the client through application of the product in a way which meets the needs of the client and the product being used			
(f) confirming that the client is able to apply the make-up correctly and to their own requirements			
(g) using methods of communication that are suitable for the type of make-up activity			

* Use the key on page 22 to identify the types of evidence

Element BT10.2 Carry out the make-up activity (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(h) presenting the make-up activities clearly and logically			
(i) encouraging the client and others involved to ask questions about the products and services			
(j) responding clearly and positively to any questions and queries			
(k) actively encouraging clients and others to take advantage of the products and services			
(l) checking that your own area is kept in a clean and tidy condition throughout the make-up demonstration			

Element BT10.3 Complete the make-up activity

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking that the finished result is to the client's satisfaction and meets the agreed objectives			
(b) clearing away any products and equipment at the end of the make-up activity			
(c) ensuring the make-up activity was cost effective and carried out in a commercially viable time			
(d) recording feedback and other relevant information clearly and accurately			
(e) evaluating the outcome of the make-up activity against the agreed objectives			

* Use the key on page 22 to identify the types of evidence

Range Statements (Your performance at work must include the range of items below)

	Type of evidence	Date	Evidence Index Number
1 Objectives are:			
(a) to enhance client image			
(b) to promote business			
2 Make-up activities are:			
(a) group demonstration			
(b) one to one demonstration			
3 Resources:			
(a) tools and equipment			
(b) promotional materials and products			
(c) time			
(d) venue			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Organisational and legal requirements			
1 the importance of considering health and safety and other legal requirements			
2 the practical requirements and restrictions of any venue			
3 the potential hazards you must consider when working at any venue			
4 the steps that should be taken to minimise risks when working at an external venue			
5 the importance and reasons for keeping records of treatments			
6 the importance of the correct storage of records in relation to the Data Protection Act			
7 why it is important to complete services in the given time			
8 the products and service pricing structures			
9 the importance of providing clients and others with promotional materials			
Communication skills			
10 how to give a short presentation (eg timing, pace, use of voice, use of graphic)			
11 methods of presenting information (eg pictorially, graphically, verbally)			
12 how and when to participate in discussions			
13 how to speak clearly in a way that suits the situation			
14 how to use effective communication and consultation techniques			
15 how to show that you are listening closely and responding appropriately			
16 how to use different types of questioning techniques			
17 how and when to make openings to encourage others to ask questions			
18 how to answer questions and manage queries			
19 methods of demonstrating make-up activities			
20 ways of checking the clients' understanding and their ability to carry out make-up application on themselves			

Preparing and planning for activities				
21	the purpose and value of planning the make-up activity			
22	the type of resource requirements for make-up activities			
23	where and how to obtain make-up resources			
24	how to match types of make-up activities to objectives			
25	how to present and plan for carrying out make-up activities			
26	the importance of ensuring the activity is cost effective			
27	the types of problems that can occur and ways to resolve them			
Selling skills				
28	the features and benefits of the products and services available			
29	the difference between the features of a product or service and the benefits of a product or service			
30	how to recognise buying signals and how to close sales			
31	how to tailor your make-up activity to meet individual needs and interest			
Activity evaluation				
32	the importance of ensuring the make-up activity is cost effective			
33	the importance of evaluating the outcome of the make-up activity against the agreed objectives			
34	the most suitable methods of gaining feedback from the make-up activities			
35	the importance of recording feedback and other relevant information from the activity clearly and accurately			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

**Internal Verifier's
signature:** _____

Date: _____

Unit BT10 Plan and promote make-up activities

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
- ◆ You must practically demonstrate in your everyday work that you have met the standard for planning and promoting make-up activities.
- ◆ Your assessor will observe your performance **on at least two occasions, each involving a different client.**
- ◆ From a range statement, you must practically demonstrate that you:
 - met all the objectives
 - carried out all the make-up activities
 - used all the resources
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT11 Enhance the appearance of eyebrows and lashes

Outcomes in this Unit are:	BT11.1	Consult with the client
	BT11.2	Prepare for the treatment
	BT11.3	Plan the treatment
	BT11.4	Shape the eyebrows to meet client requirements
	BT11.5	Apply false eyelashes to meet client requirements
	BT11.6	Complete the treatment

UNIT OVERVIEW:

This Unit is about enhancing the appearance of the eyebrows and lashes. You will need to be able to provide eyebrow shaping treatments. You will also need to be able to apply both full strip and individual false lashes to meet client requirements.

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.

Unit BT11 Enhance the appearance of eyebrows and lashes

Element BT11.1 Consult with the client

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) using consultation techniques in a polite and friendly manner to determine the client's treatment plan			
(b) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs			
(c) maintaining the client's modesty and privacy at all times			
(d) recognising contra-indications and taking the necessary action			

Element BT11.2 Prepare for the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) preparing the work environment to meet legal, hygiene and treatment requirements			
(b) ensuring your personal appearance meets organisational requirements			
(c) making sure that environmental conditions are suitable for the client and the treatment			
(d) helping the client into a safe, comfortable and relaxed position for the treatment			
(e) sanitising your hands prior to treatment			
(f) conducting a sensitivity test correctly on a suitable area of the client's skin according to manufacturers' instructions and organisational requirements			
(g) informing the client in a tactful way if there is an adverse reaction to the sensitivity test and they cannot be treated			
(h) record the outcome of the sensitivity test accurately on the client's records			

* Use the key on page 22 to identify the types of evidence

Element BT11.3 Plan the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) discussing and recommending suitable treatments and products for the client			
(b) discussing and establishing the treatment plan with the client			
(c) selecting suitable equipment and materials for the treatment plan			
(d) positioning equipment and materials for ease and safety of use			
(e) making sure the preparation of the client meets the agreed treatment plan			

Element BT11.4 Shape the eyebrows to meet clients requirements

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking the client's understanding of the treatment before starting and discussing any areas that require clarification			
(b) keeping the skin taut to minimise discomfort to the client			
(c) ensuring that the hair is removed in the direction of the hair growth			
(d) using suitable soothing products according to the needs of the client and manufacturers' instructions			
(e) ensuring your own posture and position minimises fatigue and the risk of injury whilst working			

* Use the key on page 22 to identify the types of evidence

Element BT11.5 Apply false eyelashes to meet client requirements

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking the client's understanding of the treatment prior to commencement and discussing any areas that require clarification			
(b) carrying out application techniques according to the treatment plan and manufacturer's instructions			
(c) positioning and fixing the artificial lashes accurately leaving the eye area free of excessive products			
(d) removing the artificial lashes with the correct products in the event of any contra-actions and apply a cold water compress to soothe the eye			
(e) ensuring your own posture and position minimises fatigue and the risk of injury whilst working			

Element BT11.6 Complete the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan			
(b) ensuring treatments are cost effective and are carried out within a commercially viable time			
(c) ensuring client records are up-to-date, accurate, easy to read and complete			
(d) giving treatment advice and recommendations accurately and constructively			
(e) disposing of waste materials safely and correctly			
(f) leaving the work area and equipment in a condition suitable for further treatments			

* Use the key on page 22 to identify the types of evidence

Range Statements (Your performance at work must include the range of items below)			
	Type of evidence	Date	Evidence Index Number
1 Consultation techniques are:			
(a) questioning			
(b) visual			
(c) manual			
(d) reference to client records			
2 Necessary action should be:			
(a) encouraging the client to seek medical advice			
(b) explaining why the treatment cannot be carried out			
(c) modification of treatment			
3 Environmental conditions include:			
(a) lighting			
(b) heating			
(c) ventilation			
(d) general comfort			
4 Preparation of the client includes:			
(a) covering of the client			
(b) removal of accessories			
(c) protection of hair			
(d) removal of appropriate clothing			
5 Artificial lashes are:			
(a) individual lashes			
(b) strip lashes			
6 Products are:			
(a) adhesives			
(b) solvents			
7 Treatment advice covers:			
(a) avoidance of activities which may cause contra-actions			
(b) future treatment needs			
(c) home care			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Organisational and legal requirements			
1 your responsibilities under relevant health and safety legislation			
2 the importance and reasons for sanitising hands			
3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection			
4 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients			
5 the importance and reasons for keeping records of treatments			
6 the importance of the correct storage of client records in relation to the Data Protection Act			
7 how to minimise and dispose of waste from treatments			
8 why it is important to complete services in the given time			
9 the salon pricing structures			
Client consultation			
10 how to use effective communication and consultation techniques			
11 the reasons why it is important to encourage clients with contra-indications to seek medical advice			
12 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner			
13 why it is important to maintain clients' modesty and privacy			
Preparation for treatment			
14 the necessary environmental conditions for the treatment, including: lighting, heating and general comfort			
15 how to prepare treatment plans			
16 how to carry out a sensitivity test and why it should be conducted			
17 how to interpret the results of a sensitivity test			
18 how to cleanse the area to be treated			

19	the importance of questioning the client about known allergies			
20	why it is important to record client responses to questions about allergies			
21	the legal significance of client questioning concerning allergies and the recording of client responses to questioning and the outcome of the sensitivity test			
Shaping the eyebrows				
22	how to measure the eyebrow and eye for eyebrow shaping treatments			
23	the shape and proportions of the eyebrow in relation to facial features and shape			
24	how to remove eyebrow hairs carefully and effectively			
25	the recommended time intervals between eyebrow shaping treatments			
26	the reasons why soothing the eyebrow area may be necessary during treatment and how this is achieved			
27	the effects of soothing agents on the eye and the precautions necessary to avoid harm			
28	how to maintain and care for tweezed and waxed eyebrows			
Applying false lashes				
29	how to choose and firm false lashes to suit the needs of the client and enhance the eye shape			
30	the importance of following manufacturers' instructions for the use of adhesives and false eyelashes			
31	the limitations of false lashes			
32	the range and use of currently available false lashes			
33	the maintenance and care requirements for false lashes			
Contra-indications				
34	how to recognise the contra-indications requiring medical referral, including; severe skin conditions and eye infections			
35	the contra-indications which prevent treatment (eg conjunctivitis, bacterial infections, inflammation of the skin, eye diseases and disorders, bruising, allergy to adhesives/solvents) and how to recognise them			
36	the action to take if the product enters the client's eye			
37	how to identify erythema and its causes			
38	the possible contra-actions resulting from lash and brow treatments and how to deal with them (eg eye irritations caused by adhesives and removal solvents)			

Equipment, materials and products			
39 the types of materials, equipment and products available for enhancing the appearance of the eyebrows and lashes			
40 the timeframe for applying materials and products for enhancing the appearance of the eyebrows and lashes			
41 how to prepare and use the equipment and materials for the work			
42 methods for sanitising and sterilising equipment			
43 how to maintain equipment and materials in a clean and hygienic condition			
44 the type of product suitable for soothing eye irritation			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

Internal Verifier's signature: _____

Date: _____

Unit BT11 Enhance the appearance of eyebrows and lashes

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for enhancing the appearance of eyebrows and lashes.
 - ◆ Your assessor will observe your performance **on at least three occasions, each involving a different client**. Your assessor will want to observe at least one eyebrow shape, one individual lash and one strip lash application.
 - ◆ From a range statement, you must practically demonstrate that you:
 - have used all the consultation techniques
 - have dealt with at least one of the necessary actions*
 - have maintained all the environmental conditions
 - have carried out three of the four types of preparation of the client*
 - have provided all types of treatment advice
 - have applied both types of artificial lashes
 - have used both types of products
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT13 Provide Nail Art Service

Outcomes in this Unit are:	BT13.1	Consult with the client
	BT13.2	Prepare for the service
	BT13.3	Plan the service
	BT13.4	Provide nail art service to clients
	BT13.5	Complete the service

UNIT OVERVIEW:

This Unit is about providing nail art services to clients. It covers consulting with the client to establish their requirements and identify any contra-indications that may affect the treatment. It also covers producing a plan, preparing the nails for applying the nail art and sealing the nail art.

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.

Unit BT13 Provide Nail Art Service

Element BT13.1 Consult with the client

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) using consultation techniques in a polite and friendly manner to determine the client's service plan			
(b) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs			
(c) removing any existing nail enamel and nail treatments			
(d) cleansing the nail area to make sure the nails are suitable for the application of nail decoration			
(e) establishing and recording the condition of the client's nails and skin			
(f) recognising contra-indications and taking the necessary action			

Element BT13.2 Prepare for the service

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) preparing the work environment to meet legal, hygiene and service requirements			
(b) ensuring your personal appearance meets accepted industry and organisational requirements			
(c) making sure that environmental conditions are suitable for the client and the service			
(d) preparing suitable equipment and materials for the service			
(e) ensuring that all tools and equipment are sterilised using the correct methods			
(f) positioning equipment and materials for ease and safety of use			
(g) sanitising your hands prior to service			

* Use the key on page 22 to identify the types of evidence

Element BT13.2 Prepare for the service (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(h) encouraging the client to find a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client			

Element BT13.3 Plan the service

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) explaining your assessment of the client's nail and skin condition in a clear way to help their understanding			
(b) discussing and recommending suitable nail art for the client			
(c) discussing and establishing a suitable service plan for the client			
(d) making sure the preparation of the client meets the agreed service plan			

Element BT13.4 Provide nail art service to clients

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) confirming the client's choice of nail art before starting			
(b) using products for nail art according to manufacturers' instructions			
(c) filing the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length			
(d) ensuring the nail is left clean and free of debris and the cuticle is left neat and undamaged			
(e) using suitable tools and techniques for the agreed nail art			

* Use the key on page 22 to identify the types of evidence

Element BT13.4 Provide nail art service to clients (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(f) applying the required nail art base relevant to the client's needs			
(g) applying nail art products in the correct sequence to achieve the required design			
(h) effectively sealing the nail art , leaving the cuticle free from any product			

Element BT13.5 Complete the service

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking that the finished result is to the client's satisfaction and meets the agreed service plan			
(b) ensuring that the service is cost effective and is carried out within a commercially viable time			
(c) ensuring client records are up-to-date, accurate, easy to read and complete			
(d) giving service advice and recommendations accurately and constructively			
(e) giving your client accurate information on additional services and homecare products			
(f) disposing of waste materials safely and correctly			
(g) leaving the work area and equipment in a condition suitable for further treatments			

* Use the key on page 22 to identify the types of evidence

Range Statements (Your performance at work must include the range of items below)			
	Type of evidence	Date	Evidence Index Number
1 Consultation techniques are:			
(a) questioning			
(b) visual			
(c) manual			
(d) reference to client records			
2 Necessary action should be:			
(a) encouraging the client to seek medical advice			
(b) explaining why the service cannot be carried out			
(c) modifying the service			
3 Environmental conditions include:			
(a) lighting			
(b) heating			
(c) ventilation			
(d) general comfort			
4 Equipment and materials are:			
(a) nail and skin products			
(b) consumables			
5 Nail art services are:			
(a) coloured polishes			
(b) rhinestones			
(c) flatstones			
(d) polish secures			
(e) painting techniques			
(f) base coats			
(g) glitters			
(h) blending			
(i) topcoats			
(j) transfers			
(k) foiling			

Range Statements (Your performance at work must include the range of items below)

	Type of evidence	Date	Evidence Index Number
6 Service advice includes:			
(a) home care			
(b) maintenance and removal			
(c) future service needs			
(d) what to do in the event of contra- actions			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Organisational and legal requirements			
1 your responsibilities under relevant health and safety legislation			
2 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of the client			
3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection			
4 the importance of the correct storage of client records in relation to the Data Protection Act			
5 how to minimise and dispose of waste from the service			
6 why it is important to complete services in the given time			
7 the salon pricing structures			
Client consultation			
8 how to communicate effectively with clients and others			
9 how to use consultation techniques to establish clients' needs			
10 the importance and reasons for keeping records of clients and the services they have received			
Preparation for treatment			
11 the necessary lighting, heating, ventilation and general comfort for the treatment			
12 how to prepare service plan			
13 how to prepare yourself for carrying out the service			
14 how to prepare the client for the service			
15 how to prepare and cleanse the area for service			
16 the different types of sterilising equipment and products available			
17 how to sterilise tools and equipment			
18 the differences between sterilising and disinfecting			
19 the different types of chemicals used for disinfecting tools and equipment			
Contra-indications			
20 how to recognise contra-indications requiring medical referral			

21	how to recognise contra-indications which prevent the service from taking place (eg fungal infections, bacterial infections, viral infections, severe nail separation, severe eczema and psoriasis, severe bruising)			
22	how to recognise contra-indications which restrict the service (eg minor nail separation, minor eczema and psoriasis, severely bitten or damaged nails, broken bones)			
23	the reasons why it is important to encourage clients with contra-indications to seek medical advice			
24	the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner			
25	how to identify treatable non-medical nail and skin conditions (eg weak, dry, brittle and ridged nails; dry, split and overgrown cuticles; dry and hard skin)			
The structure and growth of nails				
26	the structure of the nail unit (ie the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge)			
27	the process of nail growth (ie nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)			
28	the structure and function of the skin (ie dermis, epidermis, subcutaneous layer, appendages)			
29	the different types of nail shapes you are likely to come across for this work			
Nail art services				
30	the different types of techniques used within nail art services and how to carry them out			
31	the different types of designs available to clients			
32	how to blend and mix colours			
33	the limitations on the application of nail art designs due to the condition of clients' nails			
34	the different types of nail art products and tools and how to use them			
35	suitable environmental conditions for the service and the client, including lighting, ventilation, heating and comfort			
36	possible contra-actions which may occur during or after the service			
37	the types and use of products available for home care			
38	maintenance and removal requirements for nail art			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

**Internal Verifier's
signature:** _____

Date: _____

Unit BT13 Provide Nail Art Service

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for providing nail art service.
 - ◆ Your assessor will observe your performance **on at least four occasions (one to be carried out on feet)**.
 - ◆ From the range statement, you must practically demonstrate that you:
 - have used all the consultation techniques
 - have dealt with at least one of the necessary actions*
 - have checked all the environmental conditions
 - have used all types of equipment and materials
 - have applied all types of nail art
 - have provided all types of service advice
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT14 Pierce Ears

Outcomes in this Unit are:	BT14.1	Consult with the client
	BT14.2	Prepare for ear lobe piercing
	BT14.3	Carry out ear lobe piercing
	BT14.4	Complete the treatment

UNIT OVERVIEW:

This Unit is about ear piercing and the skills and knowledge necessary to carry out such work. It covers ear piercing of the ear lobe area only. You will need to use a variety of equipment, materials and products safely and correctly for this work. You will also need to provide the client with treatment advice concerning the use of aftercare products, moving and removal of the stud and possible contra-actions.

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.

Unit BT14 Pierce Ears

Element BT14.1 Consult with the client

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) using consultation techniques in a polite and friendly manner to determine the client's treatment plan			
(b) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs			
(c) ensuring that parental consent is obtained where necessary			
(d) maintaining the client's modesty and privacy at all times			
(e) recognising contra-indications and taking the necessary action			

Element BT14.2 Prepare for the service

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) preparing the work environment to meet legal, hygiene and treatment requirements			
(b) ensuring your personal appearance meets accepted industry and organisational requirements			
(c) making sure that environmental conditions are suitable for the treatment and the client			
(d) checking that the positioning of the client allows suitable access to the ear lobe and minimises any risk of injury and discomfort to the client			
(e) selecting equipment, materials and products that meet the needs of the treatment and relevant legislation			
(f) ensuring that all tools and equipment are sterilised using the correct methods			

* Use the key on page 22 to identify the types of evidence

Element BT14.2 Prepare for the service (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(g) sanitising your hands prior to treatments			
(h) using the correct personal protective equipment for the work			
(i) sanitising the area of the ear lobe to be treated			
(j) safely and accurately marking the area of the ear lobe for piercing			

Element BT14.3 Carry out ear lobe piercing

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) piercing the ear lobe accurately and safely in the marked position			
(b) minimising discomfort to the client by ensuring a quick and effective treatment			
(c) maintaining hygienic conditions and client safety throughout your work			
(d) using equipment, materials and products according to manufacturers' instructions			

Element BT14.4 Complete the treatment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking that the finished result is to the client's satisfaction and meets the agreed treatment plan			
(b) ensuring the treatment is cost effective and is carried out within a commercially viable time			
(c) ensuring client records are up-to-date, accurate, easy to read and complete			

* Use the key on page 22 to identify the types of evidence

Element BT14.4 Complete the treatment (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(d) giving treatment advice and recommendations accurately and constructively			
(e) disposing of waste materials safely and correctly			
(f) leaving the work area and equipment in a condition suitable for further treatments			

Range Statements (Your performance at work must include the range of items below)

	Type of evidence	Date	Evidence Index Number
1 Consultation techniques are:			
(a) questioning			
(b) visual			
(c) manual			
(d) reference to client records			
2 Environmental conditions include:			
(a) lighting			
(b) heating			
(c) ventilation			
(d) general comfort			
3 Equipment, materials and products include:			
(a) ear piercing gun			
(b) sterile skin marker pen			
(c) sterile ear studs			
(d) mirror			
(e) consumables			
4 Treatment advice includes:			
(a) use of aftercare products			
(b) regular movement of the stud			
(c) possible contra-actions			
(d) removal of studs			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Organisational and legal requirements			
1 your responsibilities under relevant health and safety legislation			
2 the importance and reasons for sanitising your hands			
3 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection			
4 the importance of using personal protective equipment to maintain hygiene			
5 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients			
6 the importance and reasons for keeping records of treatments			
7 the importance of the correct storage of client records in relation to the Data Protection Act			
8 the importance of gaining parental or guardian consent for children under the age of 16			
9 how to minimise and dispose of waste from treatments			
10 why it is important to complete services in the given time			
11 the salon pricing structures			
Client consultation			
12 how to use effective communication and consultation techniques			
13 the reasons why it is important to encourage clients with contra-indications to seek medical advice			
14 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner			
15 why it is important to maintain client's modesty and privacy			
Preparation for treatment			
16 the necessary environmental conditions for the treatment (ie lighting, heating and ventilation)			
17 how to prepare treatment plans			
18 how to prepare yourself for carrying out the treatment			
19 how to prepare the client for the treatment			

Contra-indications			
20 types of contra-indications that occur and how to recognise them, including: systemic medical conditions, serious localised skin infections and ear lobe infections			
21 the types of contra-indications that require referral to a general practitioner			
22 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner			
23 the types of contra-indications that prevent treatment but do not require referral to a general practitioner			
Equipment, materials and products			
24 the types of equipment, materials and products that are used for ear lobe piercing and how to use them correctly			
25 how to maintain equipment and materials in a clean and hygienic condition			
26 the action to take in the event of ear lobe piercing gun malfunction			
27 the range and uses of aftercare products			
Ear lob piercing			
28 how to carry out ear lobe piercing safely and correctly			
29 how long the treatment should take			
30 possible contra-actions which may occur after ear lobe piercing			
31 the risks associated with ear lobe piercing if treatment advice is ignored			
32 the reasons why one pair of studs should be fitted at a time			
33 why ear studs have to be left in place for the recommended time and the effects of premature removal			
34 the dangers associated with piercing cartilage and other areas of the body			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

**Internal Verifier's
signature:** _____

Date: _____

Unit BT14 Pierce Ears

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for piercing ears.
 - ◆ Your assessor will observe your performance **on at least two occasions**. Your assessor will want to see preparation activities for **two difference clients**.
 - ◆ From the range statement, you must practically demonstrate that you:
 - have used all the consultation techniques
 - have checked all the environmental conditions
 - have used all types of equipment, materials and products
 - have provided all types of treatment advice
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT15 Assist with SPA Treatments

- Outcomes in this Unit are:**
- BT15.1 Prepare work areas for water, temperature and spa treatments**
 - BT15.2 Clean, maintain and monitor the spa environment**
 - BT15.3 Assist with monitoring water, temperature and spa treatments**
 - BT15.4 Assist with the shutdown of treatment areas**

UNIT OVERVIEW:

This Unit is about monitoring water and temperature, and assisting with spa treatments. An important part of this Unit is the monitoring of clients, equipment and the environments in which the treatments take place. You will need to be able to prepare work areas for treatments, carry out cleaning and maintenance activities, check on the wellbeing of the client and assist with the shut down of treatment areas.

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.

Unit BT15 Assist with SPA Treatments

Element BT15.1 Prepare work areas for water, temperature and spa treatments

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) ensuring that the condition of the treatment area and equipment meets legal and organisational requirements			
(b) referring to written instructions for the recommended use of equipment			
(c) checking the necessary timing devices are present and in the correct working order			
(d) checking that the required operating temperature has been reached prior to use by clients			
(e) wearing the recommended personal protective equipment for the work			
(f) ensuring the preparation of the area is suitable for the agreed treatment and meets organisational requirements			

Element BT14.2 Clean, maintain and monitor the spa environment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking that the condition of the spa environment meets legal and organisational requirements			
(b) selecting and using cleaning products and maintenance operations according to instructions			
(c) ensuring the intervals between cleaning are within legal, organisational and manufacturers' requirements			
(d) liaising with colleagues to ensure the efficient operation of the spa			
(e) checking the use of everyday consumables and replenishing the necessary stocks			

* Use the key on page 22 to identify the types of evidence

Element BT14.2 Clean, maintain and monitor the spa environment

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(f) reporting to the relevant person when the re-ordering of consumables is required			
(g) identifying and promptly reporting any equipment functioning problems to the relevant person			

Element BT14.3 Assist with monitoring water, temperature and spa treatments

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) carrying out monitoring of the treatment area and equipment at the required intervals			
(b) checking the client's wellbeing, in a polite and tactful manner, at the required intervals			
(c) maintaining the client's modesty and privacy at all times			
(d) recognising contra-actions which may occur during treatment and taking the necessary action			

Element BT14.4 Assist with the shutdown of treatment areas

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) shutting down the necessary equipment according to instructions			
(b) shutting down treatment areas according to legal requirements and organisational procedures			
(c) disposing of waste safely and correctly			
(d) making sure the treatment area is in a condition suitable for subsequent treatments			
(e) liaising with colleagues to confirm the completion of individual duties			

* Use the key on page 22 to identify the types of evidence

Range Statements (Your performance at work must include the range of items below)			
	Type of evidence	Date	Evidence Index Number
1 Treatments are:			
(a) sauna (eg laconium)			
(b) steam (eg steam cabinet, hamman)			
(c) hydrotherapy (eg spa pool, hydro pool, hydro bath, pool, power jet massage)			
(d) flotation (eg wet, dry)			
(e) body wrapping			
(f) relaxation room (eg tepidarium)			
2 Equipment includes:			
(a) sauna			
(b) steam (room; cabinet)			
(c) hydrotherapy (bath; pool)			
(d) flotation (bath; tank; pool)			
(e) water testing kit			
(f) temperature gauge			
(g) shower			
3 Maintenance operations cover:			
(a) cleaning			
(b) testing of water and chemical levels			
(c) topping up water and chemical levels			
(d) replenishing consumables			
4 Monitoring covers:			
(a) heat			
(b) humidity			
(c) water levels			
(d) chemical concentration			
(e) treatment time			
(f) ventilation			
(g) consumables			
(h) ambience of environment			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Organisational and legal requirements			
1 your responsibilities under relevant health and safety legislation			
2 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection			
3 your responsibilities under any local bye-laws relating to water, temperature and spa treatments			
4 the reasons for displaying written instructions for equipment usage			
5 the cleaning regimes which must be used in the treatment area to avoid the spread of air and water borne infections			
6 how to dispose of waste correctly			
7 the reasons for keeping records of treatments and equipment use			
8 the importance of the correct storage of client records in relation to the Data Protection Act			
9 the importance of correct use and storage of chemicals required for spa maintenance			
Client contact and consultation			
10 why it is important to encourage and allow time for clients to ask questions			
11 effective communication and questioning techniques			
12 why it is important to check the client's wellbeing at regular intervals			
Equipment and materials			
13 the different types of equipment available for water, temperature and spa treatments			
14 how to prepare and use the equipment for water, temperature and spa treatments			
15 the recommended operating temperatures and humidity levels for equipment			
16 the possible dangers of chemical and equipment misuse			
17 the maintenance and monitoring requirements for equipment			

Water, temperature and spa treatments			
18 the skin characteristics, skin types and cultural awareness of the different client groups, eg white, black, Asian, mixed, Chinese			
19 the types and uses of treatments in the range			
20 the recommended treatment times			
21 the effect of different types of water, temperature and spa treatments on the skin and body			
22 the effect of different types of heat on the skin and body			
23 the possible contra-actions which can occur during water, temperature and spa treatment sessions (eg feeling faint or nauseous, skin irritation)			
24 the course of action to be taken in the event of contra-actions			
25 the importance of ventilation			
26 why it is important to shower, rest and drink water			
27 how to test water and chemical concentrations			
28 the recommended cleaning intervals for the treatment area and equipment including recommendations to avoid water borne infections			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

**Internal Verifier's
signature:** _____

Date: _____

Unit BT15 Assist with SPA Treatments

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
 - ◆ You must practically demonstrate in your everyday work that you have met the standard for assisting with spa treatments.
 - ◆ Your assessor will observe your performance **on at least three occasions**. Your assessor will want to see you assisting on **three different treatments with three different clients**.
 - ◆ From the range statement, you must practically demonstrate that you:
 - have assisted with all treatments
 - have used all types of equipment
 - have carried out all types of maintenance operations
 - have carried out all types of monitoring
- * However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit BT44 Extend, Maintain and Repair Nails

Outcomes in this Unit are:	BT44.1	Prepare for the service
	BT44.2	Consult with the client
	BT44.3	Repair natural nails to improve condition and appearance
	BT44.4	Apply an artificial nail system
	BT44.5	Maintain, repair and remove artificial nail structures
	BT44.5	Complete the service

UNIT OVERVIEW:

This Unit is about providing services to extend and maintain nails using one nail system. It covers consulting with the client to establish their requirements and identify any contra-indications that may affect the service. It also covers preparing for and repairing natural nail structures, applying artificial nail enhancements using either gel, liquid and powder or wrap systems. Maintaining, repairing and removing artificial nail structures are also required.

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. Effective communication with the client is also an important feature of this Unit.

Unit BT44 Extend, Maintain and Repair Nails

Element BT44.1 Prepare for the service

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) preparing the work environment to meet legal, hygiene and service requirements			
(b) ensuring your personal appearance meets accepted industry and organisation requirements			
(c) making sure that environmental conditions are suitable for the client and the service			
(d) preparing suitable equipment and materials for the service			
(e) ensuring that all tools and equipment are cleaned using the correct methods			
(f) positioning equipment and materials for ease and safety of use			
(g) sanitising your hands prior to service			
(h) making sure the preparation of the client meets organisation requirements			
(i) encouraging the client to find a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client			

Element BT44.2 Consult with the client

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) cleansing the clients hands and removing existing nail enamel prior to identifying the condition of their nails and skin			
(b) using consultation techniques in a polite and friendly manner to determine the client's service plan			
(c) discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs			

Element BT44.2 Consult with the client (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(d) explaining your assessment of the client's nail and skin condition in a clear way to help the client's understanding			
(e) accurately establishing and recording the condition of the client's nails and skin			
(f) recognising contra-indications and taking the necessary action			

Element BT44.3 Repair natural nails to improve condition and appearance

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) adapting your application techniques correctly to meet client's nail shape and condition			
(b) using equipment and materials in accordance with manufacturers' instructions			
(c) correcting any identified problems using a suitable method			
(d) leaving the finished nail with a smooth, even texture, colour and with cuticle and nail wall free of product			
(e) achieving a finished result which is to the client's satisfaction and meets the agreed service plan			

Element BT44.4 Apply an artificial nail system

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) preparing the natural nail to meet the requirements of the system being used			
(b) selecting the correct tip size and customising it to suit the clients natural nail			
(c) ensuring the cutting, shaping and blending of tips causes no damage to the natural nail and is undetectable			

Element BT44.4 Apply an artificial nail system (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(d) cleaning the work surface and the nail plate to remove all dust prior to application of the overlay			
(e) applying overlay to all nails in the correct sequence following manufacturers instructions			
(f) leaving a free margin around the cuticle and side wall area of the nail			
(g) using buffing and filing techniques to leave the nail balanced with a smooth even surface shine achieving the required shape and length			
(h) ensuring polished nails are left with a smooth, even texture, colour and with cuticle and nail wall free of polish			
(i) taking appropriate and prompt remedial action where contra-actions occur during the course of the service			
(j) using chemicals in a safe manner without risk of overexposure to self and clients			

Element BT44.5 Maintain, repair and remove artificial nail structures

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) correcting any identified problems using a suitable method			
(b) ensuring the exposed natural nail is cleaned and dehydrated prior to service			
(c) using maintenance techniques to restore the artificial nail structure to its original condition, following manufacturer's instructions			
(d) removing overlays following manufacturers instructions and leaving the natural nail plate undamaged			
(e) using chemicals in a safe manner without risk of over-exposure to self and clients			

Element BT44.6 Complete the service

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) checking that the finished result is to the client's satisfaction and meets the agreed service plan			
(b) ensuring services are cost effective and are carried out within a commercially viable time			
(c) ensuring client records are up-to-date, accurate, easy to read and complete			
(d) giving service advice and recommendations that are accurate, constructive and based upon up-to-date knowledge of the service			
(e) disposing of waste materials safely and correctly			
(f) leaving the work area and equipment in a condition suitable for further services			

Range Statements (Your performance at work must include the range of items below)

	Type of evidence	Date	Evidence Index Number
1 Consultation techniques are:			
(a) questioning			
(b) visual			
(c) physical examination			
(d) reference to client records			
2 Service covers:			
(a) full set of natural nail overlays			
(b) full set of tips and overlays			
3 Necessary action should be:			
(a) encouraging the client to seek medical advice			
(b) explaining why the service cannot be carried out			
(c) modifying the service			
4 Environmental conditions include:			
(a) lighting			
(b) heating			
(c) ventilation			
(d) general comfort			
5 Equipment and materials include:			
(a) nail and skin service tools			
(b) artificial nail and skin products			
(c) consumables			
6 Service advice covers:			
(a) further services and maintenance			
(b) use of home care products			
(c) hand and nail protection			
(d) dealing with accidental damage			
(e) what to do in the event of contra- actions			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Organisational and legal requirements			
1 why it is important to maintain standards of hygiene and the principles of cross-infection			
2 your responsibilities under the Health and Safety at Work Act and the Control of Substances Hazardous to Health Regulations and any subsequent amendments			
3 how to avoid potential discomfort and injury to yourself and the risks of poor positioning of the client			
4 why it is important to complete services in the given time			
5 why it is important to complete and maintain accurate client records			
6 the importance of achieving client satisfaction			
7 salon requirements for client record keeping			
8 salon and legal procedures for waste disposal			
9 commercially accepted timings for the service			
10 the selection and use of personal protective equipment			
11 suitable environmental conditions for the service and the client, including lighting, heating and comfort			
Client consultation			
12 how to use effective communication and consultation techniques			
13 how to recognise contra-indications which restrict the service of nails and skin (eg minor nail separation, minor eczema and psoriasis, severely bitten or damaged nails, broken bones)			
14 the reasons why it is important to encourage clients with contra-indications to seek medical advice			
15 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner			
16 why it is important to maintain client's modesty and privacy			
Preparation for service			
17 the necessary lighting, heating, ventilation and general comfort for the service			
18 how to prepare service plans			
19 how to prepare yourself for carrying out the service			

20	how to prepare the client for the service			
21	the different types of sterilising equipment and products available			
22	how to sterilise tools and equipment			
23	the differences between sanitising, sterilising and disinfecting			
24	the different types of chemicals used for disinfecting tools and equipment			
Contra-actions				
25	the contra-indications which may occur during the course of service and how to deal with them: allergic reactions and overexposure; bacterial infections; fungal infections; onycholysis (nail separation); lifting of product; premature loss of extension; breaking or splitting of natural nail or nail extension			
26	possible contra-actions which may occur during or after the nail repair or temporary nail service			
The structure and growth of nails				
27	how to identify treatable non-medical nail and skin conditions (eg weak, dry, brittle and ridged nails; dry, split and overgrown cuticles)			
28	the structure of the nail unit (ie the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, the lateral nail fold)			
29	the process of nail growth (ie nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)			
30	the structure and function of the skin (ie dermis, epidermis, subcutaneous layer, appendages)			
31	the different types of nail shapes you are likely to come across during nail extension work			
32	the action of service products on nails, cuticle and skin			
33	common skin and nail conditions			
Services				
34	the importance of preparing the nail plate			
35	the key differences between gel, liquid and powder and wrap artificial nail systems and the benefits of each			
36	techniques for repairing natural nails including splits, cracks, flaking and breakages			
37	factors that influence the choice of nail service			
38	why it is important to leave a free margin around the cuticle and side wall area			

39	the importance of achieving maximum strength, appearance and longevity by use of correct nail balance and shaping			
40	the importance of choosing the correct size of tip			
41	the importance of correct blending			
42	how the incorrect application of artificial nail structures can damage the nails and surrounding soft tissue			
43	the importance of regular ongoing maintenance of the artificial nail structure			
44	the importance of having a well ventilated work area			
45	the importance of sanitising hands			
46	how to adapt tip application techniques for different nail shapes			
47	the advantages and disadvantages of the system you have chosen			
48	maintenance and removal requirements for the system you have chosen			
49	the range and use of products available for home care			
50	how to protect artificial nail structures			
51	how to deal with accidental damage			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

**Internal Verifier's
signature:** _____

Date: _____

Unit G1 Ensure your own actions reduce risks to health and safety

- Outcomes in this Unit are:**
- G1.1 Identify the hazards and evaluate the risk of your workplace**
 - G1.2 Reduce the risks to health and safety in your workplace**

UNIT OVERVIEW:

Fundamental to this Unit is an understanding of the terms “hazard” and “risk”. They have been defined overleaf and it is VERY IMPORTANT that they are understood before undertaking the Unit.

This Unit is for everyone at work (whether paid, unpaid, full or part-time). The scope of the Health & Safety at Work Act 1974 covers “all persons” whether employers, employees, self-employed, contractors, etc. Amongst other things the Act seeks to secure the health, safety and welfare of people whilst they work and protect other people against risks to health or safety arising from the activity of people at work. This Unit does not require the candidate to undertake a full risk assessment, it is about having an appreciation of significant risks in the workplace and knowing how to identify them and deal with them.

This Unit covers the health & safety duties for everyone in the workplace, irrespective of their work role. It describes the competencies required to ensure that:

- your own actions do not create any health & safety risks
- you do not ignore significant risks in your workplace, and
- you take sensible action to put things right, including: reporting situations which pose a danger to people in the workplace and seeking advice.

This is what you need to show. In Element 1 you need to show that you understand the health & safety requirements and policies in the workplace, and that you check your own working practices and work area for any risk of you or others being harmed. You should be able to identify the risk arising from any hazards you have identified and know which you can deal with safely yourself, and those which you must report to the “responsible person” for attention.

Element 2 requires you to show you have taken steps to reduce those health & safety risks with which you might come into contact during the course of your work. It covers carrying out tasks safely and in accordance with instructions and workplace requirements.

The Health and Safety Executive (HSE) is the body appointed to support and enforce health and safety law. They have defined two important concepts as follows:

Hazard “a hazard is something with potential to cause harm”

Risk “a risk is the likelihood of the hazard’s potential being realised”

Almost anything may be a hazard, but may or may not become a risk. For example:

- 1 A trailing electric cable from a piece of equipment is a hazard. If it is trailing across a passageway there is a high risk of someone tripping over it, but if it lies along a wall out of the way, the risk is much less.

Unit G1 Ensure your own actions reduce risks to health and safety

- 2 Toxic or flammable chemicals stored in a building are a hazard and by their nature may present a high risk. However, if they are kept in a properly designed secure store and handled by properly trained and equipped people, the risk is much less than if they are left about in a busy workshop for anyone to use — or misuse.
- 3 A failed light bulb is a hazard. If it is just one bulb out of many in a room it presents very little risk, but if it is the only light on a stairwell, it is a very high risk. Changing the bulb may be a high risk, if it is high up, or if the power has been left on, or low risk if it is in a table lamp which has been unplugged.
- 4 A box of heavy material is a hazard. It presents a higher risk to someone who lifts it manually than if a mechanical handling device is properly used.

Key points regarding Health & Safety legislation and regulations

“Health & Safety at Work Act 1974”

The Health and Safety at Work Act 1974 is the main piece of legislation under which nearly all the other regulations are made. It is for this reason that only this piece of legislation is specifically referred to in this Unit.

Employers have a legal duty under this Act to ensure, so far as is reasonably practicable, the health, safety and welfare at work of the people for whom they are responsible and the people who may be affected by the work they do.

Under this Act it is also important to be aware that all people at work, not just employers, have a duty to take reasonable care to avoid harming themselves or others through the work they do.

Risks should be reduced “so far as is reasonably practicable”. This term means the duty holder (in most instances the employer) can balance the cost against the degree of risk although obviously any Health & Safety Inspectors would expect that relevant good practice is followed.

According to the Act:

Employers must safeguard so far as is reasonably practicable, the health, safety and welfare at work of all the people who work for them and “other persons”. This applies in particular to the provision and maintenance of safe plant and systems of work and covers all machinery, equipment and substances used.

People at work also have a duty under the Act to take reasonable care to avoid harm to themselves or to others by their working practices and to co-operate with employers and others in meeting statutory requirements. The Act also requires employees not to interfere with or misuse anything provided to protect their health, safety or welfare in compliance with the Act.

Other Legislation

There is an array of health & safety regulations and codes of practice which affect people at work. There are regulations for those who, for example, work with electricity, or work on construction projects, as well as regulations covering noise at work, manual handling, working with VDUs, or dealing with substances hazardous to health, etc. The specific requirements for all or any of these can be obtained from HSE local offices.

Unit G1 Ensure your own actions reduce risks to health and safety

As many of the regulations are only relevant to certain workplaces or working practices no specific reference has been made in the Knowledge Requirements to any of these regulations. The phrase "your responsibilities for health & safety as required by any specific legislation covering your job role" is intended to relate to those specific pieces of legislation important to your workplace and/or working practices which you should be able to find out about.

Unit G1 Ensure your own actions reduce risks to health and safety

Element G1.1 Identify the hazards and evaluate the risks in your workplace

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) correctly naming and locating the persons responsible for health & safety in the workplace			
(b) identifying which workplace policies are relevant to your working practices			
(c) identifying those working practices in any part of your job role which could harm yourself or other persons			
(d) identifying those aspects of the workplace which could harm yourself or other persons			
(e) evaluating which of the potentially harmful working practices and the potentially harmful aspects of the workplace are those with the highest risk to you or to others			
(f) reporting those hazards which present a high risk to the persons responsible for health & safety in the workplace			
(g) dealing with the hazards with low risks in accordance with workplace policies and legal requirements			

Element G1.2 Reduce the risks to health and safety in your workplace

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) carrying out your working practices in accordance with legal requirements			
(b) following the most recent workplace policies for your job role			
(c) rectifying those health & safety risks within your capability and the scope of your job responsibilities			
(d) passing on any suggestions for reducing risks to health & safety within your job role to the responsible persons			

* Use the key on page 22 to identify the types of evidence

Element G1.2 Reduce the risks to health and safety in your workplace (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(e) ensuring your personal conduct in the workplace does not endanger the health & safety of yourself or other persons			
(f) following the workplace policies and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products			
(g) reporting any differences between workplace policies and suppliers' or manufacturers' instructions as appropriate			
(h) ensuring your personal presentation at work <ul style="list-style-type: none"> ◆ ensures the health and safety of yourself and others ◆ meets any legal duties, and ◆ is in accordance with workplace policies 			

Range Statements (Your performance at work must include the range of items below)			
	Type of evidence	Date	Evidence Index Number
1 Risks resulting from:			
(a) the use and maintenance of machinery or equipment			
(b) the use of materials or substances			
(c) working practices which do not conform to laid down policies			
(d) unsafe behaviour			
(e) accident breakages and spillages			
(f) environmental factors			
2 Workplace policies covering:			
(a) the use of safe working methods and equipment			
(b) the safe use of hazardous substances			
(c) smoking, eating, drinking and drugs			
(d) what to do in the event of an emergency			
(e) personal presentation			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Health and Safety Legislation and Workplace Policies			
1 your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1974			
2 your duties for health and safety as defined by any specific legislation covering your job role			
3 agreed workplace policies relating to controlling risks to health and safety			
4 responsibilities for health and safety in your job description			
5 the responsible persons to whom you report health and safety matters			
Risks to health and safety			
6 what hazards may exist in your workplace			
7 the particular health and safety risks which may be present in your own job role and the precautions you must take			
8 the importance of remaining alert to the presence of hazards in the whole workplace			
9 the importance of dealing with or promptly reporting risks			
10 the requirements and guidance on the precautions			
11 the specific workplace policies covering your job role			
12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products			
13 safe working practices for your own job role			
14 the importance of personal presentation in maintaining health and safety in the workplace			
15 the importance of personal conduct in maintaining the health and safety of yourself and others			
16 your scope and responsibility for rectifying risks			
17 workplace procedures for handling risks which you are unable to deal with			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

**Internal Verifier's
signature:** _____

Date: _____

Unit G1 Ensure your own actions reduce risks to health and safety

Guidance for Candidates

Evidence requirements

- ◆ You should satisfy the Assessor that you can consistently meet the standards.
- ◆ Evidence should be drawn from real working practices, and evidence must be provided across all the performance criteria. Your Assessor must see performance evidence for the number of range items, as specified, appropriate to your own workplace context.
- ◆ Answers to questions and other forms of evidence may additionally be used to demonstrate an understanding of the essential knowledge required for the Unit, and for the specific knowledge required for each element.
- ◆ Evidence must be provided to demonstrate competence in identifying hazards with reference to working activities or aspects of the workplace and acting upon your decisions as to whether the hazard presents a high or low risk.
- ◆ Evidence must be provided to demonstrate competence in reducing the risk to health and safety.
- ◆ Performance evidence must be provided against each of the performance criteria. The Assessor will also need to be satisfied that you have the necessary knowledge and understanding to perform competently in respect of all the range items listed in this Unit.
- ◆ You must show from the range that you have identified **a minimum of two types of risks** resulting from those listed.
- ◆ You must show evidence that you have followed **a minimum of four types of workplace policy**.
- ◆ Performance evidence must be provided from real working practices.

Unit G4 Fulfil salon reception duties

Outcomes in this Unit are:

- G4.1 Maintain the reception area**
- G4.2 Attend to clients and enquiries**
- G4.3 Make appointments for salon services**
- G4.4 Handle payments from clients**

UNIT OVERVIEW:

This Unit is about the important skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and generally maintaining the reception area. Dealing with people in a polite manner whilst questioning them to find out what they require forms an important part of this Unit.

Unit G4 Fulfil salon reception duties

Element G4.1 Maintain the reception area

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) ensuring the reception area is clean and tidy at all times			
(b) maintaining the agreed levels of reception stationery			
(c) ensuring that product displays have the right levels of stock at all times			
(d) offering clients hospitality to meet your salon's client care policies			

Element G4.2 Attend to clients and enquiries

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) attending to people promptly and in a polite manner			
(b) correctly identifying the purpose of enquiries			
(c) confirming appointments and promptly informing the relevant person			
(d) promptly referring enquiries which cannot be dealt with to the relevant person for action			
(e) recording messages correctly and passing them to the relevant person at the right time			
(f) giving accurate information clearly			
(g) giving confidential information only to authorised people			
(h) balancing the need to give attention to individuals whilst ensuring others are not left without attention			

* Use the key on page 22 to identify the types of evidence

Element G4.3 Make appointments for salon services

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) dealing with all requests for appointments politely and promptly			
(b) accurately identifying client requirements for the service requested			
(c) scheduling appointments in a way that satisfies the client, the stylist and ensures the most productive use of salon time			
(d) confirming that the appointment details are acceptable to the client			
(e) recording appointment details accurately, clearly and to meet your salon's requirements			

Element G4.4 Handle payments from clients

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) accurately totalling charges to the client			
(b) informing clients of charges clearly and in a courteous manner			
(c) visually inspecting purchases for condition and quality as they are processed for payment			
(d) establishing the client's method of payment and acknowledging receipt of payments			
(e) ensuring accepted payments are correct			
(f) recording information about the sale accurately, clearly and to meet your salon's requirements			
(g) gaining authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept			
(h) tactfully informing clients when authorisation cannot be obtained for non-cash payments			

* Use the key on page 22 to identify the types of evidence

Element G4.4 Handle payments from clients (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(i) identifying and resolving, where possible, any discrepancies in payments within the limits of your own authority			
(j) promptly referring payment discrepancies which you cannot resolve to the relevant person for action			
(k) giving the correct change and issuing receipts when required by clients			
(l) following cash point security procedures at all times			
(m) identifying and reporting low levels of change in time to avoid shortages			

Range Statements (Your performance at work must include the range of items below)

	Type of evidence	Date	Evidence Index Number
1 People:			
(a) who have different needs and expectations			
(b) who appear angry			
(c) who may be confused			
(d) who have a complaint			
2 Enquiries:			
(a) in person			
(b) by telephone			
(c) electronically			
3 Appointments are made:			
(a) in person			
(b) by telephone			
4 Appointment details are:			
(a) client's name			
(b) client's contact details			
(c) service required			
(d) estimated price			

Range Statements (Your performance at work must include the range of items below)

	Type of evidence	Date	Evidence Index Number
(e) date			
(f) time			
(g) member(s) of staff booked for service			
5 Methods of payment are:			
(a) cash			
(b) cash equivalents			
(c) cheque			
(d) payment cards			
6 Discrepancies are:			
(a) invalid currency			
(b) invalid card			
(c) incorrect completion of cheque			
(d) suspected fraudulent use of payment card			
(e) payment disputes			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Salon and legal requirements			
1 your salon's procedures for <ul style="list-style-type: none"> ◆ maintaining confidentiality ◆ taking messages ◆ making and recording appointments ◆ dealing with suspected fraud ◆ authorising non-cash payments when these are 'over limit' ◆ client care at reception ◆ personal safety 			
2 the limits of your authority when <ul style="list-style-type: none"> ◆ maintaining the reception area ◆ attending to people and enquiries ◆ making appointments ◆ dealing with payments and discrepancies 			
3 the consequences of breaking confidentiality			
4 who to refer to with different types of enquiries			
5 the person in your salon to whom you should refer reception problems			
6 relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act			
Communication			
7 the importance of taking messages and passing them on to the right person at the right time			
8 the importance of effective communication to the salon's business			
9 how and when to ask questions			
10 how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods			
11 how to say things that suit the purpose of your discussion			
12 how to speak clearly in a way that suits the situation			
13 how to show you are listening closely to what people are saying to you			
14 how to adapt what you say to suit different situations (ie, the amount you say, your manner and tone of voice)			

Salon services, products and pricing			
15 the services available, their duration and cost			
16 the products available for sale and their cost			
17 what to look for to identify any defects in products as they are being processed for sale (eg damage, loose packaging, cracked and/or leaking containers etc)			
18 how to identify any current discounts and special offers (eg, 2 for 1 offers, coupons etc)			
19 what and how much stationery should be kept at your reception area			
Calculating and taking payments			
20 common methods of calculating payments including point of sale technology and physical calculations			
21 how to keep cash and other payments safe and secure			
22 the types of payment that you are authorised to accept			
23 how to gain electronic authorisation for payment cards			
24 how to identify suspected counterfeit payments			
25 how to identify suspected stolen cheques, credit cards and payment cards			
26 how to deal with customers offering suspect tender or suspect non-cash payments			
27 consequences of failure to handle payments correctly			
Making appointments			
28 the importance of making appointments correctly			
29 the common systems available for making appointments within the hairdressing industry (eg, manual and electronic)			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

**Internal Verifier's
signature:** _____

Date: _____

Unit G4 Fulfil salon reception duties

Guidance for Candidates

Evidence requirements

- ◆ Evidence from simulated activities may be used to produce performance evidence for the following **but only when naturally occurring performance evidence cannot be obtained:**

Methods of Payment Range Variables — 'cash equivalents', 'cheque' and 'payment cards', and

handling the types of payment discrepancies listed.
- ◆ You must practically demonstrate in your work situation that you have met the standards for fulfilling salon reception duties.
- ◆ Your Assessor will observe these aspects of your performance **on at least three occasions.** These observations must cover all four main outcomes of this Unit.
- ◆ From the range statement, you must show that you have:
 - handled **three of the four*** types of people listed
 - handled **two of the three*** types of enquiries
 - handled both types of appointment
 - obtained all the appointment details listed
 - handled all the methods of payment listed
 - dealt with all the types of discrepancy listed

*However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.
- ◆ It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.

Unit G6 Promote additional products or services to clients

Outcomes in this unit are:

- G6.1 Identify additional products or services that are available**
- G6.2 Inform clients about additional products or services**
- G6.3 Gain client commitment to using additional products or services**

UNIT OVERVIEW:

If you have chosen this unit your job must involve opportunities to encourage clients to use more of your salon's products and services.

Products or services are continually changing in salons to keep up with clients' needs and expectations and your salon must promote these to be able to survive in a competitive marketplace.

Also your clients will expect more and more products and services to be offered to meet their own growing expectations. They need to be made aware of what is available from your salon to give them a greater choice.

Because of this, everybody delivering products and services needs to play a part in making clients aware of what is available as well as encouraging them to return to the salon.

This unit deals with the way you promote products and services to your clients to extend their use of your salon.

Unit G6 Promote additional products or services to clients

Element G6.1 Identify additional products or services that are available

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) working with others to keep your information regarding your salon's products or services up-to-date			
(b) checking with others when you are unsure of new product or service details			
(c) identifying appropriate products or services which may match individual clients' needs			
(d) spotting opportunities for offering clients additional products or services which might improve their client experience			

Element G6.2 Inform clients about additional products or services

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) choosing the most appropriate time to inform your clients about additional products or services			
(b) choosing the most appropriate method of communication to introduce your clients to additional products or services			
(c) giving your clients accurate and sufficient information to enable them to make a decision about the additional products or services			
(d) giving your clients the time to ask questions about the additional products or services and respond with appropriate and accurate information			

* Use the key on page 22 to identify the types of evidence

Element G6.3 Gain client commitment to using additional products or services

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) closing the discussion appropriately if your clients show no interest			
(b) giving relevant information to move the situation forward when your clients show interest			
(c) securing client agreement and check client understanding regarding the delivery of the product or service			
(d) taking action to ensure prompt delivery of the additional products or services to your clients by your salon			
(e) referring your clients to others or to alternative sources of information if the additional products or services are not ones you are responsible to deal with			

Range Statements (Your performance at work must include the range of items below)			
	Type of evidence	Date	Evidence Index Number
1 Additional products and services:			
(a) use of products or services which are new to your client			
(b) more use of the same products or services your client has used before			
2 Products or services outside of your salon:			
(a) offered by other sections of your salon			
or			
(b) products or services that you have not supplied before			
3 Offer additional products and services through:			
(a) agreed salon procedures			
(b) creating your own opportunity			
(c) seeking and collecting information from client comments			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Salon and legal requirements			
1 the specific aspects of <ul style="list-style-type: none"> ◆ health and safety ◆ data protection ◆ equal opportunities ◆ disability discrimination ◆ legislation and regulations which affect the way the products or services you deal with can be delivered to your clients 			
2 industry, salon and professional codes of practice or services you deal with can be delivered to your clients			
3 the guidelines laid down by your salon which limits what you can do within your job			
4 the limits of your own authority and when you need to seek agreement with or permission from others			
5 any salon targets relevant to your job, your role in meeting them and the implications for your salon if those targets are not met			
6 salon procedures and systems for encouraging the use of additional products or services			
Client rights			
7 what your clients' rights are and how these rights limit what you are able to do for your client			
8 any contractual agreements that your clients have with your salon			
Products and services			
9 the products or services of your salon relevant to your client service role			
10 how the use of additional products or services will benefit your clients			
11 how the clients use of additional products or services will benefit your salon			
12 the main factors that influence clients to use your products or services			
Communication			
13 how to communicate in a clear, polite, confident way and why this is important			

14 how to introduce additional products or services to clients, outlining their benefits, overcoming reservations and agreeing to provide the additional products or services			
15 how to give appropriate, balanced information to clients about products or services			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

Internal Verifier's signature: _____

Date: _____

Unit G6 Promote additional products or services to clients

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit. You must supply all the evidence from work you have carried out with clients in your workplace.
 - ◆ You must provide that you have worked to offer additional products or services to clients cover a period of time with different clients on different occasions.
 - ◆ The additional products or services offered must include:
 - use of products or services which are new to your customer
 - more use of the same products or services your customer has used before
- You must prove that you:
- regularly follow agreed salon procedures for offering additional products or services to your clients
 - create your own opportunities for encouraging your clients to use additional products or services
 - identify what your customer wants by seeking information directly and by collecting information from spontaneous customer comments
- The products or services outside your own area of responsibility may include:
- those offered by other sections of your salon
 - or
 - products or services which you have not supplied before
- ◆ The information which you provide to your clients may be given verbally or in written form.
 - ◆ Your evidence must show that you have applied the knowledge and understanding requirements when you are dealing with your clients.

Unit G8 Develop and maintain your effectiveness at work

Outcomes in this unit are:

G8.1	Improve your personal performance at work
G8.2	Work effectively as part of a team

UNIT OVERVIEW:

This Unit is about taking responsibility for improving your performance at work and working well with your colleagues so as to make a positive contribution to the overall effectiveness of your salon.

Unit G8 Develop and maintain your effectiveness at work

Element G8.1 Improve your personal performance at work

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) identifying your own strengths and weaknesses and discussing them with the relevant person			
(b) finding out more information from relevant people to perform a task when the instructions you have are unclear			
(c) seeking feedback from relevant people about how you can improve your performance			
(d) asking your colleagues for help and taking opportunities to learn when they are available			
(e) seeking help from relevant people when you are unable to obtain learning opportunities relating to your work			
(f) regularly reviewing developments in hairdressing and related areas			
(g) agreeing realistic work targets with the relevant person			
(h) regularly reviewing your progress towards achieving your agreed targets			
(i) using the results of your reviews to develop your future personal development plan			

Element G8.2 Work effectively as part of a team

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(a) agreeing ways of working together to achieve objectives			
(b) politely asking for help and information from your colleagues, when necessary			
(c) responding to requests for assistance from colleagues willingly and politely			

* Use the key on page 22 to identify the types of evidence

Element G8.2 Work effectively as part of a team (cont)

Performance criteria	Type of evidence	Date	Evidence Index Number
by			
(d) anticipating the needs of others and promptly offering assistance within your capabilities			
(e) making effective use of your time throughout your working day			
(f) reporting problems likely to affect salon services to the relevant person promptly and accurately			
(g) resolving misunderstandings with your colleagues in a helpful way at the time they happen			
(h) being friendly, helpful and respectful in the contact you have with colleagues			

Range Statements (Your performance at work must include the range of items below)

	Type of evidence	Date	Evidence Index Number
1 Opportunities to learn are:			
(a) from colleagues and other relevant people			
(b) active participation in training and development activities			
(c) active participation in salon activities			
2 Targets for:			
(a) productivity			
(b) personal development			
3 Assistance is given:			
(a) on a one-to-one basis			
(b) in a group			

Essential knowledge and understanding requirements	Type of evidence	Date	Evidence index number
You need to understand			
Salon roles, procedures and targets			
1 your job role and responsibilities and how this relates to the role of other team members			
2 how to get information about your job, your work responsibilities and the standards expected of you			
3 how to find out relevant information about other people's areas of responsibility			
4 the limits of your own authority and that of others in relation to giving assistance			
5 why it is important to work within your job responsibilities and what might happen if you do not do so			
6 the standards of behaviour that are expected of you when working in the salon			
7 your salon's appeal and grievance procedures			
8 the commercially viable range of times for the performance of hairdressing services offered			
9 your productivity targets and timescales			
10 your personal development targets and timescales			
11 the importance of meeting your work targets			
Improving your performance			
12 how to identify your own strengths and weaknesses			
13 the importance of continuous professional development and how it affects your job role			
14 who can help you identify and obtain opportunities for your development/training			
15 how using the National Occupational Standards for Hairdressing can help you identify your development needs			
16 how to access information on National Occupational Standards and qualifications, relevant to hairdressing			
17 how to maintain awareness of current and emerging trends and developments within the industry and why this is important			
18 the importance of continually using and updating your own personal development plan			

Working with others			
19 why harmonious working relationships are important			
20 how to react positively to reviews and feedback and why this is important			
21 support co-operative ways of working (eg anticipate the needs of others for information and support, avoid actions that discriminate against others or offend others, act assertively when needed to protect your own rights, show that you are willing to help resolve disagreements)			
22 how to manage your time effectively			
23 who to report to when you have difficulties in working with others			
24 how to deal with relationship difficulties and conflicts when working with others			
25 the questioning and listening skills you need in order to find out information			

Notes/Comments

Candidate's signature: _____

Date: _____

Assessor's signature: _____

Date: _____

Internal Verifier's signature: _____

Date: _____

Unit G8 Develop and maintain your effectiveness at work

Guidance for Candidates

Evidence requirements

- ◆ Simulation is not allowed for any performance evidence within this Unit.
- ◆ You will need to demonstrate in your everyday work that you have met the standard for developing and maintaining your effectiveness at work.
- ◆ You will need to collect 'paper evidence' (also known as documentary evidence) to show that you have participated in development activities at work.
- ◆ Your Assessor will observe your contributions to effective teamwork on **at least one occasion** which will be recorded.
- ◆ From the range statement, you must show that you:
 - (a) have participated in all the listed opportunities to learn
 - (b) have agreed and reviewed your progress towards both productivity and personal development targets
 - (c) have offered assistance to both an individual colleague and in a group of your colleagues
- ◆ Although some of the evidence of your performance will be gathered from observations made by your assessor, you will need to put together more documentary evidence in your portfolio to support your achievement of this Unit.

Glossary of terms

Advisor	a person who carries out, either singly or in combination, the functions of advising a candidate, collecting evidence of his or her competence on behalf of the assessor and authenticating the work candidates have undertaken. A mentor might also provide witness testimony.
Assessment	the process of generating and collecting evidence of a candidate's performance and judging that evidence against defined criteria.
Assessor	the person designated in a Centre to be responsible for collecting evidence of candidates' competence, judging it and recording achievement.
Authentication	the process by which an advisor or assessor confirms that an assessment has been undertaken by a candidate and that all regulations governing the assessment have been observed.
Candidate	the person enrolling for an SQA qualification.
Centre	the college, training organisation or workplace where SQA qualifications are delivered and assessed.
Element of competence	statements which define the products of learning. The statements describe the activities that the candidate needs to perform in order to achieve the Unit. They contain performance criteria and sometimes statements on range and evidence. (see outcome)
Evidence	materials the candidate has to provide as proof of his or her competence against specified performance criteria.
Evidence requirements	specify the evidence that must be gathered to show that the candidate has met the standards laid down in the performance criteria.
External verifier	the person appointed by the SQA who is responsible for the quality assurance of a Centre's provision. An external verifier is often appointed on a subject area basis or for cognate groups of Units.
Instrument of assessment	a means of generating evidence of the candidate's performance.
Internal verifier	the person appointed from within the Centre who ensures that assessors apply the standards uniformly and consistently.
Observation	a means of assessment in which the candidate is observed carrying out tasks that reflect the performance criteria given in outcomes.
Outcome	statement which defines the products of learning. They describe the activities the candidate has to perform to achieve the Unit, and contain performance criteria, and, sometimes, statements on range and evidence (see elements of competence).
Performance criteria	statements which describe the standard to which candidates must perform the activities which are stated in the outcome.

Portfolio	a compilation of evidence which can form the basis for assessment. The portfolio is commonly used in SVQ awards and in alternative routes to assessment such as APL and credit transfer.
Product evaluation	a means of assessment which enables the quality of a product produced by the candidate, rather than the process of producing it, to be evaluated.
Range/Scope	a statement in the Unit which specifies the different contexts in which the activities described in the outcome have to be demonstrated. Where they appear, range/scope statements are mandatory.

Section 4 — Blank recording forms

This section consists of the blank forms referred to in Section 2 for you to photocopy. You may find these useful when compiling your portfolio.

Portfolio title page

Your name: _____

Job title: _____

Name of Employer/
Training Provider/
College: _____

Their address: _____

Tel no: _____

SVQ: _____

Level: _____

Units submitted for assessment:

Mentor: _____

(Please provide details
of Mentor's experience) _____

Assessor: _____

Date: _____

Personal profile

Name

Address

Postcode

Tel no **Home:** **Work:**

Job title

Description of your current job **Relevant experience**

Previous work experience

Qualifications and training

Continued overleaf

**Qualifications and Training
(continued)**



Voluntary work/interests



**Name of Employer/Training
Provider/College**



Address



Postcode



Tel no



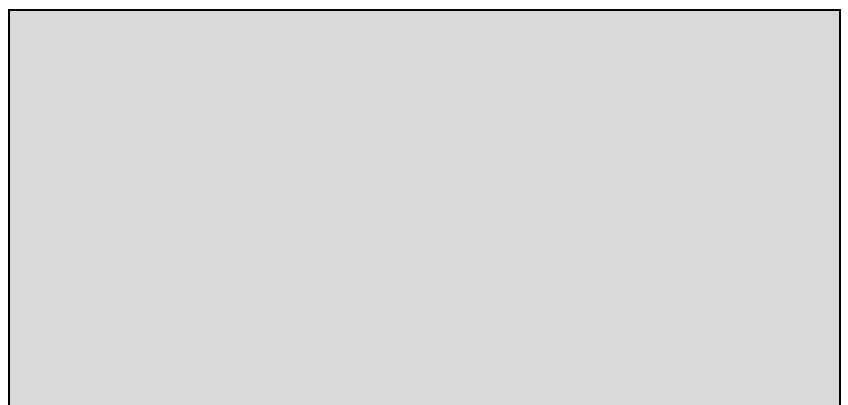
Type of Business



Number of Staff



**Structure of organisation
(include chart or diagram if
available)**



Contents checklist

You might also find it useful to complete the following checklist as you work your way through your portfolio. This will help you to see if you have included all the relevant items. Once you have completed your portfolio, you will be able to use this checklist again as a contents page, by inserting the relevant page or section numbers in the right hand column.

	Completed?	Page/Section number
Title page for the portfolio	<input type="checkbox"/>	
Personal profile		
• your own personal details	<input type="checkbox"/>	
• a brief CV or career profile	<input type="checkbox"/>	
• description of your job	<input type="checkbox"/>	
• information about your employer/training provider/college	<input type="checkbox"/>	
Unit Assessment Plans	<input type="checkbox"/>	
Unit progress record	<input type="checkbox"/>	
Completed Element Achievement Records for each Unit		
• signed by yourself, your assessor and the internal verifier (where relevant)	<input type="checkbox"/>	
• Evidence reference numbers included	<input type="checkbox"/>	
Index of evidence (with cross-referencing information completed)	<input type="checkbox"/>	
Evidence (with reference numbers)		
• observation records	<input type="checkbox"/>	
• details of witnesses (witness testimony sheets)	<input type="checkbox"/>	
• personal statements	<input type="checkbox"/>	
• products of performance	<input type="checkbox"/>	

Personal statement

Date	Evidence index number	Details of statement	Links to other evidence (enter numbers)	Units, elements, pcs, and range covered

Candidate signature: _____

Date: _____

Observation record

Unit/Element(s): _____

Candidate: _____ Date of observation: _____

Evidence index number: _____

Skills/activities observed:	PCs and range covered:

Knowledge and understanding apparent from this observation:

Other Units/elements to which this evidence may contribute:

Assessor comments and feedback to candidate:

I can confirm the candidate's performance was satisfactory.

Assessor's signature: _____ Date: _____

Candidate's signature: _____ Date: _____

Record of questions and candidate's answers

Unit:	Element(s):
Evidence index number:	
Circumstances of assessment:	
List of questions and candidate's responses: Q: A: Q: A: Q: A: Q: A: Q: A:	
Assessor's signature:	Date:
Candidate's signature	Date:

UNIT:

Element

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

Scottish Qualifications Authority

Portfolio:

We hope this portfolio was appropriate to your needs. We welcome feedback on our products and services. If you have any comments on this document, please use this form to let us know about them. Thank you.

Comments

Please return this form to:

Development Co-ordination Unit
Scottish Qualifications Authority
The Optima Building
58 Robertson Street
Glasgow G2 8DQ

Optional information:

Name:

Organisation: