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Kementerian Sumber Manusia, Malaysia

NATIONAL OCCUPATIONAL SKILLS STANDARD
(*STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN*)

S960-002-2:2020

BEAUTY THERAPY SERVICES

PERKHIDMATAN TERAPI KECANTIKAN

LEVEL 2

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Department of Skills Development (DSD)
Federal Government Administrative Centre
62530 PUTRAJAYA, MALAYSIA

NATIONAL OCCUPATIONAL SKILLS STANDARD

BEAUTY THERAPY SERVICES

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LEVEL 2

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Preface

Standard Definition

The National Occupational Skills Standard (NOSS) is a Standard document that outlines the **minimum** competencies required by a skilled worker working in Malaysia for a particular area and level of occupational, also the path to achieve the competencies. The competencies are based on the needs of employment, according to the career structure for the occupational area and developed by industry experts and skilled workers.

The National Competency Standard (NCS) is a Standard document that outlines the competencies required by a skilled worker in Malaysia.

Description of Standard Components

The document is divided into three (3) components which includes: -

Component I Standard Practice

This component is about the information related to occupational area including introduction to the industry, Standard requirements, occupational structure, levelling of competency, authority and industry requirements as a whole.

Component II Standard Content

This component is a reference to industry employers in assessing and improving the competencies that is required for a skilled worker. The competencies are specific to the occupational area. The component is divided into two (2) section which are the chart (Competency Profile Chart, CPC) and details of the competencies (Competency Profile, CP).

Component III Curriculum of Competency Unit

This component is a reference for the training personnel to identify training requirements, design the curriculum, and develop assessment. The training hours that included in this component is based on the recommendations by the Standard Development Committee (SDC). If there are modifications to the training hours, the Department provides the medium for discussion and consideration for the matter.

Abbreviation

1	A&P	Anatomy and Physiology
2	DSD	Department of Skills Development
3	MSC	Malaysian Skills Certificate
4	NCS	National Competency Standard
5	NOSS	National Occupational Skills Standard
6	NOSS	National Occupational Skills Standard
7	NPCB	National Pharmaceutical Control Bureau
8	PPE	Personal Protection Equipment

Glossary

- 1 Beauty Industry The **beauty industry** refers to trades providing services, treatments and related products intending to maintain, enhance a person’s external physical appearance and to produce a greater feeling of wellbeing. Such services include facial, body treatments, lash/brow enhancements, application of makeup artistry, nail artistry, temporary hair removal, manicure and pedicure.

- 2 Beauty Practitioner **Beauty Practitioner** refers to the following job titles below:
 - a) **Beautician** who is certified with Malaysian Skills Certificate (MSC) Level 1 Beauty Therapy and able to perform beauty services such as Professional Ethics, Safety and Hygiene Practices, Salon Reception Duties, Manual Facial Services, Day and Night Make Up Services, Manicure Services and Pedicure Services.
 - b) **Beauty Therapist** who is certified with Malaysian Skills Certificate (MSC) Level 2 Beauty Therapy and able to perform beauty therapy services such as Facial Electrotherapy, Specialised Facial Mask Therapy, Eyelash and Eyebrow Enhancement, Eye Contour Services, Superfluous Hair Depilation and Superfluous Hair Lightening.
 - c) **Aesthetician** who is certified with Malaysian Skills Certificate (MSC) Level 3 Beauty Therapy and able to perform aesthetic services such as Body Consultation, Body Thermal Therapy, Manual Body Massage, Body Electrotherapy, Body Wrap Therapy, Salon Operational Supervision, Salon Sales and Promotional Activities and Bust Firming Therapy.

- 3 Client Informed Consent Form A document that your client absolutely **MUST** sign prior to you performing any treatment / service on her / his face or body. It will indicate that your client understands the risks involved when receiving the treatment. It is a legal document that will be reviewed if a negative outcome is the result of your treatment /service actions.

- 4 Non-Medical and Non-Invasive Procedures Non-invasive procedures are defined as external applications or treatment procedures that are carried out without creating a break in the skin or penetrating the epidermis only.

- 5 *Syariah* The holy laws of Islam (*hukum syarak*) that cover all parts of a Muslim’s life.

- 6 Treatment The term ‘treatment’ is commonly used to describe the non-medical and non-invasive procedures performed by beauty practitioners, beauticians, beauty therapists and aestheticians. The term ‘treatment’ is also internationally used and accepted in most beauty procedures based on the standards of the Beauty Examination Boards such as the CIDESCO, CIBTAC, ITEC, CITY & GUILD, World Skills Competitions and other similar awarding organizations.

List of Figure

1. Figure 1 Occupational Structure for Beauty Therapy
2. Figure 2 Occupational Area Structure for Beauty Therapy

Acknowledgement

Director General of Department of Skills Development (DSD) would like to extend his gratitude to the National Skills Development Council (MPKK), Standard Technical Committee (JTS), Standard Technical Evaluation Committee (JTPS), Standard Development Committee (JPS), and organisation and individuals who have been involved directly or indirectly for the contribution, persistence and support in the development of this Standard until it is completed.

The Director General of DSD also would like to express his sincere thanks to Siti Fauziah binti Jumadi for supervision of development sessions and also Ayu Natasya binti Kasim as documentor for the whole session.

STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:
BEAUTY THERAPY SERVICES
LEVEL 2

1. Introduction

1. Occupation Overview

The beauty industry refers to trades providing services and treatments intending to maintain, enhance a person's external physical appearance and to produce a greater feeling of wellbeing. Beauty therapy offers a wide variety of skin/body improvement and enhancement services performed manually or with the use of equipment/electrical machines. The services include manual facials, face and body electrotherapies, superfluous hair depilation and lightening, manicure and pedicure, eyelash/eyebrow enhancement, day / evening make-up and nail artistry. All the services are handled professionally in a safe, hygienic, well maintained salon environment and complying with requirements of regulatory/statutory bodies. Body and face skin consultations will be carried out first to ascertain client's skin type and condition before suitable services and products are recommended to clients. The services' procedures will follow beauty industry guidelines and other regulatory/statutory standards/requirements to ensure the safety, health and welfare of people engaging in services or providing employment.

Beauty skills information and knowledge will guide beauty practitioners to help clients maintain radiant skin, healthy body and general wellbeing. The job functions of a beauty practitioner include helping to enhance client's face and body skin appearance, temporarily removing and/or lightening unwanted superfluous hair, grooming toes and finger nails, tinting eyelash and eyebrow, perming and extending individual eyelashes and using makeup products and colours to transform client to the desired looks for occasions. The beauty practitioners may carry out their duties and task manually or with the aid of electrical machines and tools.

The growing number of women and men desiring to look good and their demand for variety of services cater to the growth and importance of the beauty industry. Good beauty practices, professionalism, high service quality level results in customer satisfaction which means more demands for services therefore generating higher sales, revenue and creating more employment opportunities.

2. Rationale of NOSS Development

This is a review of the NOSS for Aesthetic Services Level 2 (MP-060-2:2013) and Aesthetic Therapy Services Level 3 (MP-060-3:2013). This NOSS development needs to be done to ensure that the knowledge and skills requirements are up-to-date and in line with current economic developments, market needs and trends. In addition, the new requirements included in this new NOSS are based on new technology know-hows, changing market demand, safety and regulatory guidelines and skill graduates employability to acquire the competencies and standards in the aesthetic therapy and aesthetic medical industry.

The new NOSS document shall be used as a framework of reference to follow for training and assessment by training providers in Malaysia to fulfil each competency required by the future competent workers. With the increasing demand for multiracial skilled workers in the aesthetic services industry, there is a need to produce quality, professionally trained and certified practitioners to fill the aesthetic job market in the

country. However, Muslim workers are to adhere *syariah* compliant practices. A certified practitioner should follow salon safety and hygiene, adopt good personal and hygiene standards, practise professional ethics of good conduct and behaviour towards clients, among colleagues and fellow practitioners in similar industry. Building, maintaining and expanding a client network based on attributes like being professional, knowledgeable, skilful, personal, friendly, honest, approachable and respectful are good traits to be recognised globally. A competent workforce would be able to position Malaysia as the centre of excellence in the ASEAN region. With the cooperation of the Ministry of Health and the Ministry of Domestic Trade, Co-operatives and Consumerism stating the Dos and Don'ts of the aesthetic services, professionalism is further improved where the occurrence of unwanted incidents limited while enhancing consumer protection against improper practices in the beauty industry.

3. Rationale of Occupational Structure and Occupational Area Structure

Focus group discussion among practitioners discovered there are existing occupations from level 1 to level 3 as classified under the Malaysia Standard Industry Classification (MSIC) in the section of others service activities (S), group of other personal service activities (960) in the area of beauty therapy. The job titles identified are commonly used and cover the beauty therapy career path from lower level until the higher level which specify each job competencies including knowledge, skills and attitude.

Based on the findings from the workshop, the main scope of work and responsibility generated by every level differs slightly. The competency for level 1 involves doing manual services without using specific equipment while Level 2 starts with using certain equipment (machine) based on services needed and Level 3 directly focusing on body services and some supervisory tasks. The proposed Occupational Structure and Occupational Area Structure are depicted in Figure 1 and 2 on the following pages.

The Beauty Therapy Services level 2 personnel are consistent with the alignment of competency definition at level 2 recognised by Department of Skills Development (DSD) as the personnel needs to be competent in performing a significant range of varied work activities, performed in a variety of contexts which include competent in facial electrotherapy, specialised facial mask therapy, eyelash and eyebrow enhancement, eye contour services, superfluous hair depilation and required individual responsibility and autonomy.

4. Regulatory/Statutory Body Requirements Related to Occupation

The Beauty Therapy Industry in Malaysia is subjected to the related local authority acts and regulatory requirements for safety, hygiene and waste disposal practices, product distribution, marketing/sales and services/treatment/therapies conducted.

5. Occupational Prerequisite

The minimum requirements set forth by the industry for any interested individual to undertake the job or career in this area are as follows:

- a) Age 18 years and above; and
- b) Physically fit.

6. General Training Prerequisite for Malaysian Skills Certification System

The prerequisite for the enrolment of this course is as below:

- a) Completed Malaysian Skills Certificate (MSC) S960-002-1:2020 Beauty Services;
- b) Be able to read and write in Bahasa Malaysia and/or English and/or other languages will be advantage; and
- c) Physically fit.

2. Occupational Structure (OS)

Section	(S) Other Service Activities
Group	(960) Other Personal Service Activities
Area	Beauty Therapy
Level 5	Aesthetic-Manager
Level 4	Senior Aesthetician
Level 3	Aesthetician
Level 2	Beauty Therapist
Level 1	Beautician

Figure 1: Occupational Structure for Beauty Therapy

3. Occupational Area Structure (OAS)

Section	(S) Other Service Activities
Group	(960) Other Personal Service Activities
Area	Beauty Therapy
Level 5	Aesthetic Services Management
Level 4	Aesthetic Therapy Services
Level 3	Aesthetic Services
Level 2	Beauty Therapy Services
Level 1	Beauty Services

Figure 2: Occupational Area Structure for Beauty Therapy

4. Definition of Competency Levels

The NOSS is developed for various occupational areas. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

- Level 1: Competent in performing a range of varied work activities, most of which are routine and predictable.
- Level 2: Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
- Level 3: Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
- Level 4: Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
- Level 5: Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

5. Award of Certificate

The Director General may award, to any person upon conforming to the Standards the following skills qualifications as stipulated under the National Skills Development Act 2006 (Act 652):

- a) Malaysian Skills Certificate (MSC); or
- b) Statements of Achievement.

6. Occupational Competencies

The Beauty Therapy Services Level 2 personnel is competent in performing the following core competencies:

- a) Facial Electrotherapy;
- b) Specialised Facial Mask Therapy;
- c) Eyelash And Eyebrow Enhancement;
- d) Eye Contour Services; and
- e) Superfluous Hair Depilation.

For added value, the Beauty Therapy Services Level 2 personnel is competent in performing the following elective competencies: -

- f) Superfluous Hair Lightening.

7. Work Conditions

- a) Working environment

Generally, aesthetician work within normal working hours (8 hours) from morning to evening depending on the organisation's nature of business. They may be required to work extra hours to fulfil internal and external requirements and may be required being on shift work too. In a beauty and aesthetic salon service, they may be needed to work extra hours to accommodate work requirements. They need to use/ wear the company required attire during the commencement of their jobs. They may work individually or as a pair in a safe and hygienic environment according to the workplace (health, safety and welfare) regulation 1992.

- b) Issues Related to area of work

Aestheticians and those in related occupations usually work in clean, pleasant surroundings with good ventilation since the client's comfort is of the utmost importance. Good health and stamina are important because these workers must stand a great deal. Prolonged exposure to some chemicals may be hazardous and cause irritation, so special care must be taken when working with these chemicals. Personnel in this field also required to adhere to safety and security procedures, statutory/regulatory bodies' requirements in order to protect self and public rights as their job scope involve in maintaining human health and wellness.

8. Employment Prospects

a) Malaysian Market

There are excellent prospects in the private sector due to a shortage of hands-on experts in the Beauty Therapy Services and Aesthetic Therapy Services area. The same is also true in the public sector where this area seems to be currently experiencing a lack of professionals and well-experienced personnel. This area, however, has a very good job market potential for skilled personnel due to a shortage of such highly skilled experts in this region.

Upon completion of the Competency Units (Core & Electives), other related occupations with respect to employment opportunities are:

- i) Beauty Therapist;
- ii) Aesthetic Therapist;
- iii) Manicurist / pedicurist;
- iv) Beauty Consultant;
- v) SPA Therapist;
- vi) Beauty Product and Equipment Suppliers;
- vii) Beauty Product Promoter;
- viii) Beauty Trainer;
- ix) Beauty Advisor;
- x) Beauty Supervisor; and
- xi) Beauty Centre Supervisor.

Other related industries with respect to employment opportunities are:

- i) Education;
- ii) Health and Medical Tourism;
- iii) Fashion and Image; and
- iv) Health and Wellness (inclusive SPA).

b) International Market

There is a potential for our personnel to work in overseas by looking at the demands and trends of employment opportunities internationally. Subject to licensing in various countries, there is an opportunity to seek employment abroad.

9. Up Skilling Opportunities

The person who has completed in beauty therapy services competencies may proceed further training for up skilling opportunities to improve their skills, knowledge, career path and professional recognition.

- a) Training for advancement
 - i) Frontline & Customer Service Training;
 - ii) Human Resource; and
 - iii) Machine Operation.

- b) Industrial Recognition
 - There is no industrial recognition for the moment.

10. Organisation Reference for Sources of Additional Information

The following organisations can be referred as sources of additional information which can assist in defining the document's contents.

a) Local

- i) Malaysian Esthetic Association – CIDESCO Section Malaysia (MY548)
46-2, Perdagangan One,
Puchong, Jalan OP1/3,
Off Jalan Puchong
47160 Puchong,
Selangor, Malaysia
Tel: +603 8075 6360
Fax: +603 8071 6367
Email: meacidesco2015@gmail.com
- ii) Malaysian Association of Cosmetologists (MACs)
31, 5th Flr, Jln PJU 1/41,
Block D1,
Petaling Jaya,
Selangor, Malaysia.
Tel: +603 7806 5629
Email: macs@go4hc.com
- iii) National Pharmaceutical Control Bureau (NPCB)
Biro Pengawasan Farmaseutikal Kebangsaan
Lot. 36, Jalan Universiti,
46200 Petaling Jaya,
Selangor Darul Ehsan
Tel: +603-7883 5400
- iv) Traditional and Complementary Medicine Division
Ministry of Health
Block E,
Cenderasari Road,
50590 Kuala Lumpur
Tel: +603 2279 8100
Email: tcm@moh.gov.my

b) International

- i) Comité International d'Esthétique et de Cosmétologie (Zurich) (CIDESCO)
Website: info@cidesco.com
- ii) International Therapy Examination Council (UK) (ITEC)
Website: www.itecworld.co.uk
Email: customersupport@vtct.org.uk

- iii) City & Guilds, London (C & G)
Email: centresupport@cityandguilds.com

- iv) Confederation of International Beauty Therapy & Cosmetology (CIBTAC)
Email: enquiries@cibtac.com

11. Standard Technical Evaluation Committee

NO	NAME	POSITION & ORGANISATION
CHAIRMAN		
1	Siti Fauziah binti Jumadi	Principal Assistant Director Department of Skills Development (DSD)
EVALUATION PANEL		
1	Dr. Shahila Amran	Medical Doctor Ministry of Health
2	Dato' Kalthom Ithnin	Medical Tourism Consultant Health Tourism Works Sdn. Bhd.
3	Datin Norlisa Lee Abdullah	Honorary Secretary Malaysian Esthetic Association
SECRETARIAT		
1	Syazwani binti Azmi	Assistant Director Department of Skills Development (DSD)

12. Standard Development Committee**BEAUTY THERAPY SERVICES****LEVEL 2**

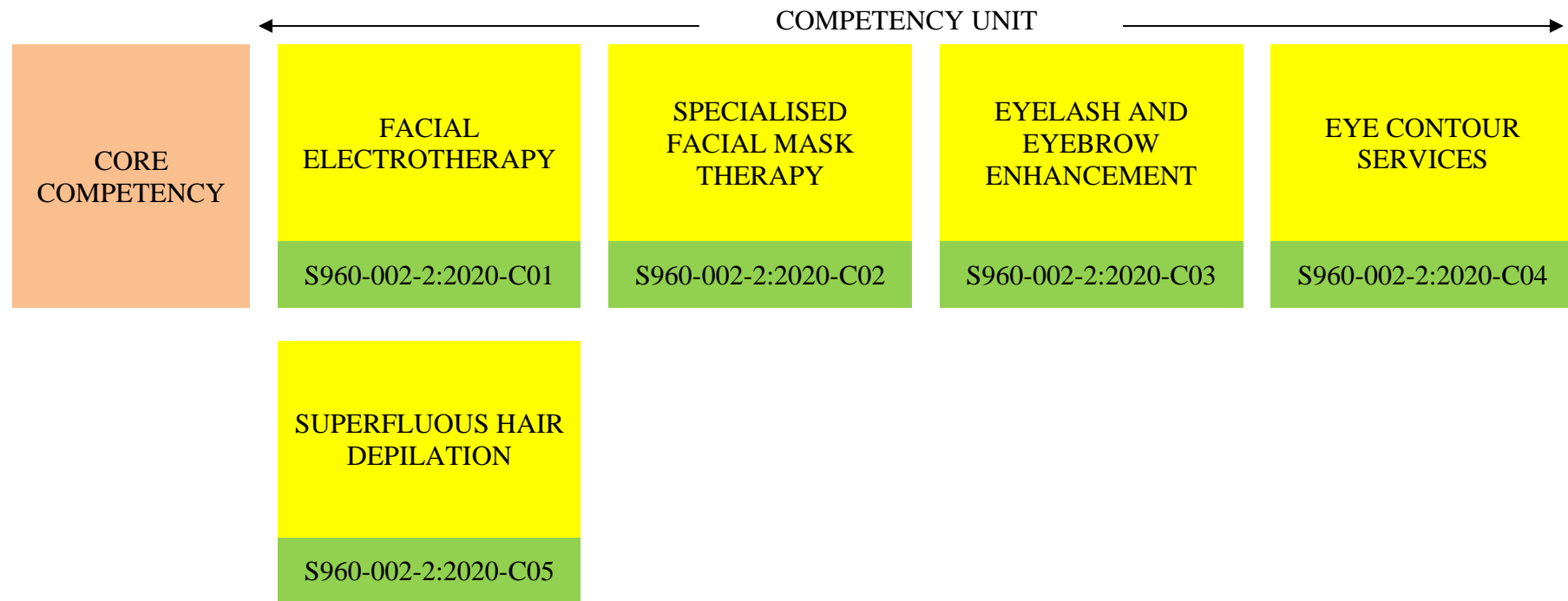
NO	NAME	POSITION & ORGANISATION
DEVELOPMENT PANEL		
1	Khairunnisa' Binti Hamdan	Trainer Giatmara Malaysia Jalan Medan Tuanku, Kuala Lumpur.
2	Lilyani binti Ismail	Trainer Giatmara Malaysia Kepong Utara, Kuala Lumpur.
3	Amy Ho Yen Meei	Director Sunny Aroma Petaling Jaya, Selangor.
4	Jowie Soo Li Keng	Director JS Beauty Consultancy Petaling Jaya, Selangor.
5	Junaidah binti Othman	Director Urus Budaya Kajang, Selangor.
6	Normah binti Babjee	Director Palmarosa Quince International Sdn. Bhd. Petaling Jaya, Selangor.
7	Salina Ali	Director Rozsall Beauty Academy Kota Kinabalu, Sabah.
8	Teah Mooi Muah Evelyn	Director Beaulab Consultants & Partners PLT Petaling Jaya, Selangor.
9	Maureen Sim Geok Eng	Training Coordinator AC Beauty Lane Sdn. Bhd. Kota Kinabalu, Sabah.
10	Joon Lian Wong	Principal Issamay School of Beauty Sdn. Bhd. Petaling Jaya, Selangor.
11	Nazariah binti Taharin	Principal Sentuhan Derina Taman Melawati, Kuala Lumpur.

FACILITATOR		
1	Syazwani binti Azmi	Assistant Director Department of Skills Development (DSD).
2	JeFrizain bin Abdul Rasid	Assistant Director Department of Skills Development (DSD).

STANDARD CONTENT
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:
BEAUTY THERAPY SERVICES
LEVEL 2

13. Competency Profile Chart (CPC)

SECTION	(S) OTHER SERVICE ACTIVITIES		
GROUP	(960) OTHER PERSONAL SERVICE ACTIVITIES		
AREA	BEAUTY THERAPY		
NOSS TITLE	BEAUTY THERAPY SERVICES		
NOSS LEVEL	TWO (2)	NOSS CODE	S960-002-2:2020



ELECTIVE
COMPETENCY

SUPERFLUOUS HAIR
LIGHTENING

S960-002-2:2020-E01

14. Competency Profile (CP)

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Therapy Services		
NOSS LEVEL	Two (2)	NOSS CODE	S960-002-2:2020

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
1 Facial Electrotherapy S960-002-2:2020-C01	<p>Facial Electrotherapy the competency of facial electrotherapy services that use facial electrical equipment such as faradism/electrical muscle stimulation, galvanism: iontophoresis and desincrustation, vacuum suction, high frequencies (direct & indirect), micro-current and post advice as per client's requirements in accordance with manufacturer's instructions at the salon.</p> <p>The person who is competent in this CU should be able to carry out facial electrotherapy client consultation, carry out facial electrotherapy services preparation, carry out facial faradic services, carry out facial galvanism</p>	1. Carry out facial electrotherapy client consultation.	1.1 Client's details, medical history and lifestyle recorded in the client's consultation card in accordance with Data Protection Act. 1.2 Contraindication (health condition, allergies, medication) identified. 1.3 Client's skin type checked and skin condition identified. 1.4 Client's facial electrotherapy service requirements (type of facial electrotherapy, product, and package plan) determined. 1.5 Contra-actions explained to client. 1.6 Client's informed consent and signature obtained.
		2. Carry out facial electrotherapy services preparation.	2.1 Tools, equipment and materials selected in accordance with client's facial electrotherapy requirements. 2.2 Equipment functionality and safety checked.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	<p>services, carry out facial vacuum suction services, carry out facial high frequency services, carry out facial micro-current services, carry out post facial electrotherapy advice and upkeep facial electrotherapy service area.</p> <p>The outcomes of this CU is client's skin condition improved and enhanced in accordance with client's skin requirements and satisfaction.</p>		<p>2.3 Tools and equipment cleaning method selected.</p> <p>2.4 Tools and equipment cleaned in accordance with health and hygiene requirement and salon procedures.</p> <p>2.5 Tools, equipment and materials arranged in accordance with client's facial electrotherapy requirements.</p> <p>2.6 Personal Protective Equipment (PPE) determined and utilized in accordance with service requirements.</p> <p>2.7 Client preparation carried out in accordance with service requirements (service attire, feet sanitised, treatment area cleansed, jewellery/accessories removed and kept safely).</p> <p>2.8 Client positioned on the facial bed/couch.</p> <p>2.9 Client's hair draped in accordance with service requirements.</p> <p>2.10 Contra-indications checked in accordance with health and safety requirements</p> <p>2.11 Client's body covered in accordance with service requirements.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		3. Carry out facial faradic services.	3.1 Skin sensitivity tests performed. 3.2 Skin sensation explained to client. 3.3 Personal Protective Equipment (PPE) determined and utilized in accordance with service requirements. 3.4 Facial faradic electrotherapy applied. 3.5 Client's privacy and modesty maintained throughout. 3.6 Client's skin reaction observed. 3.7 Precautions (correct duration, intensity and pulse width) during treatment adhered. 3.8 Faradic electrodes and residual products on client's skin removed upon completion. 3.9 Mask and aftercare products applied in accordance to salon procedures 3.10 Client ushered to changing area and all client's personal belongings returned. 3.11 Client's feedback recorded.
		4. Carry out facial galvanic services.	4.1 Personal Protective Equipment (PPE) determined and utilized in accordance with service requirements. 4.2 Skin sensitivity and thermal tests performed.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>4.3 Facial galvanic electrotherapy on facial areas required applied.</p> <p>4.4 Tingling sensation explained.</p> <p>4.5 Client's skin reaction observed.</p> <p>4.6 Intensity of machine applied in accordance with manufacturer instruction.</p> <p>4.7 Safety precautions (correct duration and intensity) during treatment adhered.</p> <p>4.8 Client's privacy and modesty maintained throughout.</p> <p>4.9 Galvanic electrodes and residual products removed from client's face upon completion.</p> <p>4.10 Mask and after care products applied in accordance to salon and service procedures.</p> <p>4.11 Client ushered to changing area and all client's personal belongings returned.</p> <p>4.12 Client's feedback recorded.</p>
		5. Carry out facial vacuum suction services.	<p>5.1 Skin sensitivity and thermal tests performed.</p> <p>5.2 Personal Protective Equipment (PPE) determined and utilized in accordance with service requirements.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>5.3 Facial vacuum suction electrotherapy on facial areas applied.</p> <p>5.4 Client's skin reaction observed.</p> <p>5.5 Safety precautions (correct duration and intensity) during treatment adhered.</p> <p>5.6 Client's privacy and modesty maintained throughout.</p> <p>5.7 Vacuum suction ventouse and residual products on client's face removed upon completion.</p> <p>5.8 Mask and aftercare care product applied in accordance with salon procedures and techniques.</p> <p>5.9 Client ushered to changing area and all client's personal belongings returned.</p> <p>5.10 Client's feedback recorded.</p>
		6. Carry out facial high frequency services.	<p>6.1 Skin sensitivity and thermal tests performed.</p> <p>6.2 Personal Protective Equipment (PPE) determined and utilized in accordance with service requirements.</p> <p>6.3 Facial high frequency electrotherapy services on facial areas required applied.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>6.4 Safety precautions (correct duration and intensity) during treatment adhered.</p> <p>6.5 Client's privacy and modesty maintained throughout.</p> <p>6.6 High frequency electrode and residual products on client's skin removed upon completion.</p> <p>6.7 Client ushered to changing area and all client's personal belongings returned.</p> <p>6.8 Client's feedback recorded.</p>
		<p>7. Carry out facial micro-current services.</p>	<p>7.1 Personal Protective Equipment (PPE) determined and utilized in accordance with service requirements.</p> <p>7.2 Skin sensitivity and thermal tests performed.</p> <p>7.3 Facial micro-current electrotherapy service on facial areas required applied.</p> <p>7.4 Client's skin reaction observed</p> <p>7.5 Precautions (correct duration and intensity) during treatment adhered</p> <p>7.6 Client's privacy and modesty maintained throughout.</p> <p>7.7 Micro-current electrode and residual products on client's skin removed upon completion.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			7.8 Client ushered to changing area and all client's personal belongings returned. 7.9 Client's feedback recorded.
		8. Carry out post facial electrotherapy advice.	8.1 After care advised in accordance with service requirement. 8.2 Home care advised in accordance with service requirement. 8.3 Date of next appointment confirmed in accordance with salon requirement.
		9. Upkeep facial electrotherapy service area.	9.1 Tools and equipment sterilised, sanitised and stored in accordance with salon policies. 9.2 Materials and products replenished in accordance with salon requirements. 9.3 Stock inventory updated. 9.4 Waste disposal carried out in accordance with local authority requirements.
2 Specialised Facial Mask Therapy S960-002-2:2020-C02	Specialised Facial Mask Therapy describes the competency to carry out hot oil, paraffin wax, thermal mask and biological mask using client records and in accordance to clients' requirements following procedures and techniques of preparation and application.	1. Carry out specialised facial mask therapy client consultation.	1.1 Client's details, medical history and lifestyle recorded in the client's consultation card in accordance with Data Protection Act. 1.2 Client's contraindications (health condition, allergies, medication) to specialised facial mask therapy identified.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	<p>The person who is competent in this CU should be able to carry out specialised facial mask therapy client consultation, carry out specialised facial mask therapy preparation, carry out hot oil mask therapy, carry out paraffin wax mask therapy, carry out thermal mask therapy, carry out biological mask therapy, provide post specialised facial mask therapy advice and upkeep specialised facial mask therapy work area.</p> <p>The outcomes of this CU is the face appearance improved, enhanced and supple in accordance to clients' requirements.</p>	<p>2. Carry out specialised facial mask therapy preparation.</p>	<p>1.3 Client's skin type checked and skin condition identified.</p> <p>1.4 Client's service requirements (type of face mask and product, package plan) confirmed.</p> <p>1.5 Contra actions explained.</p> <p>1.6 Client's informed consent and signature obtained.</p> <p>2.1 Tools, equipment and materials identified, selected and arranged in accordance with client's mask services requirements.</p> <p>2.2 Tools and equipment cleaned and sterilised in accordance with health and hygiene requirement and salon procedures.</p> <p>2.3 Tools and equipment organised in accordance with work flow and service requirement.</p> <p>2.4 Personal Protective Equipment (PPE) determined and utilised in accordance with service requirements.</p> <p>2.5 Client preparation carried out in accordance with service requirements (service attire, feet sanitised, treatment area cleansed, jewellery/accessories around</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>treatment area removed and kept safely.</p> <p>2.6 Client positioned on the facial bed/couch.</p> <p>2.7 Client's hair draped in accordance with salon procedures and techniques.</p> <p>2.8 Client's body covered in accordance with service requirements.</p>
		<p>3. Carry out hot oil mask therapy.</p>	<p>3.1 Hot oil prepared in accordance with manufacturer instruction.</p> <p>3.2 Temperature of hot oil tested on therapist and client in accordance with salon safety procedure and technique.</p> <p>3.3 Personal Protective Equipment (PPE) determined and utilised in accordance with service requirements.</p> <p>3.4 Hot oil mask application procedures and technique in accordance with salon requirements.</p> <p>3.5 Infrared Lamp correctly positioned.</p> <p>3.6 Removal technique in accordance with salon requirements.</p> <p>3.7 Client's privacy and modesty maintained throughout the service.</p> <p>3.8 Client comfort assured.</p> <p>3.9 Client reaction observed.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>3.10 Protective care (toning, moisturising, sun protecting) procedure and effects explained to client.</p> <p>4. Carry out paraffin wax mask therapy.</p> <p>4.1 Paraffin wax mask prepared in accordance with manufacturer instruction.</p> <p>4.2 Temperature of paraffin wax tested on therapist and client in accordance with salon safety procedure and technique.</p> <p>4.3 Personal Protective Equipment (PPE) determined and utilised in accordance with service requirements.</p> <p>4.4 Paraffin wax mask application procedures and technique in accordance with salon requirements.</p> <p>4.5 Removal technique in accordance with salon requirements.</p> <p>4.6 Client's privacy and modesty maintained throughout the service.</p> <p>4.7 Client comfort assured.</p> <p>4.8 Client reaction observed.</p> <p>4.9 Protective care (toning, moisturising, sun protecting) procedure and effects explained to client.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		5. Carry out thermal mask therapy.	5.1 Thermal mask prepared in accordance with manufacturer instruction. 5.2 Personal Protective Equipment (PPE) determined and utilised in accordance with service requirements. 5.3 Thermal mask application procedures and technique in accordance with salon requirements. 5.4 Infrared Lamp correctly positioned. 5.5 Removal technique in accordance with salon requirements. 5.6 Client's privacy and modesty maintained throughout the service. 5.7 Client comfort assured. 5.8 Client reaction observed. 5.9 Protective care (toning, moisturising, sun protecting) procedure and effects explained to client.
		6. Carry out biological mask therapy.	6.1 Biological mask prepared in accordance with service requirement. 6.2 Personal Protective Equipment (PPE) determined and utilised in accordance with service requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>6.3 Biological mask application procedures and technique in accordance with salon requirements.</p> <p>6.4 Removal technique in accordance with salon requirements.</p> <p>6.5 Client's privacy and modesty maintained throughout the service.</p> <p>6.6 Client comfort assured.</p> <p>6.7 Client reaction observed.</p> <p>6.8 Protective care (toning, moisturising, sun protecting) procedure and effects explained to client.</p>
		<p>7. Provide post specialised facial mask therapy advice.</p>	<p>7.1 Client feedback obtained and documented in accordance with salon procedure.</p> <p>7.2 After care advised in accordance with service requirement.</p> <p>7.3 Home care product recommended in accordance with service requirement.</p> <p>7.4 Follow-up appointment scheduled in accordance with service requirements.</p>
		<p>8. Upkeep specialised facial mask therapy work area.</p>	<p>8.1 Tools, equipment and materials cleaned and sterilized in accordance</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>with hygiene standards and salon procedures.</p> <p>8.2 Product, tools, equipment and materials stored/kept in place in accordance with salon procedures.</p> <p>8.3 Depleted materials replenished/replaced in accordance with salon procedures.</p> <p>8.4 Salon waste disposed in accordance with local legislation requirement.</p>
<p>3 Eyelash And Eyebrow Enhancement</p> <p>S960-002-2:2020-C03</p>	<p>Eyelash And Eyebrow Enhancement describes the competency of enhancing the appearance of eyelash and eyebrow using tinting, perming techniques and artificial eyelash application including analyse the eyebrow and eyelash in response to client consultation with selection of products, equipment, and contingency measures and maintain effective health, safety and hygiene procedures throughout their work.</p> <p>The person who is competent in this CU should be able to carry out eyelash and eyebrow enhancement</p>	<p>1. Carry out eyelash and eyebrow enhancement client consultation.</p>	<p>1.1 Client's details, medical history and lifestyle recorded in the client's consultation card in accordance with Data Protection Act.</p> <p>1.2 Client's contraindications (health condition, allergies, medication) to eyelash and eyebrow enhancement identified, explained to client, and referred to appropriate professional when required.</p> <p>1.3 Client's skin condition checked and hair condition identified.</p> <p>1.4 Client's characteristic and needs identified and evaluated to enable advise and recommendations for a treatment plan.</p> <p>1.5 Procedures and products selected according to treatment plan and</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	<p>client consultation, carry out eyelash and eyebrow enhancement patch test, carry out eyelash and eyebrow enhancement preparation, carry out eyelash and eyebrow tinting, carry out eyelash perming, carry out artificial eyelash application, provide post eyelash and eyebrow enhancement advice and upkeep eyelash and eyebrow enhancement work area.</p> <p>The outcome of this CU is the appearance of eyelash and eyebrow enhanced in accordance with client's requirements, suitable aftercare advice provided and health, safety and hygiene procedures adhered throughout their work.</p>	<p>2. Carry out eyelash and eyebrow enhancement patch test.</p> <p>3. Carry out eyelash and eyebrow enhancement preparation.</p>	<p>confirmed with client (colour, products, package plan).</p> <p>1.6 Contra actions which may occur during the service explained to client.</p> <p>1.7 Client's informed consent and signature obtained.</p> <p>2.1 Tools, equipment and materials for patch test prepared in accordance with health and safety requirements.</p> <p>2.2 Protective covering placed to protect client's hair and clothes.</p> <p>2.3 Client's skin cleansed thoroughly and all make up removed from treatment area.</p> <p>2.4 Patch test performed and evaluated where required to determine possible allergic product reaction.</p> <p>2.5 Patch test result recorded.</p> <p>3.1 Tools, equipment and materials selected in accordance with eyelash and eyebrow enhancement requirement (strip lashes, individual lashes, tint products/hydrogen peroxide, perming lotion, perming rods, adhesives/solvents).</p> <p>3.2 Tools and equipment cleaned and sterilised in accordance with health</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>and hygiene requirement and salon procedure.</p> <p>3.3 Tools and equipment organised in accordance with work flow and service requirement.</p> <p>3.4 Personal Protective Equipment (PPE) determined and utilized in accordance with service requirements.</p> <p>3.5 Client prepared in accordance with service requirements (service attire, feet sanitised, contact lenses, jewellery/accessories around area to be treated removed and kept safely).</p> <p>3.6 Area to be treated cleansed in accordance with health and hygiene requirements and salon procedures.</p>
		4. Carry out eyelash and eyebrow tinting.	<p>4.1 Tinting products mixed, applied and removed in accordance with manufacturer's instructions and specification.</p> <p>4.2 Skin surrounding area to be treated protected at all times throughout the service.</p> <p>4.3 Safe work practiced in accordance with Health & Safety requirements and salon procedures.</p> <p>4.4 Client privacy and modesty maintained throughout the service.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>4.5 Skin, lashes and eyebrows cleaned and residue products removed in accordance with salon procedure.</p> <p>4.6 After care product applied in accordance with service requirement.</p>
		<p>5. Carry out eyelash perming.</p>	<p>5.1 Perming rod fixed and positioned in accordance with service requirement.</p> <p>5.2 Perming lotion applied and removed in accordance with manufacturer's instructions and specification.</p> <p>5.3 Contra actions which may occur during the service explained to client.</p> <p>5.4 Safe work practiced in accordance with Health & Safety requirements and salon procedure.</p> <p>5.5 Client privacy and modesty maintained throughout the service.</p> <p>5.6 Eyelash cleaned and residue products removed in accordance with salon procedures.</p> <p>5.7 After care product applied in accordance with service requirement.</p>
		<p>6. Carry out artificial eyelash application.</p>	<p>6.1 Artificial eyelash applied in accordance with manufacturers' instructions and specifications.</p> <p>6.2 Artificial eyelash removed in accordance with manufacturers' instructions.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>6.3 Eyelash cleaned and residue adhesive removed in accordance with service requirements.</p> <p>6.4 Safe work practiced in accordance with Health & Safety requirements and salon procedures.</p> <p>6.5 Client privacy and modesty maintained throughout the service.</p> <p>6.6 After care product applied in accordance with service requirement.</p>
		<p>7. Provide post eyelash and eyebrow enhancement advice.</p>	<p>7.1 Client feedback obtained and documented in accordance with salon procedure.</p> <p>7.2 After care advised in accordance with service requirements.</p> <p>7.3 Home care product recommended in accordance with service requirements.</p> <p>7.4 Follow-up appointment scheduled in accordance with service requirements.</p>
		<p>8. Upkeep eyelash and eyebrow enhancement work area.</p>	<p>8.1 Tools, equipment and materials cleaned and sterilized in accordance with hygiene standards and salon procedure.</p> <p>8.2 Products, tools, equipment and materials stored/kept in place in accordance with salon procedure.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			8.3 Depleted materials replenished in accordance with salon procedure. 8.4 Replenished products and materials updated in accordance salon procedure. 8.5 Salon waste disposed in accordance with local legislation requirements.
4 Eye Contour Services S960-002-2:2020-C04	<p>Eye Contour Services describes an activity to enhance and improve eye contour condition by using salon procedure and techniques comprises cleansing, massaging, masking and protecting eye contour in accordance to clients' requirements.</p> <p>The person who is competent in this should be able to carry out eye contour services client consultation, carry out eye contour preparation, carry out eye contour cleansing, carry out eye contour massage, carry out eye contour mask, provide post eye contour advice and upkeep eye contour service work area.</p>	1. Carry out eye contour services client consultation. 2. Carry out eye contour preparation.	1.1 Client's details, medical history and lifestyle recorded in the client's consultation card in accordance with Data Protection Act. 1.2 Client's contraindications (health condition, allergies, medication) to eye contour services identified. 1.3 Client's skin type checked and skin condition identified. 1.4 Client's eye contour service requirements (type of eye contour product, package plan) confirmed. 1.5 Contra actions explained. 1.6 Client's informed consent and signature obtained. 2.1 Tools, equipment and materials identified, selected and arranged in accordance with client's manual facial requirements. 2.2 Tools and equipment cleaned and sterilised in accordance with health

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	The outcome of this CU is clients' eye contour condition and problem improved, enhanced and satisfied.	<p data-bbox="1070 1013 1469 1086">3. Carry out eye contour cleansing.</p>	<p data-bbox="1554 277 2033 344">and hygiene requirement and salon procedures.</p> <p data-bbox="1494 352 2033 491">2.3 Personal Protective Equipment determined and utilised in accordance with service requirements.</p> <p data-bbox="1494 499 2033 751">2.4 Client preparation carried out in accordance with service requirements (service attire, feet sanitised, treatment area cleansed, jewellery/accessories around treatment area removed and kept safely).</p> <p data-bbox="1494 759 2033 826">2.5 Client positioned on the facial bed/couch.</p> <p data-bbox="1494 834 2033 901">2.6 Client's hair draped in accordance with service requirements.</p> <p data-bbox="1494 909 2033 976">2.7 Client's body covered in accordance with service requirements.</p> <p data-bbox="1494 1018 2033 1085">3.1 Products prepared in accordance with salon procedure and techniques.</p> <p data-bbox="1494 1093 2033 1160">3.2 Eye contour cleansing procedure and effects explained to client.</p> <p data-bbox="1494 1168 2033 1270">3.3 Eye contour cleansing carried out in accordance with salon procedure and techniques.</p> <p data-bbox="1494 1278 2033 1310">3.4 Personal deportment practised.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		4. Carry out eye contour massage.	4.1 Eye contour massage benefits explained to client. 4.2 Eye contour massage medium applied. 4.3 Eye contour massage techniques applied.
		5. Carry out eye contour mask.	5.1 Eye contour mask applied in accordance with salon procedure and techniques. 5.2 Mask product removed in accordance with salon procedure and technique. 5.3 After care products applied in accordance with salon procedure and technique. 5.4 Client's privacy and modesty maintained throughout the service.
		6. Provide post eye contour advice.	6.1 Client feedback obtained and documented in accordance with salon procedure. 6.2 After care advised in accordance with service requirement. 6.3 Home care product recommended in accordance with service requirement. 6.4 Follow-up appointment scheduled in accordance with service requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		7. Upkeep eye contour service work area.	7.1 Tools, equipment and materials cleaned and sterilized in accordance with hygiene standards and salon procedures. 7.2 Product, tools, equipment and materials stored/kept in place in accordance with salon procedures. 7.3 Depleted materials replenished/replaced in accordance with salon procedures. 7.4 Salon waste disposed in accordance with local legislation requirement.
5 Superfluous Hair Depilation S960-002-2:2020-C05	Superfluous Hair Depilation describes the competency of removing hair using waxing techniques including preparing themselves, the client and work area, using suitable consultation techniques and maintain effective health, safety and hygiene procedures throughout their work. The person who is competent in this CU should be able to carry out superfluous hair depilation client consultation, carry out superfluous hair depilation preparation, carry	1. Carry out superfluous hair depilation client consultation.	1.1 Client's details, medical history and lifestyle recorded in the client's consultation card in accordance with Data Protection Act. 1.2 Client's contraindications (health condition, allergies, medication) to superfluous hair depilation identified. 1.3 Client's skin and superfluous hair condition identified. 1.4 Superfluous hair depilation treatment area identified. 1.5 Client's superfluous hair depilation requirements and procedures (method of superfluous hair

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	<p>out hot waxing, carry out warm waxing, carry out sugaring wax, provide post superfluous hair depilation advice and upkeep superfluous hair depilation work area</p> <p>The outcomes of this CU is unwanted hair removed in accordance with client's requirement, aftercare advise provided and health, safety and hygiene procedures adhered throughout their work.</p>	<p>2. Carry out superfluous hair depilation preparation.</p>	<p>depilation and type of wax) explained and confirmed with client.</p> <p>1.6 Contra actions which may occur during the service explained to client.</p> <p>1.7 Client's informed consent and signature obtained.</p> <p>2.1 Tools, equipment and materials selected in accordance with superfluous hair depilation requirement. (Thermostat control wax heater/pot, hot wax/ warm wax/ sugar wax, waxing strips, disposable spatulas, pre-wax cleanser, after wax lotion).</p> <p>2.2 Tools and equipment cleaned and sterilised in accordance with health and hygiene requirement and salon procedure.</p> <p>2.3 Tools and equipment organised in accordance with work flow and service requirement.</p> <p>2.4 Wax heated in accordance with manufacturer's instruction.</p> <p>2.5 Personal Protective Equipment determined and utilised in accordance with service requirements.</p> <p>2.6 Client prepared in accordance with service requirements (service attire,</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>feet sanitised, jewellery/accessories around area to be treated removed and kept safely).</p> <p>2.7 Area to be treated cleansed and dry in accordance with Health and Hygiene requirements and salon procedures.</p> <p>2.8 Patch test performed to determine possible allergic product reaction.</p> <p>2.9 Patch test result recorded.</p>
		3. Carry out hot waxing.	<p>3.1 Pre-wax product applied in accordance with manufacturer's instruction.</p> <p>3.2 Talcum powder applied to determined hair growth direction.</p> <p>3.3 Safety precautions (wax temperature, client's tolerance, single use of disposable spatula) during treatment adhered.</p> <p>3.4 Temperature of hot wax tested on therapist and client in accordance with salon procedures.</p> <p>3.5 Hot wax applied and removed in accordance with service requirements, manufacturer's instructions and salon procedures.</p> <p>3.6 All unwanted hair removed against the direction of hair growth with minimum trauma to skin in</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>accordance with service requirements.</p> <p>3.7 Skin support maintained throughout waxing service.</p> <p>3.8 Temperature of wax maintained in accordance with manufacturer's instructions.</p> <p>3.9 Safe work practised in accordance with Health and Safety requirements.</p> <p>3.10 Client privacy and modesty maintained throughout the waxing service.</p> <p>3.11 Contra-action treated in accordance with health and safety requirements, if any.</p> <p>3.12 Client's treated area cleaned and all excess products removed.</p> <p>3.13 After wax product applied in accordance with service requirements.</p>
		4. Carry out warm waxing.	<p>4.1 Pre-wax product applied in accordance with manufacturer's instruction.</p> <p>4.2 Talcum powder applied to determined hair growth direction.</p> <p>4.3 Safety precautions (wax temperature, client tolerance, single use of disposable spatula) during treatment adhered.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>4.4 Temperature of warm wax tested on therapist and client in accordance with salon procedures.</p> <p>4.5 Warm wax applied and removed in accordance with service requirements, manufacturer's instructions and salon procedures.</p> <p>4.6 All unwanted hair removed against the direction of hair growth with waxing strips.</p> <p>4.7 Skin support maintained throughout the warm waxing.</p> <p>4.8 Temperature of wax maintained in accordance with manufacturer's instructions.</p> <p>4.9 Safe work practised in accordance with Health and Safety requirements and salon procedure.</p> <p>4.10 Client privacy and modesty maintained throughout the treatment.</p> <p>4.11 Contra-action treated in accordance with Health and Safety requirements, if any.</p> <p>4.12 Client's treated area cleaned and all excess products removed.</p> <p>4.13 After care product applied in accordance with service requirements.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		5. Carry out sugaring wax.	5.1 Pre-wax product applied in accordance with service requirements. 5.2 Talcum powder applied to determined hair growth direction. 5.3 Safety precautions (wax temperature, client tolerance) during treatment adhered. 5.4 Temperature of sugar wax tested on therapist and client in accordance with salon procedures. 5.5 Sugar wax applied and removed in accordance with service requirements, manufacturer's instructions and salon procedures. 5.6 All unwanted hair removed against the direction of hair growth in accordance with service requirements. 5.7 Skin support maintained throughout the service. 5.8 Temperature of wax maintained in accordance with manufacturer's instructions. 5.9 Safe work practiced in accordance with Health and Safety requirements and salon procedure. 5.10 Client privacy and modesty maintained throughout the service.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>5.11 Contra-action treated in accordance with Health and Safety requirements, if any.</p> <p>5.12 Client's treated area cleaned and all excess products removed.</p> <p>5.13 After care product applied in accordance with service requirements.</p>
		6. Provide post superfluous hair depilation advice.	<p>6.1 Client feedback obtained and documented in accordance with salon procedure.</p> <p>6.2 After care advised in accordance with service requirement.</p> <p>6.3 Home care product recommended in accordance with service requirement.</p> <p>6.4 Follow-up appointment scheduled in accordance with service requirements.</p>
		7 Upkeep superfluous hair depilation work area.	<p>7.1 Tools, equipment and materials cleaned and sterilized in accordance with hygiene standards</p> <p>7.2 Product, tools, equipment and materials stored/kept in place in accordance with salon procedures.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>7.3 Depleted materials replenished/replaced in accordance with salon procedures.</p> <p>7.4 Salon waste disposed in accordance with local legislation requirement.</p>
<p>6 Superfluous Hair Lightening</p> <p>S960-002-2:2020-E01</p>	<p>Superfluous Hair Lightening describes the competency to lighten superfluous hair including preparing themselves, the client and work area, using suitable consultation techniques and maintain effective health, safety and hygiene procedures throughout their work.</p> <p>The person who is competent in this CU should be able to carry out superfluous hair lightening consultation, carry out superfluous hair lightening patch test, carry out superfluous hair lightening preparation, carry out superfluous hair lightening, carry out post superfluous hair lightening advice and upkeep superfluous hair lightening work area.</p>	<p>1. Carry out superfluous hair lightening consultation.</p> <p>2. Carry out superfluous hair lightening patch test.</p>	<p>1.1 Client's details, medical history and lifestyle recorded in the client's consultation card in accordance with Data Protection Act.</p> <p>1.2 Client's contraindications (health condition, allergies, medication) to superfluous hair lightening identified.</p> <p>1.3 Client's skin and hair condition identified.</p> <p>1.4 Contra actions may occur during the service explained to client.</p> <p>1.5 Procedures and hair lightening products selected in accordance with treatment plan explained and confirmed with client.</p> <p>1.6 Client's informed consent and signature obtained.</p> <p>2.1 Tools, equipment and materials for patch test prepared in accordance with health and safety requirements.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	<p>The outcomes of this CU is to assess the client's need and lighten superfluous hair by using chemical substances. It requires skills and knowledge to prepare the client, perform superfluous hair lightening and provide aftercare advice. Knowledge of skin and hair growth systems, relevant legislation and workplace policies and procedures, particularly in regard to safety and hygiene, are also required.</p>	<p>3. Carry out superfluous hair lightening preparation.</p>	<p>2.2 Client's skin cleansed in accordance with service requirements. 2.3 Patch test performed to determine possible allergic product reaction. 2.4 Patch test result recorded.</p> <p>3.1 Tools, equipment and materials selected in accordance with superfluous hair lightening requirement (bleach powder, hydrogen peroxide, ceramic mixture bowl, small brush). 3.2 Tools and equipment cleaned and sterilised in accordance with health and hygiene requirement and salon procedure. 3.3 Tools and equipment organised in accordance with work flow and service requirement. 3.4 Personal Protective Equipment determined and utilized in accordance with service requirements. 3.5 Client are prepared in accordance with service requirements (service attire, feet sanitised, jewellery/accessories around area to be treated removed and kept safely). 3.6 Client kept appropriately covered.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			3.7 Area to be treated prepared/cleansed in accordance with Health and Hygiene requirements and salon procedures.
		4. Carry out superfluous hair lightening.	4.1 Hair lightening products mixed, applied and removed in accordance with manufacturer's instructions, specification. 4.2 Contra action treated in accordance with safety and hygiene requirements, if any. 4.3 Safe work practiced in accordance with Health and Safety requirements and salon procedure. 4.4 Client privacy and modesty maintained throughout the treatment. 4.5 Treated area cleaned and all excess products removed. 4.6 After care product applied in accordance with service requirement.
		5. Carry out post superfluous hair lightening advice.	5.1 Client feedback obtained and documented in accordance with salon procedure. 5.2 After care advised in accordance with service requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>5.3 Home care product recommended in accordance with service requirements.</p> <p>5.4 Follow-up appointment scheduled in accordance with service requirements.</p>
		<p>6. Upkeep superfluous hair lightening work area.</p>	<p>6.1 Tools, equipment and materials cleaned and sterilized in accordance with hygiene standards.</p> <p>6.2 Product, tools, equipment and materials stored/kept in place in accordance with salon procedure.</p> <p>6.3 Depleted materials replenished/replaced in accordance with salon procedure.</p> <p>6.4 Salon waste disposed in accordance with local legislation requirements.</p>

CURRICULUM OF COMPETENCY UNIT
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:
BEAUTY THERAPY SERVICES
LEVEL 2

15. Curriculum of Competency Unit

15.1. Facial Electrotherapy

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Therapy Services		
COMPETENCY UNIT TITLE	Facial Electrotherapy		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to improve and enhance client's skin condition in accordance with client's skin requirements and satisfaction.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Carry out facial electrotherapy client consultation. 2. Carry out facial electrotherapy services preparation. 3. Carry out facial faradic services. 4. Carry out facial galvanic services. 5. Carry out facial vacuum suction services. 6. Carry out facial high frequency services. 7. Carry out facial micro-current services. 8. Carry out post facial electrotherapy advice. 9. Upkeep facial electrotherapy service area. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	S960-002-2:2020-C01	NOSS LEVEL	Two (2)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out facial electrother	1.1 Effective consultation	1.1 Record client's personal profile.	<u>ATTITUDE</u> 1.1 Meticulous and thorough in checking	1.1 Effective consultation techniques to identify treatment objectives

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
<p>Apply client consultation.</p>	<p>techniques to identify treatment objectives:</p> <ul style="list-style-type: none"> • Consulting in a private, comfortable area. • Positive body language. • Positioning of the client (no barriers between therapist and client). • Good communication skills (asking open and/or closed questions where appropriate). • Verbal and non-verbal communication. 	<p>1.2 Identify client's contraindication.</p> <p>1.3 Check client's skin type.</p> <p>1.4 Determine client's facial electrotherapy service requirements.</p> <p>1.5 Explain effects and benefits of facial electrotherapy treatments to client.</p> <p>1.6 Explain contra-actions to client.</p> <p>1.7 Obtain client's informed consent and signature.</p> <p>1.8 Store client's consultation card/record.</p>	<p>client consultation details.</p> <p>1.2 Maintain professional appearance, personal hygiene and behaviour.</p> <p>1.3 Adhere to personal grooming during discussion with clients.</p> <p>1.4 Attentive to client requirements.</p> <p><u>SAFETY</u></p> <p>1.1 Ensure confidentiality of client's data keeping.</p> <p>1.2 Adhere to safety requirements.</p> <p>1.3 Wear suitable Personal Protective Equipment (PPE)</p> <p><u>ENVIRONMENT</u></p> <p>1.1 Ensure consultation room clean and warm relaxing ambience.</p>	<p>determined (Client's consultation form filled up) in accordance with service requirements.</p> <p>1.2 Effective communication techniques and delivering good attitude when dealing with clients applied.</p> <p>1.3 Importance of planning a treatment programme bearing in mind the client's religious, moral and social beliefs described.</p> <p>1.4 The importance of providing clear recommendation described.</p> <p>1.5 Maintain client confidentiality in line with legislation described.</p> <p>1.6 Client's details, medical history and lifestyle updated.</p> <p>1.7 Client's contraindications that prevent or restrict facial electrotherapy treatments determined.</p> <p>1.8 Client skin type and skin condition determined.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Trust • Professionalism, confidence and enthusiasm. • Client lifestyle. • Client profile. • Contra-indications and contra-actions. • Outline the benefits of the treatment. <p>1.2 Importance of planning a treatment programme bearing in mind the client's religious, moral and social beliefs:</p> <ul style="list-style-type: none"> • Agreement to the course of action and treatment 		<p>1.2 Ensure good ventilation and suitable lighting.</p> <p>1.3 Ensure conducive surrounding.</p>	<p>1.9 Client's facial electrotherapy service requirements confirmed.</p> <p>1.10 The effects and benefits of facial electrotherapy treatments explained to client.</p> <p>1.11 Contra-actions explained to client.</p> <p>1.12 Client's informed consent and signature gathered.</p> <p>1.13 Client's consultation card/record stored in accordance with salon procedures.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>methods advised.</p> <ul style="list-style-type: none"> • Selection and documentation of treatment products. • Informed consent. • Explain as to how the programme will be evaluated and the review process. • Confidentiality. • Agree treatment objectives and recommended treatment plan. • Obtain the client's signature. 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>1.3 The importance of providing clear recommendation :</p> <ul style="list-style-type: none"> • Tailoring advice to client's personal needs based upon consultation, specific treatment analysis and relevant tests. • Potential for continued and ongoing treatments. • Correct home and aftercare advice given. • Appropriate use of retail products in line with client's preferences. 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Checking for contra-indications. • Scope of treatment(s)/service(s). • Demonstrating professionalism. • Provision of good customer service. <p>1.4 Maintain client confidentiality in line with legislation:</p> <ul style="list-style-type: none"> • Data Protection Act. • Maintaining and storing accurate records and client information. 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Compliance with current legislation and codes of conduct for written and computer held details. • Only gathering necessary and relevant information – job specific. • Storing written and computer held information. • Not transferring information without adequate protection and/or need. 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Carry out facial electrotherapy services preparation .	2.1 Types of facial electrotherapy: <ul style="list-style-type: none"> • Microcurrent. • High frequency. • Faradic. • Galvanic. • Vacuum suction. 2.2 Principles of electrical currents: <ul style="list-style-type: none"> • Protons. • Neutrons. • Electrons. • Nucleus. • Volts. • Watts and Amperes. • Ohms and Ohm’s law and their relevance. • Insulator. • Conductor. • Transformer Rectifier. • Fuses. 	2.1 Select tools, equipment and materials. 2.2 Check equipment functionality and safety. 2.3 Select tools and equipment cleaning method. 2.4 Clean tools and equipment. 2.5 Organise tools, equipment and materials. 2.6 Prepare client for facial electrotherapy services. 2.7 Maintain client modesty. 2.8 Conduct skin analysis, thermal and tactile test on client. 2.9 Identify client’s skin type, skin conditions and skin characteristic. 2.10 Check for contra-indications. 2.11 Observe to health and safety precautions	<u>ATTITUDE</u> 2.1 Resourceful in locating service areas and obtaining tools, equipment and materials. 2.2 Adhere to services preparation requirements and procedure. 2.3 Adhere to personal grooming during service preparation. <u>SAFETY</u> 2.1 Adhere to safety requirements. 2.2 Adhere to machine and electrical equipment safety precautions and procedures. 2.3 Wear suitable Personal Protective Equipment (PPE)) <u>ENVIRONMENT</u> 2.1 Comply to salon waste disposal procedures.	2.1 Types of facial electrotherapy listed out. 2.2 Principles of electrical currents explained. 2.3 Types of current in facial electrotherapy listed out. 2.4 Effects of facial electrotherapy treatments explained. 2.5 Sensations experienced by the client during facial electrotherapy treatment explained. 2.6 Skin analysis equipment listed out. 2.7 Thermal and tactile test tools and material listed out. 2.8 Skin types and skin tones explained. 2.9 Skin conditions and skin characteristics explained. 2.10 Possible contra-actions during and following facial electrotherapy treatments explained. 2.11 Contra-indications to facial electrotherapy explained. 2.12 Products, tools and equipment to suit client treatment needs, skin types and conditions selected, cleaned and arranged

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Wiring of a plug. <p>2.3 Types of current in facial electrotherapy:</p> <ul style="list-style-type: none"> • Direct. • Alternating. • Interferential. • Modified direct current. <p>2.4 Effects of facial electrotherapy treatments:</p> <ul style="list-style-type: none"> • Circulation. • Lymphatic drainage. • Skin. • Muscular system. • Ageing. • Moisture levels. <p>2.5 Sensations experienced by the client during facial</p>	<p>when using facial electrotherapy equipment.</p>	<p>2.2 Adhere to all safety precautions and manufacturer's instructions</p>	<p>in accordance with service requirements.</p> <p>2.13 Functionality and safety of facial electrotherapy equipment confirmed in accordance with client's service requirement.</p> <p>2.14 Client ushered to designated area to change into modesty gown/robe.</p> <p>2.15 Client's personal belonging kept safely in accordance with salon procedures.</p> <p>2.16 Client assisted onto the facial bed/couch, hair and body draped in accordance with service requirements.</p> <p>2.17 Client modesty maintained in accordance with salon requirements.</p> <p>2.18 Skin analysis and relevant tests performed (thermal and tactile test).</p> <p>2.19 Client's skin types, skin conditions and skin characteristics determined for suitability of facial electrotherapy treatment.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>electrotherapy treatment:</p> <ul style="list-style-type: none"> • High frequency (tingling, warming, flashing lights). • Galvanism (tingling, pins-and-needles sensation, metallic taste). • Faradic (initially pins and needles effect felt, as current increased muscle contraction occurs, should be no discomfort). • Vacuum suction 			<p>2.20 Contra-indications checked in accordance with salon service requirements.</p> <p>2.21 Health and safety precautions for using electrical equipment observed and maintained in accordance with manufacturer's instructions and salon safety procedures.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>(pulsating, gliding).</p> <ul style="list-style-type: none"> • Micro current (mild tingling). <p>2.6 Skin analysis equipment (Magnifying lamp, Wood lamp, Skin scanner).</p> <p>2.7 Thermal and tactile test tools and material.</p> <p>2.8 Skin types and skin tones:</p> <ul style="list-style-type: none"> • White. • Black. • Asian type skin. • Mixed. • Normal/ Combination. • Oily. • Dry. • Skin tones (Fair, 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>Medium, Dark, Olive).</p> <p>2.9 Skin conditions and skin characteristics:</p> <ul style="list-style-type: none"> • Mature skin. • Young skin. • Sensitive. • Dehydrated. • Lack of elasticity. • Lack of muscle tone. • Blemishes. • Crow's feet. • Broken capillaries. • Open pores. • Milia. • Comedones. • Pustules. • Papules. • Hyperpigmentation. • Hypopigmentation. 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Dermatitis papulosa nigra. • Pseudo folliculitis. • Keloids. • In growing hairs. • Vitiligo. • Albinism. • Chloasma. • Ephelides. • Lentigo. • Naevae. • Port wine stain. • Leucoderma. • Scarring. • Thin skin. • Small moles. • Papillomama <p>2.10 Possible contractions during and following facial electrotherapy treatments:</p>			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Galvanism (Caustic burn, Galvanic burn, Allergic reaction, Skin irritation). • Faradism (Muscle fatigue). • Vacuum suction (Excessive Erythema, Bruising). • High frequency (Destruction of tissues when sparking, Excessive Erythema). • Micro current (mild tingling). 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	2.11 Contra- indications to facial electrotherapy: <ul style="list-style-type: none"> • Skin diseases and disorders. • Vascular conditions. • Metal plates and pins. • Sinus problems. • Migraines. • Thin bony areas. • Recent operations. • Lack of skin sensation. • Highly nervous clients. • Pregnancy. • Muscle injury. • Pace makers. 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Broken bones. • Collagen implants. • Recent scar tissue. • Open cuts and abrasions. • Sunburn. • Epilepsy. • Malignant tumours and undiagnosed lumps. • Botox injections. • Heart condition. 			
3. Carry out facial faradic services..	<p>3.1 Knowledge of anatomy and physiology (head, neck and shoulder).</p> <p>3.2 Principle of faradic current (interrupted or</p>	<p>3.1 Place client in a semi reclining position.</p> <p>3.2 Explain skin sensation to client.</p> <p>3.3 Cleanse client's skin.</p> <p>3.4 Analyse client's skin.</p> <p>3.5 Perform tactile and thermal tests on client.</p>	<p><u>ATTITUDE</u></p> <p>3.1 Resourceful in locating service areas and obtaining tools, equipment and materials.</p> <p>3.2 Maintain professional appearance, personal</p>	<p>3.1 Knowledge of anatomy and physiology (head, neck and shoulder) explained.</p> <p>3.2 Principle of faradic current described.</p> <p>3.3 Effects and benefits of facial faradic electrotherapy described.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>surged direct current).</p> <p>3.3 Effects and benefits of facial faradic electrotherapy:</p> <ul style="list-style-type: none"> • Muscle tone improvement • Muscle re-education. • Fresh nutrients and oxygen to the skin and muscle. • Vasodilation giving an erythema. • Contraction and relaxation of the muscles aids the removal of fluid. • Stimulation of sensory 	<p>3.6 Check precautions during facial faradic electrotherapy service.</p> <p>3.7 Set machine at zero intensity.</p> <p>3.8 Test machine intensity on self and client.</p> <p>3.9 Apply facial faradic electrotherapy medium to skin.</p> <p>3.10 Apply facial faradic electrotherapy.</p> <p>3.11 Increase facial faradic electrotherapy intensity.</p> <p>3.12 Observe client's response.</p> <p>3.13 Attend to client's response.</p> <p>3.14 Remove faradic electrodes and medium.</p> <p>3.15 Apply protective care.</p>	<p>hygiene and behaviour.</p> <p>3.3 Adhere to services requirements and procedure.</p> <p><u>SAFETY</u></p> <p>3.1 Adhere to safety requirements.</p> <p>3.2 Adhere to machine and electrical equipment safety precautions and procedures (correct duration, intensity and pulse width) during treatment.</p> <p>3.3 Wear suitable Personal Protective Equipment (PPE)</p> <p><u>ENVIRONMENT</u></p> <p>3.1 Clean service room with warm relaxing ambience.</p> <p>3.2 Good ventilation and suitable lighting.</p>	<p>3.4 Types of faradic electrodes described.</p> <p>3.5 Types of pulse sequence described.</p> <p>3.6 Facial faradic service precautions described.</p> <p>3.7 Client placed in a semi reclining position in accordance with salon requirements.</p> <p>3.8 Treatment procedure and skin sensation explained to client in accordance with salon requirements.</p> <p>3.9 Client's skin thoroughly cleansed in accordance with salon requirements.</p> <p>3.10 Client's skin analysed in accordance with salon requirements.</p> <p>3.11 Tactile and thermal tested on client in accordance with safety requirements.</p> <p>3.12 Types of faradic electrodes selected in accordance with client's requirement.</p> <p>3.13 Pulse sequence selected to suit client's treatment requirement.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>nerve endings.</p> <p>3.4 Types of faradic electrodes:</p> <ul style="list-style-type: none"> • facial block electrode. • padding electrode. • faradic mask electrode. <p>3.5 Types of pulse sequence:</p> <ul style="list-style-type: none"> • Bi-phasic. • Mono-phasic. <p>3.6 Facial faradic service precautions.</p>		<p>3.3 Soft relaxing music</p> <p>3.4 Dispose of all types of salon waste safely and to meet with legal and salon requirements.</p>	<p>3.14 Precautions of using equipment and electrode checked and confirmed in good working condition in accordance with salon requirements.</p> <p>3.15 Machine set at zero intensity in accordance with manufacturer instructions.</p> <p>3.16 Facial electrotherapy faradic unit checked and tested on self and client in accordance with manufacturer instructions.</p> <p>3.17 Faradic medium applied to skin in accordance with manufacturer's instruction.</p> <p>3.18 Facial faradic electrotherapy performed based on manufacturer's instructions on procedures and techniques.</p> <p>3.19 Intensity increased gradually and client's response observed in accordance with facial faradic procedures.</p> <p>3.20 Client's response observed and attended to in accordance with salon requirements.</p> <p>3.21 Faradic electrode and residual medium removed from client's</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				facial in accordance with salon requirements. 3.22 Protective care applied to client's skin upon treatment completion in accordance with salon requirements.
4. Carry out facial galvanic services..	4.1 Terminology of galvanism: <ul style="list-style-type: none"> • Anode (positive electrode). • Cathode (negative electrode). • Ions (atoms - either negatively or positively charged). • Cations (positive charged ion). • Anion (negative charged ion). • Electrolyte solution 	4.1 Cleanse client's skin. 4.2 Analyse client's skin. 4.3 Perform tactile and thermal tests on client. 4.4 Set machine at zero intensity. 4.5 Test machine intensity on self and client. 4.6 Explain skin sensation to client. 4.7 Apply galvanic techniques on client's skin. 4.8 Increase galvanic current intensity gradually. 4.9 Use the correct intensity of current. 4.10 Reduce the intensity down to zero and	<u>ATTITUDE</u> 4.1 Demonstrating respect to clients and colleagues 4.2 Demonstrate good communication skills 4.3 Demonstrate correct client care and professionalism at all times 4.4 Maintain professional appearance, personal hygiene and behaviour 4.5 Show respect, being aware of interpersonal space <u>SAFETY</u> 4.1 Adhere to all safety precautions	4.1 Terminology of galvanism described. 4.2 Types of galvanism and function described. 4.3 Effects and benefits of facial galvanic electrotherapy described. 4.4 Restrictions to a galvanic facial in addition to the general contra-indications explained. 4.5 Medium for galvanic electrotherapy explained. 4.6 Facial galvanic services precautions explained. 4.7 Client's skin thoroughly cleansed in accordance with salon procedures. 4.8 Client's skin analysed in accordance with salon procedures. 4.9 Tactile and thermal tested on client in accordance with safety requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>(conducts electricity).</p> <ul style="list-style-type: none"> • Polarity dial. • Chemical reaction. <p>4.2 Types of galvanism and function:</p> <ul style="list-style-type: none"> • Desincrustation (deep cleansing treatment to softens dead skin cells and sebum). • Iontophoresis (penetrating treatment introduces water-soluble preparations into the skin). <p>4.3 Effects and benefits of facial galvanic electrotherapy:</p> <ul style="list-style-type: none"> • General cleansing 	<p>switch off the machine.</p> <p>4.11 Remove galvanic medium from client's skin</p> <p>4.12 Observe client's response.</p> <p>4.13 Attend to client's response.</p> <p>4.14 Apply protective care.</p>	<p>4.2 Wear suitable Personal Protective Equipment (PPE)</p> <p><u>ENVIRONMENT</u></p> <p>4.1 Clean service room with warm relaxing ambience</p> <p>4.2 Good ventilation and suitable lighting</p> <p>4.3 Conducive environment</p> <p>4.4 Dispose of all types of salon waste safely and to meet with legal and salon requirements</p>	<p>4.10 Precautions of using equipment and electrode checked and confirmed in good working condition in accordance with salon safety procedures.</p> <p>4.11 Types of galvanic treatment selected in accordance with client's skin conditions.</p> <p>4.12 Machine set at zero intensity in accordance with manufacturer instructions.</p> <p>4.13 Facial electrotherapy galvanic unit checked and tested on self and client in accordance with manufacturer instructions.</p> <p>4.14 Treatment procedure and skin sensation explained to client in accordance with salon requirements.</p> <p>4.1 Galvanic electrotherapy techniques performed based on manufacturer's instructions on procedures and techniques.</p> <p>4.2 Galvanic medium removed in accordance with salon requirements.</p> <p>4.3 Client's response observed and attended to in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>(combination and greasy skin types).</p> <ul style="list-style-type: none"> • Deep cleansing (seborrheic skin). • Stimulation of a sluggish congested skin. • Softens blockages and relaxes pores. • Stimulation of blood circulation. • Drying skin tissue. • Acid mantle breaks down. • Stimulation of sensory nerve endings. <p>4.4 Restrictions to a galvanic facial in addition to the</p>			<p>4.4 Protective care applied to client's skin upon completion of galvanic treatment in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>general contra- indications:</p> <ul style="list-style-type: none"> • Hypersensitive skin or loss of skin sensation. • Metal plates or pins in the area. • Highly nervous clients. • Sensitive skins. • Pacemaker. • Excessive fillings or metal bridge work. <p>4.5 Medium for galvanic electrotherapy:</p> <ul style="list-style-type: none"> • conductive gel. • water soluble product. • saline solution. 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>4.6 Facial galvanic services precautions:</p> <ul style="list-style-type: none"> • intensity check at zero at start and finish. • ensure sufficient product applied to the skin. • client's response. • ensure lint is fully saturated with product (if applying lint over the electrodes). • no jewellery and metal objects on client. • avoid electrodes from braking 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	contact with the skin. <ul style="list-style-type: none"> • turn the current up and down slowly. • reverse polarity to conclude the treatment (check manufacturer's instructions). 			
5. Carry out facial vacuum suction services.	5.1 Effects and benefits of facial vacuum suction: <ul style="list-style-type: none"> • Lymphatic circulation improvement. • Blood circulation improvement. • Cell metabolism improvement. • Skin texture improvement. 	5.1 Explain skin sensation to client. 5.2 Cleanse client's skin. 5.3 Analyse client's skin. 5.4 Perform tactile and thermal tests on client. 5.5 Select ventouse. 5.6 Clean ventouse. 5.7 Check precautions during facial vacuum suction service. 5.8 Set machine at zero intensity. 5.9 Test machine intensity on self and client.	<u>ATTITUDE</u> 5.1 Demonstrating respect to clients and colleagues. 5.2 Demonstrate good communication skills. 5.3 Demonstrate correct client care and professionalism at all times. 5.4 Maintain professional appearance, personal hygiene and behaviour.	5.1 Effects and benefits of facial vacuum suction described. 5.2 Types of vacuum suction cups described. 5.3 Restrictions to vacuum suction treatment explained. 5.4 Application of vacuum suction explained. 5.5 Direction of application for a facial vacuum suction treatment explained. 5.6 Facial vacuum suction service precautions described. 5.7 Treatment procedure and skin sensation explained to client in

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Skin cleansing and softening of blockages in pores <p>5.2 Types of vacuum suction cups:</p> <ul style="list-style-type: none"> • Facial cups. • Comedone ventouse. • Flat ventouse. <p>5.3 Restrictions to vacuum suction treatment:</p> <ul style="list-style-type: none"> • Broken capillaries. • Sunburn. • Loose, fragile or crepey skin. • Infected acne. • Delicate or sensitive skin. <p>5.4 Application of vacuum suction:</p> <ul style="list-style-type: none"> • Pulsating. • Gliding. 	<p>5.10 Apply facial vacuum suction medium.</p> <p>5.11 Apply facial vacuum suction.</p> <p>5.12 Observe client's response.</p> <p>5.13 Attend to client's response.</p> <p>5.14 Remove excess medium.</p> <p>5.15 Apply protective care.</p>	<p>5.5 Show respect, being aware of interpersonal space.</p> <p><u>SAFETY</u></p> <p>5.1 Adhere to all safety precautions.</p> <p>5.2 Wear suitable Personal Protective Equipment (PPE)</p> <p><u>ENVIRONMENT</u></p> <p>5.1 Clean service room with warm relaxing ambience.</p> <p>5.2 Good ventilation and suitable lighting.</p> <p>5.3 Soft relaxing music.</p> <p>5.4 Dispose of all types of salon waste safely and to meet with legal and salon requirements.</p>	<p>accordance with salon requirements.</p> <p>5.8 Client's skin thoroughly cleansed in accordance with salon requirements.</p> <p>5.9 Client's skin analysed in accordance with salon requirements.</p> <p>5.10 Tactile and thermal tested on client in accordance with safety requirements.</p> <p>5.11 Precautions of using facial vacuum suction equipment checked and confirmed in good working condition in accordance with salon requirements.</p> <p>5.12 Types of vacuum suction facial cups determined and cleaned in accordance with salon hygiene requirement.</p> <p>5.13 Machine set at zero intensity in accordance with manufacturer instructions.</p> <p>5.14 Facial electrotherapy vacuum suction unit checked and tested on self and client in accordance with manufacturer instructions.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>5.5 Direction of application for a facial vacuum suction treatment (Nearest lymph nodes).</p> <p>5.6 Facial vacuum suction service precautions:</p> <ul style="list-style-type: none"> • dials check at zero before applying the treatment. • ensure sufficient massage medium apply to skin. • always release pressure before removing the cup. • do not work over the lymph nodes. 			<p>5.15 Facial vacuum suction medium applied to client's face and neck using mask brush or manual massage strokes.</p> <p>5.16 Facial vacuum suction applied on client in accordance with manufacturer's instructions.</p> <p>5.17 Client's response observed and attended to in accordance with salon requirements.</p> <p>5.18 Excess medium removed from client's skin in accordance with salon requirements.</p> <p>5.19 Protective care applied to client's skin after treatment done in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • never exceed a 20% lift in the cup/ventouse. • use correct intensity of vacuum (reduced pressure). • re-adjust the suction when moving from the facial area to the neck. • do not over treat an area. 			
6. Carry out facial high frequency services.	6.1 Principle of high frequency current. 6.2 Purpose of high frequency. 6.3 Methods of high frequency: <ul style="list-style-type: none"> • Direct. • Indirect. 6.4 Types of high frequency electrodes:	6.1 Explain skin sensation to client. 6.2 Cleanse client's skin. 6.3 Analyse client's skin. 6.4 Perform tactile and thermal tests on client. 6.5 Check precautions during facial high frequency services. 6.6 Set machine at zero intensity.	<u>ATTITUDE</u> 6.1 Demonstrating respect to clients and colleagues 6.2 Demonstrate good communication skills 6.3 Demonstrate correct client care and professionalism at all times 6.4 Maintain professional appearance, personal	6.1 Principle of high frequency current described. 6.2 Purpose of high frequency described. 6.3 Methods of high frequency described. 6.4 Types of high frequency electrodes explained. 6.5 Types of gas produced within the electrodes explained. 6.6 Effects and benefits of direct high frequency described.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Mushroom glass electrode. • Horseshoe electrode. • Fulgurator. • Flattened dome electrode (spoon shape). • Saturator (indirect high frequency). • Comb electrode (for scalp). <p>6.5 Types of gas produced within the electrodes:</p> <ul style="list-style-type: none"> • Argon gas – produces a violet light. • Neon gas – produces an orange light. <p>6.6 Effects and benefits of direct high frequency:</p>	<p>6.7 Test machine intensity on self and client.</p> <p>6.8 Apply high frequency.</p> <p>6.9 Remove high frequency medium.</p> <p>6.10 Observe client's response.</p> <p>6.11 Attend to client's response.</p> <p>6.12 Apply protective care.</p>	<p>hygiene and behaviour</p> <p>6.5 Show respect, being aware of interpersonal space</p> <p><u>SAFETY</u></p> <p>6.1 Adhere to all safety precautions</p> <p>6.2 Use the correct intensity of current and ensure it is tolerable to the client</p> <p>6.3 Wear suitable Personal Protective Equipment (PPE)</p> <p><u>ENVIRONMENT</u></p> <p>6.1 Clean service room with warm relaxing ambience</p> <p>6.2 Good ventilation and suitable lighting</p> <p>6.3 Soft relaxing music</p> <p>6.4 Dispose of all types of salon waste safely and to meet with legal and salon requirements</p>	<p>6.7 Effects and benefits of indirect high frequency described.</p> <p>6.8 Facial high frequency services precautions explained.</p> <p>6.9 Treatment procedure and skin sensation explained to client in accordance with salon requirements.</p> <p>6.10 Client's skin thoroughly cleansed in accordance with salon requirements.</p> <p>6.11 Client's skin analysed in accordance with salon requirements.</p> <p>6.12 Tactile and thermal tested on client in accordance with safety requirements.</p> <p>6.13 Types of high frequency electrodes identified and selected in accordance to client's skin requirement.</p> <p>6.14 Precautions of using equipment and electrode checked and confirmed in good working condition in accordance with salon requirements.</p> <p>6.15 Machine set at zero intensity in accordance with manufacturer instructions.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • sebaceous gland activity stimulation. • Germicidal effect. • cell metabolism increment. • skin tone improvement (erythema). <p>6.7 Effects and benefits of indirect high frequency:</p> <ul style="list-style-type: none"> • improvement of skin appearance. • increment of sebaceous and sudoriferous glands activity. • pores dilate. • massage movements aid desquamation. 			<p>6.16 Facial electrotherapy high frequency unit checked and tested on self and client in accordance with manufacturer instructions.</p> <p>6.17 Facial electrotherapy high frequency applied on client's skin in accordance with manufacturer's instructions and salon service procedure.</p> <p>6.18 Client's response observed and attended to in accordance with salon requirements.</p> <p>6.19 Protective care applied to client's skin upon completion of treatment in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • vasodilation occurs (heat increment). • improvement of blood circulation. • soothing and sedating nerve endings. <p>6.8 Facial high frequency services precautions:</p> <ul style="list-style-type: none"> • Direct – do not lift the electrode away from the skin while current still on. • Indirect – do not let the hands break contact with the skin and do not use any tapotement movements. 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
7. Carry out facial micro-current services.	<p>7.1 Micro-current technology:</p> <ul style="list-style-type: none"> • A very low intensity direct current. • The current has been scaled down. • Modified to produce low frequency pulses of differing wave forms. <p>7.2 Effects and benefits of micro-current:</p> <ul style="list-style-type: none"> • Stimulates the body's own natural 	<p>7.1 Cleanse client's skin.</p> <p>7.2 Analyse client's skin.</p> <p>7.3 Perform tactile and thermal tests on client.</p> <p>7.4 Explain skin sensation to client.</p> <p>7.5 Check precautions during facial micro-current services.</p> <p>7.6 Set machine at zero intensity.</p> <p>7.7 Test machine intensity on self and client.</p> <p>7.8 Apply facial micro current medium on client's skin.</p> <p>7.9 Apply facial micro-current techniques.</p> <p>7.10 Remove facial micro-current medium.</p>	<p><u>ATTITUDE</u></p> <p>7.1 Demonstrating respect to clients and colleagues</p> <p>7.2 Demonstrate good communication skills</p> <p>7.3 Demonstrate correct client care and professionalism at all times</p> <p>7.4 Maintain professional appearance, personal hygiene and behaviour</p> <p>7.5 Show respect, being aware of interpersonal space</p> <p><u>SAFETY</u></p>	<p>7.1 Micro-current technology described.</p> <p>7.2 Effects and benefits of micro-current described.</p> <p>7.3 Types of wave form used in different micro current treatments listed out.</p> <p>7.4 Types of micro-current electrodes listed out.</p> <p>7.5 Types of movement listed out.</p> <p>7.6 Medium use for micro-current explained.</p> <p>7.7 Facial micro-current services precautions described.</p> <p>7.8 Client's skin thoroughly cleansed in accordance with salon requirements.</p> <p>7.9 Client's skin analysed in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>bio/electrical impulses.</p> <ul style="list-style-type: none"> • Encourages natural regenerative actions in the muscles and tissues. • Stimulate the production of elastin and collagen. • Tighten the collagen bundles. • Stimulate natural cell renewal process. • softens lines, wrinkles and creases. • Maintains youthful contours. • Improves the condition of 	<p>7.11 Observe client's response.</p> <p>7.12 Attend to client's response.</p> <p>7.13 Apply protective care.</p>	<p>7.1 Adhere to all safety precautions</p> <p>7.2 Use the correct intensity of current and ensure it is tolerable to the client</p> <p>7.3 Wear suitable Personal Protective Equipment (PPE)</p> <p><u>ENVIRONMENT</u></p> <p>7.1 Clean service room with warm relaxing ambience</p> <p>7.2 Good ventilation and suitable lighting</p> <p>7.3 Soft relaxing music</p> <p>7.4 Dispose of all types of salon waste safely and to meet with legal and salon requirements</p>	<p>7.10 Tactile and thermal test performed on client in accordance with safety requirements.</p> <p>7.11 Treatment procedure and skin sensation explained to client in accordance with salon requirements.</p> <p>7.12 Precautions of using equipment and electrode checked and confirmed in good working condition in accordance with salon requirements.</p> <p>7.13 Facial electrotherapy micro current unit checked and tested on self and client in accordance with manufacturer instructions.</p> <p>7.14 Medium use for micro-current selected and applied on client's skin in accordance with service requirement.</p> <p>7.15 Facial micro-current techniques applied in accordance with manufacturer instructions.</p> <p>7.16 Facial micro-current medium removed in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>an ageing skin.</p> <ul style="list-style-type: none"> • Reduces areas of puffiness or fluid retention. • Improves muscle condition. • Improves the appearance of the skin by improving colour and texture. • Softens scar tissue in the area. • Improves the appearance of dark circles and puffiness around the eyes. <p>7.3 Types of wave form used in different micro</p>			<p>7.17 Client's response observed and attended to in accordance with salon requirements.</p> <p>7.18 Protective care applied to client's skin after treatment done in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>current treatments:</p> <ul style="list-style-type: none"> • Synergic. • Rectangular. • Square. • Ramp. • Trapezoidal. • Saw tooth. <p>7.4 Types of micro-current electrodes:</p> <ul style="list-style-type: none"> • Probes. • Gloves. • Small adhesive electrodes. <p>7.5 Types of movement:</p> <ul style="list-style-type: none"> • Lifting. • Slide. • Gliding. <p>7.7 Medium use for micro-current:</p> <ul style="list-style-type: none"> • Gels – ionised gels. • Serums – specialised products for 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>skin conditions.</p> <ul style="list-style-type: none"> • Ampoules – specialised products for skin conditions. <p>7.8 Facial micro-current services precautions:</p> <ul style="list-style-type: none"> • No jewellery on client. • Avoid passing current through eyeball. • Use cotton tipped buds only. • Keep electrodes moist. 			
8. Carry out post facial electrotherapy advice.	8.1 Facial electrotherapy aftercare advice and post-	8.1 Obtain client feedback. 8.2 Provide after care advice.	<u>ATTITUDE</u> 8.1 Demonstrating respect to clients and colleagues	8.1 Facial electrotherapy aftercare advice and post-treatment restrictions explained. 8.2 Home care advice and future treatment needs explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>treatment restrictions.</p> <p>8.2 Home care advice and future treatment needs:</p> <ul style="list-style-type: none"> • The lifestyle factors and changes. • Skin care routines. <p>8.3 Client consultation records:</p> <ul style="list-style-type: none"> • client's feedback. • tools and product used. • updating contra-actions and remedial action. <p>8.4 Client consultation card/form storing techniques:</p> <ul style="list-style-type: none"> • manual. • electronic. 	<p>8.3 Recommend home care product.</p> <p>8.4 Record post facial electrotherapy advice.</p> <p>8.5 Schedule next service appointment.</p>	<p>8.2 Demonstrate good communication skills</p> <p>8.3 Demonstrate correct client care and professionalism at all times</p> <p>8.4 Maintain professional appearance, personal hygiene and behaviour</p> <p>8.5 Show respect, being aware of interpersonal space</p> <p><u>SAFETY</u></p> <p>8.1 Compliance with Data Protection Act for record keeping</p> <p><u>ENVIRONMENT</u></p> <p>8.1 Clean consultation room with warm relaxing ambience</p> <p>8.2 Good ventilation and suitable lighting</p> <p>8.3 Soft relaxing music</p> <p>8.4 Dispose of all types of salon waste safely and to meet with legal and salon requirements</p>	<p>8.3 Client consultation records explained.</p> <p>8.4 Client consultation card/form storing techniques described.</p> <p>8.5 Next service appointment details described.</p> <p>8.6 Client's feedback obtained.</p> <p>8.7 Aftercare advice recommended in accordance with service requirements.</p> <p>8.8 Home care advice recommended in accordance with service requirements.</p> <p>8.9 Next service schedule determined and future treatment recommended according to client's availability and preferences.</p> <p>8.10 Client consultation records updated.</p> <p>8.11 Client's record card stored in accordance with salon policies and Data Protection Act.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	8.5 Next service appointment details.			
9. Upkeep facial electrotherapy service area.	9.1 Product, tools, equipment, materials and storage procedure. 9.2 Product and materials replenishment/ replacement procedure.	9.1 Clean tools and equipment. 9.2 Store tools, equipment, materials and products. 9.3 Carry out product and materials replenishment/ replacement procedure. 9.4 Update stock inventory. 9.5 Dispose salon waste.	<u>ATTITUDE</u> 9.1 Demonstrating respect to clients and colleagues 9.2 Demonstrate good communication skill 9.3 Demonstrate correct client care and professionalism at all times 9.4 Maintain professional appearance, personal hygiene and behaviour <u>SAFETY</u> 9.1 Workstation must be cleaned before and after each client. 9.2 Wet floor must be mopped to dry and a hazard or warning sign must be placed up straight away to avoid clients slipping or	9.1 Product, tools, equipment, materials and storage procedure described. 9.2 Product and materials replenishment/ replacement procedure described. 9.3 Tools and equipment cleaned and sterilised in accordance with hygiene standards and salon procedures. 9.4 Machines and electrodes disconnected, wiped and stored in accordance with salon requirements. 9.5 Products and materials replenished/replaced and stock updated in accordance with salon requirements. 9.6 Salon waste identified and disposed in accordance with local authority requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			<p>tripping over in the salon</p> <p><u>ENVIRONMENT</u></p> <p>9.1 Maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</p> <p>9.2 Sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</p> <p>9.3 Manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection</p>	

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

- 1 Cressy S – *Beauty Therapy Fact File, 5th Edition* (Heinemann, 2010) ISBN 9780435451424
- 2 Jane Foulston, Fae Major, Marguerite Wynne 2nd Revised Edition –(2009) EMS Publishing *The Art and Science of Beauty Therapy: A Complete Guide for Beauty Specialists* ISBN 9781903348130
- 3 Bennett R – *The Science of Beauty Therapy 3rd Edition* (Hodder Education, 2004) ISBN 9780340814666
- 4 www.habia.org Habia, the Standards Setting Body for the hair and beauty sector
- 5 www.professionalbeauty.co.uk Professional Beauty
- 6 www.anta.gov.au Australian National Training Authority
- 7 www.cityandguilds.com City & Guilds
- 8 Joel Gerson -*Milady Standard Esthetics Fundamentals, 11th Edition* (Milady Publishing, 2013) ISBN 9781111306892

15.2. Specialised Facial Mask Therapy

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Therapy Services		
COMPETENCY UNIT TITLE	Specialised Facial Mask Therapy		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to carry out consultation, analyse client requirement, following safety and hygiene procedures in performing hot oil mask, paraffin wax, thermal mask and biological mask, so that the face appearance improved, enhanced and supple in accordance to clients' requirements</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Carry out specialised facial mask therapy client consultation. 2. Carry out specialised facial mask therapy preparation. 3. Carry out hot oil mask therapy. 4. Carry out paraffin wax mask therapy. 5. Carry out thermal mask therapy. 6. Carry out biological mask therapy. 7. Provide post specialised facial mask therapy advice. 8. Upkeep specialised facial mask therapy work area. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	S960-002-2:2020-C02	NOSS LEVEL	Two (2)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out specialised facial mask	1.1 Client's information (names, age,	1.1 Record client's details, medical history and lifestyle.	<u>ATTITUDE:</u> 1.1 Meticulous in assessing client	1.1 Client's information described. 1.2 Skin types and conditions described.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
therapy client consultation.	<p>address, medical history, lifestyle).</p> <p>1.2 Skin Types (dry, mature, oily, normal, combination).</p> <p>1.3 Skin Conditions (sensitive, acne, Inflamed, pigmentation).</p> <p>1.4 Client's contraindication (burns, cuts, bruises, skin disease, allergies, fever, abrasion).</p> <p>1.5 Types and effects of specialised mask</p> <ul style="list-style-type: none"> • Hot Oil Mask • Parrafin Wax • Thermal Mask 	<p>1.2 Identify client's contraindication.</p> <p>1.3 Check client's skin type.</p> <p>1.4 Determine client's specialised facial mask therapy requirements.</p> <p>1.5 Explain contra-actions to client.</p> <p>1.6 Obtain client's informed consent and signature.</p>	<p>requirements</p> <p>1.2 Empathy with client condition and needs</p> <p>1.3 Confidentiality of client maintained at all time</p> <p><u>SAFETY:</u> Not Applicable</p> <p><u>ENVIRONMENT:</u> 1.1 Good ventilation.</p>	<p>1.3 Client's contraindication described.</p> <p>1.4 Types and effects of specialised mask listed out and explained.</p> <p>1.5 Client's consultation recorded in accordance with client's information.</p> <p>1.6 Client's profiles (personal details) and information medical history, lifestyle, budget identified.</p> <p>1.7 Client's skin types and condition identified.</p> <p>1.8 Client's contraindication identified (health condition, allergies, medication).</p> <p>1.9 Client's specialised facial mask therapy requirements determined in accordance with salon requirements.</p> <p>1.10 Contra-actions explained to client in accordance with salon requirements.</p> <p>1.11 Client's consent of agreed services documented and signatory confirmed in accordance with service requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> Biological Mask. 			
2. Carry out specialised facial mask therapy preparation.	<p>2.1 Work area preparation:</p> <ul style="list-style-type: none"> Adequate ventilation. Good lighting. Ambience. Volume and type of music. Pleasing aroma. Privacy. <p>2.2 Type of tools and equipment:</p> <ul style="list-style-type: none"> Disposable wooden spatula. Magnifying lamp. Facial bed. Stool. Trolley. Disposable bed 	<p>2.1 Select tools, equipment and materials.</p> <p>2.2 Check equipment functionality and safety.</p> <p>2.3 Select tools and equipment cleaning method.</p> <p>2.4 Clean tools and equipment.</p> <p>2.5 Arrange tools, equipment and materials.</p> <p>2.6 Prepare client</p> <p>2.7 Perform skin sensitivity.</p>	<p><u>ATTITUDE:</u></p> <p>2.1 Resourceful in locating service areas and tools, equipment and materials</p> <p>2.2 Concern with client's comfort and modesty</p> <p>2.3 Courteous attitude towards client</p> <p><u>SAFETY:</u></p> <p>2.1 Adhere to safety and hygiene requirement in handling materials, tools and equipment</p> <p>2.2 Aware on personal client and workplace safety requirement.</p> <p><u>ENVIRONMENTAL:</u></p> <p>2.1 Good ventilation</p>	<p>2.1 Work area ventilation temperature, lightings and ambience explained.</p> <p>2.2 Type of tools and equipment explained.</p> <p>2.3 Client preparation explained.</p> <p>2.4 Skin sensitivity test explained.</p> <p>2.5 Benefits of the ingredients ageing explained.</p> <p>2.6 Tools, equipment and materials identified in accordance with client's mask services requirements.</p> <p>2.7 Equipment confirmed functionality and safety.</p> <p>2.8 Tools and equipment cleaned and sterilised in accordance with health and hygiene requirement and salon procedures.</p> <p>2.9 Tools and equipment organised in accordance with work flow and service requirements.</p> <p>2.10 Personal Protective Equipment (PPE) determined and utilised</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>protective sheet.</p> <ul style="list-style-type: none"> • Lined bin. • Skin care. • Products. • Disposable material (cotton pads, cotton bud, wooden spatula). • Non disposable (mask bowl, mask brush). • Personal Protective Equipment/ PPE (disposable gloves, disposable face mask apron). <p>2.3 Client preparation.</p> <p>2.4 Skin sensitivity test:</p>			<p>in accordance with service requirements.</p> <p>2.11 Client ushered to designated area and changed in service attire in accordance with salon service requirements.</p> <p>2.12 Client's personal belongings safely stored in accordance with salon requirements.</p> <p>2.13 Client's feet sanitised in accordance with salon hygiene requirements.</p> <p>2.14 Client positioned on the facial bed/couch.</p> <p>2.15 Client's body covered in accordance with service requirements.</p> <p>2.16 Client's hair draped in accordance with salon procedures and techniques.</p> <p>2.17 Skin sensitivity, tactile and thermal tested on client in accordance with safety requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Thermal Test. • Tactile Test. • Patch Test. 2.5 Benefits of the ingredients: <ul style="list-style-type: none"> • Stimulates. • Lubricates. • Softens. • Delays ageing. 			
3. Carry out hot oil mask therapy.	3.1 Types and benefits of oil: <ul style="list-style-type: none"> • Almond. • Olive. • Wheat germ. • Grape seed. 3.2 Oil preparation: <ul style="list-style-type: none"> • Temperature. • Duration. • Manufacturer's instructions. • Positioning Heater Pot. 3.3 Contraindications:	3.1 Identify types of oil. 3.2 Identify contraindications. 3.3 Monitor oil temperature and duration. 3.4 Determine hot oil mask procedure and technique. 3.5 Position infrared lamp. 3.6 Test hot oil on self and client. 3.7 Apply hot oil on client's face. 3.8 Remove hot oil mask.	<u>ATTITUDE:</u> 3.1 Adhere to service procedure, method and technique consistently 3.2 Observant to client's response 3.3 Ensure client's modesty and privacy <u>SAFETY:</u> 3.1 Heater Pot in safe stable position and away from anything flammable. 3.2 No trailing wires	3.1 Types and benefits of oil explained determined. 3.2 Oil preparation explained. 3.3 Contraindications explained. 3.4 Hot oil mask procedures and techniques explained. 3.5 Skin reaction explained. 3.6 Hot oil precautions to hot oil application explained. 3.7 Effects of the infrared lamp explained. 3.8 Hot oil removal explained. 3.9 Protective care application explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Cuts. • Broken capillaries. • Erythema. • Claustrophobic. • Rashes or open sores. <p>3.4 Hot oil mask procedures and techniques.</p> <p>3.5 Skin reaction (redness, itchiness, swelling).</p> <p>3.6 Precautions to hot oil application:</p> <ul style="list-style-type: none"> • Temperature. • Overheating of Oil. • Dripping on client skin. <p>3.7 Effects of the infrared lamp.</p> <p>3.8 Hot oil removal:</p> <ul style="list-style-type: none"> • Sponge. 	<p>3.9 Attend to client's response.</p> <p>3.10 Apply protective care.</p>	<p>3.3 Comply with health and hygiene regulations and requirements</p> <p>3.4 Avoid moving the pot whilst hot</p> <p>3.5 Avoid over heating of oil.</p> <p>3.6 Wear suitable Personal Protective Equipment (PPE)</p> <p>3.7 Practise good posture.</p> <p><u>ENVIRONMENT:</u></p> <p>3.1 Good ventilation</p> <p>3.2 Dispose waste in accordance with local legislation requirement.</p>	<p>3.10 Types of oil determined in accordance with salon requirements.</p> <p>3.11 Contraindications determined in accordance with salon requirements.</p> <p>3.12 Oil temperature and duration observed in accordance with salon requirements.</p> <p>3.13 Hot oil mask procedures and techniques determined in accordance with salon requirements.</p> <p>3.14 Hot oil prepared in accordance with manufacturer instructions.</p> <p>3.15 Infrared lamp positioned in accordance with salon requirements.</p> <p>3.16 Temperature of hot oil tested on self and client according to salon safety procedures and techniques.</p> <p>3.17 Hot oil mask applied on client's face using mask brush over gauze in accordance with salon requirements.</p> <p>3.18 Mask leaved on the face for 15 – 20 minutes in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Lukewarm water. 3.9 Protective care application: <ul style="list-style-type: none"> • Cream. • Gel. • Serum. • Ampoule. • Sun block. 			3.19 Hot oil mask removed from client's face in accordance with service requirements. 3.20 Client's privacy and modesty maintained throughout the service. 3.21 Client's response observed and attended to in accordance with salon requirements. 3.22 Protective care (toning, moisturising, sun protecting) applied to client's skin after treatment done in accordance with salon requirements.
4. Carry out paraffin wax mask therapy.	4.1 Benefits of paraffin wax: <ul style="list-style-type: none"> • Increase blood circulation. • Toning. • Boost moisture level of the skin. 4.2 Indication for paraffin wax mask: <ul style="list-style-type: none"> • Dry skin. 	4.1 Identify indication for paraffin wax application. 4.2 Identify contraindication for paraffin wax mask. 4.3 Determine paraffin wax application procedure and technique. 4.4 Prepare paraffin wax mask. 4.5 Test wax temperature. 4.6 Apply paraffin wax therapy.	<u>ATTITUDE:</u> 4.1 Adhere to service procedure, method and technique consistently 4.2 Observant to client's response 4.3 Ensure client's modesty and privacy <u>SAFETY:</u> 4.1 Comply with health and hygiene regulations and requirements	4.1 Benefits of paraffin wax explained. 4.2 Indication for paraffin wax mask explained. 4.3 Paraffin wax mask contraindications explained. 4.4 Paraffin wax mask preparation explained. 4.5 Paraffin wax mask procedure and technique explained. 4.6 Precautions to paraffin wax explained. 4.7 Paraffin removal method explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Matured skin. <p>4.3 Paraffin wax mask contraindications:</p> <ul style="list-style-type: none"> • Broken capillaries. • Cuts. • Abrasions. • Erythema. • Rashes or open sore. • Claustrophobic. <p>4.4 Paraffin wax mask preparation:</p> <ul style="list-style-type: none"> • Melting duration. • Mixture composition. • Melting temperature. • Product consistency. 	<p>4.7 Remove paraffin wax mask.</p> <p>4.8 Attend to client's response.</p> <p>4.9 Apply protective care.</p>	<p>4.2 Avoid moving the pot whilst hot</p> <p>4.3 Avoid over heating of oil.</p> <p>4.4 Wear suitable Personal Protective Equipment(PPE)</p> <p>4.5 Practise good posture to avoid injury.</p> <p><u>ENVIRONMENT:</u></p> <p>4.1 Good ventilation</p> <p>4.2 Dispose waste in accordance with local legislation requirement.</p>	<p>4.8 Indication for paraffin wax mask determined in accordance with salon requirements.</p> <p>4.9 Paraffin wax mask contraindications determined in accordance with salon requirements.</p> <p>4.10 Paraffin wax mask procedure and technique determined in accordance with salon requirements.</p> <p>4.11 Paraffin wax mask prepared in accordance with manufacturer requirements.</p> <p>4.12 Temperature of paraffin wax tested on self and client according to salon safety procedure and technique</p> <p>4.13 Paraffin wax mask therapy applied and safety precautions ensured in accordance with salon requirements.</p> <p>4.14 Paraffin wax removed in accordance with salon requirements.</p> <p>4.15 Client's privacy and modesty maintained throughout the service.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Manufacturer's instructions. • Wax Pot positioning. <p>4.5 Procedure and technique of applying paraffin wax.</p> <p>4.6 Precautions to paraffin wax:</p> <ul style="list-style-type: none"> • Temperature of Wax. • Overheating of wax. • Dripping on client. <p>4.7 Paraffin removal method:</p> <ul style="list-style-type: none"> • Sponge. • Lukewarm water. 			<p>4.16 Client's response observed and attended to in accordance with salon requirements.</p> <p>4.17 Protective care (toning, moisturising, sun protecting) applied to client's skin after treatment done in accordance with salon requirements.</p>
5. Carry out thermal mask therapy.	5.1 Types of thermal mask: <ul style="list-style-type: none"> • Powder. • Cream. 	5.1 Determine types of thermal mask.	<u>ATTITUDE:</u> 5.1 Adhere to service procedure, method	5.1 Types and benefits of thermal mask explained. 5.2 Indication for thermal mask explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>5.2 Benefits of thermal mask:</p> <ul style="list-style-type: none"> • Increase blood circulation. • Revitalising. • Nourishing. <p>5.3 Indication for thermal mask:</p> <ul style="list-style-type: none"> • Dry skin. • Matured skin. • Combination <p>5.4 Thermal mask contraindications:</p> <ul style="list-style-type: none"> • Broken capillaries. • Cuts. • Abrasions. • Erythema. • Claustrophobic. • Rashes or open sore. <p>5.5 Preparation of thermal mask</p>	<p>5.2 Identify indication for thermal mask application.</p> <p>5.3 Identify contraindication for thermal mask.</p> <p>5.4 Determine procedure and technique of thermal mask application.</p> <p>5.5 Prepare thermal mask.</p> <p>5.6 Apply thermal mask therapy.</p> <p>5.7 Remove thermal mask.</p> <p>5.8 Attend to client's response.</p> <p>5.9 Apply protective care.</p>	<p>and technique consistently</p> <p>5.2 Observant to client's response</p> <p>5.3 Ensure client's modesty and privacy</p> <p><u>SAFETY:</u></p> <p>5.1 Comply with health and hygiene regulations and requirements</p> <p>5.2 Wear suitable Personal Protective Equipment (PPE)</p> <p>5.3 Practise good posture</p> <p><u>ENVIRONMENT:</u></p> <p>5.1 Good ventilation</p> <p>5.2 Dispose waste in accordance with local legislation requirement.</p>	<p>5.3 Thermal mask contraindications explained.</p> <p>5.4 Preparation of thermal mask explained.</p> <p>5.5 Thermal mask procedure and technique explained.</p> <p>5.6 Precautions to thermal mask explained.</p> <p>5.7 Methods of removal explained.</p> <p>5.8 Types and benefits of thermal mask determined in accordance with salon requirements.</p> <p>5.9 Indication for thermal mask determined in accordance with salon requirements.</p> <p>5.10 Thermal mask contraindications determined in accordance with salon requirements.</p> <p>5.11 Thermal mask prepared in accordance with manufacturer instructions.</p> <p>5.12 Thermal mask applied and safety precautions ensured in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>(Manufacturer instruction).</p> <p>5.6 Thermal mask procedure and technique:</p> <ul style="list-style-type: none"> • Eye pads. • Gauze. • Mask brush. • Thermal Mask. • Duration. <p>5.7 Precautions to thermal mask:</p> <ul style="list-style-type: none"> • Sensation. • Client Heat Tolerance. • Skin sensitivity. • Adverse Reaction. <p>5.8 Methods of removal:</p> <ul style="list-style-type: none"> • Sponges. • Wet Cotton pads. • Water (room temperature). 			<p>5.13 Removal technique in accordance with salon requirements.</p> <p>5.14 Clients privacy and modesty maintained throughout the service</p> <p>5.15 Client's response observed and attended to in accordance with salon requirements.</p> <p>5.16 Protective care (toning, moisturising, sun protecting) applied to client's skin after treatment done in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
6. Carry out biological mask therapy.	<p>6.1 Types of ingredients for Biological Mask:</p> <ul style="list-style-type: none"> • Fruits (papaya, kiwi, banana). • Oatmeal. • Vegetables (cucumber, tomato, carrot). • Bran. • Egg. • Honey. • Yogurt. <p>6.2 Benefits of Biological Mask Ingredients:</p> <ul style="list-style-type: none"> • Hydrating. • Nourishing. • Refreshing. • Revitalising. • Whitening. • Softening. • Soothing. 	<p>6.1 Identify ingredient for biological mask.</p> <p>6.2 Identify indication for biological.</p> <p>6.3 Determine consistency mask.</p> <p>6.4 Determine biological mask application procedure and technique.</p> <p>6.5 Apply biological mask therapy.</p> <p>6.6 Remove biological mask.</p> <p>6.7 Attend to client's response.</p> <p>6.8 Apply protective care.</p>	<p><u>ATTITUDE:</u></p> <p>6.1 Adhere to service procedure, method and technique consistently</p> <p>6.2 Observant to client's response</p> <p>6.3 Ensure client's modesty and privacy</p> <p><u>SAFETY:</u></p> <p>6.1 Comply with health and hygiene regulations and requirements</p> <p>6.2 Wear suitable Personal Protective Equipment (PPE)</p> <p>6.3 Practise good posture</p> <p><u>ENVIRONMENT:</u></p> <p>6.1 Good ventilation</p> <p>6.2 Dispose waste in accordance with local legislation requirement</p>	<p>6.1 Types and benefits of biological mask ingredients explained.</p> <p>6.2 Indication for biological mask explained.</p> <p>6.3 Methods of preparation and mixture of ingredients explained.</p> <p>6.4 Mask consistency explained.</p> <p>6.5 Procedure and technique of application biological mask explained.</p> <p>6.6 Removal of biological mask procedure explained.</p> <p>6.7 Biological mask ingredients determined in accordance with salon requirements.</p> <p>6.8 Indication for biological mask determined in accordance with salon requirements.</p> <p>6.9 Mask consistency determined in accordance with salon requirements.</p> <p>6.10 Procedure and technique of application biological mask determined in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Cooling. <p>6.3 Indication for Biological Mask:</p> <ul style="list-style-type: none"> • Normal skin. • Oily skin. • Combination • Mature skin. • Sensitive skin. • Dry skin. <p>6.4 Methods of preparation & Mixture of ingredients.</p> <p>6.5 Mask Consistency:</p> <ul style="list-style-type: none"> • Well Mixed. • Smooth Texture. • Free of Lumps. <p>6.6 Procedure and technique of application biological mask.</p>			<p>6.11 Biological mask prepared and applied in accordance with ingredient type.</p> <p>6.12 Biological mask removed in accordance with salon requirements.</p> <p>6.13 Client's privacy and modesty maintained throughout the service.</p> <p>6.14 Client's response observed and attended to in accordance with salon requirements.</p> <p>6.15 Protective care (toning, moisturising, sun protecting) applied to client's skin after treatment done in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	6.7 Removal of biological mask procedure.			
7. Provide post specialised facial mask therapy advice.	7.1 Client feedback. 7.2 Home care product soothing lotion: <ul style="list-style-type: none"> • Moisturizer. • Sunblock. 7.3 Client consultation records. 7.4 Next follow up appointment details (date, time).	7.1 Obtain client feedback. 7.2 Provide after care advice. 7.3 Recommend home care product. 7.4 Record post specialised facial mask advice. 7.5 Schedule next service appointment.	<u>ATTITUDE</u> 7.1 Polite, courteous and attentive to client 7.2 Communicate effectively 7.3 Meticulous 7.4 Clarity in advice regarding home care and product 7.5 Show sincerity in proposing aesthetic service. <u>SAFETY</u> Not Available <u>ENVIRONMENT:</u> 7.1 Good ventilation. 7.2 Conducive environment.	7.1 Client feedback explained. 7.2 Home care product soothing lotion explained. 7.3 Client consultation record explained. 7.4 Next follow up appointment details explained. 7.5 Client feedback obtained and recorded in accordance with service requirements. 7.6 After care advised in accordance with service requirements. 7.7 Home care product recommended in accordance with service requirements. 7.8 Next service schedule determined and future treatment recommended according to client's availability and preferences. 7.9 Client's record card stored in accordance with salon policies and Data Protection Act.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
8. Upkeep specialised facial mask therapy work area.	8.1 Product, tools, equipment, materials storage procedure. 8.2 Product and materials replenishment/ replacement procedure.	8.1 Clean tools and equipment. 8.2 Store tools, equipment, materials and products. 8.3 Carry out product and materials replenishment/ replacement procedure. 8.4 Update stock inventory. 8.5 Dispose salon waste.	<u>ATTITUDE</u> 8.1 Meticulous and thorough in up keeping service area 8.2 Resourceful in locating keeping areas/store <u>SAFETY:</u> 8.1 Adhere to safety rules and regulations <u>ENVIRONMENT:</u> 8.1 Good ventilation 8.2 Dispose waste in accordance with environmental protection guidelines	8.1 Product, tools, equipment, materials and storage procedure described. 8.2 Product and materials replenishment/ replacement procedure described. 8.3 Tools, equipment and materials cleaned and sterilised in accordance with hygiene standards and salon procedures. 8.4 Product, tools, equipment and materials stored/kept in place in accordance with salon procedures. 8.5 Depleted materials replenished/ replaced and stock updated in accordance with salon procedures. 8.6 Salon waste identified and disposed in accordance with local authority requirements.

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

- 1 Cressy S – *Beauty Therapy Fact File, 5th Edition* (Heinemann, 2010) ISBN 9780435451424
- 2 Jane Foulston, Fae Major, Marguerite Wynne 2nd Revised Edition –(2009) EMS Publishing *The Art and Science of Beauty Therapy: A Complete Guide for Beauty Specialists* ISBN 9781903348130
- 3 Bennett R – *The Science of Beauty Therapy 3rd Edition* (Hodder Education, 2004) ISBN 9780340814666
- 4 www.habia.org Habia, the Standards Setting Body for the hair and beauty sector
- 5 www.professionalbeauty.co.uk Professional Beauty
- 6 www.anta.gov.au Australian National Training Authority
- 7 www.cityandguilds.com City & Guilds
- 8 Joel Gerson -*Milady Standard Esthetics Fundamentals, 11th Edition* (Milady Publishing, 2013) ISBN 9781111306892

15.3. Eyelash And Eyebrow Enhancement

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Therapy Services		
COMPETENCY UNIT TITLE	Eyelash And Eyebrow Enhancement		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to enhance the appearance of eyelash and eyebrow in accordance with client's requirements, provide suitable aftercare advice and health, and adhere safety and hygiene procedures throughout their work.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Carry out eyelash and eyebrow enhancement client consultation. 2. Carry out eyelash and eyebrow enhancement patch test. 3. Carry out eyelash and eyebrow enhancement preparation. 4. Carry out eyelash and eyebrow tinting. 5. Carry out eyelash perming. 6. Carry out artificial eyelash application. 7. Provide post eyelash and eyebrow enhancement advice. 8. Upkeep eyelash and eyebrow enhancement work area. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	S960-002-2:2020-C03	NOSS LEVEL	Two (2)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out eyelash and eyebrow	1.1 Client profiles: <ul style="list-style-type: none"> • Personal details. 	1.1. Record client's details, medical history and lifestyle.	<u>ATTITUDE:</u> 1.1 Meticulous and thorough in checking	1.1 Client profiles details described.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
enhancement client consultation.	<ul style="list-style-type: none"> • Medical history. • Lifestyle. 1.2 Skin type (dry, oily, combination). 1.3 Skin condition (mature, dehydrated, sensitive). 1.4 Eye condition. 1.5 Anatomy and physiology in regard to eyelash and eyebrow enhancement: <ul style="list-style-type: none"> • Hair structure (erector pili muscle, hair follicle, hair shaft). • Skin structure (epidermis, dermis, stratum corneum). 	1.2. Identify client's contraindications. 1.3. Check client's eye and skin type. 1.4. Determine client's eyelash and eyebrow enhancement requirements. 1.5. Explain contraindications to client. 1.6. Obtain client's informed consent and signature.	client consultation details 1.2 Ensure clarity of client requirements 1.3 Use effective communication skills 1.4 Maintain professional appearance, personal hygiene and behaviour 1.5 Attentive to client requirements <u>SAFETY:</u> 1.1 Keep client's record confidentially <u>ENVIRONMENT:</u> 1.1 Good ventilation 1.2 Conducive environment	1.2 Skin type, skin condition and eye condition described. 1.3 Knowledge of anatomy and physiology related to brow/lash enhancement explained. 1.4 Client's contraindications explained. 1.5 Client's treatment objective explained. 1.6 Benefits and effects of eyelash and eyebrow enhancement explained. 1.7 Treatment plan and records explained. 1.8 Importance of client consent to the treatment described. 1.9 Consultation techniques using effective communication skills demonstrated. 1.10 Client profiles details (name, age, gender, medical history and lifestyle) recorded. 1.11 Contraindications identified and discussed with client and referred to appropriate professional where required.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Hair growth cycle (anagen, catagen, Telogen). • Factors that influence hair growth (health, age, diet). • Skin functions (thermal regulation, acid mantle formulation). • Hair functions (protection, prevention of particles entering eye). <p>1.6 Client's contraindications:</p> <ul style="list-style-type: none"> • Conjunctivitis. 			<p>1.12 Client's eye and skin type confirmed in accordance with treatment requirements.</p> <p>1.13 Client characteristics identified and treatment recommended according to client's need.</p> <p>1.14 Treatment plan determined and confirmed with client.</p> <p>1.15 Contra-actions explained to client in accordance with salon requirements.</p> <p>1.16 Client's consent of agreed services documented and signatory confirmed in accordance with service requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Styes. • Blepharitis. • Atopic eczema. • Psoriasis. • Watery eyes/ epiphora. <p>1.7 Client's treatment objective:</p> <ul style="list-style-type: none"> • Enhance appearances of brow /lash. • Add colour. • Client agreement. • Client needs and suitability. • Duration. • Cost. <p>1.8 Benefits and effects of eyelash and eyebrow enhancement:</p>			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Eyelash and eyebrow tinting. • Eyelash perming. • Artificial eyelash extension (individual, strip). <p>1.9 Treatment plan and records which include:</p> <ul style="list-style-type: none"> • Treatment/s. • Frequency/ duration. • Products. • Application techniques. • Areas of the skin requiring special treatment. • Possible contra indication (itchy, 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	burning sensation). 1.10 Importance of client consent to the treatment.			
2. Carry out eyelash and eyebrow enhancement patch test.	2.1 Purpose of skin sensitivity test: <ul style="list-style-type: none"> • Allergic reaction to products (hydrogen peroxide, adhesive). • Client with sensitive skin previously. • Nervous client. • Client never had treatment before (tinting, perming, artificial lash application). 	2.1 Explain the purpose of skin sensitivity test to client. 2.2 Prepare client for skin sensitivity test. 2.3 Carry out skin sensitivity test. 2.4 Interpret result of skin sensitivity test. 2.5 Record patch test result.	<u>ATTITUDE:</u> 2.1 Courteous attitude towards client 2.2 Concern with client's comfort and modesty <u>SAFETY:</u> 2.1 Cautious in handling chemicals and hazardous materials 2.2 Ensure the use of clean equipment and materials. 2.3 Keep client's record confidentially <u>ENVIRONMENT:</u> 2.1 Good ventilation 2.2 Conducive environment 2.3 Dispose waste in accordance with local	2.1 Purpose of skin sensitivity test listed out. 2.2 Client preparation for patch test described. 2.3 Patch test procedure and technique described. 2.4 Patch test result described. 2.5 Purpose of skin sensitivity test explained to client. 2.6 Client requested to remove contact lenses, if worn. 2.7 Client's clothes protected in accordance with service requirements. 2.8 Patch test area cleansed and dried in accordance with salon and hygienic requirements. 2.9 Patch test performed in accordance with manufacturer instructions prior to service. 2.10 Patch test result interpreted and recorded in accordance with salon requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	2.2 Client preparation for patch test. 2.3 Patch test procedure and techniques. 2.4 Patch test result: <ul style="list-style-type: none"> • Test finding (Positive, Negative). • Product used. • Area of patch test. • Date of patch test. 		legislation requirement.	
3. Carry out eyelash and eyebrow enhancement preparation.	3.1 Work area preparation: <ul style="list-style-type: none"> • Adequate ventilation. • Good lighting. • Ambience. • Volume and type of music (relaxing/ calming). 	3.1 Prepare work area. 3.2 Select tools, equipment and materials. 3.3 Check equipment functionality and safety. 3.4 Select tools and equipment cleaning method.	<u>ATTITUDE:</u> 3.1 Meticulous in preparing service areas and tools, equipment and materials 3.2 Concern with client's comfort and modesty 3.3 Courteous attitude towards client	3.1 Work area preparation described. 3.2 Type of tools, material and equipment for eyelash and eyebrow enhancement service listed out and functions specified. 3.3 Client handling technique explained. 3.4 Type of service attire listed out.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Pleasant aroma. • Privacy. • Disinfect and sanitise work area. <p>3.2 Type of materials for eyelash and eyebrow enhancement:</p> <ul style="list-style-type: none"> • Eyelash perming. • Eyelash and eyebrow tinting. • Artificial eyelash extension. • Others (non-oily make up remover, skin cleanser, soothing lotion/ antiseptic, hand sanitiser). 	<p>3.5 Clean tools and equipment.</p> <p>3.6 Arrange tools, equipment and materials.</p> <p>3.7 Cleanse treatment area with non-oily eye make up remover</p> <p>3.8 Seat client in semi-reclined position.</p>	<p><u>SAFETY:</u></p> <p>3.1 Cautious in handling chemicals and hazardous materials</p> <p>3.2 Ensure the use of clean equipment and materials</p> <p>3.3 Practise personal hygiene, appearance and utilization of Personal Protective Equipment</p> <p><u>ENVIRONMENT:</u></p> <p>3.1 Good ventilation</p> <p>3.2 Pleasing aroma</p> <p>3.3 Relaxing ambience</p> <p>3.4 Reduce energy usage (energy efficient equipment, low energy lighting)</p> <p>3.5 Reduce water usage and other resources</p>	<p>3.5 Client preparation procedure and technique explained.</p> <p>3.6 Work area prepared and cleaned in accordance with salon procedures and hygienic requirements.</p> <p>3.7 Tools and equipment selected and confirmed functionality and safety in accordance with service requirements.</p> <p>3.8 Tools and equipment cleaned and sterilised in accordance with salon hygiene procedures.</p> <p>3.9 Tools, equipment and material arranged based on maximum efficiency of service.</p> <p>3.10 Personal hygiene and Personal Protective Equipment (PPE) utilized in accordance with service requirements.</p> <p>3.11 Client advised to change into service attire in accordance with service requirement.</p> <p>3.12 Client cleanliness and hygiene practises demonstrated.</p> <p>3.13 Client placed in a semi reclining position with protective clothes to maintain</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>3.3 Types and functions of tools for eyelash and eyebrow enhancement:</p> <ul style="list-style-type: none"> • Eyelash perming. • Eyelash and eyebrow tinting. • Artificial eyelash extension. <p>3.4 Types and functions of equipment for eyelash and eyebrow enhancement:</p> <ul style="list-style-type: none"> • Magnifying lamp. • Facial couch (semi-reclined). • Stool. • Trolley. 			cleanliness and comfortability throughout the treatment.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Waste bin with liner. 3.5 Client handling technique. 3.6 Type of service attire (gown, robe). 3.7 Client preparation procedure and technique (hygiene, safety, comfort).			
4. Carry out eyelash and eyebrow tinting.	4.1 Benefit and effect of eyelash and eyebrow tinting. 4.2 Client's lash/ brow colour characteristics. 4.3 Consistency of tint mixture: <ul style="list-style-type: none"> • Ratio. • Development time. 	4.1 Select eyelash and eyebrow colour. 4.2 Protect eye and skin in treatment area. 4.3 Blend tint mixture. 4.4 Apply mixture to the brow/lashes. 4.5 Cover eyes with damp cotton pads 4.6 Remove tint mixture. 4.7 Apply soothing product.	<u>ATTITUDE:</u> 4.1 Adhere to service procedure, method and technique consistently 4.2 Observant to client's response 4.3 Ensure client's modesty and privacy <u>SAFETY:</u> 4.1 Follow health and hygiene regulations and requirements	4.1 Benefit and effect of eyelash and eyebrow tinting explained. 4.2 Client's lash/ brow colour characteristics explained. 4.3 Consistency of tint mixture explained. 4.4 Purpose of barrier cream /petroleum jelly explained. 4.5 Eyelash and eyebrow tinting application and removal techniques and procedures explained. 4.6 Client response and skin reaction explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>4.4 Purpose of barrier cream /petroleum jelly.</p> <p>4.5 Eyelash and eyebrow tinting application and removal techniques and procedures.</p> <p>4.6 Client response and skin reaction.</p> <p>4.7 Remedial action (if contra action occurs, tint promptly removing, cold water compress).</p> <p>4.8 Function of post soothing lotion.</p>		<p>4.2 Cautious in handling chemicals and hazardous materials</p> <p>4.3 Practise good posture</p> <p><u>ENVIRONMENT:</u></p> <p>4.1 Good ventilation</p> <p>4.2 Conducive environment</p> <p>4.3 Dispose waste in accordance with environmental protection guidelines</p> <p>4.4 Reduce energy usage (energy efficient equipment, low energy lighting)</p> <p>4.5 Reduce water usage and other resources</p>	<p>4.7 Remedial action explained.</p> <p>4.8 Function of post soothing lotion explained.</p> <p>4.9 Eyelash and eyebrow colour selected to suit the client's lash colour characteristics.</p> <p>4.10 Skin in the treatment area and eyes protected at all times throughout service.</p> <p>4.11 Tint mixed and blended into creamy paste.</p> <p>4.12 Mixture applied evenly to the brow/lashes and fully covered the hair that to be tinted in accordance with manufacturer's instructions.</p> <p>4.13 Eyes covered with damp cotton pads.</p> <p>4.14 Tint mixture removed with damp cottons after the required processing time in accordance with manufacturer's instructions.</p> <p>4.1 Client's response observed and attended to in accordance with salon requirements.</p> <p>4.2 Client's modesty maintained throughout the service to minimise discomfort.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				<p>4.3 Consumption of products and materials used in an economic and effective manner.</p> <p>4.4 Soothing lotion applied in accordance with client's needs and manufacturer's instructions.</p>
<p>5. Carry out eyelash perming.</p>	<p>5.1 Benefit of eyelash perming.</p> <p>5.2 Functions and effects products:</p> <ul style="list-style-type: none"> • Perm lotion. • Fixing lotion (neutralising) • Nourishing lotion (collagen). • Adhesive. <p>5.3 Eyelash perming techniques and procedures:</p> <ul style="list-style-type: none"> • Size of rod. • Use of adhesive. 	<p>5.1 Choose a suitable-size rod.</p> <p>5.2 Apply small amount of adhesive on the rod.</p> <p>5.3 Carry out bending and shaping the rod to position tightly on the eyelid.</p> <p>5.4 Curl lashes over the rod with no bends or kinks.</p> <p>5.5 Apply solution to the lashes with cotton buds.</p> <p>5.8 Moisten the rod and lashes with water-soluble adhesive.</p> <p>5.9 Remove the rod.</p>	<p><u>ATTITUDE:</u></p> <p>5.1 Adhere to service procedure, method and technique consistently</p> <p>5.2 Observant to client's response</p> <p>5.3 Ensure client's modesty and privacy</p> <p><u>SAFETY:</u></p> <p>5.1 Follow health and hygiene regulations and requirements</p> <p>5.2 Cautious in handling chemicals and hazardous materials</p> <p>5.3 Practise good posture</p> <p><u>ENVIRONMENT:</u></p> <p>5.1 Good ventilation</p>	<p>5.1 The benefit of eyelash perming and procedure explained.</p> <p>5.2 Functions and effects of products explained.</p> <p>5.3 Eyelash perming techniques and procedures explained.</p> <p>5.4 Client response and skin reaction described.</p> <p>5.5 Remedial action described.</p> <p>5.6 Function of soothing lotion described.</p> <p>5.7 A suitable-size rod selected depending on the lashes and curls required.</p> <p>5.8 Eyelash perming performed in sequence recommended by manufacturer.</p> <p>5.9 Manufacturer's instruction followed for development and neutralising time.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Development time. 5.4 Client response and skin reaction. 5.5 Remedial action (if contra action occurs, stop the treatment immediately). 5.6 Function of soothing lotion.	5.10 Clean the eye area using damp cotton. 5.11 Remove excessive adhesive. 5.12 Observe client response and skin reaction. 5.11 Take remedial action if contra actions occur. 5.12 Apply soothing lotion.	5.2 Conducive environment 5.3 Dispose waste in accordance with environmental protection guidelines 5.4 Reduce energy usage (energy efficient equipment, low energy lighting) 5.5 Reduce water usage and other resources	5.10 Eye area cleaned using damp cotton and excessive adhesive removed. 5.11 Client's modesty maintained throughout the service to minimise discomfort. 5.12 Consumption of products and materials used in an economic and effective manner. 5.13 Soothing lotion applied in accordance with client's needs and manufacturer's instructions.
6. Carry out artificial eyelash application.	6.1 Benefit of artificial eyelash application: <ul style="list-style-type: none"> • Suitable for client allergic to mascara or tinting. • Enhance the appearance of eye. 	6.1 Explain the benefit of artificial eyelash application to client. 6.2 Choose suitable length, colour and type of artificial lash. 6.3 Protect client lower eyelid. 6.4 Carry out positioning and securing artificial lash. 6.5 Remove any excess adhesive from lashes. 6.6 Check the uniformity of application.	<u>ATTITUDE:</u> 6.1 Adhere to service procedure, method and technique consistently 6.2 Observant to client's response 6.3 Ensure client's modesty and privacy <u>SAFETY:</u> 6.1 Follow health and hygiene regulations and requirements	6.1 The benefit of artificial eyelash application listed out. 6.2 Types of artificial eyelash explained. 6.3 Artificial eyelashes characteristic explained. 6.4 Importance of accessing client facial characteristic explained. 6.5 Factors to consider when choosing artificial eyelashes explained. 6.6 Artificial eyelash application techniques and procedures explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Spend less time on make up. <p>6.2 Types of artificial eyelash:</p> <ul style="list-style-type: none"> • Strip lashes. • Flare lashes. • Single lashes. <p>6.3 Artificial eyelashes characteristic:</p> <ul style="list-style-type: none"> • Length • Colour • Thickness • Curvature <p>6.4 Importance of accessing client facial characteristic (eye shape, face shape, distance between eye).</p> <p>6.5 Factors to consider when choosing</p>	<p>6.7 Comb lashes with lash comb or mascara brush.</p> <p>6.8 Check artificial eyelashes on completion condition.</p>	<p>6.2 Cautious in handling chemicals and hazardous materials</p> <p>6.3 Do not attach the extension on the root of the natural eyelash or onto the eyelid.</p> <p>6.4 Safe handling when using magnifying lamp</p> <p><u>ENVIRONMENT:</u></p> <p>6.1 Good ventilation</p> <p>6.2 Conducive environment</p> <p>6.3 Dispose waste in accordance with local legislation requirement.</p> <p>6.4 Reduce energy usage (energy efficient equipment, low energy lighting)</p> <p>6.5 Reduce water usage and other resources</p>	<p>6.7 Maintenance of artificial lash explained.</p> <p>6.8 The benefit of artificial eyelash application explained to client.</p> <p>6.9 Length, colour and type of artificial lash selected in accordance with service requirements.</p> <p>6.10 Client lower eyelid protected in accordance with service requirements.</p> <p>6.11 Artificial lash positioned and secured onto client's lashes and waited for adhering slightly in accordance with manufacturer's instruction.</p> <p>6.12 Any excess adhesive removed from lashes.</p> <p>6.13 The artificial eyelash applied smoothly and evenly graduated into the natural eyelashes.</p> <p>6.14 The uniformity of application confirmed and combed with lash comb or mascara brush.</p> <p>6.15 The artificial eyelashes completion condition checked to give a balanced and well proportioned look.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	artificial eyelashes: <ul style="list-style-type: none"> • Client's age. • Client's natural lashes. • Occasion. • Maintenance of lashes. • Duration of artificial lash application. 6.6 Artificial eyelash application techniques and procedures. 6.7 Maintenance of artificial lash.			
7. Provide post eyelash and eyebrow enhancement advice.	7.1 Types of client feedback: <ul style="list-style-type: none"> • Comments. • Suggestions. • Enquiries. • Requests. 7.2 Eyelash and eyebrow	7.1 Obtain client feedback. 7.2 Provide after care advice. 7.3 Recommend home care product.	<u>ATTITUDE:</u> 7.1 Honest in recording client feedback 7.2 Apply effective communication skill 7.3 Show sincerity and integrity in providing home care advice	7.1 Types of client feedback listed out. 7.2 Eyelash and eyebrow enhancement after care advices explained. 7.3 Eyelash and eyebrow enhancement home care advices explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>enhancement after care advices (Avoid apply makeup and use eyelash curler for 12 hours, avoid rubbing the eyes excessively, avoid oil based cleaners, lotion or eye makeup remover, ideal time interval between treatment).</p> <p>7.3 Eyelash and eyebrow enhancement home care advices</p> <ul style="list-style-type: none"> • Use of remedial products. • Infection control precautions. 	<p>7.4 Record post eyelash and eyebrow enhancement advice.</p> <p>7.5 Schedule next service appointment.</p>	<p><u>SAFETY:</u></p> <p>7.1 Keep client's record confidentially</p> <p><u>ENVIRONMENT:</u></p> <p>7.1 Good ventilation 7.2 Pleasing aroma 7.3 Relaxing ambience</p>	<p>7.4 Next follow-up appointment explained.</p> <p>7.5 Client consultation records explained.</p> <p>7.6 Client consultation records storing technique explained.</p> <p>7.7 Client feedback recorded in accordance with salon procedures.</p> <p>7.8 Client's consultation card completed according to salon requirements for further treatments and products.</p> <p>7.9 Suitable after care and homecare products recommended in accordance with client's needs.</p> <p>7.10 Client advised with follow-up schedule.</p> <p>7.11 Record of client's post advice updated and stored in accordance with salon procedures.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Adverse effects management s (itchy, swelling). <p>7.4 Next follow-up appointment. (Date, time, type of service)</p> <p>7.5 Client consultation records.</p> <p>7.6 Client consultation records storing technique:</p> <ul style="list-style-type: none"> • Manual system. • Electronic system. 			
8. Upkeep eyelash and eyebrow enhancement work area.	<p>8.1 Tools/utensils, equipment and materials cleaning method.</p> <p>8.2 Product, tools/utensils, equipment, materials and</p>	<p>8.1 Clean tools and equipment.</p> <p>8.2 Store tools, equipment, materials and products.</p> <p>8.3 Carry out product and materials replenishment/</p>	<p><u>ATTITUDE:</u></p> <p>8.1 Meticulous and thorough in up keeping service area</p> <p><u>SAFETY:</u></p> <p>8.1 Follow health and hygiene regulations and requirements</p>	<p>8.1 Tools/utensils, equipment and materials cleaning method explained.</p> <p>8.2 Product, tools/ utensils, equipment, materials and implements sanitization/ disinfection/ sterilization procedure explained.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>implements sanitization/ disinfection/ sterilization procedure.</p> <p>8.3 Types of sterilization/ sanitization method:</p> <ul style="list-style-type: none"> • Chemical. • Physical. <p>8.4 Product, tools/utensils, equipment, materials and implements storage procedure.</p> <p>8.5 Product and materials replenishment/ replacement procedure.</p> <p>8.6 Types of salon waste disposal:</p> <ul style="list-style-type: none"> • General. • Sharps. 	<p>replacement procedure.</p> <p>8.4 Update stock inventory.</p> <p>8.5 Dispose salon waste.</p>	<p>8.2 Safe storage of chemical materials.</p> <p><u>ENVIRONMENT:</u></p> <p>8.1 Dispose waste in accordance with environmental protection guidelines</p> <p>8.2 Reduce energy usage (energy efficient equipment, low energy lighting)</p> <p>8.3 Reduce water usage and other resources</p>	<p>8.3 Types of sterilization/ sanitization method listed out.</p> <p>8.4 Product, tools/utensils, equipment, materials and implements storage procedure explained.</p> <p>8.5 Product and materials replenishment/ replacement procedure explained.</p> <p>8.6 Types of salon waste disposal listed out.</p> <p>8.7 Importance of keeping the work area in a condition for future treatment explained.</p> <p>8.8 Work area sanitized, disinfected and organized in accordance with salon procedures and hygienic requirements.</p> <p>8.9 Tools and equipment sanitized and kept in place in accordance with salon procedures and hygienic requirements.</p> <p>8.10 Low stock materials and products replenished and stock updated in accordance with salon procedures.</p> <p>8.11 Used materials and hazardous products disposed in</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Contaminated waste. <p>8.7 Importance of keeping the work area in a condition for future treatment.</p>			<p>accordance with salon procedures and local legislation requirements.</p> <p>8.12 Work area cleaned and prepared for the next treatment.</p>

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

- 1 Cressy S – *Beauty Therapy Fact File, 5th Edition* (Heinemann, 2010) ISBN 9780435451424
- 2 Jane Foulston, Fae Major, Marguerite Wynne 2nd Revised Edition –(2009) EMS Publishing *The Art and Science of Beauty Therapy: A Complete Guide for Beauty Specialists* ISBN 9781903348130
- 3 Bennett R – *The Science of Beauty Therapy 3rd Edition* (Hodder Education, 2004) ISBN 9780340814666
- 4 www.habia.org Habia, the Standards Setting Body for the hair and beauty sector
- 5 www.professionalbeauty.co.uk Professional Beauty
- 6 www.anta.gov.au Australian National Training Authority
- 7 www.cityandguilds.com City & Guilds
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15.4. Eye Contour Services

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Therapy Services		
COMPETENCY UNIT TITLE	Eye Contour Services		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to improve, enhance and satisfy eye contour condition and problem.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Carry out eye contour services client consultation. 2. Carry out eye contour preparation. 3. Carry out eye contour cleansing. 4. Carry out eye contour massage. 5. Carry out eye contour mask. 6. Provide post eye contour advice. 7. Upkeep eye contour service work area. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	S960-002-2:2020-C04	NOSS LEVEL	Two (2)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out eye contour services client	1.1 Client profiles: <ul style="list-style-type: none"> • Personal details • Medical history 	1.1. Record client's details, medical history and lifestyle. 1.2. Identify client's contraindication.	<u>ATTITUDE:</u> 1.1 Polite, courteous and attentive to client 1.2 Communicate effectively	1.1 Client profiles explained. 1.2 Client's contraindications explained. 1.3 Skin type and eye condition explained and confirmed.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
consultation.	<ul style="list-style-type: none"> • Lifestyles <p>1.2 Client's contraindications:</p> <ul style="list-style-type: none"> • Preventive treatment • Restrict treatment <p>1.3 Eye Condition:</p> <ul style="list-style-type: none"> • Eye contour problem • Eye bags • Dark circle • Wrinkle <p>1.4 Client's eye contour requirements:</p> <ul style="list-style-type: none"> • Product • Package plan • Cost of package. <p>1.5 Client consent and signature.</p> <p>1.6 Types of discount and promotion methods.</p>	<p>1.3. Check client's eye and skin type.</p> <p>1.4. Determine client's eye contour services requirements.</p> <p>1.5. Explain contra-actions to client.</p> <p>1.6. Obtain client's informed consent and signature.</p>	<p>1.3 Meticulous and thorough in checking client consultation details</p> <p>1.4 Ensure clarity of client requirements</p> <p><u>SAFETY:</u></p> <p>1.1 Adhere ergonomic department.</p> <p><u>ENVIRONMENT:</u></p> <p>1.1 Good ventilation.</p>	<p>1.4 Client's eye contour requirements explained.</p> <p>1.5 Client consent and signature explained.</p> <p>1.6 Types of discount and promotion methods explained.</p> <p>1.7 Client profiles recorded in accordance with salon requirements.</p> <p>1.8 Client's contraindications (health condition, allergies, medication) identified and discussed with client and referred to appropriate professional where required.</p> <p>1.9 Client's requirements (eye contour services and product, package plan) determined and treatment recommended according to client's need.</p> <p>1.10 Contra-actions explained to client in accordance with salon requirements.</p> <p>1.11 Client's consent of agreed services documented and signatory confirmed in accordance with service requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Carry out eye contour preparation.	2.1 Work Area preparation: <ul style="list-style-type: none"> • Adequate ventilation • Good lightning • Ambience • Type of music 2.2 Types of product, tools and material for eye contour services: <ul style="list-style-type: none"> • Brushes • Sponges • Cotton pads • Creams • Mask • Serum 2.3 Selection and arrangement of product, tool & material.	2.1 Prepare work area. 2.2 Select tools, equipment and materials. 2.3 Check equipment functionality and safety. 2.4 Select tools and equipment cleaning method. 2.5 Clean tools and equipment. 2.6 Arrange tools, equipment and materials. 2.7 Prepare client condition.	<u>ATTITUDE</u> 2.1 Resourceful in locating service areas and tools, equipment and materials 2.2 Concern with client's comfort and modesty 2.3 Courteous attitude towards client <u>SAFETY:</u> 2.1 Adhere to safety requirement at all time 2.2 Comply with health and hygiene regulations and requirements <u>ENVIRONMENT:</u> 2.1 Good ventilation.	2.1 Work area preparation described. 2.2 Types of product, tools and material for eye contour services listed out. 2.3 Selection and arrangement of product, tool & material described. 2.4 Client preparation procedures and techniques described. 2.5 Work area prepared and cleaned with salon procedures and hygienic requirements. 2.6 Personal hygiene and Personal Protective Equipment (PPE) utilised in accordance with service requirements. 2.7 Tools and equipment selected and confirmed functionality and safety in accordance with service requirements. 2.8 Tools and equipment cleaned and sterilised in accordance with salon hygiene procedures. 2.9 Client positioned and covered with provided protective clothes of treatment and maintained client's cleanliness

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				comfortability in accordance with salon requirements.
3. Carry out eye contour cleansing.	<p>3.1 Types of cleansing products:</p> <ul style="list-style-type: none"> • Cream • Lotion • Milk • Foam <p>3.2 Benefits of cleansing products:</p> <ul style="list-style-type: none"> • Removal of surface impurities • Increase blood circulation <p>3.3 Eye contour cleansing procedure and technique.</p>	<p>3.1 Select cleansing product.</p> <p>3.2 Determine eye contour cleansing procedure and technique.</p> <p>3.3 Apply eye contour cleansing.</p> <p>3.4 Attend to client's response.</p> <p>3.5 Apply protective care.</p>	<p><u>ATTITUDE:</u></p> <p>3.1 Adhere to service procedure, method and technique consistently.</p> <p>3.2 Observant to client's response.</p> <p>3.3 Ensure client's modesty and privacy</p> <p>3.1 Practise personal (aesthetician) deportment.</p> <p><u>SAFETY:</u></p> <p>3.1 Avoid product from entering to client's eyes.</p> <p><u>ENVIRONMENT:</u></p> <p>3.1 Good ventilation.</p>	<p>3.1 Types of cleansing products listed out.</p> <p>3.2 Benefits of cleansing products described.</p> <p>3.3 Eye contour cleansing procedure and technique described.</p> <p>3.4 Cleansing product selected in accordance with service requirements.</p> <p>3.5 Eye contour cleansing procedure and technique determined and carried out in accordance with salon procedures and techniques.</p> <p>3.6 Client's response observed and attended to in accordance with salon requirements.</p> <p>3.7 Protective care applied to client's skin after treatment done in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Carry out eye contour massage.	<p>4.1 Anatomy & Physiology of the eye contour (A&P):</p> <ul style="list-style-type: none"> • Muscle. • Circulation. • Lymphatic System. • Nervous System. <p>4.2 Massage movements:</p> <ul style="list-style-type: none"> • Effleurage. • Petrissage. • Friction. • Vibration. • Tapotement. <p>4.3 Benefit of eye contour massage:</p> <ul style="list-style-type: none"> • Sensation. • Blood circulation. • Toning. • Duration. <p>4.4 Eye massage medium:</p> <ul style="list-style-type: none"> • Oil. 	<p>4.1 Identify massage technique and procedure.</p> <p>4.2 Identify massage medium.</p> <p>4.3 Apply eye contour massage.</p> <p>4.4 Attend to client's response.</p> <p>4.5 Apply protective care.</p>	<p><u>ATTITUDE:</u></p> <p>4.1 Adhere to service procedure, method and technique consistently</p> <p>4.2 Observant to client's response</p> <p>4.3 Ensure client's modesty and privacy</p> <p><u>SAFETY:</u></p> <p>4.1 Adhere to safety requirement at all time</p> <p>4.2 Comply with health and hygiene regulations and requirements</p> <p>4.3 Practise good posture</p> <p><u>ENVIRONMENT:</u></p> <p>4.1 Good ventilation</p> <p>4.2 Dispose waste in accordance with local legislation requirement.</p>	<p>4.1 Anatomy & Physiology of the eye contour (A&P) described.</p> <p>4.2 Massage movements described.</p> <p>4.3 Benefit of eye contour massage described.</p> <p>4.4 Eye massage medium described.</p> <p>4.5 Massage procedure and technique described.</p> <p>4.6 Client skin reaction described.</p> <p>4.7 Massage procedure and technique determined in accordance with service requirements.</p> <p>4.8 Eye massage medium determined in accordance with service requirements.</p> <p>4.9 Eye contour massage carried out in accordance with massage procedure and technique.</p> <p>4.10 Client's response observed and attended to in accordance with salon requirements.</p> <p>4.11 Protective care applied to client's skin after treatment done in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Cream. • Serum. • Ampoule. 4.5 Massage procedure and technique: <ul style="list-style-type: none"> • Pressure. • Rhythm. 4.6 Client skin reaction.			
5. Carry out eye contour mask.	5.1 Types of eye contour mask: <ul style="list-style-type: none"> • Cream. • Powder. • Gel. • Pad. 5.2 Proportion of eye mask. 5.3 Eye contour mask application method: <ul style="list-style-type: none"> • Brush. • Spatula. 5.4 Remove eye contour mask procedure.	5.1 Identify types of mask. 5.2 Apply eye contour mask. 5.3 Remove eye contour mask. 5.4 Attend to client's response. 5.5 Apply protective care.	<u>ATTITUDE:</u> 5.1 Adhere to service procedure, method and technique consistently 5.2 Observant to client's response 5.3 Ensure client's modesty and privacy <u>SAFETY:</u> 5.1 Comply with health and hygiene regulations and requirements 5.2 Practise good posture	5.1 Types of eye contour mask described. 5.2 Proportion of eye mask described. 5.3 Eye contour mask application method described. 5.4 Remove eye contour mask procedure described. 5.5 Eye contour protective care described. 5.6 Types of eye contour mask determined and applied adequate proportion mask to client's eye contour in accordance with manufacturer instructions.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	5.5 Protective care: <ul style="list-style-type: none"> • Eye Cream. • Essence. • Gel. 		<u>ENVIRONMENT:</u> 5.1 Good ventilation 5.2 Dispose waste in accordance with local legislation requirement.	5.7 Eye contour mask product removed with wet cotton and sponged off with lukewarm water in accordance with salon requirements. 5.8 Client's response observed and attended to in accordance with salon requirements. 5.9 Protective care applied to client's skin after treatment done in accordance with salon requirements.
6. Provide post eye contour advice.	6.1 Client feedback. 6.2 Home care products: <ul style="list-style-type: none"> • Eye Gel. • Eye Cream. 6.3 Service appointment scheduling.	6.1 Obtain client feedback. 6.2 Provide after care advice. 6.3 Recommend home care product. 6.4 Record post eye contour advice. 6.5 Schedule next service appointment.	<u>ATTITUDE:</u> 6.1 Honest in recording client feedback 6.2 Apply effective communication skill 6.3 Show sincerity and integrity in providing home care advice <u>SAFETY:</u> 6.1 Keep client's record confidentially <u>ENVIRONMENT:</u> 6.1 Good ventilation	6.1 Client feedback explained. 6.2 Home care products explained. 6.3 Service appointment scheduling explained. 6.4 Client feedback obtained and recorded in accordance with service requirements. 6.5 After care advised in accordance with service requirements. 6.6 Home care product recommended in accordance with service requirements. 6.7 Next service schedule determined and future treatment recommended

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			6.2 Conducive environment	according to client's availability and preferences. 6.8 Client's record card stored in accordance with salon policies and Data Protection Act.
7. Upkeep eye contour service work area.	7.1 Product, tools, equipment, materials storage procedure. 7.2 Product and materials replenishment/ replacement procedure.	7.1 Clean tools and equipment. 7.2 Store tools, equipment, materials and products. 7.3 Carry out product and materials replenishment/ replacement procedure. 7.4 Update stock inventory. 7.5 Dispose salon waste.	<u>ATTITUDE:</u> 7.1 Meticulous and thorough in up keeping service area 7.2 Resourceful in locating keeping areas/store <u>SAFETY:</u> 7.1 Adhere to safety rules and regulations <u>ENVIRONMENT:</u> 7.1 Dispose waste in accordance with environmental protection guidelines	7.1 Product, tools, equipment, materials and storage procedure described. 7.2 Product and materials replenishment/ replacement procedure described. 7.3 Tools, equipment and materials cleaned and sterilised in accordance with hygiene standards and salon procedures. 7.4 Product, tools, equipment and materials stored/kept in place in accordance with salon procedures. 7.5 Depleted materials replenished/ replaced and stock updated in accordance with salon procedures. 7.6 Salon waste identified and disposed in accordance with local authority requirements.

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

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| 1 | Cressy S – <i>Beauty Therapy Fact File, 5th Edition</i> (Heinemann, 2010) ISBN 9780435451424 |
| 2 | Jane Foulston, Fae Major, Marguerite Wynne 2nd Revised Edition –(2009) EMS Publishing <i>The Art and Science of Beauty Therapy: A Complete Guide for Beauty Specialists</i> ISBN 9781903348130 |
| 3 | Bennett R – <i>The Science of Beauty Therapy 3rd Edition</i> (Hodder Education, 2004) ISBN 9780340814666 |
| 4 | www.habia.org Habia, the Standards Setting Body for the hair and beauty sector |
| 5 | www.professionalbeauty.co.uk Professional Beauty |
| 6 | www.anta.gov.au Australian National Training Authority |
| 7 | www.cityandguilds.com City & Guilds |
| 8 | Joel Gerson -Milady Standard Esthetics Fundamentals, 11th Edition (Milady Publishing, 2013) ISBN 9781111306892 |

15.5. Superfluous Hair Depilation

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Therapy Services		
COMPETENCY UNIT TITLE	Superfluous Hair Depilation		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to analyse the needs of clients and provide temporary hair removal services in a safe and hygienic manner.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Carry out superfluous hair depilation client consultation. 2. Carry out superfluous hair depilation preparation. 3. Carry out hot waxing. 4. Carry out warm waxing. 5. Carry out sugaring wax. 6. Provide post superfluous hair depilation advice. 7. Upkeep superfluous hair depilation work area. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	S960-002-2:2020-C05	NOSS LEVEL	Two (2)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out superfluous hair depilation client consultation.	1.1 Anatomy and physiology in relation with superfluous hair depilation:	1.1 Record client's details, medical history and lifestyle. 1.2 Identify client's contraindication.	<u>ATTITUDE</u> 1.1 Dealing with clients in a culturally appropriate manner 1.2 Meticulous and thorough in checking	1.1 Knowledge of anatomy and physiology related to superfluous hair depilation explained. 1.2 Client profiles details explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Hair structure (erector pili muscle, hair follicle, hair shaft). • Skin structure (epidermis, dermis, stratum corneum). • Hair growth cycle (anagen, catagen, Telogen). • Factors that influence hair growth (health, age, diet). • Skin functions (thermal regulation, acid mantle formulation). 	<p>1.3 Check client's hair and skin type.</p> <p>1.4 Determine client's superfluous hair depilation requirements.</p> <p>1.5 Explain contraindications to client.</p> <p>1.6 Obtain client's informed consent and signature.</p>	<p>client consultation details</p> <p>1.3 Ensure clarity of client requirements</p> <p>1.4 Effective communication skills (verbal, non verbal)</p> <p>1.5 Maintain professional appearance, personal hygiene and behaviour</p> <p>1.6 Attentive to client requirements</p> <p><u>SAFETY:</u></p> <p>1.1 Confidentiality of client records.</p> <p><u>ENVIRONMENT:</u></p> <p>1.1 Good ventilation</p> <p>1.2 Pleasing aroma</p> <p>1.3 Relaxing ambience</p>	<p>1.3 Client characteristics explained.</p> <p>1.4 Superfluous hair depilation contraindications (prevent treatment) explained.</p> <p>1.5 Superfluous hair depilation contraindications (restrict treatment) explained.</p> <p>1.6 Superfluous hair depilation treatment area explained.</p> <p>1.7 Alternative methods of superfluous hair depilation explained.</p> <p>1.8 Treatment plan and records explained.</p> <p>1.9 Importance of client consent explained.</p> <p>1.10 Client profiles details (name, age, gender, medical history and lifestyle) recorded.</p> <p>1.11 Client's contraindication identified in accordance with service requirements.</p> <p>1.12 Client's skin types, skin condition and hair condition identified in accordance with service requirements.</p> <p>1.13 Client's superfluous hair depilation requirements</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Hair functions (protection, regulation of body temperature). <p>1.2 Client profiles:</p> <ul style="list-style-type: none"> • Personal details. • Medical history. • Lifestyle. <p>1.3 Client characteristics:</p> <ul style="list-style-type: none"> • Skin type (dry, oily, combination) • Skin condition (mature, dehydrated, sensitive). • Hair condition (coarse, fine, thick). 			<p>determined in accordance with salon requirements.</p> <p>1.14 Contra-actions explained to client in accordance with salon requirements.</p> <p>1.15 Client's consent of agreed services documented and signatory confirmed in accordance with service requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>1.4 Contraindications (prevent treatment):</p> <ul style="list-style-type: none"> • Bacterial, fungal, parasitic and viral infections on the areas to be waxed. • Abnormal skin (sunburnt, grazed, rashes). • Pigmented skin lesions. • Thin and fragile skin. <p>1.5 Contraindications (restrict treatment):</p> <ul style="list-style-type: none"> • Recent scars. • Scar tissue. • Skin trauma. • Varicose veins. 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>1.6 Superfluous hair depilation treatment area:</p> <ul style="list-style-type: none"> • Under arm. • Lower leg. • Upper lip. • Eyebrow. • Bikini line. <p>1.7 Alternative methods of superfluous hair depilation:</p> <ul style="list-style-type: none"> • Hot waxing. • Warm waxing. • Sugar waxing. • Shaving. • Plucking/ tweezing. • Depilation cream. • Electrolysis. • Intense Pulse Light (IPL). • Laser hair removal. 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.8 Treatment plan and records include: <ul style="list-style-type: none"> • Treatment/s. • Frequency/ duration. • Products. • Application techniques. • Areas of the body requiring special treatment. • Contra actions (bruising, bleeding from follicles). 1.9 Importance of client consent.			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Carry out superfluous hair depilation preparation.	2.1 Work area preparation: <ul style="list-style-type: none"> • Adequate ventilation. • Good lighting. • Ambience. • Volume and type of music (relaxing/ calming). • Pleasant aroma. • Privacy. • Disinfect and sanitise work area. 2.2 Type of materials for superfluous hair depilation (skin cleanser /pre-wax lotion, after wax lotion, talc powder, barrier cream/ petroleum jelly,	2.1 Prepare work area. 2.2 Select tools, equipment and materials. 2.3 Check equipment functionality and safety. 2.4 Select tools and equipment cleaning method. 2.5 Clean tools and equipment. 2.6 Arrange tools, equipment and materials. 2.7 Prepare client for superfluous hair depilation. 2.8 Carry out skin sensitivity test 2.9 Record test finding	<u>ATTITUDE</u> 2.1 Meticulous in preparing work area and tools, equipment and materials 2.2 Ensure client's comfort and modesty 2.3 Courteous attitude towards client <u>SAFETY</u> 2.1 Wax heater position in safe stable trolley and away from anything flammable. 2.2 No trailing wires 2.3 Adhere to safety and hygiene requirement in handling materials, tools and equipment. 2.4 Avoid overheating the wax 2.5 Wear suitable Personal Protective Equipment/ PPE <u>ENVIRONMENT</u> 2.1 Good ventilation 2.2 Pleasing aroma	2.1 Work area preparation explained. 2.2 Type of tools, material and equipment for superfluous hair depilation listed and functions specified. 2.3 Products preparation for superfluous hair depilation explained. 2.4 Client preparation procedures and techniques explained. 2.5 Purpose of skin sensitivity test explained. 2.6 Skin sensitivity test techniques and procedures explained. 2.7 Patch test result explained. 2.8 Work area prepared and cleaned in accordance with salon procedures and hygienic requirements. 2.9 Tools and equipment selected and confirmed functionality and safety in accordance with service requirements. 2.10 Tools and equipment cleaned and sterilised in accordance with salon hygiene procedures.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>hot wax/ warm wax/ sugar wax).</p> <p>2.3 Type of tools for superfluous hair depilation (Cotton pads, disposable wooden spatula, disposable protective linen, disposable protective plastic/paper, disposable fabric/ muslin strips).</p> <p>2.4 Type of equipment for superfluous hair depilation (Thermostatic control wax heater, magnifying lamp, facial couch, facial stool, trolley,</p>		<p>2.3 Relaxing ambience</p> <p>2.4 Reduce energy usage (energy efficient equipment, low energy lighting)</p> <p>2.5 Reduce water usage and other resources</p>	<p>2.11 Tools, equipment and material arranged based on maximum efficiency of service.</p> <p>2.12 Personal hygiene and Personal Protective Equipment (PPE) utilized in accordance with service requirements.</p> <p>2.13 Client advised to change into service attire in accordance with service requirement</p> <p>2.14 Client suitably positioned and protective clothes covering provided for treatment to maintain client's cleanliness and comfort in accordance with salon requirements.</p> <p>2.15 Client cleanliness and hygiene practises demonstrated.</p> <p>2.16 Patch test performed in accordance with manufacturer instructions prior to service.</p> <p>2.17 Patch test finding recorded in accordance with salon requirements.</p> <p>2.18 Personal hygiene and safety practice standards/ guidelines adhered.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>tweezers, scissors (for trimming) waste bin with liner).</p> <p>2.5 Products preparation for superfluous hair depilation:</p> <ul style="list-style-type: none"> • Melting temperature. • Wax consistency. • Safety precautions (wax heater in stable position, products validity, avoid overheating the wax). • Personal Protective Equipment/ PPE (disposable gloves, 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>disposable face mask, apron).</p> <ul style="list-style-type: none"> • Petroleum jelly. • Safe handling of products. <p>2.6 Client preparation procedures and techniques.</p> <p>2.7 Purpose of skin sensitivity test:</p> <ul style="list-style-type: none"> • Allergic reaction to products. • Client with sensitive skin previously. • Nervous client. • Client have never had waxing service before. 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	2.8 Skin sensitivity test techniques and procedures: <ul style="list-style-type: none"> • Patch test. • Thermal test. 2.9 Patch test result: <ul style="list-style-type: none"> • Test finding (Positive, Negative). • Product used. • Area of patch test. • Date of patch test. 			
3. Carry out hot waxing.	3.1 Benefit and effect of hot waxing (suitable for removing coarse hair). 3.2 Composition and ingredient of hot wax. 3.3 Pre-wax preparation:	3.1 Apply pre-wax product to treatment area. 3.2 Apply talc powder on treatment area. 3.3 Test temperature and consistency of wax on self. 3.4 Test temperature wax in relation to client's tolerance.	<u>ATTITUDE</u> 3.1 Adhere to service procedure, method and technique consistently 3.2 Observant to client's response 3.3 Ensure client's modesty and privacy <u>SAFETY</u>	3.1 Benefit and effect of hot waxing service procedure explained. 3.2 Composition and ingredient of hot wax explained. 3.3 Pre-wax preparation explained. 3.4 Hot waxing techniques and procedures explained. 3.5 Client response and skin reaction to hot waxing explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Pre-wax product (cleanse/ sanitise area to be waxed). • Talc powder (establish hair growth direction, absorb excess oil on skin). <p>3.4 Hot waxing techniques and procedures:</p> <ul style="list-style-type: none"> • Direction of application hot wax. • Stretching and manipulating the skin during application and removal. • Speed of product removal. 	<p>3.5 Brief client on skin support.</p> <p>3.6 Spread wax on treatment area.</p> <p>3.7 Press on the patch.</p> <p>3.8 Remove wax against hair growth direction.</p> <p>3.9 Apply gentle pressure on treatment area.</p> <p>3.10 Observe client response and skin reaction.</p> <p>3.11 Take remedial action if contra actions occur.</p> <p>3.12 Remove residue from the skin.</p> <p>3.13 Tweeze out stray hairs.</p> <p>3.14 Apply soothing lotion</p>	<p>3.1 Follow health and hygiene regulations and requirements</p> <p>3.2 Avoid moving the wax pot whilst hot</p> <p>3.3 Wax pot must be free from adhering wax that may ignite and cause fire.</p> <p>3.4 Avoid over heating of wax.</p> <p>3.5 Cover moles with barrier cream/petroleum jelly</p> <p>3.6 Wear suitable Personal Protective Equipment</p> <p>3.7 Do not re-wax on treatment area.</p> <p>3.8 Single use of disposable wooden spatula (do not double dip)</p> <p>3.9 Practise good posture</p> <p><u>ENVIRONMENT</u></p> <p>3.1 Good ventilation</p> <p>3.2 Pleasing aroma</p> <p>3.3 Relaxing ambience</p>	<p>3.6 Remedial action to hot waxing explained.</p> <p>3.7 Function of post wax product explained.</p> <p>3.8 Pre-wax product and talc powder applied on treatment area in accordance with service requirements.</p> <p>3.9 Temperature of wax tested on self in accordance with salon procedures and techniques.</p> <p>3.10 Temperature wax tested in relation to client tolerance in accordance with salon procedures and techniques.</p> <p>3.11 Safe and comfortable working environment maintained throughout the service in accordance with salon procedures and techniques.</p> <p>3.12 Safety precautions ensured in terms controlling wax temperature and minimised risk of skin damage.</p> <p>3.13 Skin support briefed to client during the service in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Direction and angle of removal. • Working temperature. <p>3.5 Client response and skin reaction to hot waxing.</p> <p>3.6 Remedial action to hot waxing (if contra action occurs during superfluous hair depilation, Stop the treatment immediately, apply cold compress).</p> <p>3.7 Function of post wax product (soothing lotion).</p>		<p>3.4 Dispose waste in accordance with local legislation requirement.</p>	<p>3.14 Wax spread on treatment area against hair growth in the formation of a strip in accordance with service requirements.</p> <p>3.15 Patch allowed to solidify slightly and pressed firmly on the patch.</p> <p>3.16 Wax removed against the hair growth direction and gentle pressure applied on treatment area.</p> <p>3.17 Client's modesty maintained throughout the service to minimise discomfort.</p> <p>3.18 Consumption of products and materials used in an economic and effective manner.</p> <p>3.19 Client's response and skin reaction observed and attended to in accordance with salon requirements.</p> <p>3.20 Residue removed from the skin in accordance with salon requirements.</p> <p>3.21 Stray hairs tweezed out and soothing product applied in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Carry out warm waxing.	4.1 Benefit and effects of warm waxing (suitable for fine hair, cover large area). 4.2 Composition and ingredient of warm wax. 4.3 Warm wax techniques and procedures: <ul style="list-style-type: none"> • Direction of application warm wax. • Stretching and manipulating the skin during application and removal. • Speed of product removal. • Direction and angle of removal. 	4.1 Prepare wax area. 4.2 Apply pre-wax product to treatment area. 4.3 Apply talc powder on treatment area. 4.4 Test temperature and consistency of wax on self. 4.5 Test temperature wax in relation to client's tolerance. 4.6 Spread a thin coat of warm wax evenly in the direction of hair growth. 4.1 Apply fabric/ muslin strip. 4.2 Remove adhering wax against hair growth direction. 4.3 Apply gentle pressure on treatment area. 4.4 Observe client response and skin reaction. 4.5 Take remedial action if contra actions occur.	<u>ATTITUDE</u> 4.1 Adhere to service procedure, method and technique consistently 4.2 Observant to client's response 4.3 Ensure client's modesty and privacy <u>SAFETY</u> 4.1 Follow health and hygiene regulations and requirements 4.2 Avoid moving the wax pot whilst hot 4.3 Wax pot must be free from adhering wax that may ignite and cause fire. 4.4 Avoid over heating of wax. 4.5 Wear suitable Personal Protective Equipment 4.6 Do not re-wax on treatment area. 4.7 Single use of disposable wooden	4.1 Benefit and effects of warm waxing explained. 4.2 Composition and ingredient of warm wax explained. 4.3 Warm wax techniques and procedures explained. 4.4 Client response and skin reaction to warm waxing explained. 4.5 Remedial action to warm waxing explained. 4.6 Wax area prepared/cleansed according to hygiene requirements and salon procedures. 4.7 Pre-wax product and talc powder applied on treatment area in accordance with service requirements. 4.8 Temperature and consistency of wax tested on self in accordance with salon procedures and techniques. 4.9 Temperature wax tested in relation to client tolerance in accordance with salon procedures and techniques. 4.10 Safety precautions ensured in terms of control of wax

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Working temperature. <p>4.4 Client response and skin reaction to warm waxing.</p> <p>4.5 Remedial action to warm waxing (if contra action occurs, stop the treatment immediately, apply cold compress).</p>	<p>4.6 Remove residue from the skin.</p> <p>4.7 Tweeze out stray hairs.</p> <p>4.8 Apply soothing product.</p>	<p>spatula (do not double dip)</p> <p>4.8 Practise good posture</p> <p><u>ENVIRONMENT</u></p> <p>4.1 Good ventilation</p> <p>4.2 Pleasing aroma</p> <p>4.3 Relaxing ambience</p> <p>4.4 Dispose waste in accordance with local legislation requirement.</p>	<p>temperature and minimised the risk of skin damage.</p> <p>4.11 Thin coat of warm wax spread evenly and fabric/ muslin strip applied in the direction of hair growth.</p> <p>4.12 Wax removed against the hair growth direction and gentle pressure applied on treatment area.</p> <p>4.13 Client's response observed and attended to in accordance with salon requirements.</p> <p>4.14 Client's modesty maintained throughout the service to minimise discomfort.</p> <p>4.15 Consumption of products and materials used in an economic and effective manner.</p> <p>4.16 Residue removed from the skin in accordance with salon requirements.</p> <p>4.17 Stray hairs tweezed out and soothing product applied in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
5. Carry out sugaring wax.	5.1 Benefits and effects of Sugar waxing (suitable for sensitive skin). 5.2 Composition and ingredient of sugar wax. 5.3 Sugar waxing techniques and procedures: <ul style="list-style-type: none"> • Application and removal direction. • Speed of sugar wax removal. • sugar wax removal method (use disposable wax strip or without wax strip/ flicking motion) 5.4 Client response and skin reaction to sugar waxing.	5.1 Prepare wax area. 5.2 Apply pre-wax product to treatment area. 5.3 Apply talc powder on treatment area. 5.4 Spread sugar paste. 5.5 Remove sugar wax. 5.6 Observe client response and skin reaction. 5.7 Take remedial action if contra actions occur. 5.8 Remove residue from the skin. 5.9 Apply soothing product.	<u>ATTITUDE</u> 5.1 Adhere to service procedure, method and technique consistently 5.2 Observant to client's response 5.3 Ensure client's modesty and privacy <u>SAFETY</u> 5.1 Wear suitable Personal Protective Equipment (disposable gloves) 5.2 Practise good posture <u>ENVIRONMENT</u> 5.1 Good ventilation 5.2 Pleasing aroma 5.3 Relaxing ambience 5.4 Dispose waste in accordance with local legislation requirement.	5.1 Benefits and effects of Sugar waxing explained. 5.2 Composition and ingredient of sugar wax explained. 5.3 Sugar waxing techniques and procedures explained. 5.4 Client response and skin reaction to sugar waxing explained. 5.5 Remedial action to sugar waxing explained. 5.6 Wax area prepared/cleansed according to Health and Hygiene requirements and salon procedures. 5.7 Pre-wax product and talc powder applied on treatment area in accordance with service requirements. 5.5 Safety precautions ensured in terms of control of wax temperature and minimised the risk of skin damage. 5.6 Sugar paste spread against the direction of hair growth. 5.7 Wax removed in flicking motion and according to the direction of hair growth.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	5.5 Remedial action to sugar waxing (if contra action occurs during sugar waxing, stop the treatment immediately, apply cold compress).			5.8 Client's response observed and attended to in accordance with salon requirements. 5.9 Client's modesty maintained throughout the service to minimise discomfort. 5.10 Consumption of products and materials used in an economic and effective manner. 5.11 Residue removed from the skin in accordance with salon requirements. 5.12 Stray hairs tweezed out and soothing product applied in accordance with salon requirements.
6. Provide post superfluous hair depilation advice.	6.1 Client feedback. 6.2 Superfluous hair depilation after care advice: <ul style="list-style-type: none"> • Avoid heat treatments (hot baths, sauna). • Avoid wearing tight clothing on treated area. 	6.1 Obtain client feedback. 6.2 Provide after care advice. 6.3 Recommend home care product. 6.4 Record post superfluous hair depilation advice. 6.5 Schedule next service appointment.	<u>Attitude:</u> 6.1 Honest in recording client feedback 6.2 Effective communication skill 6.3 Show sincerity and integrity in providing home care advice <u>SAFETY</u> 6.1 Practise good posture 6.2 Confidentiality of client records.	6.1 Client feedback explained. 6.2 Superfluous hair depilation after care advice explained. 6.3 Superfluous hair depilation home care advices explained. 6.4 Client consultation records explained. 6.5 Next follow-up appointment explained. 6.6 Procedure and techniques of storing client's consultation card explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Avoid swimming in chlorinated water. • Avoid perfumed and chemical based products on treated area. • Ideal time interval between treatment. <p>6.3 Superfluous hair depilation home care advices:</p> <ul style="list-style-type: none"> • Use of remedial products. • Infection control precautions. • adverse effects management s (ingrown 		<p><u>ENVIRONMENT</u></p> <p>6.1 Good ventilation</p> <p>6.2 Pleasing aroma</p> <p>6.3 Relaxing ambience</p>	<p>6.7 Client feedback obtained and recorded in accordance with service requirements.</p> <p>6.8 After care advised in accordance with service requirements.</p> <p>6.9 Home care product recommended in accordance with service requirements.</p> <p>6.10 Next service schedule determined and future treatment recommended according to client's availability and preferences.</p> <p>6.11 Client's record card stored in accordance with salon policies and Data Protection Act.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>hair, swelling, blotchy).</p> <p>6.4 Client consultation records</p> <ul style="list-style-type: none"> • client's feedback. • type of superfluous hair depilation rendered. • tools and products used. • record contra action if any and remedial action. <p>6.5 Next follow-up appointment.</p> <p>6.6 Procedure and techniques of storing client's consultation card:</p>			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Manual system. • Electronic system. 			
7. Upkeep superfluous hair depilation work area.	<p>7.1 Tools and equipment clean/sterilise method.</p> <p>7.2 Product, tools and equipment storage procedure.</p> <p>7.3 Product and materials replenish and replace procedure.</p> <p>7.4 Types of salon waste disposal:</p> <ul style="list-style-type: none"> • General waste. • Sharps. • Clinical/ 	<p>7.1 Clean tools and equipment.</p> <p>7.2 Store tools, equipment, materials and products.</p> <p>7.3 Carry out product and materials replenishment/ replacement procedure.</p> <p>7.4 Update stock inventory.</p> <p>7.5 Dispose salon waste.</p>	<p><u>ATTITUDE:</u></p> <p>7.1 Meticulous and thorough in up keeping service area</p> <p><u>SAFETY:</u></p> <p>7.1 Follow health and hygiene regulations and requirements</p> <p>7.2 Safe storage of chemical materials.</p> <p><u>ENVIRONMENT:</u></p> <p>7.1 Dispose waste in accordance with environmental protection guidelines</p> <p>7.2 Reduce energy usage (energy efficient equipment, low energy lighting)</p>	<p>7.1 Tools and equipment clean/sterilise method explained.</p> <p>7.2 Product, tools and equipment storage procedure explained.</p> <p>7.3 Product and materials replenish and replace procedure explained.</p> <p>7.4 Types of salon waste disposal listed out.</p> <p>7.5 Tools, equipment and materials cleaned and sterilised in accordance with hygiene standards and salon procedures.</p> <p>7.6 Product, tools, equipment and materials stored/kept in place in accordance with salon procedures.</p> <p>7.7 Depleted materials replenished/ replaced and stock</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	contaminated waste.		7.3 Reduce water usage and other resources	updated in accordance with salon procedures. 7.8 Salon waste disposed in accordance with local authority requirements.

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

- 1 Cressy S – *Beauty Therapy Fact File, 5th Edition* (Heinemann, 2010) ISBN 9780435451424
- 2 Morris G & Brown J (2006) *Encyclopedia Of Hair Removal: A Complete Reference To Methods, Techniques And Career Opportunities*, London, Thomson Nelson.
- 3 Jane Foulston, Fae Major, Marguerite Wynne 2nd Revised Edition –(2009) EMS Publishing *The Art and Science of Beauty Therapy: A Complete Guide for Beauty Specialists* ISBN 9781903348130
- 4 Bennett R – *The Science of Beauty Therapy 3rd Edition* (Hodder Education, 2004) ISBN 9780340814666
- 5 www.habia.org Habia, the Standards Setting Body for the hair and beauty sector
- 6 www.professionalbeauty.co.uk Professional Beauty
- 7 www.anta.gov.au Australian National Training Authority
- 8 Joel Gerson -*Milady Standard Esthetics Fundamentals, 11th Edition* (Milady Publishing, 2013) ISBN 9781111306892

15.6. Superfluous Hair Lightening

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Therapy Services		
COMPETENCY UNIT TITLE	Superfluous Hair Lightening		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to analyse the hair lightening needs of clients and provide bleaching services in a safe and hygienic manner.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Carry out superfluous hair lightening consultation. 2. Carry out superfluous hair lightening patch test. 3. Carry out superfluous hair lightening preparation. 4. Carry out superfluous hair lightening. 5. Carry out post superfluous hair lightening advice. 6. Upkeep superfluous hair lightening work area. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	S960-002-2:2020-E01	NOSS LEVEL	Two (2)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out superfluous hair lightening consultation.	1.1 Anatomy and physiology in relation with superfluous hair lightening: <ul style="list-style-type: none"> • Hair structure 	1.1 Record client's details, medical history and lifestyle. 1.2 Identify contraindication. 1.3 Check client's hair and skin type.	<u>ATTITUDE:</u> 1.1. Meticulous and thorough in checking client consultation details 1.2. Ensure clarity of client requirements	1.1 Knowledge of anatomy and physiology related to superfluous hair depilation explained. 1.2 Client profiles explained. 1.3 Client characteristics explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>(erector pili muscle, hair follicle, hair shaft).</p> <ul style="list-style-type: none"> • Skin structure (epidermis, dermis, stratum corneum). ▪ Hair condition (fine, coarse, thickness). • Skin condition (dehydrated, sensitive). • Hair growth cycle (anagen, catagen, Telogen). • Factors that influence hair growth (health, age, diet). 	<p>1.4 Determine client's superfluous hair lightening requirements.</p> <p>1.5 Explain contra-actions to client.</p> <p>1.6 Obtain client's informed consent and signature.</p>	<p>1.3. Use effective communication skills</p> <p>1.4. Handle client politely</p> <p>1.5. Maintain professional appearance, personal hygiene and behaviour</p> <p>1.6. Attentive to client requirements</p> <p><u>SAFETY:</u></p> <p>1.1. Keep client's record confidentially in relation with Data Protection Act.</p> <p><u>ENVIRONMENT:</u></p> <p>1.1 Good ventilation</p> <p>1.2 Pleasing aroma</p> <p>1.3 Relaxing ambience</p>	<p>1.4 Contraindications of superfluous hair lightening explained.</p> <p>1.5 Treatment of superfluous hair lightening objective explained.</p> <p>1.6 Benefits and effects of superfluous hair lightening explained.</p> <p>1.7 Treatment plan and records explained.</p> <p>1.8 Importance of client consent explained.</p> <p>1.9 Consultation techniques using effective communication skills demonstrated to obtained client profiles.</p> <p>1.10 Superfluous hair type and condition identified.</p> <p>1.11 Contraindications to treatment are identified, discussed with client and referred to appropriate professional where required.</p> <p>1.12 Client characteristics identified and treatment recommended according to client's need.</p> <p>1.13 Contra-actions explained to client according to salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Skin functions (thermal regulation, acid mantle formulation). • Hair functions (protection, regulation of body temperature). <p>1.2 Client profiles.</p> <p>1.3 Client characteristics:</p> <ul style="list-style-type: none"> • Skin type (dry, oily, combination) • Skin condition (mature, dehydrated, sensitive). • Hair condition (coarse, fine, thick). 			1.14 Client's signature and consent obtained prior to the superfluous hair depilation.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>1.4 Contraindications:</p> <ul style="list-style-type: none"> • Skin diseases (Hives, Impetigo, Candidiasis). • Skin disorders (Contact dermatitis/eczema, contact urticaria, folliculitis). <p>1.5 Treatment objective:</p> <ul style="list-style-type: none"> • reducing visibly of hair. • client needs and suitability. • duration. • cost. <p>1.6 Benefits and effects of superfluous hair lightening.</p>			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.7 Treatment plan and records include: <ul style="list-style-type: none"> • Treatment/s. • Frequency/ duration. • Products. • Application techniques. • Areas of the body requiring special treatment. • Possible contra indications (itchy, burning sensation). 1.8 Importance of client consent.			
2. Carry out superfluous hair lightening patch test.	2.1 Purpose of skin sensitivity test. 2.2 Client preparation for patch test	2.1 Explain the purpose of skin sensitivity test to client. 2.2 Prepare client for skin sensitivity test.	<u>ATTITUDE:</u> 2.1 Courteous attitude towards client 2.2 Concern with client's comfort and modesty	2.1 Purpose of skin sensitivity test listed out. 2.2 Client preparation for patch test explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>(protect client cloth, cover hair with headband, cleanse and dry the patch test area).</p> <p>2.3 Patch test procedure and techniques.</p> <p>2.4 Patch test result:</p> <ul style="list-style-type: none"> • Test finding (Positive, Negative). • Product used. • Area of patch test. • Date of patch test. 	<p>2.3 Carry out skin sensitivity test.</p> <p>2.4 Interpret result of skin sensitivity test.</p> <p>2.5 Record patch test result.</p>	<p><u>SAFETY:</u></p> <p>2.1 Cautious in handling chemicals and hazardous materials</p> <p>2.2 Ensure the use of clean equipment and materials.</p> <p>2.3 Keep client's record confidentially in relation with Data Protection Act.</p> <p><u>ENVIRONMENT:</u></p> <p>2.1 Good ventilation</p> <p>2.2 Pleasing aroma</p> <p>2.3 Relaxing ambience</p> <p>2.4 Dispose waste in accordance with local legislation requirement.</p>	<p>2.3 Patch test procedure and techniques explained.</p> <p>2.4 Patch test result explained.</p> <p>2.5 Purpose of skin sensitivity test explained to client according to salon requirements.</p> <p>2.6 Client advised to change into service attire in accordance with service requirement.</p> <p>2.7 The client suitably positioned and protective clothes covering provided for treatment to maintain client's cleanliness and comfort in accordance with salon requirements.</p> <p>2.8 Client cleanliness and hygiene practises demonstrated.</p> <p>2.9 Patch test area cleansed and dried in accordance with salon and hygienic requirements.</p> <p>2.10 Patch test performed in accordance with manufacturer instructions prior to service.</p> <p>2.11 Patch test finding recorded in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Carry out superfluous hair lightening preparation .	<p>3.1 Work area preparation:</p> <ul style="list-style-type: none"> • Adequate ventilation. • Good lighting. • Ambience. • Volume and type of music (relaxing/ calming). • Pleasant aroma. • Privacy. • Disinfect and sanitise work area. <p>3.2 Type of materials for superfluous hair lightening (skin cleanser, soothing lotion, bleach powder, 3% /10 volume Hydrogen peroxide).</p>	<p>3.1 Prepare work area.</p> <p>3.2 Select tools, equipment and materials.</p> <p>3.3 Check equipment functionality and safety.</p> <p>3.4 Select tools and equipment cleaning method.</p> <p>3.5 Clean tools and equipment.</p> <p>3.6 Arrange tools, equipment and materials.</p> <p>3.7 Prepare client for superfluous hair lightening.</p>	<p><u>ATTITUDE</u></p> <p>3.1 Meticulous in preparing work area and tools, equipment and materials</p> <p>3.2 Ensure client's comfort and modesty</p> <p>3.3 Courteous attitude towards client</p> <p><u>SAFETY:</u></p> <p>3.1 Cautious in handling chemicals and hazardous materials</p> <p>3.2 ensure the use of clean equipment and materials</p> <p>3.3 Practise personal hygiene, appearance and utilization of Personal Protective Equipment</p> <p><u>ENVIRONMENT:</u></p> <p>3.1 Good ventilation</p> <p>3.2 Pleasing aroma</p> <p>3.3 Relaxing ambience</p> <p>3.4 Reduce energy usage (energy efficient</p>	<p>3.1 Work area preparation explained.</p> <p>3.2 Type of tools, material and equipment for superfluous hair lightening listed and functions specified.</p> <p>3.3 Client preparation procedures and techniques explained.</p> <p>3.4 Work area prepared and cleaned in accordance with salon procedures and hygienic requirements.</p> <p>3.5 Tools and equipment selected and confirmed functionality and safety in accordance with service requirements.</p> <p>3.6 Tools and equipment cleaned and sterilised in accordance with salon hygiene procedures.</p> <p>3.7 Tools, equipment and material arranged based on maximum efficiency of service.</p> <p>3.8 Personal hygiene and Personal Protective Equipment (PPE) utilized in accordance with service requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>3.3 Type of tools for superfluous hair lightening (Cotton pads, tissue papers, brush, disposable wooden spatula, mixing bowl (non metallic).</p> <p>3.4 Type of equipment for superfluous hair depilation (magnifying lamp, facial couch, facial stool, trolley, waste bin with liner).</p> <p>3.5 Client preparation procedures and techniques.</p>		<p>equipment, low energy lighting)</p> <p>3.5 Reduce water usage and other resources</p>	<p>3.9 Personal hygiene and safety practice standards/ guidelines adhered.</p> <p>3.10 Client prepared for superfluous hair lightening according to salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Carry out superfluous hair lightening.	4.1 Benefits and effects of superfluous hair lightening. 4.2 Skin preparation for superfluous hair lightening. (cleanse / sanitise area to be treated). 4.3 Consistency of mixture: <ul style="list-style-type: none"> • Ratio. • Development time. 4.4 Mixture application and removal techniques and procedures. 4.5 Client response and skin reaction. 4.6 Remedial action if contra action (remove mixture)	4.1 Determine technique and procedure of superfluous hair lightening. 4.2 Mix superfluous hair lightening products. 4.3 Apply superfluous hair lightening mixture. 4.4 Remove superfluous hair lightening mixture. 4.5 Observe client response and skin reaction. 4.6 Take remedial action if contra actions occur. 4.7 Remove residue. 4.8 Apply soothing product.	<u>ATTITUDE:</u> 4.1 Adhere to service procedure, method and technique consistently 4.2 Observant to client's response 4.3 Ensure client's modesty and privacy <u>SAFETY:</u> 4.1 Follow health and hygiene regulations and requirements 4.2 Practise good posture <u>ENVIRONMENT:</u> 4.1 Good ventilation 4.2 Pleasing aroma 4.3 Relaxing ambience	4.1 Benefits and effects of superfluous hair lightening explained. 4.2 Skin preparation for superfluous hair lightening explained. 4.3 Consistency of mixture explained. 4.4 Mixture application and removal techniques and procedures explained. 4.5 Client response and skin reaction explained. 4.6 Remedial action explained. 4.7 Function of post soothing lotion explained. 4.8 Technique and procedure of superfluous hair lightening identified according to service requirements. 4.9 Superfluous hair lightening products mixed thoroughly and applied evenly on treatment area in accordance with manufacturer instructions. 4.10 Mixture removed with damp cottons after the required processing time in accordance with manufacturer instructions.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>promptly, rinse with water).</p> <p>4.7 Function of post soothing lotion.</p>			<p>4.11 Client's response observed and attended to in accordance with salon requirements.</p> <p>4.12 Residue removed from the skin in accordance with salon requirements.</p> <p>4.13 Soothing product applied in accordance with service requirements.</p>
<p>5. Carry out post superfluous hair lightening advice.</p>	<p>5.1 Client feedback.</p> <p>5.2 Superfluous hair lightening after care advice:</p> <ul style="list-style-type: none"> • Avoid heat treatments (hot baths, sauna). • Avoid perfumed and chemical based products on treated area. • Ideal time interval between treatment. 	<p>5.1 Obtain client feedback.</p> <p>5.2 Provide after care advice.</p> <p>5.3 Recommend home care product.</p> <p>5.4 Record post manual facial advice.</p> <p>5.5 Schedule next service appointment.</p>	<p><u>ATTITUDE:</u></p> <p>5.1 Honest in recording client feedback</p> <p>5.2 Apply effective communication skill</p> <p>5.3 Show sincerity and integrity in providing home care advice</p> <p><u>SAFETY:</u></p> <p>5.1 Keep client's record confidentially</p> <p><u>ENVIRONMENT:</u></p> <p>5.1 Good ventilation</p> <p>5.2 Pleasing aroma</p> <p>5.3 Relaxing ambience</p>	<p>5.1 Client feedback explained.</p> <p>5.2 Superfluous hair lightening after care advice explained.</p> <p>5.3 Superfluous hair lightening home care advices explained.</p> <p>5.4 Client consultation records explained.</p> <p>5.5 Next follow-up appointment explained.</p> <p>5.6 Techniques of storing client's consultation card explained.</p> <p>5.7 Client feedback obtained and recorded in accordance with service requirements.</p> <p>5.8 After care advised in accordance with service requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>5.3 Superfluous hair lightening home care advices:</p> <ul style="list-style-type: none"> • Use of remedial products. • Infection control precautions. • adverse effects management s (itchy, swelling, blotchy). <p>5.4 Client consultation records:</p> <ul style="list-style-type: none"> • Client's feedback. • Tools and products used. • contra action. • remedial action. <p>5.5 Next follow-up appointment.</p>			<p>5.9 Home care product recommended in accordance with service requirements.</p> <p>5.10 Next service schedule determined and future treatment recommended according to client's availability and preferences.</p> <p>5.11 Client's record card stored in accordance with salon policies and Data Protection Act.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	5.6 Techniques of storing client's consultation card: <ul style="list-style-type: none"> • Manual system. • Electronic system. 			
6. Upkeep superfluous hair lightening work area.	6.1 Tools and equipment clean/sterilise method. 6.2 Product, tools and equipment storage procedure. 6.3 Product and materials replenish and replace procedure. 6.4 Types of salon waste disposal: <ul style="list-style-type: none"> • General waste • Sharps • Clinical/ 	6.1 Clean tools and equipment. 6.2 Store tools, equipment, materials and products. 6.3 Carry out product and materials replenishment/ replacement procedure. 6.4 Update stock inventory. 6.5 Dispose salon waste.	<u>ATTITUDE:</u> 6.1 Meticulous and thorough in up keeping service area <u>SAFETY:</u> 6.1 Follow health and hygiene regulations and requirements. 6.2 Cautious in handling chemicals and hazardous materials 6.3 Safe storage of chemical materials. <u>ENVIRONMENT:</u> 6.1 Dispose waste in accordance with	6.1 Tools and equipment clean/sterilise method explained. 6.2 Product, tools and equipment storage procedure explained. 6.3 Product and materials replenish and replace procedure explained. 6.4 Types of salon waste disposal listed out. 6.5 Tools, equipment and materials cleaned and sterilised in accordance with hygiene standards and salon procedures. 6.6 Product, tools, equipment and materials stored/kept in place in accordance with salon procedures.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	contaminated waste		environmental protection guidelines 6.2 Reduce energy usage (energy efficient equipment, low energy lighting) 6.3 Reduce water usage and other resources	6.7 Depleted materials replenished/ replaced and stock updated in accordance with salon procedures. 6.8 Salon waste disposed in accordance with local authority requirements.

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

- 1 Cressy S – *Beauty Therapy Fact File, 5th Edition* (Heinemann, 2010) ISBN 9780435451424
- 2 Jane Foulston, Fae Major, Marguerite Wynne 2nd Revised Edition –(2009) EMS Publishing *The Art and Science of Beauty Therapy: A Complete Guide for Beauty Specialists* ISBN 9781903348130
- 3 Bennett R – *The Science of Beauty Therapy 3rd Edition* (Hodder Education, 2004) ISBN 9780340814666
- 4 www.habia.org Habia, the Standards Setting Body for the hair and beauty sector
- 5 www.professionalbeauty.co.uk Professional Beauty
- 6 www.anta.gov.au Australian National Training Authority
- 7 www.cityandguilds.com City & Guilds
- 8 Joel Gerson -*Milady Standard Esthetics Fundamentals, 11th Edition* (Milady Publishing, 2013) ISBN 9781111306892

16. Delivery Mode

The following are the **recommended** training delivery modes: -

KNOWLEDGE	SKILL
<ol style="list-style-type: none"> 1. Lecture 2. Group discussion 3. E-learning, self-paced 4. E-learning, facilitate 5. Case study or Problem based learning (PBL) 6. Self-paced learning, non-electronic 7. One-on-one tutorial 8. Shop talk 9. Seminar 	<ol style="list-style-type: none"> 10. Demonstration 11. Simulation 12. Project 13. Scenario based training (SBT) 14. Role play 15. Coaching 16. Observation 17. Mentoring

Skills training and skills assessment of trainees should be implemented in accordance with TEM requirements and actual situation.

17. Tools, Equipment and Materials (TEM)

BEAUTY THERAPY SERVICES

LEVEL 2

CU	CU CODE	COMPETENCY UNIT TITLE
C01	S960-002-2:2020-C01	Facial Electrotherapy
C02	S960-002-2:2020-C02	Specialised Facial Mask Therapy
C03	S960-002-2:2020-C03	Eyelash And Eyebrow Enhancement
C04	S960-002-2:2020-C04	Eye Contour Services
C05	S960-002-2:2020-C05	Superfluous Hair Depilation
E01	S960-002-2:2020-E01	Superfluous Hair Lightening

* Items listed refer to TEM's **minimum requirement** for skills delivery only.

NO.	ITEM*	RATIO (TEM : Trainees or AR = As Required)					E01
		C01	C02	C03	C04	C05	
A. Tools							
1	Towel (large)	1:1	1:1	1:1	1:1	1:1	1:1
2	Small towels	5:1	5:1	5:1	5:1	5:1	5:1
3	Protective gown (for client)	1:1	1:1	1:1	1:1	1:1	1:1
4	Hair band / head band	1:1	1:1	1:1	1:1	1:1	1:1
5	Mixing bowl (non metallic)			1:1			1:1
6	Contaminated waste bin (lined)	1:25					
7	Sharps / yellow bin (for sharp item)	1:25	1:25		1:25		
8	General waste bin (lined)	1:1	1:1	1:1	1:1	1:1	1:1
9	Extension Cord	1:2	1:2	1:2	1:2	1:2	1:2
10	Perming rod (assorted size)			2:1			
11	Mask Brush	1:1	1:1		1:1		
12	Brush						1:1

13	Facial bowl	1:1	1:1	1:1	1:1		
14	Facial sponges	1:1	1:1	1:1	1:1		
15	Mask Bowl	1:1	1:1		1:1		
16	Small Glass Bowl (jewellery)	1:1	1:1	1:1	1:1	1:1	1:1
17	Curved tweezer			1:1			
18	Flat tweezer			1:1			
19	Tweezers			1:1		1:1	
20	Comedone extractor	1:1					
21	Hot Oil Heater		1:5				
22	Timer		1:1				
23	Manufacturer Manual	AR	AR	AR	AR	AR	AR
24	Scissor	1:1	1:1	1:1	1:1	1:1	1:1
25	Lash comb /brush			1:1			
26	Brow comb			1:1			
27	Disposable mascara wand/ spool			AR			
28	Handy air blower			1:1			
29	Consultation Form/Card	1:1	1:1	1:1	1:1	1:1	1:1
30	Appointment book/record	1:1	1:1	1:1	1:1	1:1	1:1
31	Client Consent Form	1:1	1:1	1:1	1:1	1:1	1:1
32	Stationery	1:1	1:1	1:1	1:1	1:1	1:1
33	Hand mirror	1:1	1:1	1:1	1:1	1:1	1:1
B. Equipment							
1	Facial Bed/Couch	1:1	1:1	1:1	1:1	1:1	1:1
2	Facial Trolley	1:1	1:1	1:1	1:1	1:1	1:1
3	Facial stool	1:1	1:1	1:1	1:1	1:1	1:1
4	Hand mirror			1:1	1:1	1:1	
5	Magnifying Lamp	1:2	1:2	1:2	1:2	1:2	1:2
6	Skin Analysis Equipment (Skin Scanner/Wood Lamp/Skin Scope)	1:25					
7	Facial Steamer	1:5					
8	Facial Faradic Unit	1:5					

9	Facial Galvanic Unit	1:5					
10	Facial Micro-current Unit	1:5					
11	Facial High Frequency Unit	1:5					
12	Facial Vacuum Suction Unit	1:5					
13	UV Cabinet / Autoclave/ Glassbead	1:25	1:25	1:25	1:25	1:25	1:25
14	Hot towel cabinet	1:25	1:25		1:25		
15	Infra Red Lamp		1:5				
16	Thermostatic control wax heater					1:2	
C. Materials							
1	Gauze	1:1	1:1		1:1		
2	Disposable face mask	1:1	1:1	1:1	1:1	1:1	1:1
3	Disposable apron					1:1	
4	Disposable wooden spatula	1:1	1:1	1:1	1:1	5:1	1:1
5	Tooth picks (perming)			1:1			
6	Disposable applicator (apply petroleum jelly, tint mixture)			2:1		1:1	
7	Disposable orange wood stick			1:1		1:1	
8	Cotton pads	AR	AR	AR	AR	AR	AR
9	Cotton buds			AR	AR		
10	Facial tissues	AR	AR	AR	AR	AR	AR
11	Protective sheet (bed roll)			1:1		1:1	1:1
12	Disposable gloves	1:1		1:1		1:1	1:1
13	Skin cleanser (milk/lotion/gel/cream/foam)	AR	AR				
14	Toner (witch hazel/orange water/rose water/astringents)	AR	AR				
15	Exfoliation (scrub, granules)	AR			AR		
16	Moisturizer (emulsion/lotion/cream/gel)	AR	AR		AR		
17	Electrotherapy medium (serum/gel/oxygenated/ ampoules/cream/oil/talc/saline water)	AR					
18	Massage medium (oil/ talc/cream)	AR	AR		AR		
19	Make up remover	AR	AR	AR	AR		
20	Eye Makeup Remover	AR	AR		AR		
21	Eye Makeup Remover (non oily)			AR			

22	Surgical Spirit	AR	AR	AR	AR	AR	AR
23	Eye Massage Medium (oil/cream)				AR		
24	Tint colour (brown/ black)			AR			AR
25	Bowl of clean water	AR	AR	AR	AR	AR	AR
26	Petroleum jelly			AR		AR	
27	Disposable eye shields/ protector pads			2:1			
28	Disposable eye pads	2:1	2:1	2:1	2:1		
29	Artificial eyelash (individual/flare strip)			AR			
30	Artificial lash adhesive remover			AR			
31	Non-woven adhesive tape			AR			
32	Artificial lash solvent remover			AR			
33	Soothing lotion			AR		AR	AR
34	Paraffin wax		AR				
35	Hot oil		AR				
36	Nourishing Cream (for Thermal mask)		AR				
37	Biological Mask (fruits/vegetable/oats/honey)		AR				
38	Thermal Mask		AR				
39	Antiseptic lotion						AR
40	Wax strip					AR	
41	Hot wax					AR	
42	Warm wax					AR	
43	Sugar wax					AR	
44	Talc powder					AR	
45	Pre-wax lotion					AR	
46	After wax soothing lotion					AR	
47	Hand sanitiser	AR	AR	AR	AR	AR	AR
48	Bleach powder						AR
49	Hydrogen Peroxide (3% / 10 volume)			AR			AR
50	Eyelash perm solution and neutraliser			AR			

18. Competency Weightage

The following table shows the percentage of training priorities based on consensus made by the Standard Development Committee (SDC).

BEAUTY THERAPY SERVICES**LEVEL 2**

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
S960-002-2:2020-C01	Facial Electrotherapy	30%	1. Carry out facial electrotherapy client consultation.	20%
			2. Carry out facial electrotherapy services preparation.	10%
			3. Carry out facial faradic services.	10%
			4. Carry out facial galvanism services.	10%
			5. Carry out facial vacuum suction services.	10%
			6. Carry out facial high frequency services.	10%
			7. Carry out facial micro-current services.	10%
			8. Carry out post facial electrotherapy advice.	10%
			9. Upkeep facial electrotherapy service area.	10%

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
S960-002-2:2020-C02	Specialised Facial Mask Therapy	15%	1. Carry out specialised facial mask therapy client consultation.	10%
			2. Carry out specialised facial mask therapy preparation.	10%
			3. Carry out hot oil mask therapy.	20%
			4. Carry out paraffin wax mask therapy.	10%
			5. Carry out thermal mask therapy.	10%
			6. Carry out biological mask therapy.	20%
			7. Provide post specialised facial mask therapy advice.	10%
			8. Upkeep specialised facial mask therapy work area.	10%

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
S960-002-2:2020-C03	Eyelash and Eyebrow Enhancement	20%	1. Carry out eyelash and eyebrow enhancement client consultation.	10%
			2. Carry out eyelash and eyebrow enhancement patch test.	5%
			3. Carry out eyelash and eyebrow enhancement preparation.	10%
			4. Carry out eyelash and eyebrow tinting.	20%
			5. Carry out eyelash perming.	20%
			6. Carry out artificial eyelash application.	20%
			7. Provide post eyelash and eyebrow enhancement advice.	10%
			8. Upkeep eyelash and eyebrow enhancement work area.	5%

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
S960-002-2:2020-C04	Eye Contour Services	15%	1. Carry out eye contour services client consultation.	15%
			2. Carry out eye contour preparation.	10%
			3. Carry out eye contour cleansing.	15%
			4. Carry out eye contour massage.	20%
			5. Carry out eye contour mask.	15%
			6. Provide post eye contour advice.	15%
			7. Upkeep eye contour service work area.	10%
S960-002-2:2020-C05	Superfluous Hair Depilation	20%	1. Carry out superfluous hair depilation client consultation.	10%
			2. Carry out superfluous hair depilation preparation.	10%
			3. Carry out hot waxing.	20%
			4. Carry out warm waxing.	20%

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
			5. Carry out sugaring wax.	20%
			6. Provide post superfluous hair depilation advice.	10%
			7. Upkeep superfluous hair depilation work area.	10%
TOTAL PERCENTAGE (CORE COMPETENCY)		100%		
S960-002-2:2020-E01	Superfluous Hair Lightening	10%	1. Carry out superfluous hair lightening consultation.	10%
			2. Carry out superfluous hair lightening patch test.	10%
			3. Carry out superfluous hair lightening preparation.	20%
			4. Carry out superfluous hair lightening.	40%
			5. Carry out post superfluous hair lightening advice.	10%
			6. Upkeep superfluous hair lightening work area.	10%
TOTAL PERCENTAGE (ELECTIVE COMPETENCY)		10%		

Sample Calculation for Summary of Training Hours

The following table shows the nominal training hours based on recommendations made by the Standard Development Committee (SDC). For purpose of Malaysian Skills Certification through accredited centre training, the program duration is subject to Malaysian Skills Certification System.

BEAUTY THERAPY SERVICES

LEVEL 2

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
S960-002-2:2020-C01	Facial Electrotherapy	1. Carry out facial electrotherapy client consultation.	12	24	180	18
		2. Carry out facial electrotherapy services preparation.	6	12		
		3. Carry out facial faradic services.	6	12		
		4. Carry out facial galvanism services.	6	12		
		5. Carry out facial vacuum suction services.	6	12		
		6. Carry out facial high frequency services.	6	12		
		7. Carry out facial micro-current services.	6	12		
		8. Carry out post facial electrotherapy advice.	6	12		
		9. Upkeep facial electrotherapy service area.	6	12		

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
S960-002-2:2020-C02	Specialised Facial Mask Therapy	1. Carry out specialised facial mask therapy client consultation.	3	6	90	9
		2. Carry out specialised facial mask therapy preparation.	3	6		
		3. Carry out hot oil mask therapy.	6	12		
		4. Carry out paraffin wax mask therapy.	3	6		
		5. Carry out thermal mask therapy.	3	6		
		6. Carry out biological mask therapy.	6	12		
		7. Provide post specialised facial mask therapy advice.	3	6		
		8. Upkeep specialised facial mask therapy work area.	3	6		
S960-002-2:2020-C03	Eyelash and Eyebrow Enhancement	1. Carry out eyelash and eyebrow enhancement client consultation.	4	8	120	12
		2. Carry out eyelash and eyebrow enhancement patch test.	2	4		
		3. Carry out eyelash and eyebrow enhancement preparation.	4	8		
		4. Carry out eyelash and eyebrow tinting.	8	16		

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
		5. Carry out eyelash perming.	8	16		
		6. Carry out artificial eyelash application.	8	16		
		7. Provide post eyelash and eyebrow enhancement advice.	4	8		
		8. Upkeep eyelash and eyebrow enhancement work area.	2	4		
S960-002-2:2020-C04	Eye Contour Services	1. Carry out eye contour services client consultation.	4	10	90	9
		2. Carry out eye contour preparation.	3	6		
		3. Carry out eye contour cleansing.	4	9		
		4. Carry out eye contour massage.	6	12		
		5. Carry out eye contour mask.	4	9		
		6. Provide post eye contour advice.	4	10		
		7. Upkeep eye contour service work area.	3	6		

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
S960-002-2:2020-C05	Superfluous hair depilation	1. Carry out superfluous hair depilation client consultation.	4	8	120	12
		2. Carry out superfluous hair depilation preparation.	4	8		
		3. Carry out hot waxing.	7	17		
		4. Carry out warm waxing.	7	17		
		5. Carry out sugaring wax.	7	17		
		6. Provide post superfluous hair depilation advice.	4	8		
		7. Upkeep superfluous hair depilation work area.	4	8		
TOTAL HOURS (CORE COMPETENCY)			195	405	600	60
S960-002-2:2020-E01	Superfluous Hair Lightening	1. Carry out superfluous hair lightening consultation.	2	4		
		2. Carry out superfluous hair lightening patch test.	2	4		
		3. Carry out superfluous hair lightening preparation.	4	8		
		4. Carry out superfluous hair lightening.	6	18		

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
		5. Carry out post superfluous hair lightening advice.	2	4		
		6. Upkeep superfluous hair lightening work area.	2	4		
TOTAL HOURS (ELECTIVE COMPETENCY)			18	42	60	6
TOTAL HOURS OF COMPETENCY UNIT					600 + 60 = 660	
TOTAL HOURS OF CORE ABILITIES					40	
TOTAL HOURS TRAINING DURATION					660 + 40 = 700	

The sample calculations performed are based on table in section 18 for delivery of level 2 training program at 660 hours excluding delivery of core abilities.